

Registered **NDIS** Provider

# ANNUAL REPORT 2022



**BABIES | KIDS | TEENS | ADULTS**





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Beth was so welcoming  
and made me feel at ease  
as soon as we arrived. 99



## Purpose

Enriching and empowering lives within the disability community.



## Vision

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



## Values

### **PASSION:**

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

### **INNOVATION:**

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

### **EMPOWERMENT:**

We support people to maximise their potential.

### **INTEGRITY:**

We are honest, fair and brave.

# CONTENTS

Our Services.....	4
Our Impact.....	5
Board Members .....	6
Chair and Chief Executive Officer .....	9
Deputy Chief Executive Officer .....	15
Group Programs .....	16
Financial Plan Management and Support Coordination.....	17
Therapy Education and Support.....	19
Melton Expansion.....	21
Quality and Safeguarding .....	23
Parent Support Program.....	24
People and Culture .....	29
Volunteer Program.....	30
Thank You to Staff and Supporters .....	31
Facilities and Fleet .....	32
Finance.....	35
Financial Statements.....	36
My Voice .....	38

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.





Since 1999, Pinarc has been empowering people with disabilities to reach their full potential. As a registered NDIS provider, we offer support to people with developmental delays through to high and complex support needs. We offer therapy services, group programs and plan support across the Ballarat and Melton regions, including surrounding areas throughout Western Victoria.

### Therapy Services

- Occupational Therapy
- Physiotherapy
- Speech Pathology
- Educational Advisor
- Therapy Assessments
- Sensory Processing Support
- Positive Behaviour Support Strategies
- Therapy Groups
- Pre-School Field Officer
- Kindergarten Inclusion Support
- Equipment and Assistive Technology Prescription
- Community, home, onsite and online sessions available

### Group Programs

- Independent Living Skills
- Social Groups
- High Support Day Programs for Adults
- School Holiday Programs

### Planning and Support

- Plan Management
- Support Coordination
- Family and Carer Support



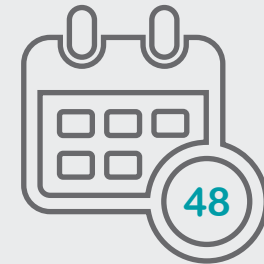
**BABIES | KIDS | TEENS | ADULTS**



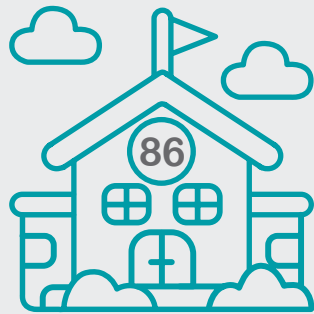
Pinarc locations



NDIS customers supported



Events hosted for families and carers



Kindergartens supported



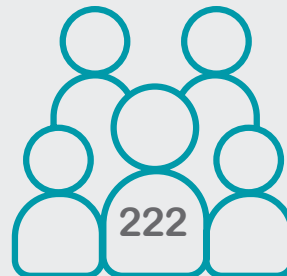
## OUR IMPACT



Hours of early intervention therapy  
(babies and kids under 7)



Revenue received to provide  
supports and services to customers,  
families and carers



Number of staff



Hours of NDIS services delivered

# PINARC BOARD MEMBERS

## SUB-COMMITTEES

Governance | Finance | Quality & Risk



**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 a Senior Associate in Commercial Law 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's legal knowledge is especially valued in his role as Chair of the Governance Sub Committee.

## LEADERSHIP TEAM

**Peter Newsome**  
Chief Executive  
Officer

**Sara Cavanagh**  
Deputy Chief Executive  
Officer

**Shelley Wood**  
Senior Finance Manager

**Elin McPadden**  
Therapy Education & Support  
Manager

**Claire Davenport**  
Quality Manager

**Kevin Stewart**  
Human Resources  
Manager



**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.



**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.



**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 in her role as Chair of the Quality & Risk Sub Committee.



**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.

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I am excited for our journey ahead, the many opportunities that await and positive impact to be created for customers, families, and carers. 33

– Peter Newsome





# CHAIR AND CHIEF EXECUTIVE OFFICER



**ADAM ROGERS**  
Chair



**PETER NEWSOME**  
Chief Executive Officer

**THIS YEAR HAS SEEN** Pinarc expand our networks and seek greater collaboration across a range of stakeholders from Government, Education, Health and our disability peak body National Disability Services. This is evident by the participation the leadership group has through a wide range of committees, continuing our strong advocacy to ensure NDIS, and State and Federal Governments understand the pressures we face in delivering high quality disability supports under NDIS funding models.

We have extended our strong voice and have been called on to participate in both State and National COVID committees advocating for safe but practical guidelines to allow agencies to continue to provide much needed supports.

The challenges brought about by COVID gave impetus for us to critically review our operations, to ensure that our core service priorities were able to continue successfully. As part of this review, we had to make the difficult decision to cease our Easy Tech Living business. Whilst this

initiative had originally been an innovative model providing customers with access to customised assistive technology, subsequent advances in the field, and changes in NDIS funding priorities, meant that our model no longer met this brief. We are proud of the work done by the Easy Tech Living team and the positive contribution they made to the organisation.

The review also demonstrated that the demand for our services in the Melton and neighbouring areas was increasing significantly, so we responded by investing in much larger premises in central Melton. This new site, which allows us to significantly increase our offering of therapy services and capacity building support, was officially opened in April by the State Member for Melton, Steve McGhie.

At this event we welcomed many special guests, including Wurundjeri Elder Auntie Julieanne Axford to give the Welcome to Country, City of Melton Mayor, Cr Goran Kesic and councillor for Coburn Ward, Cr Julie Shannon. The space

was designed in conjunction with our therapists and provides a professional and welcoming atmosphere for our customers.

Finding and retaining staff remains the top challenge in the disability support sector. Competing conditions from a range of industries provides a major obstacle for the attraction and retention of staff. In consultation across the sector, many providers are having more difficulties with workforce now than five years ago, many of these challenges are intersectional and are exacerbated in a regional setting. We are proud of our team at Pinarc who have worked tirelessly over the past few years in very challenging circumstances. We commend them and thank them for their efforts in supporting our customers with professionalism and warmth.

It has been a highlight for the year to see our organisation come alive with new programs and initiatives across both our group programs and therapy services. A particular joy has been watching the transformation of our My Voice



group as they have worked together learning how to advocate for better outcomes for themselves and for all people with disability.

We welcomed the announcement from the Federal Minister for NDIS that as part of the 2022-23 pricing guide there was to be a one-off payment to providers in recognition of the costs of keeping participants safe and acknowledge the significant costs of COVID and Quality Framework compliance. Therefore, we received additional funding recognising the costs associated with being a registered NDIS provider in FY22. This figure has been incorporated into the end of year result, offsetting to a significant degree the deficit result.

The Leadership team has been working collaboratively on the creation of our new strategic plan, which was recently endorsed by the Board to be implemented in the 2022-2025

years. This has been an exciting process, looking ahead to envision how our strengths can build on our foundations and we can advance our work in providing authentic experiences and outstanding services for our customers.

At the end of a remarkable year, it is essential to acknowledge the support and guidance of Pinarc's Board of Management, and the energy and resourcefulness of the Leadership team. We are also appreciative of the trust that our customers, families and carers place in us every day, often welcoming us into their lives at vulnerable times allowing us to support them through their journey.

“ It has been a privilege to lead such an effective board, I am proud how we have navigated the complexities of the past few years. We have a strong, capable and committed board, fully engaged with supporting the continued success of Pinarc. ”  
– Adam Rogers









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You have been such an invaluable support to our child and every year I appreciate your input and all that you do for us, thank you for being in our life. 33



## I'VE GOT THIS

This young boy isn't letting Cerebral Palsy slow him down. After life changing surgery and many months of intensive physiotherapy it was wonderful to see him walk independently in the pool for the first time, with the support of only a pool noodle, no adult assistance required! He and his family have worked so hard to see these results and we are all so proud of his determination. Carina, his Physiotherapist, loved hearing him shout "You can let go of me, I've got this!" on only his second attempt.




## LOOK AT ME GO

Kaymen was so excited to get his new bike that he had to take it for a test ride straight away! The support from his therapists at Pinarc ensured that he was able to get specialised equipment that aids both his independence and his skill development, but what he loves most is that he can now join in the fun of bike riding with his friends and family.







You guys are amazing,  
whatever would we do  
without you! 





## DEPUTY CHIEF EXECUTIVE OFFICER



**SARA CAVANAGH**  
Deputy CEO

**WHILE THIS YEAR HAS** continued to bring its external challenges, what is abundantly clear is the many new opportunities that have been a beacon of light for all at Pinarc. The stories of our impact throughout this year's annual report shine a light on our commitment to deliver high quality contemporary services across a wide range of age cohorts at all our sites throughout Ballarat and in Melton.

Leading teams across capacity building and group programs, it is a priority to ensure that they are given the right tools to upskill and increase their knowledge. The successful roll-out of the National Disability Services e-train-u online disability training modules across Pinarc over the last year gave all staff opportunities for continuous learning on NDIS practice standards. These modules, combined with our hands-on approach to training, gives our staff the skills and confidence to support our customers using best practice methodology.

Our leadership team has been collaborating over the past few months designing our new strategic plan and I am excited to deliver our new initiatives across sites and services over the coming years. It is fantastic to be able to look ahead to see what's possible and then bring it to life.



# GROUP PROGRAMS



**OVER THE LAST FEW** years we have maintained support across our three group program sites. Golden Point, Pennyweight and Bonshaw sites continue to provide an amazing array of supports and services specifically designed to ensure customers are well supported while gaining new skills and meeting new people.

Across the three sites we provide over 30 different activities that customers can choose to participate in, with the programs designed in consultation with our customers to ensure they are enjoyable and rewarding for them.

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 the introduction of many new activities for customers to enjoy, a few of which are outlined below.

The “sip and sew” ladies’ group have enjoyed gathering to make beautiful new creations including a beautiful baby quilt they made for a staff member who was having a baby and their newest creation they will soon put up for sale, keep an eye on our Facebook page.

The lads in the sensory arts program are loving the different arts focus each week and have made some amazing creations, the smiles on their faces says it all. Alongside these we have also commenced hydro pool games sessions and exercise groups developed and implemented by our physiotherapy team and run by one of Pinarc’s new Allied Health Assistants. The Zen meditation group provides a chilled laid-back environment enjoyed by many of our customers.

At Bonshaw, our My Voice group has seen some amazing confidence transformations and growth

in the participants. We have seen increased communication and presentation skills, with one young lady now able to make eye contact with the audience while presenting – a huge step for her. A highlight for this group was organising and running a successful community BBQ and Easter-egg hunt earlier this year.

One of groups at our Golden Point site decided to combine their travel training session with exploring the community, you may see them around town catching various forms of public transport as they plan how to get to activities they enjoy. Recent trips to Bounce, Pizza Hut and Mini Golf were greatly enjoyed by the group.

# FINANCIAL PLAN MANAGEMENT

**THE PANDEMIC** has not slowed our Financial Plan Management (FPM) team, with over 30% growth in the last two years, as we continue to provide the peace-of-mind service customers want from a Financial Plan Manager.

Our FPM team enables our customers to find the greatest flexibility with their NDIS resources, assisting them to

navigate the complexities of their plan administration and relieving them of the burden of processing invoice payments.

Our team is accessible and available to all our customers, and they take pride in their ability to quickly find answers to customer queries to assist them to achieve the best possible outcomes.



# SUPPORT COORDINATION

**SUPPORT COORDINATION IS** an invaluable service for those entering the world of NDIS. Pinarc has advocated over the years for all new plans to have an initial number of hours of Support Coordination included. This would allow a professional with strong knowledge and understanding of NDIS plans to work individually with a customer and assist them to understand what's in their plan, how they can use each section of the plan and how to budget for the supports they need.

Over the past few months our Support Coordination team have once again enjoyed being able to sit down personally with their customers. They provide customers with an excellent understanding of services available and the referral processes for each service to ensure they receive the supports needed to meet their goals. Our primary aim is always to assist our customers to achieve the best outcomes for them, and

this means guiding them through the complex and ever-changing world of the NDIS, knowing that it may take several months or even years to achieve the result that meets the customer's needs.

In June our Support Coordinators attended the "Ready – Set – Connect" forum held in Ballarat. They had the opportunity to hear from over 100 local providers to learn about their services and how they can best help our customers. This is just one of the many ways we ensure our Support Coordination team is up to date with current and emerging services for our customers. Our team pride themselves on their ability to assist customers to understand their strengths and build skills in areas they identify they would like support. They like to think high and aim big and being able to think 'outside the box' is a skill that all our Support Coordinators bring to the table.





“

You go above and beyond for this family and have been such a great model of how to be a good Key Worker. ”

# THERAPY, EDUCATION AND SUPPORT



**ELIN MCPADDEN**  
Manager Therapy,  
Education & Support

**THE 2021-2022 YEAR** has been a year of growth for the TES team at Pinarc. We've seen the complete roll out of three-year-old funded kindergarten across Victoria in 2022 which has resulted in over 100 applications for Kindergarten Inclusion Support services across both years of funded kindergarten and an additional two Preschool Field Officers joining our team.

We were excited to be able to offer Zones of Regulation training to educators across the Central Highlands, assisting them to understand how to integrate these important learnings into inclusive classroom environments.

We were excited to open our new office in Melton in February which includes 18 desk spaces, two dedicated teletherapy rooms, two therapy rooms and a larger group/sensory space that have all been specifically designed to assist our team to help our customers reach their goals. We cannot wait to see this space continue to

evolve and inspire all those who visit over the coming years!

As a result of our New Graduate Bursary Program we welcomed our first round of four new graduate therapists this year. Our new graduate program continues to grow each year, with the ideas, passion and excitement for growth in programs brought by our new graduates a welcome addition. A key part of this program is the mentoring given by our experienced therapists to the new graduates, enabling them to develop their skills, knowledge and empathy in a supportive environment.

We also welcomed our first cohort of therapy assistants to our team over the past 12 months and they have proven to be invaluable. Working alongside the allied health professionals, our therapy assistants have been able to maximize customers sessions whilst extending how far their plan can cover, resulting in wonderful outcomes.

“ We really appreciate  
all of your hard work,  
guidance, compassion  
and kindness that you  
show our family, we  
know it's your job but it  
always feels like you go  
that extra mile! ”





Our therapy assistants are all currently studying speech pathology or occupational therapy and bring much enthusiasm combined with their skills which makes us excited for the next generation of therapists to graduate over the coming years.

While the pandemic created a lot of disturbance over the past few years, the team has settled into the new normal over the last 12 months and have concentrated on developing many exciting new projects to respond to our customers' needs, including the baby clinic, baby group, therapy assistants, evidence based best practice champions, quarterly internal professional development days and a range of groups including Hanen It Takes Two To Talk, More Than Words, gross motor groups, SOS groups, Lego groups to name a few. Our therapists thrive in

a supportive environment where they have the opportunity to pilot new initiatives and work with like-minded colleagues.

Reflecting on the past 12 months I am so proud of our team, always placing customers at the center of everything we do, enabling us to be able to walk with them each step of the way to achieve their goals.

“Therapy for my child has helped transition him to school in many areas. Without therapy, we definitely wouldn't be where we are today.”



## EXPANDED DISABILITY SUPPORT FOR MELTON

In February, we opened our new premises in Melton. The offices at 48 Palmerston Street underwent a complete transformation to create a purpose-designed, fully accessible space for our therapy and support services. Designed to meet the growing needs of Melton and the surrounding communities, we have planned for growth in our team, with space for a team of up to 18 therapists easily able to be accommodated.

Our customers love the contemporary and welcoming atmosphere of these facilities that are conveniently located in central Melton allowing them to easily access our comprehensive support services. Whilst predominately

supporting a younger customer group, ranging from early infancy to primary school-aged children, Pinarc Melton also has capabilities to support teenagers and adults. In addition to providing expert therapy services, Support Coordination and Financial Plan Management services are also available.

Our team works with customers, families, and carers to empower them to make informed decisions, equipping them with the confidence, skills, and knowledge to achieve their goals and maximise outcomes.





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We can't do without  
you and appreciate the  
relationship you have  
with our daughter. 99



# QUALITY & SAFEGUARDING



**CLAIRE DAVENPORT**  
Quality Manager

**THE FIRST HALF OF 2021-22** saw the focus of Quality and Safeguarding firmly on responding to COVID, ensuring the safety of staff and customers, managing emerging risks and ensuring compliance with changing legislation and disability sector requirements.

As we emerge from this in 2022, it is exciting to move from a risk and compliance focus to a true Quality and Safeguarding approach to services where we can once again embrace our passion for delivering quality services and best practice. Supporting this, a number of new reporting tools have been implemented, such as the Quality and Safeguarding Dashboard and a deep-dive exploration into the diverse and emerging needs of customers.

We are very proud of our commitment to continuous improvement. During the year we have identified and made more than 40 individual improvements in areas such as risk management,

in-service training, file management, incident management, complaint responses and information provided to customers. We will continue to keenly monitor the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability and the emerging themes and learnings coming from this. We use these findings and emerging themes to actively inform our continuous improvement.

The OHS Committee continues to be a strong voice at Pinarc, this year undertaking a large project to identify psychosocial risks and ways to support staff well-being across the organisation.

During the year the NDIS introduced new Quality Indicators focusing on emergency and disaster response and business continuity management. Pinarc was well-positioned to meet these requirements through the practices implemented during the pandemic and our existing strong business continuity practices.

July 1, 2022, saw the introduction of new Victorian Child Safe Standards. During 2021-22 the Leadership team completed a thorough gap analysis of our work practices against the standards, identifying our strengths and opportunities for improvement which we are looking forward to implementing during 2022-23.

“ Thank you so much  
for being so quick to  
help me to support this  
client during a tricky  
period for him. ”



## PARENT SUPPORT PROGRAM

The Pinarc Parent Support program continues to provide individual and peer support to parents of children with additional needs. Securing a Supporting Carers Locally Grant meant that in addition to the many ongoing parent support groups, we could run the “Carers Find Your Thing Program”. This program encouraged carers to try new, active or creative activities to improve their community connection and wellbeing. The program consisted of 18 activity taster sessions and culminated in a retreat weekend in November. Despite many

pandemic-related disruptions, the program was a great success. In response to participant feedback, we are now running regular Active Carers Sessions. These fortnightly sessions have included activities such as Cardio-Drumming, bushwalking and Pickleball. As with all aspects of the Pinarc Parent Support program, these sessions are focused on fostering positive connections between carers of children with disabilities and sharing information about local services, supports and opportunities for them and their families.



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Thanks for the support,  
friendship and for your  
dedication, I appreciate  
knowing that I can contact  
Rebecca for help. 33





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I really appreciate everything you guys do. Without Pinarc, we'd be lost. Thanks! 99





## CARING FOR CARERS

Supported by the Victorian Government, Pinarc held six unique events celebrating and caring for carers from our broad regional community. We were honoured to host more than 72 carers, delivering more than 480 hours of respite and fun. Events included a day out at the Halls Gap zoo; two special lunches followed by a premiere movie experience, one in Ballarat and one in Ararat; a pasta cooking class at Carboni's; Hepburn Baths experience; and a special event for carers of the very young held at Funbugs. To make many of these events possible for carers, Pinarc also provided activities for their dependents at Golden Point, ensuring that everyone had an enjoyable break.



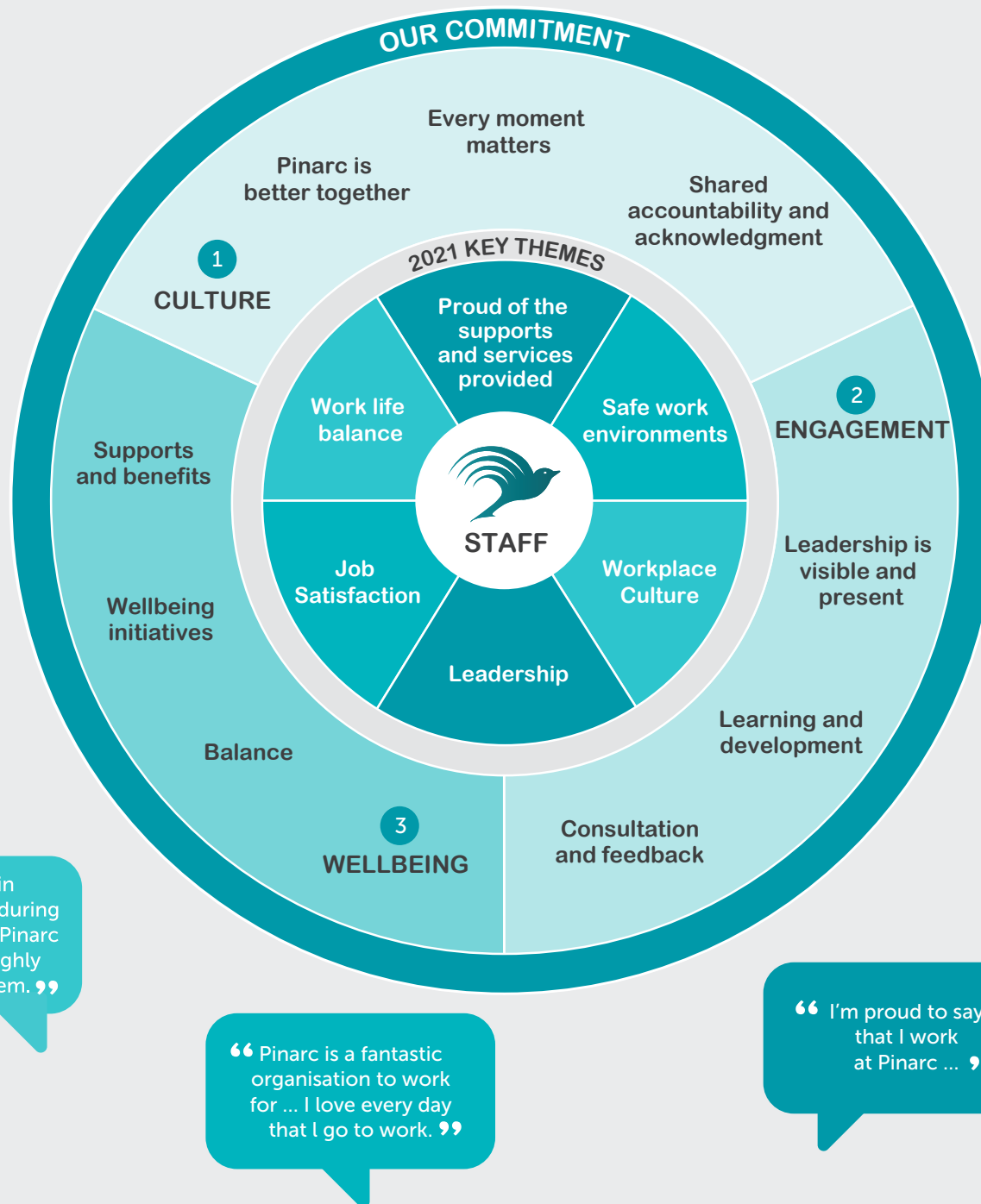
## INDEPENDENCE IS KEY

After suffering a stroke, Steven's mobility and independence at home decreased rapidly. With the support of his Occupational Therapist and Physiotherapist, he has been able to increase his mobility and use his NDIS plan to obtain specialist equipment to increase his independence at home. Steven reports that it is amazing to have this equipment in his house as it helps with everyday tasks that people just take for granted, like getting in and out of a chair or bed. Steven and his family are so happy with the support they have received.



# Employee Climate Survey & Initiatives

The circle illustrates our staff, the inner circle is the key themes from our 2021 Employee Climate Survey and the outer circle is our commitment and initiatives in the last year and moving forward.





# PEOPLE AND CULTURE



**KEVIN STEWART**  
Human Resources Manager

**FUNDAMENTAL TO DELIVERING** our core purpose is our people, enabled by our culture at Pinarc. Over the past twelve months our focus has been supporting the safety and wellbeing of staff and customers as we adjust to living and working alongside COVID-19. The Pinarc story is one of resilience, that we can all reflect on with an enormous sense of pride and satisfaction. Our committed and collective efforts to ensure compliance with safety measures ensures that our workplace and customer service environment remains as COVID-safe as possible. Our approach of reaching out in a manner that is both flexible and responsive to the individual circumstances and needs of those who have been impacted by the pandemic demonstrates that we are all able to play a part in supporting the wellbeing of our colleagues. This collaborative response to the ongoing challenges highlights the value and importance of our commitment to putting our customers and employees at the centre of everything we do.

In August 2021 we rolled out our biennial Employee Climate Survey, the findings of which provided pleasing and reassuring confirmation of the continuation of strong engagement and very positive workplace culture at Pinarc. The five highest ranked employee responses in the 2021 survey were job satisfaction, quality of service provision, workplace flexibility (work/life balance), safety culture and enjoyment in being a member of the Pinarc team. The Leadership group has committed to a range of initiatives in the key focus areas of Engagement, Culture and Wellbeing which align with our goal of further strengthening and enhancing the profile and reputation of Pinarc as a destination employer in the disability sector.

We have been very active in the recruitment space throughout the year, operating in a very tight employment market. A range of new initiatives including the introduction of an allied health undergraduate bursary

program, partnering with specialist recruitment consultants, engagement of Visa eligible employees and expanding our reach on social platforms has enabled Pinarc to attract high calibre employees across all program areas who share our values and passion. This has been an extremely pleasing result given the highly competitive nature of the search for quality candidates across the disability sector.

It is inspiring to see our lean, but resourceful, human resources team working collaboratively across the organisation, ensuring that our onboarding procedures are seamless and support our new employees through the process to quickly empower them in their new roles.

# VOLUNTEER PROGRAM

Our volunteer program is experiencing an exciting phase of growth by expanding our volunteer opportunities to support the organisation as a whole. It is great being able to welcome volunteers back to all our sites with the easing of COVID restrictions. Over the past few months we have resumed active recruitment of volunteers to roles that match their skills, interests, and passions to ensure that their time with Pinarc is satisfying and rewarding and that their impact will touch all programs creating a rich experience for our customers.

We would like to thank and acknowledge the volunteers who have helped us during the past year, including Amelia Everard and Jasmine Nanscawen, who helped with school holiday programs, and Savannah Lynch, our volunteer administration assistant. We would also like to acknowledge the fantastic students from St Patrick's College who have been helping out at Pinarc as part of their community service program.

## 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](mailto:volunteering@pinarc.org.au) and we can talk about how you would like to help.

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My favourite part of volunteering at Pinarc is the connections I make with others; I really enjoy interacting with a range of people in such a welcoming environment. 99





# THANK YOU TO STAFF AND SUPPORTERS



I love the variety of challenges and the opportunity to find solutions that each day brings at Pinarc.   
– Sara

## Customer Service Award Winners

### July 2021

Beth Taylor

### August 2021

Caitlin Pearson  
Kristine Evans

### September 2021

Sarah Wright  
Lisa Worthington  
Merrilyn Sim

### October 2021

June Redmond

### November 2021

Rebecca Paton

### December 2021

Sue Thomas  
Carmen Thomson

### January 2022

Rhiannon Dodge  
Bree Pellow  
Beth Taylor

### February 2022

Anita Turner

### March 2022

Jodie Romeo

### April 2022

Sue Thomas

### May 2022

Sharon Breen  
Emily Richardson

### June 2022

Tobey Muscat  
Tayah Dawson  
Melissa Costa

## Length of Service

### 25+ Years

Julie Turner  
Susan Thomas  
Denita Robson

### 20+ Years

Carina Lewis  
Julianne O'Keane  
Garry Brame

### 15+ Years

Tanya Davi  
Lyndsey Noakes  
Catherine Stoney  
Peter Milton  
David Shafton  
Christina Ryan  
Kelly Oakley  
Sara Cavanagh  
Kaye Thompson  
Rhiannon Dodge  
Antoinette Whytcross

## Financial Support

Anne Dark  
Patricia Fiskien

Glenyis McIver Estate  
Chase Stoneman

Emma Stoneman  
& Paul Melis

Tim Stoneman  
Janet Torney

## Other Donations and Support

Byron Abbott  
Ballarat Health  
Services

Ballarat Hospice  
Anna Bevan

Melissa Bevan  
Poppi Fletcher

Michael Kattula  
Nicholas Kattula

Cato Keily  
Maree Kiely

Nadrasca  
National Disability  
Services

Barry Noonan

Rebecca Paton  
Sandi Pearce &  
Tess Pearce

Chloe Pilgrim  
Janene Rae

Tjanna Roberts &  
Emeliah Flenley

Simplicity Funerals,  
Melton

Sisters of Mercy  
of Australia &  
Papua New Guinea

Maddison Stannard  
Trevor Stannard  
Leo Styles

# FACILITIES AND FLEET



**JUNE REDMOND**  
Facilities & Fleet Coordinator

**THE PREVIOUS** twelve months has brought many changes and improvements to the Pinarc sites. Notably the relocation to new premises in Melton has provided the staff with a modern and welcoming office environment to deliver services to customers, their families and carers. The move has given us the opportunity to develop our branding and increase our visibility for the organisation in the Melton community.

The onboarding of our new maintenance officer, Byron Abbott, has been a fantastic step in the improvement of our grounds and buildings. Byron is a multi-talented, willing, and cheerful team member who has taken on the role with gusto. The work which he has undertaken in removing obsolete equipment, tidying the gardens and attending to general repairs is deeply appreciated by both staff and customers.

This financial year Pinarc embarked on modernising its fleet with the sale of several older

vehicles and the purchase of two new Hyundai i30s, to enable further outreach to customers. This ensures our staff are driving vehicles which have better safety features and is a tangible demonstration of Pinarc's commitment to staff wellbeing. As we continue to progress this strategy, the replacement cycle will ensure the age of the vehicles declines and we maintain a modern fleet for our team.

Several projects were undertaken at our Golden Point site, with the development of a dedicated woodworking space and a light-filled art room for our group programs. Work was also done to resurface the Golden Point car park with fresh asphalt and new line-markings. The Bonshaw car park was compacted and resurfaced with gravel. At Lucas we had new external signage erected and we refurbished our entrance meeting room to provide a welcoming space for meetings with customers and stakeholders. Over the past

year we have developed a positive relationship with local Ballarat community group, Foragers Op-Shop, which supports communities in the Philippines, and have donated to them some of our redundant therapy equipment which can be used in developing communities.

Our buildings and grounds continue to present a positive and welcoming space for customers and staff, and with our ongoing planned maintenance, will continue to serve Pinarc for many years ahead.



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We really appreciate everything that the facilities team do that makes our life easier - thanks! 99





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Throughout this process I felt heard, respected and valued, thank you for the supportive environment you foster. 99





# FINANCE



**SHELLEY WOOD**  
Senior Finance Manager

**REFLECTING ON THE** previous financial year, it was a year spent in groundwork for continued pandemic interruptions and hardships that were then felt throughout our services during 2021-22, impacting both customers, their families, and staff throughout the whole financial year.

Financially, we were optimistic coming out of the previous financial year that we would return a surplus at the end of 2021-22 once our services resumed normal operations. However, restrictions imposed such as capping attendance at group program sites and the metropolitan lockdown impacting Melton therapy services hindered our ability to service all our pre pandemic customer cohort, contributing to a loss for the financial year.

Despite these challenges, and without the additional Government support that ceased in 2021, we continued to support our existing workforce and as an organisation we took the

opportunity to evaluate what was core to Pinarc. We made the difficult decision during the year to wind up operation of Easy Tech Living, but at the same time we saw growth opportunities in other core areas of our services.

The investment and subsequent expansion of the therapy services in Melton with a new site sees our successful bursary program continue in 2023. The KIS program has seen increased demand for placements with the introduction of 3-year-old kindergarten across Victoria.

The cloud-based finance and payroll systems were successfully transitioned and ready for use by the end of 2022 with further functionality to be embedded in the 2023 year. We now have a contemporary integrated system that supports our growing service delivery and allows for greater management transparency and reporting oversight to support the new strategic plan. Pinarc adopted the revaluation model

for treatment of land and buildings during the 2022 financial year. The revaluation highlights that we have a strong asset base and provides a foundation for further investment opportunities in the future.

We have come out the other side of a challenging year galvanised for whatever 2023 might throw at us, we have the learnings from the past two years and are better equipped to deal with those challenges in building a budget that allows us to provide a quality service to the community and attainable growth. We found our ability to respond rapidly to external change was equally as important as the ability to create change ourselves.

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 2021-22.



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 2022

INCOME	2022	2021
Contract Income	6,554,526	5,728,938
Client Fees	64,488	15,583
Operating Grants	2,171,272	1,796,025
JobKeeper and Cashflow Boost Income	-	2,881,300
Sundry Income	63,292	19,292
<b>TOTAL INCOME</b>	<b>8,853,578</b>	<b>10,441,138</b>
EXPENDITURE		
Client Activities	(4,336)	(6,651)
Corporate Expenses	(846,957)	(1,020,720)
Discretionary Client Funding	-	-
Employee Benefits Expense	(7,637,437)	(7,454,870)
Professional Development	(48,462)	(33,167)
Program Costs	(84,011)	(134,134)
Sundry Expenses	-	(2,822)
Travel	(78,852)	(58,332)
<b>TOTAL EXPENDITURE</b>	<b>(8,700,055)</b>	<b>(8,710,696)</b>
<b>OPERATING SURPLUS BEFORE CAPITAL ITEMS</b>	<b>153,523</b>	<b>1,730,442</b>

CAPITAL INCOME	2022	2021
Income from Investments	2,407	4,580
Donations	28,403	28,266
Government grants	-	63,850
<b>TOTAL CAPITAL INCOME</b>	<b>30,810</b>	<b>96,696</b>
CAPITAL EXPENDITURE		
Depreciation	(269,289)	(251,027)
Profit/(Loss) on Disposal of Property Plant and Equipment	106,317	(11,270)
<b>TOTAL CAPITAL EXPENDITURE</b>	<b>(162,972)</b>	<b>(262,297)</b>
CAPITAL SURPLUS /(DEFICIT) FOR THE YEAR	(132,162)	(165,525)
Net Surplus/(Deficit) for the year	(21,361)	1,564,842
OTHER COMPREHENSIVE INCOME	-	-
<i>Items that will not be reclassified to profit or loss</i>		
Revaluation of Land and Buildings	2,336,655	-
<b>TOTAL COMPREHENSIVE INCOME FOR THE YEAR</b>	<b>2,315,294</b>	<b>1,564,842</b>



# Financial Statements

Statement of Financial Position as at 30 June 2022

CURRENT ASSETS	2022	2021
Cash and Cash Equivalents	2,259,862	2,865,297
Trade and Other Receivables	98,237	90,764
Inventories	-	448
Investments	976,369	974,457
Prepayments	296,486	107,704
<b>TOTAL CURRENT ASSETS</b>	<b>3,630,954</b>	<b>4,038,670</b>
NON-CURRENT ASSETS		
Property, Plant and Equipment	7,142,187	4,491,368
<b>TOTAL NON CURRENT ASSETS</b>	<b>7,142,187</b>	<b>4,491,368</b>
<b>TOTAL ASSETS</b>	<b>10,773,141</b>	<b>7,209,565</b>

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	2022	2021
Trade and Other Payables	652,719	835,259
Borrowings	54,588	3,000
Lease liabilities	98,995	144,016
Short-term Provisions	948,682	959,100
Other Financial Liabilities	400,441	395,736
<b>TOTAL CURRENT LIABILITIES</b>	<b>2,155,426</b>	<b>2,337,111</b>
NON-CURRENT LIABILITIES		
Borrowings	-	-
Lease liabilities	149,197	42,965
Long-term Provisions	98,447	95,185
<b>TOTAL NON-CURRENT LIABILITIES</b>	<b>247,644</b>	<b>138,150</b>
<b>TOTAL LIABILITIES</b>	<b>2,403,070</b>	<b>2,475,261</b>
<b>NET ASSETS</b>	<b>8,370,071</b>	<b>6,054,777</b>
EQUITY		
Reserves	2,784,430	447,775
Retained Earnings	5,585,641	5,607,002
<b>TOTAL EQUITY</b>	<b>8,370,071</b>	<b>6,054,777</b>

## MY VOICE

My Voice is about advocating for people with disabilities and sharing our opinions and ideas with each other. In My Voice we have been planning events for our family, community, and neighbourhood. In Term 2 we were asked to participate in the Future Shapers forum.

We were asked to express our ideas on how to manage public transport with a disability. We made speeches and presented them as videos to the forum. Two of the My Voice participants were also invited to speak on the group's behalf. One of these participants is non-verbal and was able to present his speech using adaptive technology, with his eye gaze.

A big part of the program is making all the participants leaders, setting a good example for everybody else. We spend time each session discussing important topics such as leadership, strengths, conflict resolution, teamwork, listening and communication skills.

Developing these skills enables us to communicate well as a team to put on an event. We enjoy advocating for ourselves and others. We also enjoy planning events, listening to each other's ideas and forming meaningful relationships.

**Lucas, Grace, Andrew, William, Madilyn, Rachel, Rodney, Alice and David - My Voice Participants**



We all have an important story to share and our My Voice group are working together to give an authentic voice for people with disability. They are actively advocating for themselves and for opportunities and better outcomes for all people with disability. This program was designed and implemented with support from State Trustees Victoria and develops the leadership skills of our customers where they work through learning curriculum and experiences to build their advocacy skills. This is what contemporary adult learning programs can offer people with disability.

**Peter Newsome,  
Chief Executive Officer**



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This is wonderful  
work and a great model  
to learn more about.  
Congratulations Pinarc. 99





## WADAWURRUNG COUNTRY

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

## WURUNDJERI COUNTRY

Pinarc Melton  
48 Palmerston Street,  
Melton

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

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

