

Golden City
SUPPORT
SERVICES



**Life. Choice.
Community.**



2019 Annual Report

We make a difference in people's lives

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Thank you to our Partners

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

Acknowledgements

Making a difference in people's lives

Support Team

We would like to congratulate and thank our dedicated and highly trained Support Team. Delivering services for people with disability, for people on their mental health journey and supporting people and their families in ageing well.

The quality of our work is demonstrated through our participation in LaTrobe University's longitudinal study into active support and quality of life over the past seven years. Results this year again demonstrate that our disability support team are delivering steady, quality, active support.

A great achievement by our support team to maintain quality supports, despite navigating the challenges of organisational transformation and growth.

The many innovative strategies we have designed and adapted to train and coach our team, in active support, have proven to be effective.

Practice Leaders provide regular and ongoing coaching and mentoring to our support staff.

Coaching mostly takes place while people are actively engaged in their work and being supported.

The Ageing Well and Dementia team continue to provide carers and people we support what they are asking for and what they need. This service passed audit requirements with great feedback received from carers and people we support.

Resource Team

Thank you to the committed and often visionary work of our Resource Team, who develop and maintain a wide range of services to the organisation.

Collaborating with internal stakeholders and supported by an external programmer, the Communications and Technology Team have developed specialised short-term accommodation (respite) planning and booking software. Insights from the finance team have ensured this innovation created efficiency improvements for our data capture and information flow.

In addition, our ICT team have completed the transition to cloud-based Office 365, including upgrades to Windows 10. Through the implementation of Australian Signals Directorate Essentials Eight security protocols the team have developed a pathway to improving our data protection.

HR has devised an effective way to recruit new support team members to ensure the quality of our support remains at a high level.

We have enhanced the new worker induction with an even greater emphasis on zero tolerance of abuse, neglect and exploitation of those we support. Existing staff across the agency have completed the new NDIS Worker Orientation Module Quality, Safety and You, which was met with great interest by staff.

The rostering hub have implemented a range of applications to better plan the workforce and roster the right staff at the right time. Applications applied included specifically designed Find Me A Worker software and staff communication software to better manage the filling of short notice shift vacancies better.

Under the stewardship of our QA Officer, in November 2018, the agency underwent a full reaccreditation external audit against the Department of Health and Human Services Standard and the agency is now preparing for accreditation against the NDIS Practice Standards.

Intake and Enquiry Team

This team was designed to assist families and participants on their journey and transition to the NDIS. Due to demand in the request for service, the team has grown in size; demonstrating that this has become a valued service. We have invested to ensure that the people we support, and their families, are supported on their NDIS journey.

We celebrate the work of the intake team's introduction and management of the 1800 number. It has been a simple, but effective initiative that has released practice leaders from taking enquiries allowing them to focus on their support teams on the ground.

During this year changes have been underway to improve respite booking. Still in development and undertaking testing, the Intake and Enquiry team are incorporating a response to the respite booking processes into the suite of services they deliver for the organisation.

The importance of this team leading the uptake of ProSims, our CRM, needs to be acknowledged. The quality of data available has improved exponentially making this tool essential and vital for the organisation.

Finance Team

The finance team have delivered exceptional management of cash flow and reduced outstanding trade debtors from \$1.4 million to \$700,000. Well done, to the finance team. This significant outcome demonstrates that our dedicated three-years of work transitioning to the new commercial environment from block funding to the NDIS has been successful.

The consolidation of new processes is providing the organisation, the executive team and the Board of management with relevant and consistent data to lead future planning, forecasting and resource allocation.

Working in collaboration is essential for the Intake and Enquiry Team and Support Coordination, to meet the high demand for service. This year finance prepared a total of 414 quotes for service; this equates to over one quote for service a day.

Demand for plan management services has also continued to grow over the past twelve months as participants seek out a local service where they can interact face-to-face with an expert service provider.

Thank you to the reception team. As the face of the organisation we would like to acknowledge their administrative support and expert management for the many calls and visitors to our office each day.

Support Coordination Team

Established as a new service in 2017, the support coordination team work closely with participants and their families to understand and implement their NDIS Plan.

The demand for support coordination continues to grow. Over the past 12 months the numbers of support coordinators has increased from four to eight.

Our reputation has developed as a reliable support coordination service. The team deliver outstanding services that result in quality life-changing outcomes for people with disability and people with mental health recovery support requirements.

The support coordination team have navigated complex service systems to deliver support and solutions enabling two participants to transition from long-term hospital residency stays back into their community.

Well done to the team for developing extensive community support service networks, working directly with all levels of the NDIS and providing collective team expertise to consistently achieve better outcomes for participants.

Values and Mission Statement

Enhance the Quality of Life of the People We Support

Golden City Support Services began in 1979 to enable people with disabilities to live in and be part of their own communities, in residential neighbourhoods, in a home similar to other people, with the opportunity to develop their own independence, personal ambitions, personal relationships and abilities.



We implement support practices that work



We are a purposeful organisation with committed staff



We do what we say



We work locally within communities



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



We work for social change

Funding Sources

Golden City Support Services recognises the following main source of funds in the 2018-2019 financial year

Direct Funding

Commonwealth Department of Health
Department of Health and Human Services – Victoria
Murray PHN
National Disability Insurance Agency

Requests to provide services funded through:

Bendigo Health Care Group
City of Greater Bendigo
Villa Maria
Strategem

Agenda

Fortieth Annual General Meeting: 6.30pm Monday 25 November

**Venue: Boardroom |
First Floor 48 Mundy Street**

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 reports are presented as written in the Annual Report
(c) Golden City Support Services Annual Review to Stakeholders
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 2020
10. General Business (of which 7 days notice has been given)
11. Meeting Close

Board of Management

Ross Baring – President

Dr. Dru Marsh – Acting Vice President and Secretary

Alison Maclaren – Treasurer

Jessie Wade – Member

Professor Chris Bigby- Member

Minutes

Minutes of the Thirty-Ninth Annual General Meeting

**Bendigo Bank Theatre | The Capital
Wednesday 28th November 2018**

Meeting Commenced: 6.42pm

Present: Linton Ashley, Ross Baring (GCSS - President), Carolyn Ebsary, Melissa Gordon-Cooke, Eliza Hull (Singer, Songwriter, Composer), Anne King (DHHS Loddon Area North Division), Lee-Ellen Kirchoffer, Alison Maclaren, Kim Mammoliti, Dru Marsh (Secretary), Tam Marwood (CreateBusiness), Ian McLean, Andrew McSwain, Shelley Moore, Maddy Niemann, Yvonne Reither, Karen Roberts, Adam Rose (Commonwealth Bank), Julie Scott, Neil Sing, Vic Tripp (Board Member), Eric Watson, John Willis

Minute Taker: Terri Mackay

Acknowledgement of Country:

Read by Ian McLean

Welcome: The President of the Board, Ross Baring, welcomed attendees to Golden City Support Services 39th Annual General Meeting

Notice of Meeting:

Read by Ross Baring

Apologies: Jennifer Alden (Deputy Mayor, City of Greater Bendigo), Jacinta Allen (MP State Member for Bendigo East), Brendan Aplin, Sally Barnes, Chris Bigby (GCSS- BOM Member), Michael Bonavita, Mary-Ellen Burke, Natasha Chittock, Laura Cole, Alex Cotterell, Tricia Currie (CEO, Women's Health Loddon Mallee), Sharon Deacon (Support Coordinator, MIND Australia), Carolyn Ebsary, Nicole Elder, Jennifer Fitzgerald (CEO, SCOPE), Deb Foott, Cr Rod Fyffe (Cultural Diversity and Inclusion Plan Community Reference Group, City of Greater Bendigo),

Kim Gardiner, Jenny Giudice, Ash Griffin, Alex Hay, Tegan Johnstone, Rosh Kumar, Magdelana Lauko, Michael Luke, Robyn McGregor, Bec Maskell, Jolie Middleton (Senior Disability Inclusion Officer, City of Greater Bendigo), Wendy Moore, David Morley, Lynne Mowat-Burchell, Amanda Murray, Craig Niemann (CEO, City of Greater Bendigo), Margaret O'Rourke (Mayor, City of Greater Bendigo), Melissa Pausic, Tania Power, Jane Radisch, Rachael Roberts, Michelle Ryan, Lynette Ryan, Tara Sheridan, Nada Smark (Committee Representative, The Peace Choir), Leah Stageman, Reanna Stanway, Kate Steele, Tony Trounson, Katrina Wicks, Leanne Wingrave, Jo Zeman

Motion: That the apologies received be accepted

Moved by Dru Marsh
Seconded by Vic Tripp *Carried*

Minutes of the Previous Meeting:

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

Moved by Dru Marsh
Seconded by Alison Maclaren *Carried*

Reports:

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

President & CEO Report – Ian McLean | Ross Baring

PowerPoint Slide Show presented and spoken to by: Ian McLean

Written Report read by: Ross Baring

Treasurer Report – Alison Maclaren read by: Alison Maclaren

Written stories and data are presented in the Annual Report as a snap shot of the year

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

Moved by Vic Tripp
Seconded by Dru Marsh *Carried*

Motion: That the audited Statement of Accounts be received

Moved by Dru Marsh
Seconded by Vic Tripp *Carried*

Election of Committee Members:

3 Positions Vacant

Nominees

Dru Marsh
Alison Maclaren
Jessie Wade

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 2018|2019 financial year being AFS & Associates Pty Ltd

Moved by Alison Maclaren
Seconded by Ross Baring *Carried*

General Business:

Nil received

Presentations:

Singer Songwriter | Composer | Radio Producer
– Eliza Hull

Vote of Thanks:

Provided by Ian McLean

Meeting Closed: 7.38pm and a light supper followed

From the CEO and President

As we meet here for this, the 2019 Annual General Meeting of Golden City Support Services, we are poised on the horizon of 40 years of service to our local communities.

Next year we will reflect on and celebrate those 40 years, but at this Annual General Meeting of members, it is time to reflect and report on the year that has been.

As this Annual Report acknowledges; Golden City Support Services continues to provide significant supports to our local communities in Bendigo, Echuca and the Macedon Ranges.

Our services continue to be broad, including the provision of community-based mental health services in partnership with the Department of Health and Human Services, Bendigo Health and Murray Primary Health Care Network; Commonwealth Home Support Program delivered as part of My Aged Care supporting our older Australians and a wide range of disability support services through the National Disability Insurance Scheme.

The transformational nature of the National Disability Insurance Scheme (NDIS) and specifically what it has meant for individuals with a disability and their families, has been part of the national conversation.

It has taken a national effort to get to where we are today, and we understand there is still much to do, at all levels, to make the NDIS the social reform we all championed from the start.

As the Board of Golden City Support Services prepared for and then transitioned through the implementation of the NDIS we strategically planned around some key tenets –

1. Transition to the NDIS will require significant investment in systems, restructuring and servicing cashflow
2. Many of those who Golden City Support Services have supported will need support to transition to the NDIS, and there exists a real risk of people being left behind in the transition.

3. Throughout the transition, Golden City Support Services has had to remain focused on our mission and particularly our practice framework, so that the quality of our services are not lost or diminished through the transition.
4. Older Australian's (through what has become known as Continuity of Support) will need to be supported through the transition to the NDIS and our long running community aged support services (which are also experiencing significant change) give us real understanding of the vulnerability of this group.
5. Those with psychosocial disability were particularly vulnerable to being left out, underfunded or simply lost in the transition to the NDIS.
6. Our long history, together with our sound and proven practice knowledge in supporting people with disabilities who have complex support needs, gives us the understanding that this group will require very specific attention. (Recently we have observed some progress within the NDIA, however, we continue to lobby for NDIS planners who have a practical knowledge, skill and deep appreciation of the support needs of this group of citizens).

The Board and executive team of Golden City Support Services entered the transition to the NDIS with our eyes open and built strategies around four key elements:

1. An unwavering commitment to our values and practice, with a determination that this not be lost in the noise and complexity of transitioning to the NDIS.
2. A commitment to continued rigorous financial management to ensure the agency could sustain the financial costs and adjustments that would inevitably be part of the transition to the NDIS.
3. An understanding that the NDIS offers a range of opportunities to develop new services, from Support Coordination and Plan Management to new flexible and tailored capacity building supports.

4. That the NDIS is, by design, a significant disruptor to traditional disability service delivery models and that innovation had to be nurtured and supported across the agency.

Commitment to our Values and Practice

Our values and our practice are our points of difference and the very reason we exist as the community organisation we are. Our values and the core of our practice has persisted through our 40 year history, and our practice has been honed and refined through years of research and through others researching our practice.

We first became involved with the Tizard Centre, University of Kent in 2003. Since 2011, we have been part of the La Trobe University/ University of Kent's longitudinal study into Active Support and Quality of Life. The outcome of the 2019 La Trobe University Living with Disability Research Centre longitudinal study demonstrates that Golden City Support Services continues to lead in the application of Person Centred Active Support and Quality of Life outcomes.

Of course, these outcomes are far from accidental. The Board has, for many years, been committed to being a model of what it takes for an organisation to support people with disability to achieve the outcomes to which people individually aspire.

The whole focus of Golden City Support Services is geared toward quality practice. Our managers have been Practice and Outcomes Managers by title, our front line leaders are Practice Leaders and are relieved from much of the day to day management of staff so they can concentrate on leading through practice observation of direct support staff and provide real, meaningful and practical feedback to staff. For many years our support teams have been supported and guided by our dedicated practice coaching team. A team that coaches Practice Leaders, reviews data and trends, hones in on specific support needs and works with teams or individual staff.

Having Golden City Support Services focused on practice requires the agency to be wholly designed to support practice. Our finance team, our rostering team, our ICT team, intake and participant supports, are all aligned to our Practice Framework. Our Five Bases of Support are understood by all staff from receptionist to direct support worker, and it is through the prism of our Five Bases of Support that staff are guided and supported to improve practice continually.

As an agency that seeks to provide an example of good practice and wants to demonstrate what it takes to achieve outcomes for those with disability and those ageing in our community we need and are prepared to, participate in sector forums and present at conferences across Australia.

It is our role and responsibility as a community organisation to inform the sector, policymakers and the NDIA. This past year has been no exception in our involvement and energy on this space.

Financial Management

The Board and senior executive are only too aware that a for-purpose community organisation needs to deliver a financial surplus to invest in the future and sustain the inevitable financial shocks of a disruptive operational environment. We understand the need and have invested capital reserves in supporting innovation and the transition to the NDIS. Operational deficits over the past three years have been a strategic decision by the Board and unpinned by a sound long-term financial and investment strategy.

It is a testament to the skill of our financial team and others that we have never wavered in delivering on our core values in attending to our Practice Framework, investing in innovation and developing new services, in such financially challenging times.

In this coming year, we have begun to take measures to move from an operational deficit to breakeven, as we transition to the day to day business of operating in an NDIS environment.

Developing New Service Offerings

The NDIS has brought opportunities to develop new service offerings. Over the course of the NDIS transition, the Board has identified long term strengths and skill that are embedded in our history.

Strong financial stewardship, a demonstrated history of connecting people with disabilities to a broad range of services, our understanding of the community-based delivery of mental health services, our ongoing support of those ageing in place and our commitment to people with a disability participating in communities of their choice.

Golden City Support Services now offers NDIS Plan Management Services. Dedicated finance staff, using dedicated financial software are playing an important role as financial intermediaries for those many NDIS participants who choose to self-manage. Our investment in training staff and putting in place financial systems has seen this service grow to support over sixty participants and their families.

Golden City Support Services has had a long history in case management. For more than fifteen years Golden City Support Services delivered the Department of Health and Human Services Futures For Young Adults Program across the Loddon Mallee region; a program dedicated to supporting and connecting young people with adult options.

Today Golden City Support Services has an NDIS Support Coordination team of eight, including specialists across a number of disciplines. The team is clearly separated from our support delivery operations and is managed independently by a Support Coordination Team Leader, under the direction of the Chief Financial Officer.

The Support Coordinators have a rich and deep understanding of the support options that are available to participants across the region and can provide tailored options for each individual.

As of now, we have grown this service to support over one hundred and forty five participants and their families and our services are in high demand.

Golden City Support Services has delivered community-based mental health programs for more than 20 years. The mental health team has received many accolades for their very real and practical support of those recovering from mental illness. We have a dedicated community hub at Creek Street, Bendigo and a dedicated transitional home to support those recovering from mental illness moving to live in the community.

We auspice and support the Consumer Participation Group and have supported Murray Primary Health Network and others in ensuring those recovering from mental illness do not fall through the cracks in their transitioning to the NDIS.

Golden City Support Services has had a long history supporting those ageing in our community. Long before the introduction of the now tailored My Aged Care packages, Golden City Support Services has been offering carers respite through Commonwealth funding. Aged Care Services have been going through major change; Golden City Support Services have been able to adapt to the reshaping of aged care services because of our understanding of the importance of individual tailored supports, our focus on the importance of community and ageing in place and the focus on reablement. We have also played a crucial role in supporting people with disabilities over the age of 65 as they transition to Commonwealth Continuity of Supports.

Providing disability supports at Golden City Support Services has always been seen as providing those we support with just enough support to participate and be functional in their own communities of choice, not taking away their own ability or self-determination.

While Golden City Support Services was founded on residential and support services 40 years ago (and this is still a core part of what we do) we have a strong understanding of the importance of being meaningfully involved in community and being supported to develop personal interests that can lead to employment opportunities and engagement with other like minds.

Golden City Support Services has financially seeded, nurtured and developed a range of group and individual supports under what is known as

Creative Links, we have continued and expanded other community engagements and supports and have funded and facilitated the highly acclaimed CreateAbility Events Network. We have provided auspice for Choices Voices Choir and the Peace Choir and more recently, Matching Pets to People. We continue to work with NDIS Planners to ensure that these initiatives are seen and funded as an important part of capacity building.

Innovation

Golden City Support Services has self-funded extensive innovation over a long time. While our practice framework is not new, we have continually examined and improved, through innovation, how to best embed and sustain our practice framework. We understand that we need to innovate in an ever-changing environment continually.

Innovation has provided:

1. Tools to enhance and support our practice.
2. Data capture and data analysis, to make quicker and better operational decisions.
3. Process reshaping to reduce transactional cost.
4. Evolved communication streams to improve collaboration and inform.
5. Data protection and risk and security management that is affordable and scalable.

This report does not allow us to fully showcase the level of innovation that has occurred this past year. But a number of highlights have been smart intuitive rostering hub improvements, dedicated short term accommodation (respite) booking software, NDIS compliant and incident reporting that informs practice and fulfils our NDIS Commission obligations, fleet management tracking, practice observation reporting and feedback tool, improved business intelligence data gathering and reporting across the agency, the introduction of teams based communications software and collaboration platforms, improved financial data flow processes and an attention to data security and specifically technologies to improve our performance against the Australian Signals Directorate Essential Eight security measures and continued innovation and reshaping of our recruitment processes.

Looking Forward

An annual report such as this largely reflects on and reports on the year that has passed. But it is important, of course to recognise all we have achieved has been done focused on the quality of life of those we support; with a strategic understanding of the future.

As we enter our fortieth year, we can take a moment to be proud of our 40 years of achievements. We can take pride in the enormous achievement of moving from pre-NDIS, through transition, to now operating in an environment where the NDIS is the norm.

The next three years will also have the focus of the Disability Royal Commission. It will take significant energy to prepare and respond to the Royal Commission. The stories that arise from across the country will often be difficult; however necessary if people with a disability are going to have the support they have a right to in a country such as ours.

We understand that there is no such thing as business as usual, we will need to continue to innovate, reflect on and strengthen our practice. We need to be able to demonstrate to policymakers and others what it truly takes to deliver a consistent quality of life outcomes to people with disabilities, and we need to be prepared for disruption as the norm.

Thank you

We acknowledge and thank all Golden City Support Services staff for their individual contribution this year.

We would like to thank the members of the Board for their tireless efforts and expertise in steering Golden City Support Services. We especially acknowledge the expertise and contribution of departing board member Vic Tripp.

Ross Baring
President

Ian McLean
CEO

Treasurers Report

I am pleased to present the accompanying Financial Statements to our Annual General Meeting.

Our report is prepared and audited in accordance with the Australian Accounting Standards and Interpretations of the Australian Accounting Standards Board (AASB) and the Associations Incorporation Reform Act 2012.

The statements show a solid financial performance across the programs of Golden City Support Services Inc. with a confident year-end net current surplus of \$140.5K, \$691.9K above last year's deficit of \$551K. Total comprehensive income for the year was further lifted to \$1.032M due to a successful class action result. While it is encouraging to see a return to an overall surplus, it was achieved from income received from investments and property holdings. A loss was still made across programs funded by the NDIA.

The Statement of Financial Position (Balance Sheet) shows net assets of \$13.6M, an increase of \$1M over the prior year result of \$12.6M.

This provides a confident debt equity ratio to sufficiently cushion the very rapid operational and strategic changes required by all organisations in the sector due to the NDIS. The 30th of October 2020 will also mark the delivery of the Disability Royal Commission's interim report to the Governor General with the final report due on the 29th of April 2022. The social, regulatory and financial implications of the vital work of this Commission is yet to be seen. Golden City Support Services however, are well placed to respond in a proactive and effective manner with a continued strategic focus on sustainable, quality and leading edge practice in the support of people with disability.

Total revenue of \$13.2M represented a 14.8% increase from last year. Support service income,

which represents the new NDIS stream of revenue, was \$10.5M with total expenditure increasing by 8.1% reflecting the continued investment in technology, marketing, training and staffing.

Salaries and wages increased 9.4% due to additional resource investment into the workforce to meet the increased NDIS transition workload particularly in relation to individual plan submissions and process systems development.

All service provision requirements have again been achieved and I commend the CEO and his team of highly dedicated managers and staff for their continued striving towards a top-level service in an environment of ongoing disruption.

The NDIS, coupled with the Disability Royal Commission over the next three years, will continue to push the boundaries of what's possible within the limitations of finite resources and funding but the team at Golden City Support Services continue to focus on the client's needs, particularly during the planning process, to maximise their potential for full and active participation and inclusion in society. This client focus, reminiscent of the international disability community's mantra "nothing about us without us" has underpinned the profitable transition in twelve months from block grant funding to NDIS fee for service which is no small achievement.

In light of the above, I would like to thank Ian McLean, CEO; Shelley Moore, CFO; Neil Sing and Managers, Staff and fellow Board Members for their continued above and beyond commitment to the successful operations of Golden City Support Services Incorporated.

I am grateful for the opportunity to be part of such a professional and dedicated team.

Alison Maclaren
Treasurer

Our Organisation In a Snapshot

Finance

\$10,948,000
 **in payroll**

\$2.2 Million

contract services

Team


71 new support workers


205
support staff


9
practice leaders

Participants

This year we supported

429
people

We support
27  people in their purpose built homes

2500
respite or short term accommodation
bed nights


72 
participants using our respite homes

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

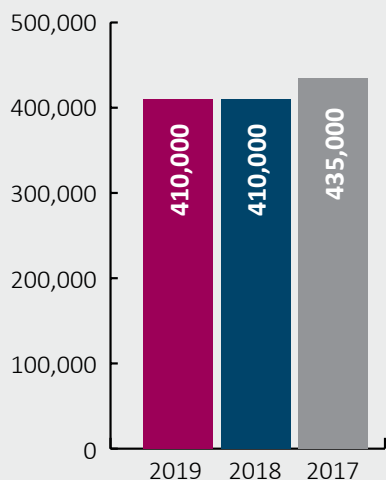


Transition to the NDIS

Over the past three years, Golden City Support Services Board has strategically invested in the organisation's transformation, both delivering NDIS services and remaining true to our core values and quality active support practice.

Investment

A planned deficit budget has enabled us to transition to an organisation of the future. Operating effectively and efficiently in the NDIS environment.



New Services

Delivering quality active supports was our core focus through our transition to the NDIS. To continue this work we developed, launched and in some cases expanded new services.

Support Coordination (disability and mental health)

Number of people employed support coordination

8 staff equivalent to 6.5 EFT

Number of people accessing support coordination services

145

Number of people accessing plan management services

61

Creative Links

Members of Creative Links are trying out new activities and meeting new people.

Volunteering at a home for older people, a painting course with a commercial art gallery, joining a knitting group at the library and cooking seasonal produce are just some of the diverse interests that are followed at Creative Links.

Led by Mary Burke, the team at Creative Links support people to build skills that result in more opportunities available to them. These skills are shared using Golden City Support Services Five Bases of Support, Person Centered Active Support and Positive Behaviour Support.

“We support people in creative ways to find what their interests are and build on these,” says Mary.

“People learn new skills when they are relaxed and comfortable. In a creative space you can discover wonderful opportunities by finding out what interest you.”



Commitment

Creative Links is a hub where individuals meet and are supported to connect with their interests in the community. People are helped in their communication, interpersonal skills and independence to build connections within the community.

Lee-Ellen has chosen to try out activities that match her skills in organisation and coordination of people and transport, including work experience with Bendigo Taxis.

“I like coming to Creative Links, because we do art work and meditation,” says Lee-Ellen. “Sometimes I come here not feeling in a great space and meditation helps me to calm down and focus on what I’m here to do and have a great day.”

Activities are varied at Creative Links, including craft and exercise classes at Z Fit Studios.

“We are about supporting people to explore what is possible, “ says Mary. “In every activity and conversation at Creative Links there is an opportunity to explore what is possible.”



Committed to continuing the NDIS journey with NDIS participants and their families

Fleet investment transport

\$380,000



into vehicles in the last financial year

Training our new recruits

82

staff who have completed Base Training

Our Practice Leaders have completed 1101 Quality Coaching sessions, providing feedback and coaching in Person Centred Active Support to our staff



We maintain our position as the top 2 organisation out of 15 in the longitude study for active support delivery

Innovation

We have moved from block funded government model of service to a model driven by customer choice and customer service.

The Practice Leader's Active Support App allows us to quickly understand the application of skills of our support staff to inform where to focus our coaching and training. It also shows those staff who consistently maintain a high level of active support.

The respite booking software provides our team with real time information to tailor respite to a participant's specific respite needs, ensuring that their level of support is met and their family receives a reliable service.

Respite

Planned Short-Term Respite can be a fantastic experience for people with a disability; offering opportunities to be involved in activities or outings, new experiences, meet new friends and build independence away from family and their usual accommodation.

At Golden City Support Services, our planned Short-Term Respite is provided in specifically designed respite homes in Bendigo and Gisborne.

If you are a carer, planned respite is a great option when you need time to recharge or to attend to other commitments on the weekend or during the week.

Golden City Support Services CEO Ian McLean said at Golden City Support Services we work to create successful 'away-from-home' experiences for the people we support in planned short-term."

"There are so many benefits for both the person receiving respite and their family."

Stephen has regular planned short-term respite at the Gisborne Respite Home. He loves to cook and be independent in the kitchen with the new friends he has made.

Stephen's Mum, Maureen, recently enjoyed a meal cooked at home by Stephen. "Stephen is achieving his goals, thanks to the support of his respite team," she said.

"Last Tuesday he cooked pasta for our dinner! The following night he told us he wants to be more independent and insisted that he do the dishes."

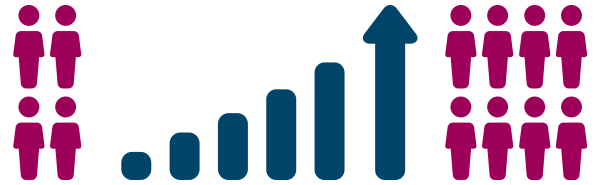
Ian commented that; "Our team are coached to provide support in ways that have been proven to make a real difference in people's lives."



“ Stephen is achieving his goals, thanks to the support of his respite team. ”
Maureen, Parent, Gisborne

Growth

We have doubled the number of support coordinators from 4 to 8 as the demand for our services has grown.



Advocacy, Partnerships and Community

We lead inclusion and invest into community that wouldn't otherwise happen



Once you start finding ways to express yourself, you discover connections with people and other ideas and this keeps on building connections

CreateAbility



Described by Australian theatre industry leaders as having 'what it takes to be a professional theatre company'; Bendigo's CreateAbility Performance Ensemble are continually developing new work.

CreateAbility's powerful productions are devised and performed collaboratively by the performers who are the company members. Their recent successful touring shows No Hands and DENDRON – The Forest In Us are contemporary theatre productions that draw on the experiences and perceptions of ensemble members who include people living with disability. "Our work draws in our audience emotionally," says Creative Producer John Willis. " ... when people are invited to experience the world through a different lens they are often deeply moved and new connections between people emerge.



“As a culture quite often we think words convey all the meaning – but there are so many ways to convey meaning – we use our bodies, sound, movement and visual images.

The thriving arts precinct of View Street is the home of the CreateAbility studio, where all of their performing art works are created and rehearsed. Established in Bendigo in 2002 CreateAbility has been creating art that transforms people – taking both performers and their audience ‘out of themselves’, responding to each other and doing things they haven’t done before, often experienced with great delight.

“It’s tough leading up to performances,” says local artist Sarah Goninon. Sarah has been a performer with CreateAbility for fifteen years. “A lot of work goes on before we go on stage.”

“In Dendron I am a prisoner,” says Sarah. DENDRON – The Forest In Us premiered in December as a multi-layered performance about forests, and specifically the Box Ironbark forests surrounding Bendigo. Ulumbarra theatre was transformed into a space shared by both the performers and audience.

“I am a prisoner bound by rope. At night creatures come and untie me, but even when I am free I don’t know how to join in with

everyone else who is free.”

The creative team includes Sam Thomas and Kate Stones, who are local skilled and experienced artists, as well as Eliza Hull, musician and composer. The creative team collaborate with ensemble members to draw out their contributions to the performance.

“In DENDRON Sarah’s idea was about a prisoner in the forest. We wanted to come up with ways to share the stories of historical images of our interaction with the land but also personal, internal feelings about connections to the environment,” John explains.

“The forest is a community and in all the things that happen, connections are happening- seen and unseen.”

“I can’t help be moved by the energy of this company,” says David Lloyd Manager of Capital Venues and Events, which provides the theatre that CreateAbility works in. “CreateAbility are coming into themselves and are proving to be the next big thing in theatre coming out of regional Victoria.”

Connecting to land and environment is important to Ben Dubbuc-Timson, a performer who has recently joined the artistic ensemble.

In the lead up to the creation of Dendron he spent a lot of time with elders in the forest, because the First Nation’s culture and local Dja Dja Wurrung connections, are important to Ben and his sense of place and community.

“We went out into the bush to see stuff and to learn,” says Ben. “I found out that in the Dja Dja Wurrung language the same word is used for bark on a tree as is for the skin on our body.”

Ben is a performer who uses movement and dance to express his ideas. “When we first come into the studio we move around and warm up. Then we take turns leading movement. Each of us decides, using movement, what the group is going to do.”

“CreateAbility is all about people working together,” says John. The tagline for CreateAbility is still relevant – ‘expressing ourselves and connecting with others’.

“Once you start finding ways to express yourself, you discover connections with people and other ideas and this keeps on building connections,” John smiles. “The more ways you can express yourself, the more ways you can connect.”

Lead investor of CreateAbility is Golden City Support Services, which is a ‘for-purpose’ organisation. Their mission is to support people to live a good life in the community.

Golden City Support Services CEO Ian McLean says, “We value the arts in our organisation. We see impact of the arts experience in people’s lives. We know when people see themselves represented on stage or screen it changes everything about how an artist and how an audience member thinks about diversity and what is possible.”

“Our audience is growing and they are excited by the kind of performance we do,” says John.

CreateAbility has made connections in sharing their work beyond Bendigo, to surrounding regions and into Melbourne. There is a growing recognition that ‘culture’ is not just something exported from metropolitan centres.

First published in the Bendigo Magazine 2019.



Matching Pets to People

Matching Pets to People pair pets with people at risk of social isolation, including those living with disability, mental health challenges or age related conditions. Matching Pets to People work to overcome these barriers.

Petcarers, Golden City Support Services and Chally Animal Rescue have combined their experience and expertise to launch this innovative program.





Choice Voice

This year Choice Voices is celebrating 10 years of singing. Choir member and passionate photographer, Paul Harrington, shares his photographic story about members of his choir, Choice Voices. He asks them; 'what they love about being in the choir' and 'what is something that they love doing and they never want to quit.'



Sharee likes meeting people at Choice Voices and likes to play the piano.



James enjoys the afternoon tea at Choice Voices and singing some really good songs. He also loves to tell really good stories and is excited to be celebrating 10 years of Choice Voices.



Glen is a didgeridoo player and likes all the people at Choice Voices.

ABI Road Tour

ABI Road Tour is Golden City Support Services 'ABI Education Tour Group'. People with Acquired Brain Injury sharing their stories and lived experiences in schools, work places and community groups.



Social Connections for Ageing Well

Golden City Support Services is a My Aged Cared provider supporting older people and people with dementia and their families. The specialist service supports people to continue to live actively in their home and community.

We know that social relationships are essential for people's quality of life. John is a support person who has been running a social group for men in the early stages of dementia for 12 years.

"We come up with solutions to overcome barriers that people with dementia may experience getting out into the community and enjoying the company of friends," says John. "We provide support and access – like assistance with communication that people can participate at a level that suits them."

Earlier this year they took a day trip to the silo art trail to admire the new artwork on the Rochester silos.

Terry is a regular of the men's social group, who says that meeting up every Thursday is good for his health and is relaxing. "It keeps me sane because I get out of the house – it just seems to work for me."

Ian McLean CEO of Golden City Support Services states that; "Our studies into learning from older people who are socially connected informs the

programs we design and the support we provide for older people and their families."

"We know that meaningful participation and social involvement contribute to ageing well. Our services include support with day-to-day activities and opportunities for people with early dementia and their carers to enjoy activities and stay connected to their community of choice."



Community Sector Leadership

We represent the people we support at industry and government forums

NDIS Implementation Taskforce
Participant with Complex Needs
Sub-Working Group, Department
of Premier and Cabinet

Supported Independent Living at the
National Disability Services State Conference

Building Opportunities, Building
Communities Conference

Partnership with Possability Disability
Support Services representing shared
values and practices in Active Support
and Positive Behaviour Support models

Chair of the Victorian National Disability
Services Workforce Members Meeting

Member of the Community Sector Showcase

Advocacy

We advocate for the people we support in all sectors of our community

A case study on the impact of our communication
training was published in an industry magazine by
Intellectual Disability Australia.

Contributed to Mental Health Royal Commission
terms of reference

Contributing to the Victorian
Creative Industry Strategy and
the City of Greater Bendigo Creative
Industry Strategy

Mental Health Consumer Participation Group



Life. Choice.
Community.



First Floor
48 Mundy Street
Bendigo, Victoria 3550

Phone 1800 001 005
Email enquiry@gcss.org.au
Web www.gcss.org.au

Projects we support



Registered
NDIS
Provider

My Aged Care
Supported by the
Australian Government
Department of Health

