



**ANNUAL
REPORT**
2019–2020



ABOUT TULGEEN

Tulgeen builds on achievements providing 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

Some of the photos contained in this Annual Report were taken before COVID19, therefore physical distancing is not observed.



MEET OUR BOARD OF DIRECTORS

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

Each Director is an active member on a number of Sub-Committees

2019/2020 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.



2019–2020 HAPPENINGS

July

NSW Government announces its support for Tulgeen with \$4.6 million to undertake a disability housing project in Bega.



September

Footy Colours Day fun at Tulgeen.



October

Tulgeen's Good Practice Group hosted its Worker Recognition Awards.



January

Tulgeen provides safe haven to 27 In Home Support Clients in our Insync Building as we battled Bushfires and unprecedented client and worker safety issues.

Return to normal services mid-January.

March

Tulgeen temporarily suspends supported employment and Inclusion Services due to Covid-19.

February

Tulgeen's Stitches and Prints launch new product. Organic cotton mesh produce bags are now available for purchase in packs of four.

April

Tulgeen slowly brings people back to work and Inclusion and Access Activities practising physical distancing and hygiene measures. Mya completed her traineeship. Mya became a qualified Support Worker having obtained a Cert III in Individual Support.





November

International Day of People with Disability celebrated with an Interagency Cricket Challenge.



December

Tulgeen Christmas Party 2019 was a celebration to remember.



May

We steadily returned to pre-COVID services ensuring we all followed good hygiene and social distancing. Geordie completed her Tulgeen traineeship and obtained a Certificate III in Individual Support.

June

Plans for the Elliot Lane Housing Project were submitted to Council for DA approval.

Tulgeen's Stitches and Prints fills an order for bags to go to Dept Foreign Affairs and Trade.



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 2020.

We have, with all of your support and understanding, travelled safely through 2019/20 achieving significant outcomes in spite of the challenging environment. Jen Russell has addressed both the bushfire emergency and COVID-19 pandemic impacts in detail her CEO report. I reinforce her recognition of all our 'awesome' people and the steps taken to ensure the safety of our people and clients.

This year has certainly seen Our Values exhibited and lived across the entire organisation:

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 commend Jen and her senior management team of Fiona Cochrane, Jon Walker, Lisa Miller-Bradley, Mitch Van Reesch, and Shane Arden, and all of their staff, for the focus on continuing to be a sustainable, robust, responsive, efficient, supportive and growing Tulgeen. I believe that Tulgeen has continued to do its best to support our clients and advocates in achieving improved choice and control.

Overall, we are now providing support and lifestyle choices to more than 120 people with disability. We are financially strong and collectively look forward to the future and continuing to support our clients to Live Work Play & Grow. We are very confident in Our Vision for the future... To inspire an inclusive, connected, and caring community.



I am pleased to advise that the financial outcome for the year was a surplus of \$296,270. This reflects the federal government support received in the last quarter and effective cost control through the year. 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.



The State Government funding announced early in the year, in conjunction with previous donations from Bega Cheese, has enabled us to commence the build of five independent living units and a communal living home in the Bega CBD to enable this goal to be realised. This development has been designed to the highest standards and will provide homes for ten people with disability.

I appreciate the support of my fellow Directors, Christine van den Berg, John Stylianou, Liam O'Duibhir, Natalie Baggett, Peter Hughes and Peter Mitford Burgess. In particular, with her retirement from the Board I thank Chris for the many contributions over the last five years, and I also warmly welcome Natalie on board. 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 closing, I offer my sincere thanks to all of Tulgeen's staff, volunteers and our partner organisations, supporting Tulgeen to build on our achievements to provide flexible, quality services, identify and provide for future needs and ensure financial stability. You've shown how inspiring it can be to persist and succeed. Keep up the great work you do everyday and be proud of your contributions.

Grattan Smith
Board of Directors

REPORT FROM OUR CEO

Well what year it has been! Though starting well with the announcement of our housing grant application of \$4.6 million in July we headed into winter, spring and summer full of excitement for the future. Though that excitement has not waned, it surely was tested.

I think retrospection makes us all wiser, however leading into summer the potential of a significant bushfire season did not reflect the reality of what actually occurred. As CEO, I could not be more proud of what our Tulgeen Team achieved on first impact and following 2 weeks. Led by a very capable team of Managers, Coordinators and Disability Support Staff we managed a very challenging situation putting client safety at the center of our decision making.

Many staff were unable to attend work, looking after their own properties and family, protecting others homes as volunteers, or simply not being able to access Bega at all. The decision was made was to uplift 27 clients who chose to relocate to our Insync Building, so we could look after them safely and reduce pressure on our

resources. A huge logistical exercise! While our world was black with smoke and ash our staff bought bedding, supplies, personal necessities to Insync keeping our clients informed, reaffirming that they will be safe. We set hoses up all around the building to ensure that any embers that may have found their way to Bega we could actively protect all our people.

Over the following five days we remained in contact with the VRS and RFS, they knew of our location, number of people and challenges that we would face if we needed to evacuate. We would like to thank both these amazing organisations for their support over this period.

A challenging period, at times a little chaotic, but importantly each client was safe, protected, cared for and cared about. Each day updated on what was happening in the outside world, we created our place of safe refuge, giving our workers time to do what they needed to do for their own families and properties. I think how successful this strategy was when clients still say to me 'Jen when are we going to do that again, it was fun?' A giant well-managed sleepover of friends, workers their family and some pets!





As we edged into bushfire recovery, we were not expecting Covid-19 nor its impacts. In March our concern for the safety of clients and workers was paramount, and tough decisions were made suspending services at Insync and Social Enterprises. The strategy of managing this situation early kept us in line with NSW Health advice, enabling us to concentrate resources on our In Home Support Services. It was very upsetting for staff; suddenly their roles suspended.

Our broader community rallied to keep us all safe by following all the rules. In June, we were able to bring back Insync and ADE services in a modified manner applying the Covid Safe rules for clients and workers. It was fantastic to see everyone coming back, routines were different but same, smiling faces and joyfulness are evident.

Tulgeen is doing all that we can we manage our services as per NSW Health's daily updates; decisions are made dependent on what is currently occurring. Staff have undergone training for Infection Control, PPE and Covid, putting us 'at the ready'.

I have great faith in the Tulgeen Team. I would like to thank all the Board, senior managers and other back of house workers who quietly in the background ensure that all is as it should be. To all the DSW staff, simply saying 'awesome job' seems so inadequate, but awesome you all are. Thanks to each and every one of you.

Jen Russell
Chief Executive Officer

CLIENT SERVICES





What began as an incredible year turned into an unprecedented number of extraordinary challenges. A change in operational structure enabled greater collaboration between the two areas of In Home & Inclusion Services.

Rose Hulst has continued to provide exceptional guidance to her team in In-Home Services. Rose's contributions have been critical over the past 6 months as Tulgeen's disability residences maintain COVID preparedness. I would like to thank Rose, Marie and Jo and all the other terrific workers for their dedication and commitment to our In Home Clients.

Inclusion Services has also seen a number changes. Early 2020, we bid farewell to Karen Machan who was the Inclusion Services Manager for 5

years and a support worker for many more. We thank Karen for her years of service. Stepping up to fill this role is Allana Ruddick, with many years of experience at Tulgeen working as the Complex Care Coordinator. I thank Allana, Heather, Ashley, Jodie and all other wonderful workers for their commitment and flexibility throughout these challenging times.

Insync was used as a place of refuge as the bushfires raged, and since March Client Services has been actively responding and staying abreast of everything 2020 has produced to date.



A Tulgeen COVID plan enabled the introduction of safety procedures and contingencies. Some changes now part of our daily routines include: increased vigilance in infection control, social distancing and appropriate management of our spaces.

Workers and clients across both In-home services and Inclusion services have embraced the new norm in a COVID world. Workers have done an incredible job, and now everyone washes their hands regularly, maintain social distances, and wear masks while out doing shopping or where social distancing is difficult.

Inclusion Services

For the safety of our clients and workers, Insync closed temporarily until the immediate threat of COVID subsided early in the year. Most services have begun slowly returning in line with NSW Health advice. Insync during this time of closure took the opportunity to review daily timetables and as a result, now provide more opportunity for engagement in longer term project based activities. This has further improved outcomes for clients.

The popular Art in the Garage program continues. Unfortunately Exhibitions have been cancelled due to COVID concerns. We will trialling online technology shortly to determine if exhibitions can be displayed virtually so that our artist's works can be accessible to everyone. A big thank you to Heather Cameron and the team of Art Mentors for their ongoing commitment to this program. Respite

services have now re-commenced after a brief COVID hiatus. This popular service continues to provide respite for clients, their advocates and family.

Insync is a successful Club Grants recipient, and with the Bowerbird Cobargo donation and our own fundraising initiative, we can now commence the development our highly anticipated outdoor Sensory Space.

In-Home Services

In-Home Services has had enormous challenges, particularly over the past 6 months. The dedication and professionalism of our workers, their enthusiasm, and ability to bring fun into the everyday is appreciated. Workers found innovative and inclusive activities that our clients could enjoy safely while socially distanced. This has enabled us to better manage post bushfire and the 2020 COVID world.

We continue to receive great feedback from NDIS Official Visitor who comes to our Maple Court and Fairview premises. Our residential housing project will bring an additional 10 residents and we look forward with great excitement to supporting them to transition to their new homes.

Fiona Cochrane

Client Services Manager

SOCIAL ENTERPRISES



Tulgeen's Social Enterprises provide paid, meaningful employment and training opportunities for people with a NDIS Plan.

Riverside Nursery

Riverside Nursery precinct includes;

- Tulgeen Confidential Document Shredding Services
- Tulgeen's Community Garden
- YourSpace@Tulgeen
- Retail Nursery

Riverside Nursery offers training to Supported Employees and is a retail garden centre supplying a full range of plants, horticulture products, bagged goods and ornamentation. Tulgeen offers many employment opportunities to people with disability. These opportunities have extended to work experience and school leavers' employment scheme.

The Nursery has gone from strength to strength embracing Tulgeen's vision to inspire an inclusive, connected and caring community.

This year, we farewelled Mel Pickering our Retail Manager. We thank Mel for her valuable contribution over many years.





Kelly Lancsar was subsequently appointed Riverside Nursery Precinct Manager. Kelly is leading an enthusiastic, dedicated and happy team.

We thank Kelly for her commitment to the Nursery and Tulgeen's supported employees. We also appreciate Kelly's faithful team of horticulturists and disability support workers.

Stitches and Prints

Stitches and Prints is a Tulgeen Social Enterprise that produces reusable, recycled and re-purposed bags and other textile products like aprons and tea towels to specific order.

Our target markets are; socially conscious families who are committed to sustainability and Commercial businesses and local organisations in the Bega Valley.

Despite the stop-start nature of this year due to Black Summer Bushfires and then COVID19, Sherrie Fletcher Stitches and Prints Coordinator and Annie Chandler have worked tirelessly to ensure our supported employees are engaged and content in their employment. Our grateful thanks to Sherrie and Annie for leading our supported employees through training and development to ensure they are developing their skills each and every day.



SOCIAL ENTERPRISES



Tulgeen Packaging Services

Tulgeen's 10 year plus partnership with Bega Cheese has meant our Supported Employees have been able to participate in consistent employment with many opportunities to learn and increase workplace skills.

Bega Cheese recently made a business decision to cease aspects of production in Bega meaning that TPS will no longer have product to process. As a result, TPS will cease operation in September 2020.

Our recognition and gratitude is extended to Paul Kidd TPS Coordinator who has provided encouragement, guidance and support to all supported employees. Paul has decided to move on from Tulgeen and we wish him every success.



We also thank Bega Cheese for their past and continuing support of Tulgeen.

We extend our thanks to all other support workers and the Supported Employees who have worked at TPS for many years. We are pleased to be offering them other opportunities.

Tulgeen Work Crew

Tulgeen Work Crew is a Social Enterprise that offers garden maintenance, commercial cleaning, rubbish removal and lawn mowing services across the Bega Valley. It has been a busy year! Our energetic and capable team enthusiastically embraced many opportunities to work and learn through commercial cleaning, lawn mowing, grounds

maintenance, rubbish/ clearance removals and 'odd jobs' throughout the Bega Valley.

A new Ute and mowing equipment reflects our ongoing confidence in the Workcrew Team. We take our hat off to Nathan Barry, TWC Coordinator. Nathan's energy levels are second to none. Nathan is dedicated to providing our supported employees opportunities to learn and grow with each job they undertake. Thank you to Nathan and his team.

Lisa Miller Bradley

Business Development and Marketing Manager

FINANCIAL SUMMARY

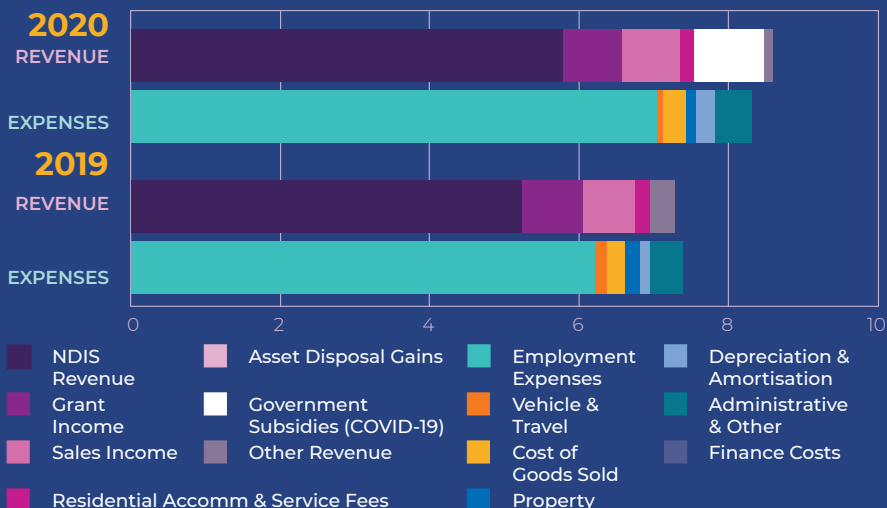
The Tulgeen Group recorded a surplus of \$296,270 (2019 deficit of \$103,939). The improved result for the current year is a result of continued growth in services provided, and the economic benefits provided via the Australian Government subsidies paid in response to the COVID-19 pandemic.

Tulgeen is highly dependent on revenue from services provided under the National Disability Insurance Scheme (NDIS). The total value of NDIS services provided during the financial year increased by 10% over the previous year, despite the reduction in services since March due to the outbreak of COVID-19.

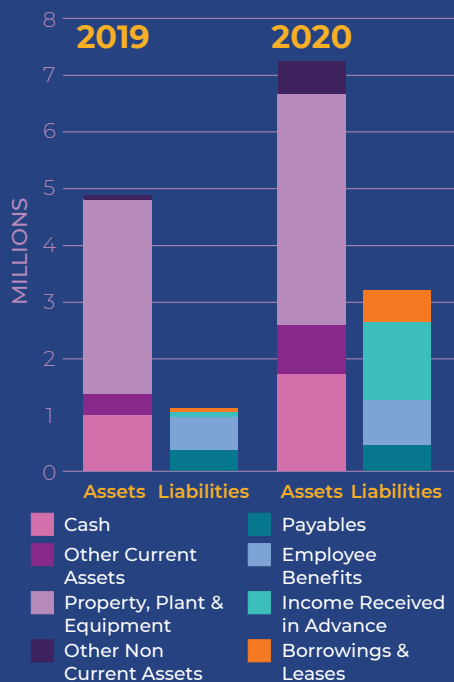
Financial highlights for the financial year ended 30 June 2020 include:

- Total Revenue increased by 18.1% to \$8,587,208 (2019: \$7,272,862). Income from NDIS Services comprised 67.4% (2019: 72.2%) of Total Revenue. Australian government subsidies related to COVID-19 amounting to \$929,000 represented 10.8% of Total Revenue.
- Total Expenses increased by 12.4% to \$8,290,938 (2019: \$7,376,801). Wages, Salaries, and other Employment Expenses comprised 85.0% (2019: 84.3%) of Total Expenses.
- Net Assets increased by 7.9% to \$4,036,578 (2019: \$3,740,308).

Revenue & Expenses (\$m)



Balance Sheet

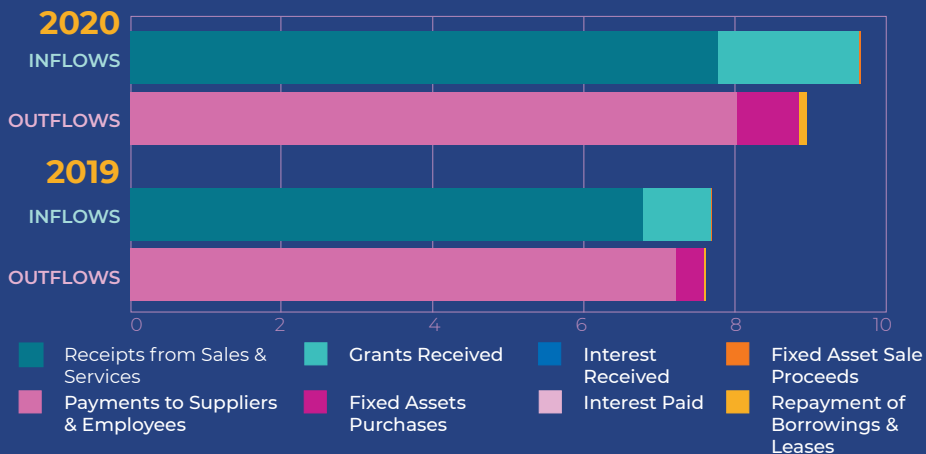


Total Assets increased by 49.1% during the financial year to \$7,246,147 (2019: \$4,860,322), due to a combination of commencement of a new disability housing project in Bega, the recognition of right-of-use assets in the balance sheet as a result of new accounting standards, and the improved operating result for the year.

Total Liabilities increased by 186.6% during the financial year to \$3,209,569 (2019: \$1,120,014), primarily due to receipt of grant funds relating to new projects not yet accounted for as income, recognition of the lease liability associated with right-of-use assets, and an increase in employee provisions for leave entitlements.

Net Operating Cash Flow for the financial year was \$1,613,447 (2019: \$469,710), with the increase primarily due to grant receipts not yet accounted for as income. After investing and financing activities, overall Net Cash Flow for the year was \$720,054 (2019: \$91,958).

Cash Receipts and Payments (\$m)





Tulgeen Group

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