



Registered **NDIS** Provider



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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.



Vision

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



Purpose

Enriching and empowering lives within the disability community.

WITH YOU ALL THE WAY

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. Pinarc is committed to providing professional services that are welcoming, inclusive and supportive to people of all abilities, irrespective of ethnicity, faith, neurodiversity, sexual orientation and gender identity.





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
- Therapy Groups
- Pre-School Field Officer
- Kindergarten Inclusion Support
- Equipment and Assistive Technology Prescription
- Community, home, onsite and online sessions available

Planning and Support

- Plan Management
- Support Coordination
- Family and Carer Support

Group Programs

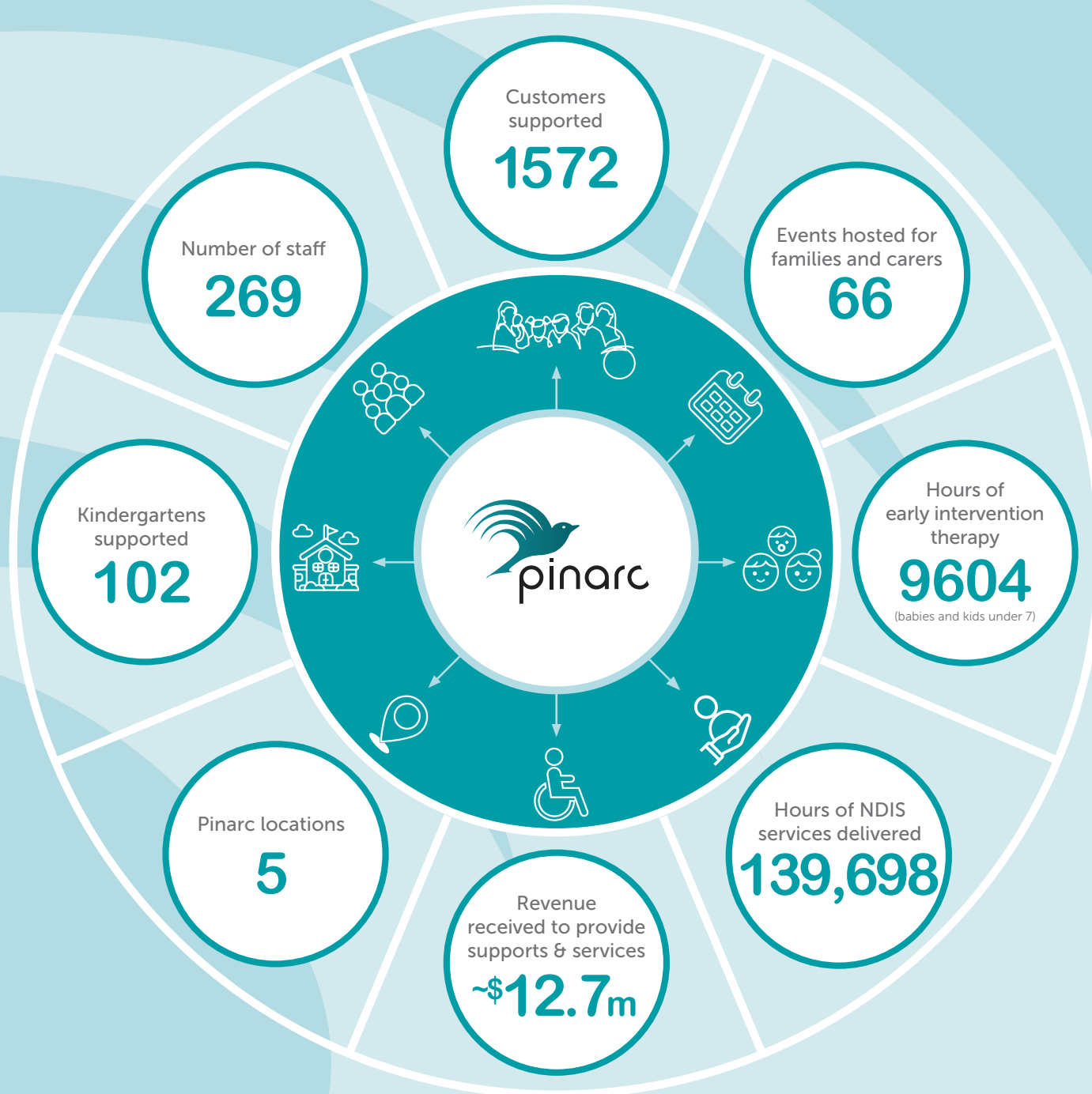
- Independent Living Skills
- Social Groups
- High Support Day Programs for Adults
- School Holiday Programs



Our Impact

We are proud to be making a difference in our community and remain committed to continuously improving the quality and accessibility of our services and programs.

We are excited to continue our positive impact in the coming year, empowering our customers to make the most of every opportunity and live fulfilling lives, and providing an engaging and supportive environment for our staff.



Pinarc 2024 Board Members

SUB-COMMITTEES Governance | Finance | Quality, Risk & Safeguarding

CHAIR



Nicole Crocker
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.

TREASURER/SECRETARY



Kelly Spert
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 Finance Sub Committee.

DEPUTY CHAIR



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.

PINARC LEADERSHIP TEAM

Peter Newsome
Chief Executive
Officer

Sara Cavanagh
Deputy CEO &
Head of Service
Delivery

Shelley Wood
Head of Finance
& Corporate
Executive Services

Elin McPadden
Therapy Education
& Support Manager

Kevin Stewart
People & Culture
Manager

**Gemma 'Ramsay'
Ramsay**
Quality Risk &
Safeguarding Manager



Eric Braslis

B.A.A. Urban Planning (Toronto),
MBA (Deakin)

Eric is the Director Planning & Liveability at Wyndham City, one of the country's fastest growing communities with over 300,000 residents. Previously Eric has been the CEO at both Golden Plains Shire and Gannawarra Shire Councils, and has held a number of senior executive roles at Ballarat, Hobsons Bay and Stonnington City Councils. Eric is a sitting member of the Victorian Building Appeals Board, has 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.



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 of the committee of the Ballarat Sportsmen's Club and president of the not-for-profit Ballarat Karate Club.



Clayton Warren

BBus.Acc (LaTrobe),
Grad. Dip (Mgt)

Clayton has an extensive senior leadership background in accounting, human resources, strategy, and risk management with various national and multinational companies. He has held senior executive positions incorporating Advisory Board Chair and Company Secretary appointments across multiple industries. Clayton currently holds the position of Chief Corporate Services Officer for UFS Healthcare, a large regional medical organisation, and is enjoying the opportunity to utilise his knowledge and expertise to support the community through the Pinarc Board.

ACKNOWLEDGEMENT

In July 2023 Neil Wilson retired from the Pinarc Disability Support Board. We sincerely thank Neil for his service and unique insights, and extend our best wishes to him and his family for the future.



Chair and Chief Executive Officer



**Nicole
Crocker**
Chair



**Peter
Newsome**
Chief Executive
Officer

As CEO and Board Chair of Pinarc, we are proud to present this year's Annual Report, highlighting our unwavering commitment to delivering high-quality services to our community. Over the past year Pinarc has demonstrated remarkable stewardship and strategic investments across various facets of our organisation.

Our dedicated efforts in enhancing our organisational structure, refining service delivery models, and increasing practice efficiencies have strengthened our capacity to meet the evolving demands and challenges of our sector.

Leading such a resilient and adaptable organisation fills us with pride. Pinarc stands strong in terms of our significant increase in customers supported, with generated increased revenue surpassing expectations, enabling our growth and demonstrating confidence to the communities we serve. Thanks to the dedication and hard work of our exceptional teams our three-year strategic plan is now deeply entrenched into our operations, guiding us as we continue to empower our customers and foster a supportive environment for our staff.

This year has seen significant performance and impact milestones achieved which are highlighted throughout this publication. We were so excited to see the implementation of the Key Worker model across our therapy team, and our work towards strengthening our culturally inclusive practice. We collaborated with Wadawurrung artist, Jenna

Oldaker, resulting in the commissioning of our artwork "Koling wada-ngal" proudly displayed at our Lucas clinic, and an immersive indigenous art program with our customers at Golden Point. We are immensely proud of our teams, whose commitment and willingness to be innovative have both played a crucial role in our accomplishments.

Our impact and advocacy are not just markers of our strong reputation, but enable us to meet the evolving demands and challenges of the sector following both the Disability Royal Commission (DRC) and the National Disability Insurance Scheme (NDIS) review, a voice to which we have proudly contributed, both locally and nationally.

Our investment in infrastructure has not only enhanced our current service capabilities but has also prepared us to navigate future challenges proficiently. Capital improvements have enabled us to increase our service reach and presentation, ensuring that more community members benefit from the high-quality support Pinarc offers. We have forged closer partnerships with educational institutes to support career pathways in therapy and disability support work, to address service demands.



Chair and Chief Executive Officer



Our annual customer survey results are a testament to our ongoing efforts to provide exceptional services. The feedback indicates an overall improvement in customer satisfaction across the board, reflecting our commitment to meeting the diverse needs of our community. It was most pleasing to note that all respondents gave a 5-star response to the question of feeling safe when they receive services from us.

Over the past year, we have carefully discerned the organisational structure to ensure it meets the current demands of the sector, supports our growth, and aligns with our long-term goals. Our strong stewardship, coupled with an expanding workforce, has allowed us to invest in a now embedded executive structure and new operational leadership roles with team leaders across our expanding therapy services clinics and group programs across Golden Point and Pennyweight. This strategic approach ensures we are resilient and prepared for future challenges.

The future holds both challenges and opportunities, with our strategic plan and stewardship, we are confident that Pinarc will continue to hold its strong value proposition. As we are 'Better Together', we will strive for excellence, driven by sustainability and impact for a strong future for our customers, their families, carers, and the community.

Thank you for your continued support and trust in Pinarc. We are excited about the positive opportunities ahead. ➤

Nicole Crocker – Board Chair

Peter Newsome – Chief Executive Officer





“ I am proud to lead such a resilient and adaptable organisation, that is in a strong position with our three-year strategic plan entrenched in our operations. ”

– Peter Newsome



Service Delivery



Sara Cavanagh
Deputy CEO
Head of Service Delivery

In my role as Deputy CEO much of my focus is supporting our teams to deliver service excellence to our customers every day and I feel grateful to work alongside an incredible team who share our Pinarc values. Working together with the CEO to deliver many of the organisational strategic initiatives over the past twelve months, I appreciate seeing our customer-facing teams bring these initiatives and goals to life across our services.

In the past year, we focused on the development of the team leader roles and successfully implemented these roles across our therapy clinics and group programs. Significant resources were directed towards the development and investment in our teams to ensure best practice service delivery. We introduced our onboarding model to welcome new staff and we enhanced customer engagement and feedback pathways. Additionally, we developed new internal training modules to meet new funding compliance standards.

Some of the strategic initiatives we are working on include reducing the administrative burden for our staff to enable them to spend more time face to face with our customers. This has included reviewing systems and software and unpacking the appropriate role of Artificial Intelligence (AI) tools and how they can assist us with routine tasks, and ensuring we have the right technology available to support each of our program areas.

Working closely with the National Disability Insurance Agency (NDIA), Victorian Department of Education, Victorian Department of Families, Fairness and Housing and the Australian Government Department of Health and Aged Care, we ensure Pinarc continues to deliver a wide

variety of programs with funding from a range of revenue streams. This model contributes to our impact and sustainability.

The most fulfilling aspect of my role is the opportunity to support our staff in providing services that effectively meet our customers' needs and it is wonderful to see the diverse range of impact stories highlighted throughout this Annual Report. ➔



“ Since my first contact with Pinarc my experience has been nothing but positive. ”



Group Programs



Over the past year our Group Programs have continued to increase the variety of program options for customers across both our Golden Point and Pennyweight sites.

At Pennyweight we have seen our customers engaged in a wide range of programs suited to their individual high complex support needs. The pool continues to be the most popular onsite resource with customers benefitting from the chance to relax in the warm water and complete their individual therapy-based programs.

Staff and customers have worked together to develop new programs including our Thursday lunch program where the customers recreate their favourite classic meals including burgers and cottage pie. Our Tuesday Night Dinner program continues to grow in popularity with the group meeting fortnightly at local restaurants to enjoy not only the food, but the social aspect of the program. Our Independent Living Skills

program continues to provide a buzz of activity at our Golden Point site. With a greater focus on wellbeing, our customers have been engaging in community-based activities that promote movement and exercise including gymnastics, swimming and ten pin bowling. Seeing the groups heading out to various local businesses and hearing the positive stories when they return has provided the team with a sense of joy.

The Travel Training group continues to work on mastering the local public transport system and have even ventured afar to Ballan and Bacchus Marsh on the train. Customers continue to suggest activities and locations they would like to learn travel routes for, and staff have enjoyed supporting them to visit local attractions.

We have reintroduced trips outside of Ballarat on our Holiday Programs. Our Kids & Teens groups have travelled to the Werribee Zoo and Scienceworks, while our adult group has caught the train to Melbourne to visit the Aquarium and the David Attenborough experience at the Exhibition Centre. ➤

Capacity Building



SUPPORT COORDINATION

In the past year, our Support Coordination team has significantly enhanced our customers' experience with their expertise in navigating the NDIS. Support Coordinators play a vital role in ensuring that customers under the NDIS receive the support they need to achieve their goals and improve their outcomes. Excitingly, this team has welcomed many new customers who have selected Pinarc for this important service.

At Pinarc, your Support Coordinator is here to help navigate your NDIS plan, working with you every step of step of the way. They will assist you in understanding your funding, optimising its use to achieve your goals, and building your capacity to connect with a range of community services available. Our in-depth knowledge of the Central Highlands and Melton local government areas enables us to find the best services tailored to your needs.

Our comprehensive services include research, budget planning, referrals for services, completing service agreements, attending NDIS plan review meetings, and explaining various funding management methods. Our primary goal is to support our customers, their families and carers in navigating the complexities of the NDIS with ease.

Impact Stories

ROGER* is a young man with Autism, intellectual disability, non-verbal and behaviours of concern due to trauma from living in supported disability accommodation (SDA). His current Supported Independent Living (SIL) provider was having some challenges working with Roger as he was refusing to go outside, would not participate in any personal hygiene routines or try new foods. Roger needed help to build trust with his regular support workers and find a team who could collaboratively support him through this process and with his NDIS goals.

Roger's Support Coordinator worked tirelessly to find solutions to each problem. She coordinated a full allied health therapy team tailored to meet Roger's individual needs. Regular care team meetings were set up with the SIL provider and therapists ensured the team worked together to achieve Roger's NDIS goals. Regular training for his support workers has given them the confidence and tools to develop a trusting relationship with him. Roger now enjoys venturing into the community several times a week and has found a hygiene routine that works for him. He even does some household chores and has started to try new foods!

JACKIE* was living in a 5-person supported disability accommodation (SDA), however she wanted to live more independently in a more homely environment that supported her physical disability. Jackie mostly uses an electric wheelchair and likes to attend hydrotherapy, activity centres and enjoys being out in the community with her support worker and family. Her Support Coordinator worked with Jackie and her family to navigate her change in housing, coordinating her care team of allied health professionals writing reports to support the new home application and NDIA process. This resulted in full funding for the new SDA and SIL supports and Jackie is now enjoying her new home.

Additionally, her Pinarc therapists developed strategies, resources and recommendations, and held training sessions for support workers to better help Jackie in her daily life, working towards gaining some more mobility after an operation on her lower legs. Jackie has since gained more mobility and is now able to walk with a support worker for short periods of time. Her Speech Pathologist is now working with Jackie on a trial of eye gaze assistive technology which will assist with her communication and to be more independent in her new home.

*Names changed for privacy



“ I feel very supported by all Pinarc therapists that are involved in my kid’s care. ”

Therapy, Education and Support



THERAPY

We continue to see outstanding growth in Pinarc's therapy team. We currently have speech pathologists, occupational therapists, physiotherapists and an education advisor working across our Ballarat and Melton clinics. We have also fully embedded our therapy assistant support model with our growing team of therapy assistants working hand in hand with our therapists to deliver extra support to our customers. Over the past year, the team have provided services to more than 700 therapy customers across the region.

With such growth and diversity within the team, we reviewed the framework we use to provide support for wellbeing and clinical growth to our team, and how best this could be developed to maximise support. This resulted in new team leader roles being introduced. The team leaders, alongside our senior clinicians, give us dedicated capability and time to provide support and guidance to our team when and where it is required. The new structure now allows for greater day to day support for our new graduates, as well as additional counsel for our more experienced staff.

The therapy team have also relished the implementation of the Key Worker model to support paediatric customers. This model offers a holistic, collaborative approach which involves one primary therapist working in a transdisciplinary model to support the developmental wellbeing and participation goals for the child and their family.



EDUCATION

Preschool Field Officer (PSFO)

The PSFO program is designed to provide practical advice and support to funded kindergarten services to build their capacity to provide for the inclusion, access, learning and development, and meaningful participation of children with additional needs. Our PSFO team provides a range of supports, information and resources to services across the Central Highlands region. These supports assist teachers to build their confidence, knowledge and skills to deliver an inclusive kindergarten program.

This year our team saw a large increase in referrals, with a corresponding increase in face-to-face information sessions and consults. This has contributed to stronger relationships and communication pathways with early childhood educators across the region.

The team enjoyed increased networking opportunities with other professionals and organisations working in the early childhood sector including Department of Education – Early Childhood, NDIS, Best Start, City of Ballarat, Moorabool Shire, Lookout and CAFS.

Challenges faced by the sector include the escalation of children's behaviours relating to childhood trauma. The PSFO team are working to increase their professional knowledge around childhood trauma to enhance their ability to support early childhood educators to manage behaviours in group settings and improve wellbeing.

“ Since day one of her arrival, our KAA has demonstrated a clear commitment to high quality practise, and our children respond beautifully to her warmth, kindness, and commitment. ”

Therapy, Education and Support



EDUCATION Kindergarten Inclusion Support (KIS)

The KIS program provides supports to over 100 funded kindergarten services to promote positive outcomes for all children participating within the program. The KIS program complements the knowledge and skillset of early childhood educators by providing valuable resources such as additional kindergarten assistants, specialist consultancy, specialist training and minor building modifications. Furthermore, the program supports educators to build their capacity to implement an inclusive and responsive program which supports individual abilities, interests and needs of children with a disability, development delay or complex medical needs.

This year the KIS program received a significant increase in application numbers and approved placements, which resulted in the need to recruit and onboard many new kindergarten additional assistants. To meet this need we are consistently working to grow our team, which due to staff shortages across the early childhood sector, has been challenging.

One of the highlights of the year was our orientation and professional development session held in January. Over 40 kindergarten additional assistants gathered from across the region for the session which focused on the importance of 'connection through play' and 'looking beyond behaviour to understand what a child is trying to communicate'. We plan to host more professional development sessions for this cohort biannually. ➔



Impact Stories

SCHOOL HOLIDAY PROGRAMS Four times a year our Golden Point campus, the former Golden Point Primary School, comes alive again with the sounds of laughing children! Our popular school holiday program is run for one week during each school holiday period and provides a wide variety of fun activities for children and teens to experience. During the past year we have been excited to expand the range of community excursions we offer, including visits to the Museum of Play and Art in Geelong and Aquapulse water play centre in Werribee. Other activities offered at Golden Point include themed days, art and craft, and cooking programs. One of our regular attendees, Greta, even enjoyed a special visit from our very own Yellow Wiggle, Laura, during the last holiday program!



KIMANI is a fabulous young woman who is creative and passionate about her interests in the outdoors, cooking and crafts. She thrives with opportunities to be independent and develop her skills.

During her speech therapy sessions at Pinarc, she has been working on her skills to advocate for herself and communicate her own goals and boundaries at home, school and in therapy, including using her preferred communication style to do so. She has made amazing strides in identifying her own goals such as having more social opportunities with peers that have similar interests. With her therapist, Kimani has been working on introducing a conversation structure to empower her to generate and express her own ideas, and plan to solve her own challenges in her everyday life.

Kimani has recently identified that she would like to also pursue employment and therefore has new goals to be supported to prepare a resume and practise job interview skills.



Key Worker



Tanya Robertson
Team Leader | Occupational Therapist
Key Worker Coach

Over the past year, led by our Key Worker Coach Tanya Robertson, we have developed tailored Key Worker practice resources, to support our therapists with implementing this evidence-informed model of service for our young customers.

The Key Worker model offers a holistic, collaborative approach that acknowledges the carer as the expert in their child. It seeks to intentionally strengthen the relationship between the carer and child, and proactively builds the long-term capacity of the carer. The Key Worker model is designed to give consistent and focused support to both the family and child in their everyday environment.

In the Key Worker model, the child connects with one primary therapist who works closely with them and their family. This partnership supports the child's development, fosters their wellbeing, and enhances their community participation.

At Pinarc we embrace the Key Worker model for children aged 0 – 8 years, as this has been shown to give the best outcomes for children by helping families and carers to support their child's development in their own environment. Our Key Workers are professionally trained in occupational therapy, speech pathology, physiotherapy or education. They build meaningful partnerships with the child and their family/carer, working on goals set by them, using the child's interests, the family's

strengths, and everyday routines to offer tailored therapy and strategies that work smoothly within the child's home and community settings.

Pinarc's Key Workers can provide services and support in a variety of environments that are a part of the family's everyday life including at home, school, shopping centres and kindergartens. Alongside therapy sessions, our Key Workers also offer a range of additional supports including service coordination, access to information and resources, and advocacy.

At Pinarc, Tanya provides dedicated support to our Key Workers to make sure all our children and families receive a meaningful service that leads to the best long-term outcomes for everyone. Our partnership extends beyond the therapy room, we are here to guide, share resources, and work with families to support their child's outcomes and wellbeing. 🐦



Quality, Risk & Safeguarding



Gemma 'Ramsay' Ramsay
Quality Risk & Safeguarding Manager

This year has been marked by a significant commitment to continuous improvement across Pinarc. Key initiatives and achievements include:



Quality Improvement Plan

We have successfully revised and implemented a new Quality Improvement Plan along with a robust process designed to enhance the identification, recording, and execution of improvements. This new framework aims to streamline our improvement efforts, ultimately ensuring the continued focus on safe and quality services to our customers.



Internal Quality Audits

A new Internal Quality Audit schedule and system has been introduced, focusing on our compliance and alignment with NDIS practice standards. These audits not only prepare us for the upcoming external mid-cycle NDIS registration audit but also help identify potential risks, opportunities for improvement, and areas of strength within our operations.



Training Enhancements

We conducted a thorough review of our staff training needs and the methods of capturing training information. This led to the decision to implement a centralised Learning Management System (LMS), which will strengthen our training processes and enhance accessibility for our staff.



Child Safe Organisation

We have continued our efforts to foster a child-safe environment. This year, targeted training was conducted at various organisational levels, including the Board, Leadership, and Operational Leadership. Additionally, we have developed and are rolling out Pinarc-specific child-safe training tailored to our unique environment and staffing needs.



Occupational Health and Safety (OHS)

OHS remains a top priority. This year saw a transition in Health Safety Representatives and a staff vote for one of the work areas, reflecting a high level of interest in contributing to a safe workplace culture.

These initiatives underscore our ongoing dedication to enhancing quality, safety, and overall organisational effectiveness at Pinarc. ➔



“ It is a credit to Pinarc that they have done away with all sorts of restrictive practices and are exploring new ways to support this customer and other participants. Great job Pinarc. ”





Parent Support Program



Rebecca Paton
Parent Support
Program Coordinator

The Pinarc Parent Support Program has continued to provide information and opportunities for social connections for parent/guardian carers of children and adults with disabilities across the Central Highlands region.

The program has continued to grow in reach and in number. The demand for individual support and information has more than doubled in the years since COVID. Our support groups continue to thrive with a new group introduced in Daylesford. We have delivered formal information sessions about respite, post school pathways, housing options, and supports for transition to adulthood. The Parent Support Program Updates are sent out monthly to over 500 families directly and around 150 professional contacts and organisations. We now also include this valuable Parent Support Program update on our website to enable more people to access this information.

Social connection for parent carers remains an important aspect of the program. The feedback from activities such as the Carers Retreat, Laser Force, Disc Golf, Art Gallery visits and social lunches has been very positive. It is always lovely to see new friendships develop in a group of people who can feel quite isolated at times. ➡





Kevin Stewart
People & Culture
Manager

At Pinarc we are very proud of our standing in the disability community and the strength of our workplace culture. Our commitment to placing our customers and staff at the centre of everything we do makes Pinarc a dream job for the People and Culture team.

In September 2023 we rolled out our biennial Pinarc Employee Climate Survey. The survey is a vital component of our employee communication and consultation strategy, providing a safe space for all staff to voice their opinions, concerns, and suggestions anonymously. As in previous cycles, the 2023 survey delivered a wealth of invaluable information and insights about our areas of strengths and opportunities for further growth, key among them being:

- Continuing our organisational commitment to 'Better Together'.
- Develop ways to further improve collaboration and communication between sites and services, one united team.
- Provide our people with equipment, resources, skills and technology to deliver impact to customers, families and carers.

Most importantly, the survey results reaffirmed the positive engagement and quality of working life experienced by most of our workforce at Pinarc.

Nest Launch

We have been very busy in the learning and development space over the past 9 months with the development and roll-out of an in-house Learning Management System (LMS), known as Nest. Pinarc has invested in a licensing agreement with LMS provider Tribal Habits, giving us the capacity to create and edit our own in-house training modules and provide our workforce with free access to over 150 training modules, all in a single easy to navigate on-line portal.

Although at an early stage, the potential for Nest to enhance our capacity to support the ongoing training and professional development needed to ensure that our staff maintain the combination of skills, knowledge, attitudes, values and abilities needed to effectively and safely perform their roles at Pinarc is evident and very exciting! 🐦



Pinarc Staff Culture Survey & Initiatives

Pinarc is committed to taking meaningful action to further strengthen our Employee Value Proposition.

Our Commitments



Continuing our organisational commitment to **'Better Together'**.

- Behaving and working in accordance with our **Pinarc Values**, always
- Leadership is visible and present at all sites and services
- Supports raising and resolving issues in an effective and timely way



Develop ways to further improve collaboration and communication between sites and services, one united team.

- Recognising the vital role and impact of consultation in decision making
- Strengthening collaboration and communication by organisation, teams, individuals, and sites



Provide our people with equipment, resources, skills and technology to delivery purpose to customers, families and carers.

Setting all staff up for success by providing

- Equipment and infrastructure aligned to service needs
- Investment across information, technology, and communication
- Training and development opportunities for our employees to enhance their skills and abilities

Our dedication to continuous improvement and the wellbeing of our employees remains unwavering.

“ A wonderfully refreshing work culture and environment in addition to a very rewarding role. ”

“ A wonderful and supportive place to work where everyone is valued and we are always striving to do better. ”

“ Many workplaces talk about flexibility but Pinarc actually live it and the flexible arrangement are truly appreciated. ”

“ The most inclusive place that I've worked. ”



“

I want to thank the Pinarc team for the wonderful support they give. They are such an easy team to work with and are always professional and compassionate. ”

Impact Stories

BENJAMIN my five-year-old son has been with Pinarc for four years due to their tireless dedication and compassion towards their clients' needs. These supports are key components for the successes of Benjamin's personal and physical accomplishments. My son has gained confidence in achieving verbal skills through his talking device, that helps him in everyday life, giving him the gift to express himself and be heard.

Pinarc has helped Benjamin to navigate this world with adaptive shoes, that help him feel supported and stable, giving him his confidence back to run and play with his peers at kinder. Our son has not only gotten stronger physically, but mentally as well and has developed confidence in himself to reach his full potential. Benjamin has developed so much and though he still has many goals to conquer, thanks to the wonderful team at Pinarc Melton I know he will be supported and guided every step of the way. – *Katerina*



ALYSSA AND MASON are both thriving with the support of their family and their team of therapists at Pinarc Melton. Alyssa, who has hearing loss which affected her language development, now uses a communication device and is developing her verbal speech. This has helped her settle into school where she is now growing her independence and successfully following the daily routines in her classroom. Mason's confidence grows everyday as he learns about his emotions and how to express them in a safe way. He now enjoys trying new foods and is open to new experiences. The support from Pinarc has been invaluable to this progress, and Alyssa and Mason are excited to be able to try new things with their family.

Volunteer Program



Rachael M Brown
Workforce Partner

In the past year we have focused on strategically adding to our team of dedicated and highly valued volunteers to complement and add value to the service offering at Pinarc.

We have achieved this by working closely with our customers to identify activities of interest and priority for them, and then creating roles and attracting volunteers whose interests and talents align strongly with the intended roles. Our volunteers also bring fresh perspectives, varied talents and a genuine passion for wanting to help our customers to achieve their goals.

At Pinarc, we are committed to ensuring that we give back to our volunteers by providing a meaningful, safe, and rewarding experience. It is therefore very pleasing and reassuring to hear our volunteers feedback that they have gained valuable experience and a sense of belonging within a supportive environment. While our volunteers add tremendous value to Pinarc programs, they have also experienced personal growth, fulfilment and a sense of purpose as a result of their volunteering.

This mutually beneficial relationship fosters a culture of collaboration, empowerment and shared success, ultimately leading to a more diverse and positive experience for Pinarc's customers.



Thank you to all of our staff and supporters

Length of Service

25+ Years

Carina Lewis
Denita Robson
Susan Thomas
Julie Turner

20+ Years

Tanya Davi
Peter Milton
Julianne O'Keane
Catherine Stoney

15+ Years

Sara Cavanagh
Jennifer Crisp
Rhiannon Dodge
Deborah Fernandez
Deanne Howlett
Lynette Lock
Ilse Meddick

Lyndsey Noakes
Kelly Oakley
Bethany Taylor
Cassandra Thiel
Kaye Thompson
Julie Van Mourik
Antoinette Whytcross

Financial Donations

Rose Blomeley
City of Melton
Glenyis McIver Estate
Glenys Martin
Stoneman Family
Janet Torney

Customer Service Award Winners

July 2023

Sarah Elford

August 2023

Aaron Edmunds

September 2023

Jessica Ontiveros

October 2023

Caroline Debicki

November 2023

Isaac Hanneysee
Tanya Robertson
Amanial Arefaine
Georgina Owen

December/January 2024

Mark Burzacott

February 2024

Susan Thomas

March 2024

Bree Pellow

April 2024

Alisa Cutajar

May 2024

Maryanne Elkin

June 2024

Chris Zakyntinos
Laura Mengler
Rachael Brown

Other Donations and Support

Byron Abbott
Cameron Brown
Harlow Campbell
Steven Carroll
Greta Congleton & Tania Busse
Adrian Doyle, PRP
Rubie Hunter
James Illes, iPlanning Services Pty Ltd
Oliver Jeffrey
Oliver, Carter & Maison Julius
Willow Kemp

Elliot Moore
Newsome Family
Sarah Paton
Leo Perryman
Maeve Power
Carol & Bill Ryan
William Ryan
Simplicity Funerals, Melton
Noah Stewart
Jett Thomas
Cooper Van Der Molen

Facilities

“ The Facilities team do a great job looking after our sites, I really appreciate how quickly they respond when we need a hand. ”

This year, with the full support of the Pinarc Board, we have seen significant improvements to all Pinarc sites.

With all projects, our priority has been to ensure we are able to continue to provide services and programs whilst also creating warm and welcoming spaces for our customers, their families, carers, staff and community. We are excited to highlight some of the significant investments and improvements completed this year.

At our **Lucas** site we completed a major renovation project which included an internal open office rebuild, which accommodates current staff with planning for future growth. This included installing sit/stand desks, IT equipment and soundproofing. Big things continued to take place at our Lucas site by dramatically craning in a new efficient heating and cooling system which replaced a 30-year-old unit.

A new asphalt path to our woodwork shed at **Golden Point** received wonderful feedback from our customers who said Pinarc had listened to their requests and they're happy that they can now access this program more easily.

Major swimming pool works have been completed at **Pennyweight** giving it a much-needed refresh, including structural steel works and upgraded waterproofing to internal walls. The whole space is now looking updated and fresh with the completion of the rendering and painting. The pool is a relaxing space that is used frequently by customers, holiday programs and the wider disability community.

Our **Melton** clinic was freshened up with new furniture in our waiting area and new acoustic tiles and children's furniture for our therapy consulting rooms. These improvements were enabled by a generous donation from the City of Melton Mayor's Charitable Ball Fund.

We are very proud of all projects completed in the last 12 months and the Facilities team look forward to continuing with maintaining and improving all sites. ➤

Sue Davis & Byron Abbott - Facilities Team







Finance



Shelley Wood
Head of Finance &
Executive Corporate Services

Operational efficiency was a key theme in 2024, with enhanced management of financial and capital resources leading to notable growth in revenue, customers and staff, culminating in a strong year end surplus. Success in these three key components is critical to positioning the organisation to invest strategically amidst upcoming reform challenges.

Through targeted financial analysis and strategic improvements, such as upgrading the Lucas customer and staff spaces, the organisation optimised asset utilisation and site efficiency. This ongoing commitment to invest in infrastructure and equipment ensures that Pinarc is well prepared to capitalise on any future opportunities.

During the year we undertook financial and workforce benchmarking against 70 other organisations in the disability sector. These valuable insights provided external statistics to drive process improvements and aid in mitigating operational risks, informing the development of reporting dashboards and automation of finance reports. Additionally, the successful integration of new budget software facilitated mid-year forecasting and streamlined the review of prior year activities, reflecting a commitment to enhancing systems and processes.

Through successfully strengthening our procurement initiatives, aligning organisational needs with workforce and customer requirements, we implemented purchase orders whilst improving controls and practices. We continue to demonstrate robust financial controls through our comprehensive interim and year end audits.

The Financial Plan Management team focused on customer engagement, leveraging team capabilities to create an effective operating rhythm and preparing for the year ahead. Collaboration with the administration and quality teams strengthened customer feedback processes and exit reviews, enhancing service retention and operational insights.

Looking forward, the focus will be on enhancing our team and organisation performance whilst navigating the constraints and uncertainties of the current funding environment. We will lead the evaluation and enhancement of organisational systems, software and scheduling to align with future needs and explore Customer Relationship Management (CRM) and Artificial Intelligence (AI) integration possibilities, ensuring cross functional collaboration whilst supporting internal audit processes.

These initiatives aim to strengthen operational resilience and strategic alignment, supporting continued growth and effectiveness in a dynamic landscape. ➡

Pinarc Disability Support acknowledges the support of the Victorian Government, the Australian Government Department of Education, 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 2024

INCOME	2024	2023
Contract Income	9,067,415	7,929,158
Client Fees	14,353	19,087
Operating Grants	3,590,330	2,699,314
Sundry Income	13,051	36,918
TOTAL INCOME	12,685,149	10,684,477
EXPENDITURE		
Client Activities	(3,748)	(5,695)
Corporate Expenses	(1,139,944)	(1,034,490)
Employee Benefits Expense	(10,361,979)	(8,806,291)
Professional Development	(87,739)	(74,312)
Program Costs	(66,234)	(73,951)
Travel	(69,592)	(95,250)
TOTAL EXPENDITURE	(11,729,236)	(10,089,989)
OPERATING SURPLUS BEFORE CAPITAL ITEMS	955,913	594,488

CAPITAL INCOME	2024	2023
Income from Investments	145,273	50,986
Donations	43,660	32,425
TOTAL CAPITAL INCOME	188,933	83,411
CAPITAL EXPENDITURE		
Depreciation	(384,302)	(347,146)
Profit/(Loss) on Disposal of Property Plant and Equipment	25,845	4,878
TOTAL CAPITAL EXPENDITURE	(358,457)	(342,268)
CAPITAL SURPLUS /(DEFICIT) FOR THE YEAR	(169,524)	(258,857)
NET SURPLUS/(DEFICIT) FOR THE YEAR	786,389	335,631
OTHER COMPREHENSIVE INCOME		
<i>Items that will not be reclassified to profit or loss</i>		
Revaluation of Investments	3,555	-
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	789,944	335,631

Financial Statements

Statement of Comprehensive Income for the Year Ended 30 June 2024

CURRENT ASSETS	2024	2023
Cash and Cash Equivalents	118,279	1,087,242
Trade and Other Receivables	85,639	108,701
Investments	4,042,242	2,602,409
Prepayments	214,998	190,456
TOTAL CURRENT ASSETS	4,461,158	3,988,808
NON-CURRENT ASSETS		
Property, Plant and Equipment	7,282,865	7,002,513
Investments	302,587	-
Rental Bond	20,000	20,000
TOTAL NON CURRENT ASSETS	7,605,452	7,022,513
TOTAL ASSETS	12,066,610	11,011,321

CURRENT LIABILITIES	2024	2023
Trade and Other Payables	772,001	584,403
Borrowings	-	1,000
Lease Liabilities	35,990	104,000
Short-term Provisions	1,023,933	964,589
Grants Received in Advance	672,952	548,622
TOTAL CURRENT LIABILITIES	2,504,876	2,202,654
NON-CURRENT LIABILITIES		
Lease Liabilities	8,779	44,958
Long-term Provisions	57,309	58,007
TOTAL NON-CURRENT LIABILITIES	66,088	102,965
TOTAL LIABILITIES	2,570,964	2,305,619
NET ASSETS	9,495,646	8,705,702
EQUITY		
Reserves	2,784,430	2,784,430
Retained Earnings	6,711,216	5,921,272
TOTAL EQUITY	9,495,646	8,705,702

Impact Stories

KAYTLIN has been attending independent living programs at Golden Point since 2020. One of her favourite activities is the one-to-one barista training that she does every week. Her confidence has grown enormously since she started, and she now independently takes coffee orders and confidently prepares a variety of beverages including cappuccino, latte and the ever-popular double hot chocolate! Kaytlin regularly steps up to prepare coffees for gatherings in our Golden Point café, which is very much appreciated by all!



DAVID has been attending group programs at Pennyweight for over 30 years, starting there before we were even known as Pinarc! He is a popular figure at Pennyweight, with a lovely sense of humour, and his support workers enjoy their time with him. David enjoys participating in hands-on programs like art and cooking, and relaxes by completing jigsaw puzzles. He recently expressed interest in joining the woodworking program that we host at Golden Point, so our team organised for him to join them every Tuesday for a few hours. This has been a wonderful experience for him, and he recently completed his first project, a jigsaw puzzle inspired art piece, combining his interests in art, puzzles and woodwork in one!





PINARC LUCAS
Wadawurrung Country
1828 Sturt Street,
Alfredton

PINARC MELTON
Wurundjeri Country
48 Palmerston Street,
Melton

PINARC PENNYWEIGHT
Wadawurrung Country
222 Otway Street South,
Ballarat East

PINARC GOLDEN POINT
Wadawurrung Country
120 English Street,
Ballarat

PINARC BONSHAW
Wadawurrung Country
300 Tait Street,
Bonshaw

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

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