

Tulgeen Group Ltd. Annual Report 2015



Tulgeen Group Ltd. trading as
Tulgeen Disability Services
ABN 23 001 616 100

November 2015

www.tulgeen.com.au

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Our Vision

1TULGEEN: enabling a good life



Our Strategy towards 2020

Leadership

- Tulgeen is a leader in the provision of disability services.
- We are influential in policy development and implementation. We demonstrate leadership for inclusive communities
- We are relevant, creative and competitive in delivery of core services across our geographic area.

Customers and Community

- Tulgeen provides a wide range of flexible, agile services for people with disability, giving them choice and control within their communities.
- Tulgeen offer a diversity of supports through service agreements with at least 100 customers and via our thriving social enterprises.

Our People

- Tulgeen respects, values and recognises its people through engagement, development and alignment of its needs with expectations.
- People are secure in their employment, look to the past with pride and the future with confidence; they are committed to teamwork and have a professional attitude.

Performance & Sustainability

- Tulgeen is a financially sustainable, strong, contemporary not-for-profit organization.
- Revenue will be diversified and growing to exceed \$10 million.
- We measure and communicate our performance to demonstrate effectiveness, good governance and sustainability, while continually leading Person Centred Approaches (PCA) through the National Disability Insurance Scheme.

A Snapshot of our Beautiful Community



A Message from the Chair of the Board

On behalf of the Board of Directors I am pleased to present to you the Annual Report of the Tulgeen Group for year ending June 2015. It has been a dramatic year with the unfortunate loss of some of our clients, and the welcoming of many new faces to the Tulgeen family. We are now providing support and life-style choices to 66 people with disability.

I thank our staff and managers that have strongly supported the range of changes required to produce a robust, responsive, efficient and supportive organisation which is moving towards best practice in many aspects including, most importantly, high standards of client support.

The positive financial outcomes at the end of the prior year have continued over the last year, and I commend the management team of Pete Gorton, Rachel Choy and Jen Russell, and all of their staff for the focus on becoming a sustainable and growing 1TULGEEN. We have increased and diversified our income-base and are proudly investing in additional infrastructure, equipment and person-centred services to continue delivering opportunities for all members of our community to have a good life. The recent opening of our Respite Centre is a great example of this.

With the recent announcement that the NDIS is being brought forward to start in our region from July 2016, Tulgeen is well prepared as we move into an era of individualised funding, flexible service delivery and greater transparency, within a more competitive environment. There are always opportunities for improvement and as we value your feedback I encourage contact with the CEO and the Directors if there are any areas that you feel need to be addressed.

Tulgeen has executed many of the objectives from the Strategic Framework for the period 2014-2018 and the Board has recently reviewed and endorsed planning for the many new and diverse opportunities open to Tulgeen and our clients with the roll-out of the NDIS. These plans will be shared with you over the coming months as they evolve.

The Directors are pleased that our ADEs have become more self-sufficient and strongly support the changes being made to extend Tulgeen's reach across the Bega Valley community. Our enterprises are key to a sustainable future, promoting Tulgeen as a destination of choice for people with disability.

Our team of Directors has changed over the last year and I thank Janette Nielson for her time on the Board, whilst welcoming Christine van den Berg who joined the Board in January of this year. I appreciate the support of my fellow Directors and in particular thank Gae Rheinberger for her significant contributions as the immediate past Chair. Gae is taking a



well-deserved leave of absence and I am sure she will return to continue her contributions to Tulgeen in 2016. The recently launched History of Tulgeen is one such endeavour that Gae has been instrumental in delivering.

Finally I offer my sincere thanks to all of Tulgeen's staff, volunteers and our partner organisations, enabling Tulgeen to build on its 40 years of support delivery in the Bega Valley. The recognition of these 'Friends of Tulgeen' for their contribution to enabling the range and quality of services to our clients cannot be understated. With the welcome arrival of the NDIS I know that together 1TULGEEN will go from strength to strength.

Grattan Smith

November 2015



Chief Executive Officer's Report

2014-15 was an exciting time, with successful outcomes for the year by many measures. Acknowledging 40 years since the germ of an idea became the Far South Coast Handicapped Children's Association, and then the "Children" became "Citizens", and of course, ultimately we have Tulgeen, which grew out of those humble beginnings. This is documented in our "History of Tulgeen" which continues to be added to, by past staff, clients and stakeholders, and is a living tribute to Gae Rheinberger, who has worked tirelessly to launch the history, and I am sure, will continue to watch over its further development.

Of course the recent news that Tulgeen would start to transition to the National Disability Insurance Scheme (NDIS) from July 2016 has provided a real focus on where we have come from, and how we need to continue to position Tulgeen for the future. There is much to do, but we are up to it, and we will prosper in the new world. NDIS offers a huge opportunity for people with disability, and I believe we are well on the way to being well-positioned to be an eminent player in our Region.

Our Client Services team has undergone very significant changes, and has managed to continue to provide excellence in its support of our residential, day programmes and respite clients, as well as our Supported Employees in the four Australian Disability Enterprises (ADEs). We have been able to afford to conduct quite an amount of training to our staff, and this is reaping benefits in improved outcomes, cleaner processes, and happier clients and staff.

Corporate Operations has been also undertaking system and process changes, and is operating extremely well, mostly in the background. After introducing a sophisticated approach to staff payroll, asset and risk management, the team has been able to start to concentrate on looking further ahead, to operating with precision and efficiency under NDIS. Recent introduction of automated timesheet processes of course runs across the whole organisation, and all staff are to be congratulated for moving us toward this key enabler for a more 'Person Centred' world.

Tulgeen has significantly revised its approach to bookkeeping and accounting as we bid farewell to Charterpoint, at the conclusion of its contract. We are grateful to have been assisted to move to a comprehensive administration, reporting and management of our financials, and I am very pleased to report a profit of about \$172,000, after successive losses in past years.

Our Australian and Disability Enterprises (ADEs) have worked tirelessly to improve their support of people with disability, including volunteers and others who are able to utilise the opportunities presented by worthwhile employment in the community. Each ADE now has a tangible focus on operating sustainably, from business, outcomes and financial aspects.

We have initiated planning and implementation toward the Taronga Crescent precinct (home of the Riverside Nursery and Bega Valley Work Crew) becoming a key social enterprise in the community. Special thanks to Derek Povel and the team at Taronga for having the vision and seizing the opportunities to develop the precinct, which potentially can become a real community hub, drawing together many residents and visitors of the Bega Valley.



No CEO annual report would be complete without thanks to all our clients, and their families and advocates; our staff and volunteers, our many stakeholders both near and far, and of course the Board of Directors. Witnessing Gae Rheinberger passing the baton to Grattan Smith, after 10+ years as a key member of the Board, was both pleasing and a little profound. Gae remains on the Board, and I continue to value her forthright and thoughtful guidance. As incoming Chair of the Board, Grattan brings a fresh enthusiasm, and again, I am indebted for his advice, reflection and guidance as we move into this most interesting, next phase of Tulgeen.

We have recently evolved the 2014-18 Strategic Framework to have a 2015-2020 focus, and I am sure that everyone joins with me in working smart and hard to achieve the potential benefits for all Bega-based people with disability in the coming period.

The 'Friends of Tulgeen' initiative has seen the launch of something that I anticipate will be a long term benefit to the organisation. Everyone who is associated with Tulgeen – from within, and in the greater community – has the potential to move forward with Tulgeen, and knowing who we can turn to for advice and support is a key resource.

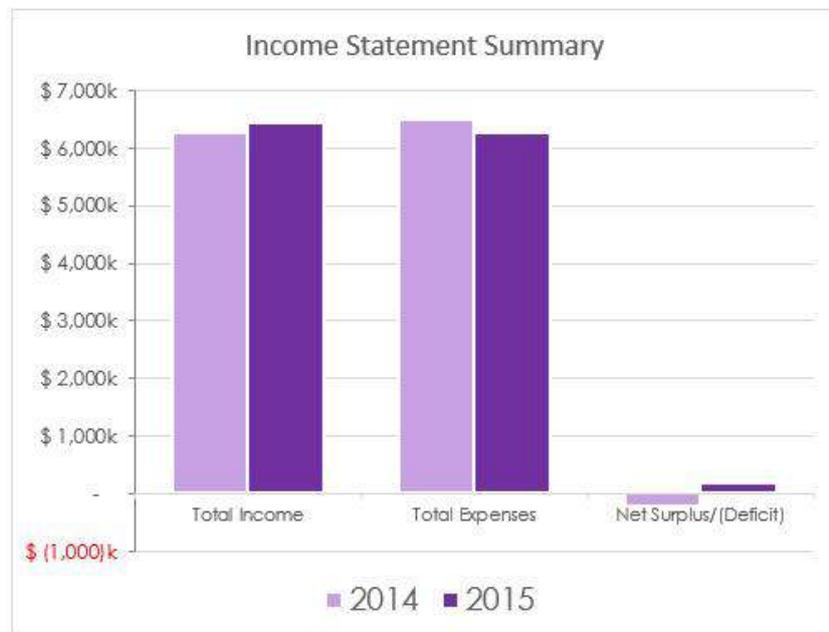
2015 saw Tulgeen receive terrific support from a number of commercial organisations, in particular, Bega Cheese, the Mumbulla Foundation, Bendigo Bank, Morgans Financial Merimbula, ClubsNSW in conjunction with the Bega Valley Shire Council, the Bega Valley Regional Gallery and Dexion Nepean. Previous support from the Cassandra Gantner Foundation was finally brought to fruition this year. These donations have allowed us to extend our service offering and in part to undertake some much needed repairs and maintenance, and upgrades to facilities to support our service offering.

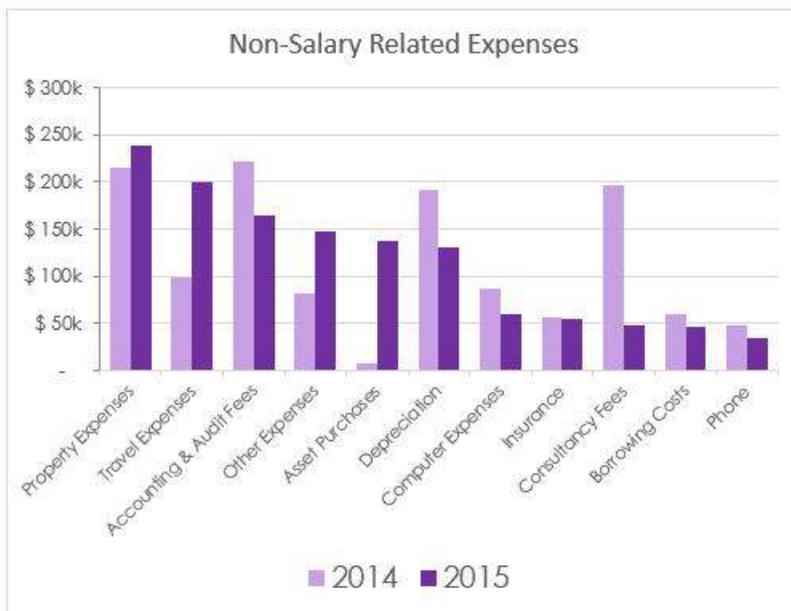
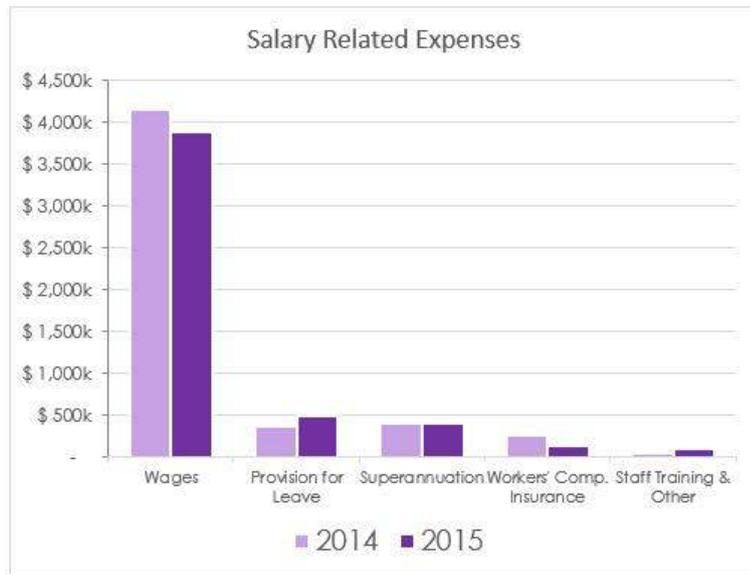
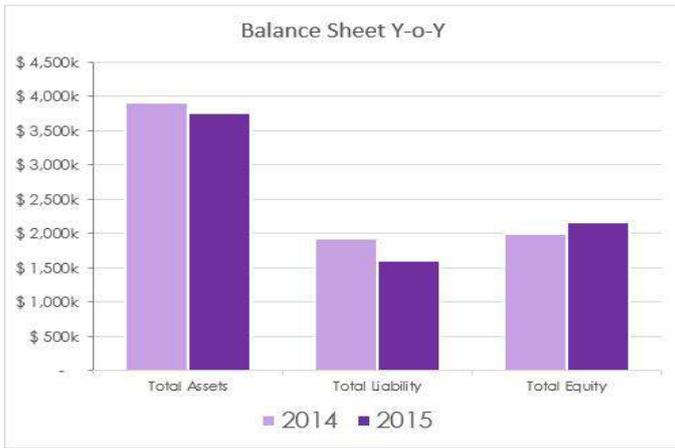
We also thank the many local businesses and the local community for their ongoing support of the Tulgeen this past year as customers of our ADEs.

In closing, I extend my sincere thanks to all, for the dedication and commitment I see to '1TULGEEN', and I look forward to continuing our NDIS adventure over the coming years.

Pete Gorton MAICD MAIE
Chief Executive Officer
November 2015

Snapshot of 2015 Financials





The Year in Review - Highlights and Milestones

1 July 2014 to 30 June 2015

Tulgeen welcomed new Directors Grattan Smith, Janette Neilsen and Christine van den Berg and farewelled Sue Hartemink during this period. Grattan Smith was welcomed to the Chair's position in April 2015. (from left and clockwise: Christine van den Berg, Janette Neilsen, Grattan Smith and Sue Hartemink)



'Speedy', Tulgeen's new and refreshed **logo** was officially launched and adopted across the organisation.



Kids in the Garage – Thanks to the **Cassandra Gantner Foundation**, Tulgeen extended its work to children for the first time in its history. Kids in the Garage ‘Making Art Works’ was undertaken over two terms in partnership with Bega Primary School. Local ceramic artist Daniel Lafferty led the programme on Tulgeen’s behalf.



Training and Education Services (TES) was rebranded to **INSYNC** – active, social, creative. INSYNC offers a broader and more flexible range of activities to promote social inclusion and active participation for our clients in the community, in their homes or at our Centre.



Art in the Garage Artists **Graeme Smith** and **Miriam Kydd** had a sellout Exhibition ‘Co-inspiration’ at Spiral Gallery curated by Iain Dawson, Bega Regional Gallery.



International Day of People with Disability was celebrated with the broader Bega Community at Littleton Gardens in early December 2014. **Tulgeen was presented with a cheque from Morgans Financial Merimbula** in support of the 1Tulgeen Christmas celebration.



1Tulgeen Christmas party in December 2014 was generously funded by Morgans Financial Merimbula.



As part of its ongoing rebranding, **Riverside Nursery** created a **new logo**, employed **new horticulturists**, continued the **business evolution at the nursery**, commenced **7 day trading** and won a **grant from the Mumbulla Foundation** for the embryonic stages of its **'Food Basket'** project.



Tulgeen was the recipient of a \$100K donation from Bega Cheese.



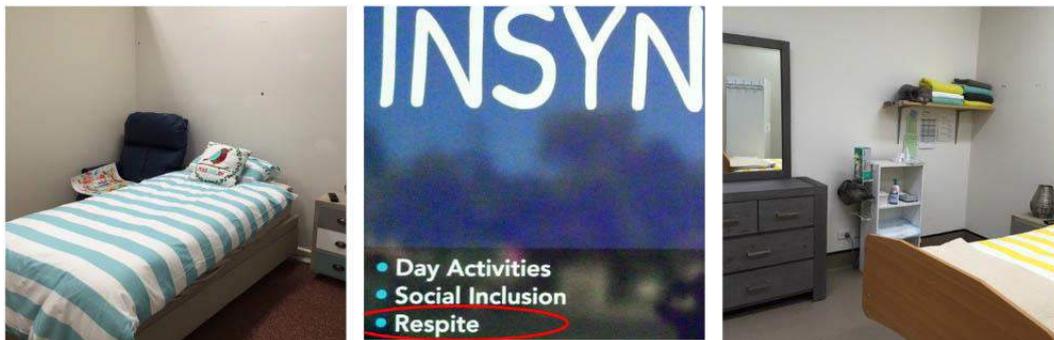
Studio INSYNC was conceived, formed and debuted its first stunning production 'the Bond Movie' and an all singing and dancing affair after the 1Tugeen Christmas Party.



Our 'Special O' Olympians won a raft of medals and awards across a range of sports including cricket, soccer and bowling.



Tulgeen's 24/7 Respite Service – home and/or centre-based support was conceived as part of the extended INSYNC service offering.



Aided by a no interest loan from CORENA – Citizens Own Renewable Energy Network Inc. **10kW of solar power was installed** across Tulgeen on roof spaces offering the best solar aspect. Energy generated offsets Tulgeen's gross energy consumption and associated power bills.



Tulgeen attained **Third Party Verification Certification**. This certifies Tulgeen's compliance to the National Disability Service Standards as a quality provider of services in preparation for the National Disability Insurance Scheme. Auditors Peter Burton and Gayle Ramien from bsi visited Tulgeen from 21-23 January 2015 to undertake the audit.



Stitches and Prints was rebranded as a **creative industries** social and disability enterprise and launched a new range of contemporary products for sale online, through pop-up shops and through local retail outlets.



HR3 Payroll and **HR3 Kiosk** were fully implemented across payroll and non-shift areas of Tulgeen with successful and full uptake.



Major upgrades including kitchen and bathroom renovations were undertaken throughout Tulgeen managed premises to upgrade facilities for clients and staff alike. Some kitchens were relics from the 1970s.



CIMsAbility was deployed across all client facing areas as a comprehensive 1Tulgeen client records and management system.



The Tulgeen **Good Practice Group** was formed to advise and inform decision making. It is comprised of staff representatives from each client facing area.



Tulgeen clients participated in the 'Make It Happen' Exhibition at Spiral Gallery to celebrate International Women's Day.



Sadly, the delightful Susan Harrison lost her battle with cancer this past year. She is greatly missed by her friends at Tulgeen.

Vale Susan Harrison - 25 January 1950 to 9 January 2015



A new structure for Client Services was introduced and implemented resulting in physical relocations, duties restructured for streamlined efficiency and onsite supervision installed for Disability Support Workers.

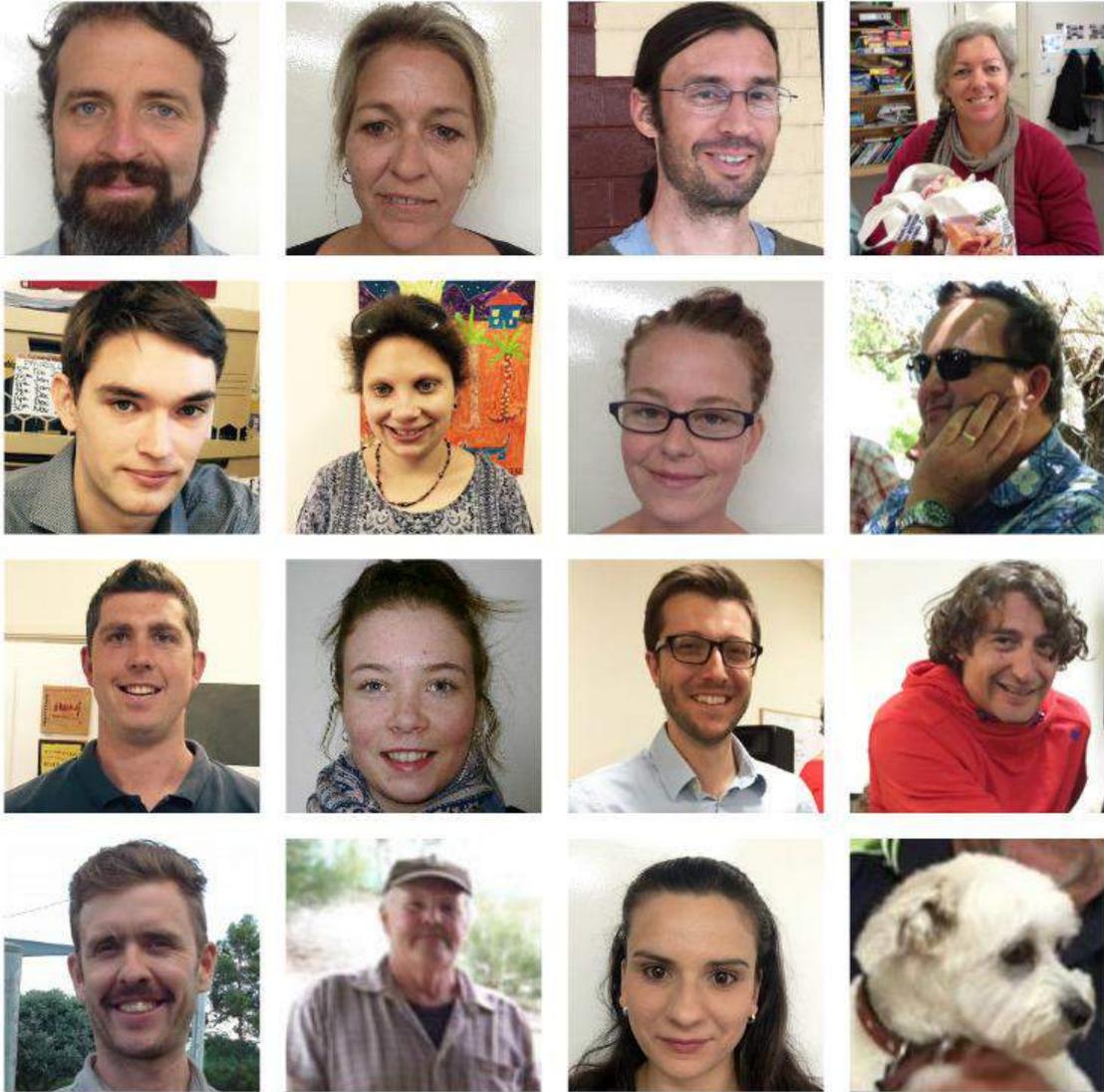
Brokered by the **Operations Manager, Australian Disability Enterprises, Paul Spiteri**, the **Bega Valley Work Crew** commenced maintenance work on numerous Telstra sites spanning the South East corner of New South Wales. Tulgeen acknowledges its partnership with La Trobe Valley Enterprises in this venture.



The Tulgeen **vehicle fleet** upgrade and rationalisation was completed this year. Tulgeen now has a range of vehicles to cater for the various mobility needs of clients and its commercial purposes on operational leases in line with standard business practice. Fuel consumption has been reduced by approximately 20% on previous year.



During this past financial year, **new staff** joined Tulgeen in various roles throughout the organisation: Alexander Dalton, Kyle Britten, Duane Nylan, Katrina Jones, James Waples, Natasha Evans, Adriane Reiss, Ivan McKay, Mark Pearce, Maddison Batten, Kyle Shook, Simon Szanto, Daniel Butchers, Russell Pamer and Natasha Sconfienza. The adorable and furry Albert 'Albi' Machan also made regular appearances as a defacto member of the INSYNC team during the year delighting many clients and staff. We welcomed familiar faces Alan Kane and Ryan Williams back to Team 1Tulgeen.



Tulgeen gratefully acknowledges our government funders and significant donors

Funders



Donors



Bega Cheese Ltd.



Cassandra Gantner Foundation



Bendigo Bank Community Foundation



Mumbulla Foundation



Morgans Financial Merimbula



ClubsNSW with Bega Valley Shire Council



Dexion Nepean



Bega Valley Regional Gallery