

Annual Report 2021





“

Thanks to the ALO team who have reassured us every time the guidelines have changed at a moment's notice. ”

Vision

A community in which people with disability are equal and valued.

Purpose

Enriching and empowering lives within the disability community.

Values

PASSION:

We love what we do and are passionate about making a positive difference.

EMPOWERMENT:

We support people to maximise their potential.

INNOVATION:

We are explorers of new ideas, working to overcome the barriers people face.

INTEGRITY:

We are honest fair and brave.

In the spirit of reconciliation Pinarc Disability Support acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea and community. We pay our respect to their elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

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Pinarc Board Members



Adam Rogers | Chair
BSc (Biochem), B.Eng (Chem), AdvDip Bus.Man

Adam is an experienced government executive, specialising in strategic management and service delivery excellence in people-based businesses. Having worked in the emergency management and occupational health and safety fields, Adam brings extensive experience and a wide range of skills that assist Pinarc to meet their broader corporate legislative obligations.



Eric Braslis | Deputy Chair
B.A.A. Urban Planning (Toronto), MBA (Deakin)

Eric is Chief Executive Officer, Golden Plains Shire Council. Previously Eric has been the CEO at Gannawarra Shire Council and has held a number of senior executive roles at Ballarat, Hobsons Bay and Stonnington City Councils. Eric has also completed the Executive Leadership program at Harvard University (Boston) and is a graduate of LGPro's XLP program. Eric's expertise in governance and his knowledge of planning is particularly valued on the Pinarc Board.



Nicole Crocker | Treasurer/ Secretary
B.Acc CPA

Nicole is a Director at Cooke & Foley Business Advisors and Accountants in Ballarat. She has over 20 years' experience within the public practice accounting field, including the preparation of financial statements, tax returns and providing complex tax advice to clients. She has an audit background that enables her to delve deeper into the processes used within an organisation and helps her clients to understand the 'why' and 'how' when it comes to their business and not just the financial results. Nicole has previous board experience for a local sporting association and is pleased she can use her financial and analytical skills to ensure the needs of people with disabilities are being met in the best way.



Dermot Conaughton
B. Laws (Hon), B.B.M. (Deakin)

Dermot is an Associate at Heinz Law. He provides advice to corporate and commercial clients on a broad range of matters including acquisitions, sales of business and commercial property, trusts and companies, stamp duty and land tax issues, shareholder and partnership agreements, restructures, franchising, intellectual property (including trademarks and licence agreements), retail and commercial leasing. Dermot is happy that his legal experience enables him to contribute meaningfully to Board deliberations.

Sub-Committees

- Governance
- Finance
- Quality & Risk

Leadership Team

| | |
|-------------------------|-------------------------------------|
| Peter Newsome | Chief Executive Officer |
| Sara Cavanagh | Deputy Chief Executive Officer |
| Claire Davenport | Quality Manager |
| Kevin Stewart | Human Resources Manager |
| Shelley Wood | Senior Finance Manager |
| Elin McPadden | Manager Therapy Education & Support |



Dr. Barry Packham
A.S.M.B. (Ball), M.B.A. (Melb), Ph.D. (Mon), F.A.I.C.D

Barry has been variously company chairman, company director (both executive & non-executive), president & CEO of companies in a number of different industries incorporated in countries in both hemispheres. In his final role as Executive Chairman of Carl Zeiss Vision International and associated joint ventures, he led businesses totalling \$1B+ turnover and some 10,000 employees. He has also until recently provided consulting services to various City of London financial services businesses, including Deutsche Bank. His local interests include membership to the committee of the Ballarat Sportsmen's Club and president of the not-for-profit Ballarat Karate Club.



Kelly Sperl
CA, MAICD

Kelly is a Chartered Accountant and has worked in industry for the last 27 years, predominantly in FMCG, retail, wholesale distribution and manufacturing. During her career, Kelly has served as the Finance Head and often Company Secretary, focussing on strategy, business improvement and governance. Kelly has also been a volunteer of RVIB/Vision Australia for over 20 years. Kelly's finance and governance insights are particularly valued on the Quality & Risk sub-committee.



Leo Styles
B.TH, Grad. Dip. Educational Administration, Ass. Dip Pastoral

Leo has had a diverse career working with youth, in administration and a variety of roles with the Department of Education. As a former parent of a 21 year old son with a disability, Leo has been involved in the disability sector for more than 20 years, actively promoting access and inclusion. A strong disability advocate, Leo brings important perspective on youth disability to Board discussions.



Neil Wilson
B. Eng (Aerospace) MBA (MBS) Mergers & Acquisitions (MBS)

Neil has over 27 years' experience spanning operations, process transformation, mergers & acquisitions, and commercial interests. Currently Commercial Manager at Worley, his focus is on technology and digital innovation, capital allocation and investments and commercial sales. Neil has 3 boys, 2 of whom are on the autism spectrum. He is a passionate advocate for disability and brings both business acumen and lived experience perspective to the Board.



“My son wouldn’t be where he is now and doing the things he is doing without your support, help and therapy. All the therapists are amazing.”

Chair and Chief Executive Officer Report

JOINING PINARC AS THE new Chief Executive Officer (CEO) has been an exceptional experience, and I am excited for the opportunity to lead such a committed and passionate team. Our organisation is in a good position, despite the ongoing trials we are experiencing with lockdowns. This is a credit to the former CEO Marianne Hubbard and the dedicated leadership shown by our Board. I am pleased to present this report on behalf of Board Chair, Adam Rogers, and myself, reflecting on the past year of achievements led by Marianne Hubbard.

In February 2020, the Board accepted the resignation of Marianne Hubbard after 13 years of dedication. Marianne continued to lead Pinarc during the extensive search for our new CEO. We know Pinarc will always have a passionate advocate and friend with Marianne, and we wish her all the best with her future.

The impact of Coronavirus (COVID-19) on our community and our service continues. Whilst we enjoy brief moments of respite between outbreaks and lockdown periods, I acknowledge the challenges faced by all with this continued disruption in our community. Reflecting on the year, the theme that emerges is resilience and compassion. We are fortunate to have a strong team at Pinarc, who live these values and

keep on going day after day to ensure our customers wellbeing. Pinarc continues to find new and exciting ways to engage our customers during this time through tele-therapy and a range of online programs.

Like many other businesses, JobKeeper was a financial safeguard to our organisation, giving us the assurance that we could keep our staff and programs running. When the JobKeeper payment to workers was reduced in October, the Board approved supplement payments to our workforce to keep our organisation open and our staff working during challenging times of uncertainty.

The Board has remained focused on governing the organisation during this period, capably supported by the Leadership group, notably Sara Cavanagh, Deputy CEO, who has provided outstanding support to the CEO, Board and the entire organisation throughout the year. Her dedication, operational expertise, and the way she leads by example are all deeply appreciated. This year saw a small restructure in the Leadership group, and we welcomed Kevin Stewart to the newly created position of Human Resources Manager and were pleased that Claire Davenport was able to step into the new role of Quality Manager. Whilst the Leadership group is lean, it is knowledgeable, agile, and passionate, qualities that have been tested time and again over the past year.



ADAM ROGERS
Chair



PETER NEWSOME
Chief Executive Officer



**Pinarc is well known,
warmly engages
with its customers,
appreciated by the
community and they're
important ingredients
to carry forward.**



– Peter Newsome

There is much excitement with the news that we have purchased large-scale indoor playground equipment. This acquisition has energised our staff with the possibilities it brings to help with our therapy customers and future use in holiday programs. After consultation with customers and team we have decided to locate the indoor playground centrally at our Lucas site. We are now in the process of planning the construction and implementation stage and look forward to sharing our progress over the coming year.

Our sustainability plans were supported when we were awarded a \$93,000 Department of Environment, Land, Water and Planning grant to install solar panels across our Ballarat sites. These have been installed by BREAZE and are now active. We look forward to the benefits and power savings this environmental initiative will deliver.

With less customers on site due to restrictions we have had the opportunity to focus on training opportunities with our team, particularly in supporting our customer's choices and decision making. Ongoing training is part of our culture and in the coming year staff will have access to more training with implementation of e-training modules by our Human Resources (HR) team. The HR team have implemented several new initiatives over the past year, with streamlined processes now in place for recruitment, onboarding, and the up-skilling of our workforce. Our Finance team, capably led by Shelley Wood, have also been busy with the implementation of new cloud-based financial systems and working with our new audit firm.

We celebrated International Day of People with Disability with a "selfie-art" challenge, a way that our customers could engage with us both on site and remotely. The artwork was vibrant and creative so choosing a winner was the real challenge!

Our quality assurance initiatives have thrived under the direction of Claire Davenport, who has taken on the significant task of identifying quality improvements which reflect the future direction of disability service requirements. A tribute to both her work and the work of our entire organisation was the successful completion of our annual quality audit in February with zero non-conformities recorded.

We successfully achieved a 2021 State Trustees Australia Foundation Community Inclusion Grant for our Leadership and Advocacy project and were awarded \$20,000 to develop training that will be designed together with our customers and the staff that support them. This project is about empowering our customers with skills to help them navigate the world around them with a focus on self-advocacy.

After team discussions around how, we could better express our commitment to our customers and the community, we worked with an external agency to develop a new positioning statement "With you all the way" and a rejuvenated logo. This forms part of our communication plan to express our dedication to staying the journey with our customers, supporting them to live their best lives at every stage.

Our therapy services are thriving, although demand still outweighs supply especially in Melton. Elin McPadden, Therapy Education & Support Manager, has been leading the charge to recruit new therapists, both graduates and senior clinicians. She has overseen the development of an inspiring recruitment video and has created an exciting graduate bursary scheme, which will be coming to fruition in 2022.

The roll-out of the COVID-19 vaccination program has been a topic of much interest and Pinarc quickly stepped up to encourage and support our workforce to take up this opportunity, as the safety of customers, staff and community is always our top priority. We will continue to deliver strategies that support a vaccinated community at Pinarc, as we know it will keep us all safe.

Pinarc is set to consolidate our already firmly established position, responding to the new demand through the National Disability Insurance Scheme (NDIS) and our growth needs in Ballarat and Melton. We will do this by continuing to focus on engaging our customers, their families, and carers. Exploring new technologies and finding more efficient and innovative ways of delivering personalised, customer-centred solutions. Pinarc acknowledges its important relationship with community to be at the forefront of disability support, leading the drive to bring a greater range of support to Western Victoria.





Deputy CEO Report

I HAVE WORKED AT PINARC for 17 years, every year brings its challenges and every year I say – surely this was the toughest yet for staff and customers and next year will be easier. Funding changes, programs ceasing, staff changes, restructures, NDIS changes – these have all impacted our families and staff, 2020 brought us COVID-19 and the resulting significant impacts to programs and services we were able to deliver. Sadly 2021 sees a continuation of this and again has impacted the services we are able to deliver to our customers, with a large portion of face to face services not possible during lockdowns.

Although staff have adapted to working remotely and learned how to deliver services via teletherapy, we continued to support our therapy, early intervention, financial plan management and support coordination customers via phone and video calls. Our ability to maintain contact and deliver much needed therapy supports is due to our staff’s keenness to develop innovative ways to deliver their disciplines.

The biggest impact was face to face services. Pinarc delivers up to 25 different group programs across three sites and it has been challenging keeping these running with the ever-changing restrictions due to lockdown.

We have developed a number of online social programs which have been great for customers who were not comfortable with face to face sessions.

I cannot express strongly enough the pride and respect I have for the way Pinarc staff have responded to each challenge and continue to deliver services to our customers and families.



SARA CAVANAGH
Deputy CEO

Registered **NDIS** Provider



Capacity Building Team Report

SUPPORT COORDINATION have had another busy year, continuing to provide highly professional support to a complex range of participants across diverse settings. COVID-19 has continued into 2021 and our support coordinators have continued to offer supports and services during this time. It has been tough to find organisations who are able to offer support during COVID-19 and ever changing restrictions.

Many customers have been stuck at home with limited access to supports. We aim to assist our participants to achieve the best outcomes for them, and this means guiding them through the ever-changing and sometimes daunting world of the NDIS. Lots of complex factors mean that it may take many months and even years for the right outcome - whether it be getting the appropriate funding from the NDIS, choosing and relocating to a new home, or working through the process to get a new piece of equipment.

During the peak of COVID-19 NDIS allowed support coordination to be used flexibly from Core supports. This has enabled us to assist customers who have not been previously funded for this support. We know that a few hours of support coordination at the start of a plan can make the whole process so much easier. This flexibility from NDIS meant we could assist customers and families who were finding it challenging to link into services during the pandemic.

FINANCIAL PLAN MANAGEMENT allows our customers the greatest of flexibility with their plans without having to worry about the administration side of dealing with NDIS and providers. Our team currently supports 315 customers by paying their invoices and helping them understand how they can use their plans. They are always at the end of the phone with a friendly voice to assist with any enquiry.

Registered **NDIS** Provider



SARA CAVANAGH
Deputy CEO



I'm currently using the FPM service and have really appreciated all the work Chris has done for me. Chris has looked after me and he is always there for me and is always very clear, responsive, factual and supportive.





“The Talkability group has enabled me to change the way I interact and communicate with my child. I have become more playful and use a lot more humour and jokes.”

Therapy, Education & Support Team Report

THERAPY
What a year it was! The last 12 months have seen therapists continue to provide therapy online while restrictions have required this, and then integrate this into our new therapy model as restrictions have eased and clients have been able to choose between online or face to face. Some participants have been choosing a mixture of both options which has been wonderful to see.

We have continued to offer online groups for SOS feeding groups, Hanen parent education groups, online social skills groups and online zones of regulation, to mention a few. These have allowed families from a broad geographic region to all be able to come together in the comfort of their own home and interact with other families with similar goals with great results.

Our new graduate program welcomed three new graduates in January 2021 and another new graduate in June, and we continue to enjoy the energy and ideas that they bring to the team.

Growth in the Melton office resulted in us moving to a larger premises in November 2020 and we have enjoyed having the extra office space and therapy rooms. However, with the addition of four therapists to the Melton office in the first half of 2021 it is getting crowded once more!

KINDERGARTEN INCLUSION SUPPORT
This year has seen yet another record increase in applications for Kindergarten Additional Assistants (KAA) and specialist consultancy through the Kindergarten Inclusion Support (KIS) program. For the first time, 3-year-old funded kindergarten programs in Ararat and Hepburn have been able to access KIS in 2021. KAA's have continued to work in kindergartens throughout the last 12 months of the pandemic, in sometimes extremely challenging circumstances, to ensure that educators and children are supported through these difficult times, and to try to minimize the disruption to the children's learning. Our specialist consultant has been supporting educators in a range of ways, including phone calls, presentations, consulting via teleconferencing and in person visits.



ELIN MCPADDEN
Manager Therapy, Education & Support

“We have had exceptional support with our centre's KIS needs and KAA staffing. This has been of great importance with COVID and with staffing uncertainty.”

PRESCHOOL FIELD OFFICER PROGRAM

2021 has shown growth in the PSFO program. We increased to three preschool field officers, providing services to all funded 4-year-old kindergarten programs and the additional funded 3-year-old kindergarten programs in the Ararat and Hepburn areas that rolled out in 2021. The PSFO's continue to work with educators to inform and resource inclusive programs and build the capacity of the educator when working with children and their families, while strengthening referral pathways.

The PSFO's have continued to build upon the multi-dimensional approach of working with educators through phone calls, teleconferencing and onsite visits when needed, as restrictions have allowed. We are now starting to prepare for the full roll out of funded 3-year-old kindergarten programs across the region in 2022!



“As a family we are very thankful for availability of teletherapy as we live one hour from Ballarat.”

ALICE

Alice began attending ILS at Bonshaw at the beginning of 2021. Alice was new to Ballarat and was excited about the opportunity to start working on her goal of getting a job in hospitality. Alice was eager to be involved in our Barista program and has spent up to three days a week working with staff on skills, including making cappuccinos, hot chocolates and milkshakes, as well as taking orders and understanding other roles involved in working in a café such as greeting customers, reading menus and cleaning down tables. Alice enjoys “getting to learn how to make different drinks”.

How has attending ILS helped Alice work towards her goal of working in a café?

Alice's abilities as a barista have increased enormously with the training of the ILS. Just ask her how to make a cappuccino and she rattles off how many shots, how hot the milk needs to be, etc. She really enjoys going in each day and seeing her friends. She comes home happy and tired. Her work experience in Cafe 52 in Creswick is the highlight of her week, and I feel that the ILS has set her up for success.

Alice's mother Katrina.

“Learning how to use the barista machine and gaining confidence on frothing the milk. When I first started, I used to overflow the milk, now I don't.”

“What I have learnt this year has given me confidence. I am now doing work experience in a coffee shop and will hopefully get a job afterwards.”



ALEX

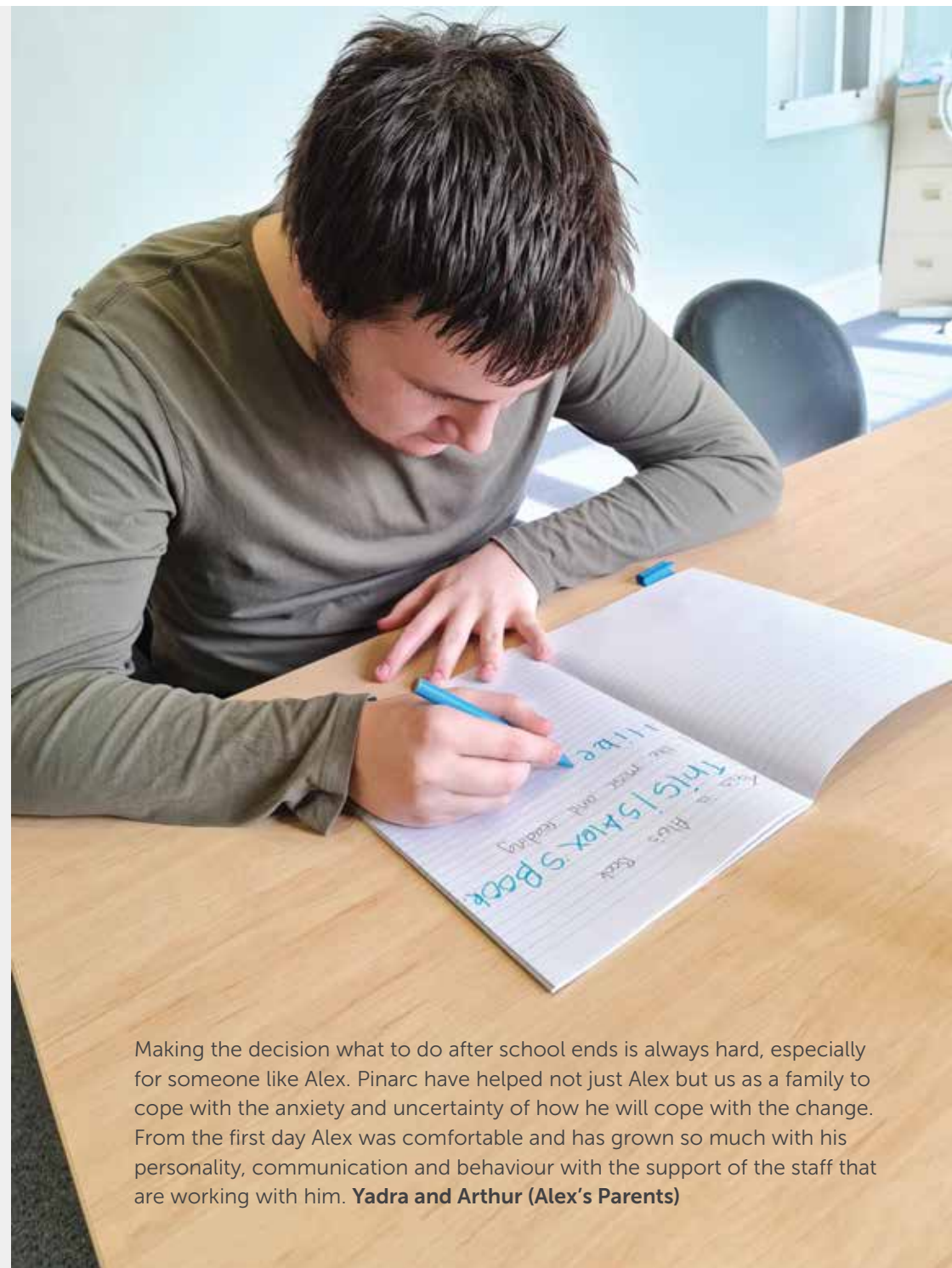
During Alex's school years he had been a regular participant of Pinarc's Holiday Program and when Alex finished school at the end of 2020 his next move was to join the Pinarc Independent Living Skills Program at Golden Point.

Finishing school for most is an exciting time, but for Alex transitions can be really challenging. Alex experiences a lot of anxiety and sensory issues which mean he requires quite a significant time to process a request or a change in his routine.

These challenges often meant Alex would struggle to keep up with groups and join in activities. Alex rarely sat down and relaxed, preferring to pace to manage his anxieties.

With the support of Alex's family, his beautiful service dog Bella, and his support staff at Pinarc, Alex has transitioned to attending 3 full days at the ILS Program, where he is enjoying being in group activities such as music and literacy.

Alex is working towards his goal of developing his skills in the kitchen and feeling more relaxed in new environments, and is making great progress at achieving these goals.



Making the decision what to do after school ends is always hard, especially for someone like Alex. Pinarc have helped not just Alex but us as a family to cope with the anxiety and uncertainty of how he will cope with the change. From the first day Alex was comfortable and has grown so much with his personality, communication and behaviour with the support of the staff that are working with him. **Yadra and Arthur (Alex's Parents)**

“
Thank you to all the team for
helping expand Alex's world.”

Active Living Options Team Report

WE OFFER A BROAD RANGE of small group programs including weekday and weekend options. Groups cater to different ages and interests and before COVID-19 were either community or centre-based. There is a strong focus on safety whilst ensuring lots of fun and learning with social connection and skill development in every session. This year has seen the development and growth of our small group programs especially with the introduction of several new online options.

COVID-19 has limited our capacity to deliver our extremely popular weekend social groups and camps. We hope to see these resume in 2022 in accordance with the reopening of Victoria post COVID-19.

PINARC PENNYWEIGHT Adult Options continue to provide a fantastic selection of programs for customers with high and complex needs. We have seen some great outcomes this year with one customer reducing the need for two staff down to one and increasing her interaction with others onsite. We have also seen improved outcomes for others through positive behaviour support leading to increased independence and movement across the site.

PINARC GOLDEN POINT Independent Living Skills added a second day to the ARTZ program due to popular demand. Cooking has remained a firm favourite with customers enjoying preparing food to share. We found that many people were unsure about returning to small group programs because of COVID-19, and the online sessions have allowed them to keep in touch and participate in fun activities of their choice.

PINARC BONSHAW has twelve new garden beds including eight self-sustaining wicking beds which saw some amazing vegetables being harvested earlier this year. These vegetables have been used in the Independent Living Skills cooking program and used to cater for morning teas for groups meeting at the Bonshaw site.

Registered **NDIS** Provider



SARA CAVANAGH
Deputy CEO



Thank you for hanging in
there with us through this
crazy year. Your kindness
and willingness to listen
really helped.





“Your staff need a medal for what they have done for my children, I love the service.”

Quality Report

AS OUR RESPONSE TO COVID-19 continued throughout the year, so did our focus on safety, compliance and continuous improvement.

In the Workplace Health and Safety space, we have seen increased infection control measures, weekly COVID-19 Safe meetings, implementation and monitoring of COVID-safe plans for all sites, and the creation of a PPE (Personal Protective Equipment) and Essential Cleaning distribution centre, ensuring we have everything needed to continue providing safe services. Our OHS committee has been strengthened, with the addition of new Health & Safety representatives and Managerial members. We have reviewed our First Aid officers and trained five new first aid officers to cover our Ballarat sites and have had an increased focus on staff wellbeing and mental health.

In February, we successfully passed our NDIS mid-cycle and ISO 9001 quality reviews. These reviews ensure our policies and processes are customer-centred, support choice and control in service delivery, safeguard and protect staff and customers from harm and that we have appropriate governance structures in place. We were also audited against DHHS Emergency Management, ChildSafe, and DFFH Service Agreement standards, all of which we met.

We are very proud of our commitment to continuous improvement. During the year we have identified and made more than 90 individual improvements in areas such as risk management, in-service training, quality assurance checking, file management, incident management, complaint responses and information provided to customers.

Registered **NDIS** Provider



CLAIRE DAVENPORT
Quality Manager

“As a staff member working remotely, I have really appreciated the support of the Customer Service team. They have made me feel connected and supported while dealing with the challenges of working from home.”

DAVID

A traffic accident left David a quadriplegic and completely dependent on others. Gaining greater independence at home was an important goal. David already had limited assistive technology installed prior to contacting EasyTech Living, however this wasn't working well and needed customisation to his specific abilities.

EasyTech Living worked alongside David and his Occupational Therapist, creating an independent home environment based on David's abilities. He now uses voice, sensors and a mouth stylus on an iPad attached to his wheelchair to control just about everything in his home. He has greater independence and reliance on carers is significantly reduced.



“

This installation is major and life changing for someone who is completely dependent on other people's hands for everything.

”

EasyTech Living Report

ASSISTING CUSTOMERS LIVING with Motor Neurone Disease (MND) to remain at home has been a major highlight for the EasyTech Living team this past year. We work alongside customers, families and occupational therapists throughout their independence journey – adapting technology to assist maximum use of current ability to maintain independence for longer.

The aim is to install systems with pathways to further technology as the need increases. Customers commence with technology to allow operation of lights, televisions and blinds - automated by large switches, smart apps and voice control. The pathways in place enable the addition of more automations and adaptive controls as needed, including movement, temperature and lumen sensors plus Eyegaze.

The introduction of facial recognition technology has been an important part of this process giving the ability to operate access doors to homes without the need for carer support. This provides safety and maintains important social connections by still being able to independently access the community, walk their dog, meet friends, and visit family.

By far the biggest challenge for EasyTech Living has been managing customer installations around constant

lockdowns. Maintaining communication with our customers and their Occupational Therapists has been key to managing this challenge. We have attended home visits via facetime calls, enabling quotes to be done which otherwise would have had to wait until we could be onsite. Ensuring that we stay ahead of equipment shortages has also been key in commencing timely installations for our customers as soon as restrictions are lifted.

A notable achievement for many of our customers this year has been moving into their own home. ETL is proud to have been a part of many of these transitions, working with SDA housing developers to create accessible spaces and with individuals to customise automation controls to their unique abilities.

The coming year will see a further streamlining of processes with the installation of our new customer management system. Quoting times have been significantly reduced for our customers and this will overflow to installations which means we can assist many more people to achieve their goal of independence.

Registered **NDIS** Provider



SHARON SMITH
Sales & Marketing Manager
EasyTech Living

“

His quality of life has improved substantially - you have changed his life so much for the better.

”

JACKIE & ANIL

Over the last 6 months, Jackie and Anil Kattula have participated in the Pinarc Parent Support “Carers Find Your Thing” Program. The goal of this program was to provide opportunities for parent carers to try a range of activities in the community to encourage physical activity, mental wellbeing and social connections. After attending a wide range of taster sessions from cardio-drumming to pétanque, ukulele and art classes, Jackie and Anil have found “their thing”.

They have since become members and regular players at the Ballarat Pétanque Club. As a result, they feel that their world has opened up.

“Before this almost all our friends were other parents of kids with disabilities. We’ve met a wider range of people and they have been so welcoming to our whole family. It’s given us a social life. Actually, it has given us a life, full stop!”

Jackie and Anil.

“
There was such a wide range
of activities, things that we’d
never tried before.
”



Human Resources Report

THIS PAST YEAR HAS BEEN a very unpredictable and oftentimes challenging one for us all as we struggle to keep on top of the many and varied challenges that the COVID-19 pandemic and repeated lockdowns continue to pose.

The HR team started the 2021 operational year by welcoming Kevin Stewart in July as manager, albeit working from home. It was not until December that the team were able to have a face-to-face catchup, which while not ideal, gave us valuable firsthand experience of the pros and cons of working remotely.

The focus of activities throughout the year centred around monitoring and supporting employee safety and wellbeing. The constant need for vigilance in maintaining COVID-19 Safe work practices and infection control measures; promoting and supporting the urgency and importance for our workforce to take full advantage of our priority (1b) access in the COVID-19 Vaccination rollout; and the importance of being kind and compassionate to ourselves and each other were key in this regard. It is unfortunate that there has been a need, but nonetheless very pleasing and reassuring that Pinarc employees have felt safe and comfortable to make use of the services available through our Employee Assistance Program at times of need.

Enhancing our digital recruitment capacity has also been an area of focus. The successful implementation of a new candidate focused e-recruitment applicant tracking system has delivered significant improvements in efficiency, timeliness, brand presentation and most importantly, the overall quality of candidate experience.

In the volunteering space we are very pleased to have welcomed several new volunteers, to assist with the ALO programs and school holiday programs. We have also re-designed the Interchange program, now titled ‘Pinarc Connect’, which involves one to one matching of volunteers and customers, in a flexible and individualised arrangement.

Registered **NDIS** Provider



KEVIN STEWART
Human Resources Manager

Thank you to our volunteers

Pinarc proudly acknowledges the 635 hours generously provided this year by our volunteers and we would like to sincerely thank each and every one of our fabulous volunteers for their help! Our volunteers use their time and skills for us in many different ways and they enable us to run more diverse programs with more opportunities for our customers.

School Holiday Program Volunteers

Carly Rozitis
Jaelyn Brand
Olivia Farquhar
Heidi Archer
Millie Smolenaers
Amelia Everard

Emma Blackie
Tess Poulouse
Jasmine Nanscawen

Administration Assistance

Savannah Lynch

Interchange

Eliesha Harbour

Adult Living Options

Bo Liu
Sam Haintz
Amy O'Sullivan

School Community Service

Ballarat High School
Loreto College
Phoenix P-12
Community College
St Patrick's College

How to become a volunteer for Pinarc

If you are interested in learning more about volunteering with Pinarc, please get in touch with us at volunteering@pinarc.org.au and we can talk about how you would like to help.

Thank you to staff and supporters

“I feel fortunate to have been at Pinarc for 15 years as it has allowed me to develop some really fantastic relationships with so many of our customers and their families.”

– Rhiannon

Customer Service Award Winners

July 2020
Rhiannon Dodge
Beth Taylor
Bree Pellow

January 2021
Laura Mengler

February 2021
Chris Zakyntinos

August 2020
Marianne Hubbard
Rhiannon Dodge

March 2021
Carina Laidlaw
Donna Gibbs
Ness Collins
Jan King
Allison Bykersma

September 2020
Anna Pelly

October 2020
Merrilyn Sim

April 2021
Kylie Dart

November 2020
Laura Kinnersly
Fiona Plover

May 2021
Branden Stoddart

December 2020
Carina Lewis

June 2021
Ann Chadwick

Length of Service

15+ Years

Garry Brame
Tanya Davi
Peter Milton
Catherine Stoney
Robyn MacDonald
Lyndsey Noakes
Sara Jane Cavanagh
Christina Ryan
Kelly Oakley
David Shafton
Rhiannon Dodge
Kaye Thompson

20+ Years

Carina Lewis
Julianne O'Keane
Denita Robson
Julie Turner

25+ Years

Susan Thomas

Financial Support

Geoff & Glenis Cox
Glenyis McIver Estate
Janet Torney
Kilderkin Distillery

Other Donations and Support

Amanda Lindsey-Ezard
Astec Equipment Services
Ballarat Battery Service
Goldfields Collision Centre
Javier Soto Pardo & Michele Scheider
Malcolm Woods
Officeworks Ballarat
Rebecca Paton
Stella Clarke
Wendy Hall
Hayden Goodwin



“As a volunteer it is so rewarding to see participants grow and to build a relationship with them.”
- Sam

Facilities Report

THIS YEAR IN PARTNERSHIP with the Victorian Department of Environment, Land, Water, Environment and Planning (DELWP) and Ballarat Renewable Energy and Zero Emissions Inc. (BREAZE) we installed solar panels with battery storage at our four Ballarat sites.

The benefits of the solar project will be long term with the life expectancy of the systems to be 25 years. The installation will reduce our overall electricity bills with the ability to feed back into the grid at three sites. We have also participated in the Victorian Governments LED light upgrade at our Lucas site, this has resulted in a marked improvement in the warehouse lighting at no cost to the organisation.

Maintaining our sites can be challenging and I have been very grateful for all the assistance provided by Alan Stoneman, who has provided handyman services for several decades. Alan is always willing to share information and come up with innovative solutions. As Alan contemplates slowing down and thinking about retirement, we have taken the step of employing a gardener/handyman who will be on hand to make repairs as situations arise and keep our gardens looking fresh.

Beyond our routine maintenance program, the year ahead will also see upgrades to our driveway and car parks at Golden Point and Bonshaw, acoustic improvements to the therapy rooms at Lucas and the finishing touches to the Lucas reception area.

It is the aim of Facilities to make our sites as welcoming, functional, and accessible as possible for customers, their family and carers, staff, and visitors.

Registered **NDIS** Provider



JUNE REDMOND
Facilities & Fleet Coordinator

“The sites are all looking refreshed and we appreciate the small things getting fixed so quickly, it makes a very big difference.”



“ I appreciate all that you do and continue to do for my children, to be honest you have been my biggest support and I wouldn't be where I am without you. ”

Finance Team Report

THE PAST FINANCIAL YEAR has shown we are resilient and adept at dealing with a rapidly changing environment. The organisation has been strengthened through the numerous lockdowns where we were required to pivot on services provided at any given time. Our experiences and procedures have now established a stable base to tackle the ongoing challenges that continue to arise in the world that we currently operate in.

The end of year result was more favourable than budgeted due to our clients returning to programs at a higher than expected rate after lockdowns were lifted. Job Keeper provided a financial safety net for staff and programs to continue throughout the year during lockdowns. Pinarc provided top up payments to staff above the mandated Government Job Keeper payment tiers which provided further support to staff during this challenging time.

The introduction of our new Human Resources Manager has enabled Finance and payroll to more closely collaborate with the HR team. This has included improving processes regarding increments for staff, transitioning to new negotiated arrangements for our group program staff and health professionals and the review and quality improvement of HR and Payroll based policies. Other achievements to improve internal processes included a pay day change across all staff,

minimisation of cash handling on sites, fixed asset stocktake in conjunction with the facilities team and a tightening up of the debtor handling process which saw the over 30 days balance reduce from 19% to 6% over the financial year.

During the year the proposal for the cloud-based finance and payroll system was approved by the Board and implementation works commenced in May 2021, with final completion of all systems projected to take place by March 2022. The new software will provide an integrated system with the ability to leverage on increased functionality for improved budgeting, reporting and modelling capabilities that support the strategic plan projects. Another future area of improvement includes a review of existing recurring expenditure to capitalise on any potential cost savings to ensure we are operating in the most efficient manner. We commenced a land and building revaluation across Pinarc owned properties to provide a basis for determining the market value of the existing assets, in anticipation of the decision around accounting treatment in the 2021-22 financial year onwards.

The Board have continued to provide oversight on our financial activities through monthly Finance Sub Committee meetings. We can report that we had no related party transactions recorded for 2020-21.

Registered **NDIS** Provider



SHELLEY WOOD
Senior Finance Manager



Pinarc Disability Support acknowledges the support of the Victorian Government, the Australian Government Department of Education and Training, and the federal funding available to people with disabilities enabled by the National Disability Insurance Scheme (NDIS).

Financial Statements

Statement of Comprehensive Income for the Year Ended 30 June 2021

| INCOME | 2021 | 2020 |
|---|-------------------|-----------|
| Contract Income | 5,728,938 | 6,615,932 |
| Client Fees | 15,583 | 40,236 |
| Operating Grants | 1,796,025 | 1,678,168 |
| JobKeeper and Cashflow Boost Income | 2,881,300 | 1,128,500 |
| Sundry Income | 19,292 | 21,356 |
| TOTAL INCOME | 10,441,138 | 9,484,192 |
| EXPENDITURE | | |
| Carer Payments | - | 88,978 |
| Client Activities | 6,651 | 12,392 |
| Corporate Expenses | 1,020,720 | 890,660 |
| Discretionary Client Funding | - | 78,500 |
| Employee Benefits Expense | 7,454,870 | 7,515,587 |
| Professional Development | 33,167 | 37,413 |
| Program Costs | 134,134 | 207,278 |
| Sundry Expenses | 2,822 | 6,584 |
| Travel | 58,332 | 77,585 |
| TOTAL EXPENDITURE | 8,710,696 | 8,914,977 |
| OPERATING SURPLUS BEFORE CAPITAL ITEMS | 1,730,442 | 569,215 |

| CAPITAL INCOME | 2021 | 2020 |
|--|------------------|-----------|
| Income from Investments | 4,580 | 11,609 |
| Donations | 28,266 | 35,020 |
| Government grants | 63,850 | - |
| TOTAL CAPITAL INCOME | 96,696 | 46,629 |
| CAPITAL EXPENDITURE | | |
| Depreciation | 251,027 | 327,205 |
| Write off of Property, Plant and Equipment | 11,270 | 2,683 |
| TOTAL CAPITAL EXPENDITURE | 262,297 | 329,888 |
| CAPITAL DEFICIT FOR THE YEAR | (165,525) | (283,259) |
| Net Surplus for the Year | 1,564,842 | 285,956 |
| OTHER COMPREHENSIVE INCOME | - | - |
| TOTAL COMPREHENSIVE INCOME FOR THE YEAR | 1,564,842 | 285,956 |

Financial Statements

Statement of Financial Position as at 30 June 2021

| CURRENT ASSETS | 2021 | 2020 |
|---------------------------------|------------------|-----------|
| Cash and Cash Equivalents | 2,865,297 | 1,261,049 |
| Trade and Other Receivables | 90,764 | 452,803 |
| Inventories | 448 | 3,858 |
| Investments | 974,457 | 970,350 |
| Prepayments | 107,704 | 73,374 |
| TOTAL CURRENT ASSETS | 4,038,670 | 2,761,434 |
| NON-CURRENT ASSETS | | |
| Property, Plant and Equipment | 4,491,368 | 4,448,131 |
| TOTAL NON CURRENT ASSETS | 4,491,368 | 4,448,131 |
| TOTAL ASSETS | 8,530,038 | 7,209,565 |

The Association has initially applied AASB 15 and AASB 1058 using the cumulative effect method and has not restated comparatives. The comparatives have been prepared using AASB 111, AASB 118, AASB 1004 and related interpretations.

The Association has initially applied AASB 16 using the cumulative effect method and has not restated comparatives. The comparatives have been prepared using AASB 117 and related interpretations.

| CURRENT LIABILITIES | 2021 | 2020 |
|--------------------------------------|------------------|-----------|
| Trade and Other Payables | 835,259 | 657,947 |
| Borrowings | 3,000 | 83,279 |
| Lease liabilities | 144,016 | 82,386 |
| Short-term Provisions | 959,100 | 1,081,640 |
| Other Financial Liabilities | 395,736 | 324,308 |
| TOTAL CURRENT LIABILITIES | 2,337,111 | 2,229,560 |
| NON-CURRENT LIABILITIES | | |
| Borrowings | - | 302,950 |
| Lease liabilities | 42,965 | 151,635 |
| Long-term Provisions | 95,185 | 35,485 |
| TOTAL NON-CURRENT LIABILITIES | 138,150 | 490,070 |
| TOTAL LIABILITIES | 2,475,261 | 2,719,630 |
| NET ASSETS | 6,054,777 | 4,489,935 |
| EQUITY | | |
| Reserves | 447,775 | 447,775 |
| Retained Earnings | 5,607,002 | 4,042,160 |
| TOTAL EQUITY | 6,054,777 | 4,489,935 |

Pinarc Services

| NDIS Funded | | Face to Face | On-line |
|------------------------------------|--|--------------|---------|
| Support Coordination | Assists with setting up and implementing an NDIS plan, allowing participants to choose the supports and service providers that best suit their needs. | ✓ | ✓ |
| Financial Plan Management | Provides support through claiming, paying service providers, keeping track of funds and monthly financial statements to customers. | ✓ | ✓ |
| Early Childhood Early Intervention | Provides occupational therapy, speech pathology, physiotherapy, education advisor, therapy assistant and/or a key worker for children 0-6 to help develop skills needed to take part in daily activities and achieve the best possible outcomes throughout life. | ✓ | ✓ |
| Therapy | Occupational therapy, speech pathology, physiotherapy, therapy assistants for school aged children, teenagers and adults. | ✓ | ✓ |
| Group Programs | Day activity with an emphasis on recreational activities, skill development, mobility, communication, daily living and social skills. Programs include Active Living Options, Independent Living Skills, Music and Studio Artz. | ✓ | ✓ |
| Holiday Programs | Kids, teens and adults' programs offering many fun social activities that are both community and centre based. | ✓ | ✗ |
| Camps | Fun overnight activities for kids, teens and adult camps on weekends at various locations. | ✓ | ✗ |
| Weekend Social Groups | Small group programs operating on weekends built around the interests of participants. | ✓ | ✗ |
| EasyTech Living | Provides customised smart technology solutions in home automation for people with disability and people who are ageing. The goal is to increase independence, safety and wellbeing. | ✓ | ✗ |

| Department of Education & Training Funded | | Face to Face | On-line |
|--|---|--------------|---------|
| Pre-School Field Officer Program | Supporting access and participation of children with additional needs in kindergarten. Works closely with families and kindergarten staff to support children so they can actively participate in kindergarten programs. | ✓ | ✗ |
| Kindergarten Inclusion Support Service | Provides support for the inclusion of children with severe and complex disability to take part in a funded kindergarten program. Support may include minor equipment, training and an additional assistant. | ✓ | ✗ |
| Home and Community Care Funded | | | |
| Volunteer Coordination | Recruitment, support and training of volunteers to assist across Pinarc programs. | ✓ | ✗ |
| Holiday Program | Provides inclusion in the Pinarc holiday program for people without NDIS funding. | ✓ | ✗ |
| Camps | Provides inclusion in the Pinarc camp program for people without NDIS funding. | ✓ | ✗ |
| Weekend Social Groups | Provides inclusion in small group programs operating on weekends, built around the interests of participants, for people without NDIS funding. | ✓ | ✗ |
| Department of Health & Human Services Funded | | | |
| Parent Support Groups | Groups are open to parents or carers who care for a child or adult with disability to share experiences, learn from others, form friendships and gain information about specific disabilities and issues related to caring. | ✓ | ✓ |
| Fee for Service | | | |
| EasyTech Living | Provides customised smart technology solutions, in home automation for people with disability and people who are ageing. The goal is to increase independence, safety and wellbeing. | ✓ | ✗ |
| Therapy & Early Intervention | Provides occupational therapy, speech pathology, physiotherapy, education advisor, therapy assistant and/or a key worker for people without NDIS funding. | ✓ | ✓ |

Pinarc Lucas

1828 Sturt Street,
Alfredton

Pinarc Pennyweight

222 Otway Street South,
Ballarat East

Pinarc Bonshaw

300 Tait Street,
Bonshaw

Pinarc Golden Point

120 English Street,
Ballarat

Pinarc Melton

21 Rosina Drive,
Melton

P 1800 PINARC (1800 746 272)

03 5329 1300

E admin@pinarc.org.au

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Pinarc Disability Support Inc (Victoria)
ABN 42 761 925 547

The liability of Pinarc Disability
Support Inc ARBN 630 354 826
members is limited.

