



**Life. Choice.  
Community.**



**2018 Annual Report**

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## Thank you to our Partners

Bendigo Art Gallery	Murray PHN	Partners in Recovery
Bendigo Health	Centre for Non Violence	Bendigo TAFE
Bendigo Community Health	Anglicare Victoria	Choice Voices Choir
Alzheimers Australia	Goldfields Library	Peace Choir
La Trobe University	Annie North Inc	ABI Road Tour
Association of Relatives and Friends of the Emotionally & Mentally Ill	Sunraysia Residential Services	Matching Pets to People
Centre Against Sexual Assault	Make a Change Australia	City of Greater Bendigo
Haven Home Safe	Catholic Care Sandhurst	Capital Venues & Events
Dr. Gary LaVigna of Institute for Applied Behaviour Analysis	Bendigo & District Aboriginal Cooperative	The Cube, Wodonga
Loddon NDIA Planners	Mallee Family Care	Regional Arts Victoria
	Bendigo Health Psychiatric Services	Creative Victoria
	Intereach Loddon LAC	Regional Centre for Culture 2018

# Acknowledgements

## *Together we make a difference in peoples lives*

### **Support Team**

We thank our support staff for their outstanding work and their willingness to grow in their practice.

As our support team expands, we have sustained the high-quality, of our Person-Centred Active Support. Independent research by La Trobe University; 'Embedding Active Support and Practice Leadership Study', captured independent evidence that shows our support team provides increasingly higher levels of participant involvement and control over what happens moment to moment in their lives.

### **Resource Team**

Thank you to the outstanding work of the Resource Team who are committed to maintaining and developing a wide range of services to the organisation.

Rostering are on the journey to creating efficiencies to stream-line matching support demand with support provision.

Human Resources have a robust recruitment process to build our team.

ICT is ever reliable and keeps our organisation running. We have undergone significant digital transformation thanks to the leadership of this team and their willingness to collaborate.

This year ICT have collaborated with Practice Managers to develop an innovative digital tool to understand and respond to our support staff training and coaching requirements.

Other essential services provided include; document control, quality standards internal audit, fleet & property management, workforce planning, industrial relations advice & support, OHS advice & support, return to work advice and support and serious incident investigations.

### **Intake and Enquiry Team**

Congratulations to this team who are the friendly face of Golden City Support Services to the people we support and their families.

The implementation of the new 1800 customer service number for all services has been successful. This initiative directs our clients and people seeking information about our services to a dedicated team with knowledge about the NDIS, My Aged Care and all of our services and programs.

Collaboration is key to their success as we provide a tailored service to over 350 people and their families.

The Intake and Enquiry team discuss service agreements, develop service plans, prepare outcome reviews and liaise with participants and their families or carers.

### **Finance Team**

It was an especially complex and challenging year for the finance team, we thank them for their commitment to the organisation with many hours of dedicated and sometimes frustrating work with the NDIS portal, new coding and from funding in advance to payment in arrears.

This team's work has been essential due to the redesign of most processes. The number of claims processed has been extraordinary.

Thank you to the reception team for their administration support and expert management of the many calls and visitors to our office each day.

### **Support Coordination Team**

Our specialist NDIS Support Coordination Team continues to grow in capacity to deliver outstanding services to people with disability and mental health recovery support requirements. They bring their extensive networks and innovative solutions to meet the needs and goals of participants.

Complemented by NDIS opportunities for people with persistent mental health issues is Partners in Recovery, contracted by Murray PHN.

# Values and Mission Statement

We work with you  
to have a good life



We make a difference  
in people's lives



*We implement support practices that work*



*We do what we say*



*We make it easy for individuals and families  
to use and understand our services*



*We are a purposeful organisation with committed staff*



*We work locally within communities*



*We work for social change*

## Funding Sources

Golden City Support Services recognises the following main source of funds:

Commonwealth  
Department of Health

Department of Health  
and Human Services

Victoria Murray PHN

National Disability Insurance  
Agency

Regional Centre for Culture

Creative Victoria

Bendigo Health Care Group

City of Greater Bendigo

Regional Arts Victoria

Victorian Government,  
Department of Economic  
Development, Jobs, Transport  
and Resources

Villa Maria



# Agenda

## *Thirty-Ninth Annual General Meeting*

**6.30pm Wednesday 28 November**

**Venue: Bendigo Bank Theatre | The Capital**

1. Acknowledgement of Country
2. Welcome
3. Notice of Meeting
4. Apologies
5. Confirm Minutes of previous Annual General Meeting
6. **Reports:**
  - Presentation of Reports
    - (a) President and CEO Report
    - (b) Treasurer's Report
  - The following stories are presented in this report as a snap shot of the year.
7. Reception | adoption of Reports and audited Statement of Accounts
8. Election for the vacancies on the Board of Management
9. Election of Auditor for the year ending 30th June 2019
10. General Business (of which 7 days notice has been given)
11. Presentation:
  - Singer Songwriter | Composer | Radio Producer
  - Eliza Hull**
12. Meeting Close
13. Supper

## Board of Management

Ross Baring – President

Vic Tripp – Vice President

Alison Maclaren – Treasurer

Dr. Dru Marsh – Secretary

Jessie Wade – Member

Professor Chris Bigby – Member



# Minutes

## *Thirty-Eighth Annual General Meeting*

**Monday 27th November 2017**

**Venue: Boardroom**

**Meeting Commenced:** 6.31pm

**Present:** Dru Marsh, Jessie Wade,  
Alison Maclaren, Vic Tripp, Ross Baring, Shelley  
Moore, Ian McLean  
Minute Taker: Terri Mackay

**Acknowledgement of Country:**

Read by Ross Baring

**Welcome:** The President of the Board, Ross  
Baring, welcomed attendees to Golden City  
Support Services 38th Annual General Meeting

**Notice of Meeting:** Read by Ross Baring

**Apologies:** Andrew Snowdon, Chris Bigby

**Motion:** That the apologies received be  
accepted

**Moved by** Ross Baring

**Seconded by** Dru Marsh

*Carried*

**Minutes of the Previous Meeting:**

**Motion:** That the Minutes of the previous  
Annual General Meeting be confirmed.

**Moved by** Ross Baring

**Seconded by** Jessie Wade

*Carried*

**Reports:**

The following reports were addressed verbally  
in addition to being presented in the Annual  
Report-

President & CEO – Ross Baring | Ian McLean  
read by: Ross Baring

Treasurer's Report – Andrew Snowdon read by:  
Shelley Moore

The following reports were taken as presented in  
the Annual Report-

Golden City Support Services Annual Review to  
Stakeholders

**Motion:** That all reports be received as  
presented in the Annual Report

**Moved by** Dru Marsh

**Seconded by** Alison Maclaren

*Carried*

**Motion:** That the audited Statement of Accounts  
be received

**Moved by** Dru Marsh

**Seconded by** Alison Maclaren

*Carried*



***Election of Committee Members:***

***3 Positions Vacant***

***Nominees***

Professor Chris Bigby  
Alison Maclaren

Nominations do not exceed vacancies on the Board of Management. Those nominated were duly elected.

***Election of Auditor:*** One nomination received for Auditor of Golden City Support Services Accounts for the 2017|2018 financial year being AFS & Associates Pty Ltd

***Moved by*** Ross Baring

***Seconded by*** Andrew Snowdon  
***Carried***

***General Business:*** Nil received

***Meeting Closed Official Component:*** 6.50pm

***Venue: Training Room***

***Meeting Commenced:*** 7.05pm

***Present:*** Jennifer Alden (Deputy Mayor CoGB), Ross Baring, Pam Kendrick, Alison Maclaren Dru Marsh, Ian McLean, Pauline Ling, David Moody (Victorian State Manager, NDS), Shelley Moore, Yvonne Reither, Dan Rochford (DHHS), Neil Sing, Ian Swan (DHHS), Vic Tripp, Jessie Wade, Jo Zeman, Karl Zeman  
Minute Taker: Terri Mackay

***Acknowledgement of Country:***

Read by Ross Baring

***Welcome:*** The President of the Board, Ross Baring, welcomed attendees to Golden City Support Services 38th Annual General Meeting

***Notice of Meeting:*** Read by Ross Baring

***Apologies:*** Chris Bigby, Lisa Chesters (Federal Member for Bendigo), Trevor Cox, Mandy Dempster, Catherine Doherty, Jenny Giudice, Alex Hay, Kerri Hicks, Tamara Marwood (Create Business), Ben Metcalf, David Morley, Rob Murrell, Margaret O'Rourke (Mayor, CoGB), Santo Pezzimenti, Tania Power, Andrew Snowdon, Yvonne Tatnall, Eric Watson, Grace West

***Presentations:***

President & CEO Report – Ross Baring, President GCSS

Presentation to Stakeholders – Ian McLean, Chief Executive Officer, GCSS

NDIS Challenges and Opportunities – David Moody – Victorian State Manager, NDS

***Vote of Thanks:*** Provided by Ian McLean

***Meeting Closed:*** 8.03pm- light supper followed



# From the CEO and President

## *A Year in Review*

**Ross Baring President**

**Ian McLean Chief Executive Officer**

**Life. Choice. Community.** These three themes sum up the outcomes our organisation strives to attain for the people we support.

In our 2018 Annual Report it is a privilege to share some of the stories of the people we support - their day-to-day **Life** achievements, **Choice** and control and their connection to **Community**. Using snapshots of data we tell the story of how our organisation has grown and how it is innovatively transforming to meet the demands and challenges of the transition to NDIS, My Aged Care and Mental Health Recovery Services.

2018 has been a year of consolidation and refining our internal structure to provide service under the NDIS and ensure the ongoing quality of the support we provide.

We have maintained stable and sound financial standing, despite the pressures that NDIA pricing presents to our industry. The cost of doing business is increasing, and the NDIA does not adequately fund this. Despite this challenge we have continued to effectively resource our back of office staff, coaches and creatively address transport and housing needs for the people we support.

We pride ourselves on the work undertaken, with our partners, to rebuild community mental health support.

As predicted the number of people supported by us has increased, including those who are recovering from mental illness.

We are anticipating that 2019 mental health funding will again face challenges, as the NDIA implements the Psychosocial Disability Stream. We predict that these initiatives will not be adequate to meet the needs of our community.

A Victorian Royal Commission is proposed for this sector. We will continue to advocate for sufficient support for people with mental illness.

We have been unable to meet all requests for support services, as Victoria is facing a double in demand for support workers across the state.

Our priority is to attract and retain a team of support staff who through 'on the job training' are skilled in the Five Bases of Support. The premise of our practice is:

- Active listening
- Using positive communication
- Supporting people to plan and achieve
- Supporting people to have choice and control of their decisions
- Engaging people in every moment of their day.

This year Ian was invited to present at the NDIS Implementation Taskforce Participants with Complex Needs Sub-Working Group, Department of Premier and Cabinet on the 'Rural Experience of Supporting People with High Needs with NDIS Funding'. Our message was to highlight the difficulties of transition to the NDIS.

Golden City Support Services continues to play an active leadership role in influencing policy and representing the people most affected by the NDIS in our region.

We are proud to continue our leadership and investment into our community. We welcome the Peace Choir, the second community choir we auspice, and also Matching Pets to People. The artistic team of CreateAbility toured the very successful performance 'No Hands' to NSW and Dendron premiered at Ulumbarra Theatre. We acknowledge our many partners who work with us to make inclusion possible in our community.



We would like to acknowledge and thank Andrew Snowdon for his enormous contribution to the governance of Golden City Support Services. Andrew retired from the Board at end of 2017 after 24 years as Treasurer.

We would like to thank the Managers and Practice Leaders for their leadership through this complex and taxing year.

Thank you to Terri Mackay for her Board and CEO support.

Golden City Support Services would like to thank and recognise the contribution of leading team members who have retired after many years of service. Anne Fahey, 12 years, Tanya Christy, 10 years, Pauline Ling, 24 years, Mandy Dempster, 18 years.

We also recognise Peter Hannes, who passed away this year, he was a valuable member of the Mental Health team.

We are looking forward to celebrating our 40th year in 2019, with all of our clients and their families, our team and stakeholders.

## Our organisation in a snap shot

### Finance

**\$10** million  in payroll

**\$2** MILLION  paid to contractors & suppliers

### Team

Our support team has increased by **7%** 

 **52** NEW STAFF recruited

- Since establishing -  
our direct 1800 number  
we have received  
**729**  CALLS

 We employ  
**220**   
in support services

### Clients

This year we supported  
**375**   
people

The number of people  
we support has  
INCREASED BY  
**12%**  

We support   
**27** people in their  
purpose built  
homes 

**1844**   
short term respite  
 BED NIGHTS 

**70** PERSONS  
supported  
   IN    
short-term respite

 **117** people  
received Frail  
Aged and Dementia support  
to continue to live actively

 **5** people received  
intensive mental  
health recovery  
support in our transitional  
support accommodation

**28** Partner in  
Recovery   
CLIENTS

## 🏠 Home

We have respite homes for people with disability in Bendigo & Gisborne. We support older people to live actively in their home and in their community in Bendigo, Mildura and Swan Hill.

We provide transitional residential support for people recovering from mental illness.

“ **Brilliant service, excellent staff, nice secure home environment for our kids to stay in.**

Joan from Bendigo  
(parent)

“ **Staff are good, people are nice, gives Mum a break.**

Glen from Bendigo  
(participant)

***This year we supported 375 people to live their life in their local community***

### ***Removing barriers to achieving life goals***

HOME is a unique partnership between Golden City Support Services and Bendigo Health. HOME provides residential support for people recovering from mental illness.

Sally\* is a current resident at HOME, who had experienced a long hospital admission prior to residing at HOME. Her mental illness had created barriers in her life. She had been unemployed for two and a half years, and her self-confidence was very low.

At HOME Sally's support staff helped her work on her goal to get a job. With her support staff, she was able to realise her skills and attributes, and identify the steps towards her goal of returning to work.

With her support person, they approached a job agency, through which she secured a part-time position. Sally worked for 6 months and did not need to take any time off work for her illness.

This experience rapidly grew Sally's confidence, and she decided to get a job with more hours not to be dependent upon Centrelink payments. Recently she successfully secured a new position and is now in the process of leaving the HOME program and becoming completely independent.

*\* Not the participant's real name*



## Every day goals

Our NDIS specialist customer care team provide advice and guidance to over 350 people and their families.

We provide valuable information to people, their families and their Support Coordinators to assist with planning for their next NDIS plan.



### ***Cooking to Share***

Tam's housemate Paula inspired her to start cooking.

*"When I came around for a sleepover she was baking,"* says Tam, a young woman with a disability, who recently celebrated her 21st birthday.

With her support person, Tam developed her cooking skills. *"I love spaghetti, and that was the first thing I wanted to learn how to make,"* she said. *"I can cook meals on my own, and the best part is sharing my cooking with others."*

*"I feel happy when I give to other people,"* says Tam. Making a cup of tea for her flatmate is just another one of the nice things she likes to do for other people in the kitchen.





# Choice.

***Where I want to go  
What I want to do  
Where I want to be  
Who I want to be with***

Independent research by La Trobe University<sup>1</sup> demonstrates that our support team provides the people we support with increasingly higher levels of participant involvement and control over what happens moment to moment.

**“ To give the best possible support we need to know what is important to a person. Communication is key to knowing someone well and is the foundation of our team’s support practice.**

Ian McLean  
(CEO of Golden City  
Support Services)



**We WORK  
ALONGSIDE  
people to engage  
them in their  
day to day life** 

**We plan  
for quality  
supports**



- Recruitment
- Delivery of support
- Staff reviews & coaching
- Choice & Control

<sup>1</sup> Year 5 Report Living the Good Life: Embedding Active Support and Practice Leadership Study

## Confident to try something new

Justin is growing in his confidence.

Justin is a young man with a disability who is supported at his regular job delivering newspapers and to do his weekly household shop.

Over time, with support, Justin has begun to feel more independent.

He is thinking about having less support in his regular activities, like shopping, so that he can have support to try a new experience. He thought he would like to go to Melbourne.

Justin planned the support he needed to make the visit to Melbourne. Because of his confidence to shop

independently, he decided to do his shopping without support and to save up his support hours for a trip to Melbourne.

*“My favourite thing about Melbourne was patting the horse, and talking to people on the train. I enjoyed the fish market and spent a lot of money on sushi,”* Justin said.







## Choice to change

It happens to all of us – sometimes the same routine stops giving us challenges and meaning, and we are ready to try something new.

Ross has been attending the same day program for over a decade. He was ready for a change, to try new activities and meet new people.

With his new NDIS Plan, that provides for one on one support, he is actively

making a change in his life and choosing to try new activities indoors and outdoors.

Maddie, Ross's support person, found out about Sailability on Facebook and suggested it to Ross as one activity he might like to try.

Ross is developing quite a knack for creative crafts and is enjoying expressing himself through this. Getting into making and creating has

given Ross an opportunity to exercise his hands and arms more frequently with a noticeable increase in his motor skills.

As a result, Ross has become more independently mobile and confident in the use of his wheelchair. This is a bonus for Ross. With increased mobility and confidence he is going out with his partner more often.

# Community.

***We work locally within communities. We work to develop good relationships and good partnerships because we know that this means better results for people using our services.***

Every week we have social gatherings for older people living with dementia. Evidence shows social connection is essential for older people<sup>2</sup>.

**“** *I like having lunch together, just for the company.*

Mary

**“** *We meet and have a good chat. I don't get out during the week aside from ladies lunch.*

Iris



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<sup>2</sup> Learning from older people who are socially connected by Dr Chris Fyffe and Anne Fahey 2016.



# Community.

Continued

We attracted 

**\$78,000**

in funding for art  
and culture creation  
in our community

We  backed **164**  
**ARTISTIC EVENTS**  
- and workshops -  
to take place in  
our community



< **Dendron** premiered  
at Ulumbarra Theatre in  
2018. CreateAbility has  
developed a way of working  
to go deeply into the mythic  
currents within stories.

## Shopping and Auslan

Can you imagine going shopping without being able to ask anyone a question, or hear his or her answer?

Communication is important for everyone to express what is important and in return actively listen to other people to understand what is important to them.

*“I like to go to places where people can do some signing.”*

Colin is deaf and Auslan is his language. Together, with Jimmy, his hearing dog, Colin does his regular grocery shop at ALDI.

Golden City Support Services support worker Janelle supports Colin in his day-to-day communications at work and out in the community.

*“We always get lots of attention when Jimmy is with me and my support person Janelle,”* says Colin. *“Between the three of us there is a lot of signing happening without any sound!”*

*“That is how we met Brad, while shopping. He asked us to show him some signs – so I showed him ‘Hello’ and ‘How are you?’”*

“One day when we went into the shop three different people signed to me ‘Hello’ and ‘How are you?’ – Brad taught people in his team how to talk to me!

Recently the Manager of Colin’s local ALDI, Kevin, enrolled in an Auslan course. He says that, *“I like talking to people and having the skills to talk to anybody is really important.”*







## ***Doing Business***

Melissa Gordon-Cooke's small business "Mel's Munchies" has been operating for several years now.

One of Mel's favourite parts, of any workday, is counting her earnings and banking her proceeds.

Over quite a few months, Mel slowly developed a rapport with bank staff at the Strath Village Branch of the Commonwealth Bank. Mel's confidence to bank independently continued to

increase, and Mel especially enjoyed using the automatic coin deposit machine.

However, a small hitch became obvious. The bank had located a small fixed table adjacent to the machine.

This table was in a convenient location for ambulant customers to place items but made it impossible for Mel to position her wheelchair close enough to the device to reach it without some form of hand on hand support from staff.

As a result, Mel asked to move to another bank. With support and encouragement, Mel explained to the bank staff what the problem was and even had a face-to-face chat with the Branch Manager.

Several weeks later, Mel entered the bank expecting to have the "same old problem" only to discover that the table had been relocated solving her problems of access to do her business banking.



## Find out something new

Wayne's advice to anyone who is invited to try something new is; *"Give it a go."*

He never knew that he could paint. It is a new passion that gets him up every day. *"Before I tried painting at the Access Creative Studios I was just sitting at home; now I am motivated,"* he said.

Tammy, Wayne's Support Coordinator, suggested that he might like to visit and see what happens at the Access Creative Studios. At first, Wayne admits he wasn't sure about this idea but found

he felt comfortable at the studios.

*"I discovered something new about myself, I never knew – I can paint! I feel good when I paint."*

*"I have made new friends here – it is like a little family,"* he said.

*"I make sure everyone has a cuppa, and I even drop into the studio for a visit – to say hello and share a cuppa."*

*"I like painting animals."*

Wayne's recent body of artwork features gorillas, cats,

a giraffe and also a Christmas wombat series. *"Animals bring a lot of joy into your life,"* he explains. *"They make you feel comfortable and calm. Animals are soothing."*

Wayne wants his viewers to enjoy his artwork and realise that painting is something that is worth doing.

*"You should give it a go to try something new,"* says Wayne. *"You might think you can't do it, but there is always the opportunity to discover."*





**Life. Choice.  
Community.**

Golden City  
**SUPPORT**  
SERVICES



**First Floor  
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Email [enquiry@gcss.org.au](mailto:enquiry@gcss.org.au)  
Web [www.gcss.org.au](http://www.gcss.org.au)**

**Registered  
NDIS  
Provider**

**My Aged Care**

Supported by the  
Australian Government  
Department of Health



**createAbility**

**Peace  
Choir**

**choice  
voices**

**CPG** Consumer  
Participation  
Group

Projects we support