



2019 Annual
General Report

ST. GEORGE

Who We Are

Greenacres is one of the largest disability service providers in the Illawarra. For 65 years, we have been committed to enabling people with disability to achieve their dreams.

We are a trusted name in the Illawarra and Shoalhaven with a reputation for innovation, flexibility and quality support and every week we provide training, employment opportunities, respite and life and leisure programs to over 600 people with a disability.

Vision and Purpose

We Imagine: Every person with disability creating their own positive future

We Will: Support people with a disability to transform their ideas and goals into experiences and achievements

We Believe in: Respect | Empathy | Fairness | Integrity



Our Board



Trish Donaldson Chairperson (November 2018 – August 2019); Member of the Audit and Risk Committee; Retired Manager, Community Services; Appointed to Greenacres Board in October 2009.



Richard Young Deputy Chairperson; Ex Officer of the Audit and Risk Committee; Retired Property Consultant, Fellow of the Australian Property Institute; Chairman of Wollongong Ex Services Club; Appointed to Greenacres Board in August 1992. Life Member.



Greg Parrish Company Secretary/ Treasurer; Chair of the Audit and Risk Committee; Chief Operations Manager for the Catholic Diocese of Wollongong; Graduate Member of the Australian Institute of Company Directors; Appointed to Greenacres Board May 2013.



Isla Bowen Director; Former Honorary Fellow – University of Wollongong; Health and Behavioural Sciences; Secretary of Rotary Club of Illawarra Sunrise; Vice President of the University of Wollongong Social Club; Appointed to Greenacres Board April 1993. Life Member.



Stephen Dawson Director; Principal Dawson Lawyers and Wollongong Conveyancing Services; Director Illawarra Diggers, Aged and Community Care Limited; Appointed to Greenacres Board May 2008.



Sonia Minutillo Director; Member of the Audit and Risk Committee; Director, Investigation and Reporting – Information and Privacy Commission; Appointed to Greenacres Board June 2016.



Chris Burrows Director; Member of the Audit and Risk Committee; Manager, People and Culture CEnet; Member of the Australian Institute of Company Directors; Member of the Australian Computer Society; Appointed to Greenacres Board as an Alternate Director June 2016, appointed as a Director February 2018.



Patricia McClure Director; Director Rural and Regional Planning & Development Integrated Planning Infrastructure and Services, Transport for NSW; Director IDA Illawarra; Appointed to Greenacres Board as an Alternate Director 8 November 2018 and then Director 14 November 2018.



John Bilboe Alternate Director; Past Director 1975 – 1986; President of Greenacres 1986 – 1990; Reappointed to Greenacres Board in 2003; Appointed to Greenacres Board as an Alternate Director November 2018. Life Member.

From the CEO and Chairperson

Despite a challenging first full year operating under the NDIS, we have successfully introduced new programs and expanded others to maximise the choice that people with disabilities have to improve their lives both economically and socially. These new and/or enhanced programs include CEO Walk and Talk, expanded Outsider Art program, our new Community Connect program, and fitness and cooking programs. In addition, we have introduced RDO and holiday programs for our supported employees.

A significant area of demand has been our respite service at Harmony where participants are enjoying their overnight stays and activities.

Our M2M Challenge continues to be our major community fundraising event and continues to be well supported. It not only raises money for worthwhile infrastructure like our new truck but allows us to market the many supports we provide.

The Greenacres brand goes from strength to strength and this year's advertising focus with respect to Kickstart has again hit the mark with many new participants choosing Greenacres.

Our work to protect jobs in our ADE by being heavily involved in the Supported Wages Case continued during the year and at the time of writing the report we are waiting for a final decision from the Fair Work Commission.

The way we go about our work to provide the best possible supports to people with disability was rewarded when Greenacres won the 2018 IBC Excellence in Workplace Inclusion Award. However, despite our achievements in the areas of innovation and growth, the 2018-19 financial year has been the most challenging during my time at Greenacres. It was our first full year operating under the NDIS and our operating financial position was affected in large part by four factors:

- Inadequate pricing under the NDIS particularly for 1 to 1 supports
- Increased administrative costs associated with the NDIS
- Client cancellations
- Continued difficult trading position of our Disability Enterprises

During the year, action was taken on a range of fronts to put ourselves in a better position for the 2019-20 financial year. Most of this action occurred in the latter half of the financial year and necessitated some restructuring in both our ASK program and in our Enterprises.

Tackling the problem of inadequate NDIS pricing could only be resolved by convincing the Federal Government to change the pricing structure. Greenacres was asked by our peak body National Disability Services (NDS) to be involved in the


national campaign in the lead up to the Federal Election for better pricing. We agreed, and the result was an \$800 million boost in NDIS funding and new and better pricing announced for 1 July 2019. As long as we keep our cost structures in check, we should see the operating losses of last year in both our CLL and ASK programs diminish significantly. Our overall financial results for the 2019-20 financial year will again be determined by bringing our ADE budget in on target.

We want to thank all of our Managers and Staff for their work during the year. Their dedication and commitment is greatly appreciated particularly in this environment of continuous change.

Finally, we want to thank the Board of Greenacres who have worked tirelessly though out the year to oversee the organisation. Having a Board that can act objectively and professionally is extremely important when dealing with important strategic governance and operational issues. In this regard we want to thank Trish Donaldson who was appointed Chair for the period of the financial year 2018-19 but who stepped down from that position at the time of writing this Report

2018-19 has been challenging but we have learned a lot and we will continue to adapt to ensure all the people with disabilities we support have more enriched lives as a consequence of choosing Greenacres as their provider.




Chris Christodoulou
CEO




Richard Young
Acting Chairperson

The way we go about our work to provide the best possible supports to people with disability was rewarded when Greenacres won the 2018 IBC Excellence in Workplace Inclusion Award.





Greenacres Snapshot

STAFF STATS

220

154 66

63 90
FULL TIME PART TIME

SUPPORTED EMPLOYEES

144

89

FULL TIME 44
PART TIME 180
CASUAL 9
TOTAL 233

GREENACRES OPERATES IN 19 SITES FROM CORRIMAL IN THE NORTH DOWN TO NOWRA IN THE SOUTH.

Strategic Objectives

Our Business

Be financially sustainable, transparent and compliant with all governance and legislative requirements

Our People

To have a values driven workforce that is aligned to our vision, agree to our purpose and who are responsive to the needs and goals of our participants

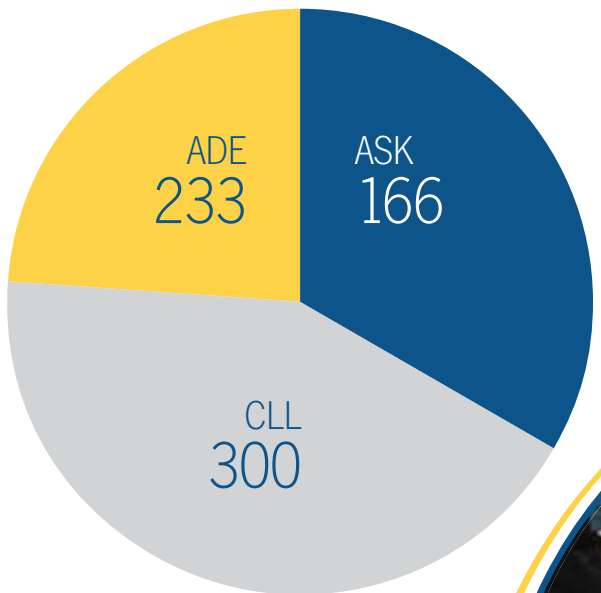
Our Customers

To deliver outstanding services that meet our customers' needs and to do this in an innovative, flexible and responsive way

Innovation and Growth

To consolidate and position Greenacres as an experienced provider of disability services under the NDIS and to develop niche markets (including new services) to meet emerging demand.

Participant Breakdown



LONGEST SERVING EMPLOYEE

50 years



A Year of Achievement



- July 2018** Launch of Enterprise Social, providing a range of capacity building and social activities to supported employees
- August 2018** Park Road Nowra centre transformed into a CLL site to better meet participant needs
- September 2018** Launch of Basketball Program with Tim Coenraad from the Illawarra Hawks
- October 2018** Winner of Excellence in Work Place Inclusion at Illawarra Business Awards
- November 2018** Transition to Office 365 and the start of greater information sharing across sites
- December 2018** GRO participants moved into Kemira Respite in Kanahooka to start up the new Kemira Day Service program for participants who are active and ageing
- January 2019** Huge fan installed in Building One of Greenacres Enterprises thanks to grant from Local Federal MP, Sharon Bird's 'Stronger Communities Program'
- February 2019** Creation and filming of the Kickstart for Life program TV ad which starred our own Kickstart participants
- March 2019** Launch of the Community Connect volunteer program – supported employees giving their time to other not-for-profit organisations in the Illawarra
- April 2019** Rowland Avenue redeveloped into a site for younger CLL participants and school leavers
- May 2019** Outsider Artists studio moves from Berkeley to Ralph Black Drive North Wollongong opening up the art experience to new groups of supported employees and Kickstart participants
- June 2019** Leadership Team training completed:
 1. Business Grit Leadership Training – Leading high performing teams
 2. Australian Business Lawyers (ABL) – Grievance, Bullying and Harassment

NDIS

With the NDIS roll-out in the Illawarra and Shoalhaven already complete by the beginning of this financial year, Greenacres continued to support our participants through all stages of their NDIS journey.

From pre-planning, to transition, plan reviews, and goal setting, we offered families information sessions and one-to-one meetings, held individual pre-planning meetings, supported participants through their LAC planning meetings, and shared NDIS updates and practical information through our communication channels to support everyone through the process.

During this year we also updated our systems and processes to keep pace with all the changes within the NDIS environment while spending time understanding what our participants wanted to meet their needs and goals. We provided new and entertaining social supports, supported people into paid work, provided a range of work experience and grew our volunteering opportunities. We focussed our efforts in developing these programs and activities, so they were underpinned with fun and friendship. We felt this was important as the final NDIS Quarterly Report for 2018-19, showed:

- 30%** of 15 to 24 year old participants have no friends other than family or paid staff
- 28%** of 25+ year old participants have no friends other than family and paid staff
- 83%** of 15 to 24 year old participants do not have a paid job
- 74%** of 25+ year old participants do not have a paid job
- 12%** of 15 to 24 year old participants volunteer
- 12%** of 25+ year old participants volunteer

The first full year of the NDIS, although financially and operationally challenging, also gave us an opportunity to create new and innovative services and supports to successfully meet the needs of our participants.



Brewing Up a Following

Once confined to the ground floor café of the NSW SES Headquarters, Greenacres supported employee, Timothy Walsh, is now spreading his big smile and even bigger personality throughout the whole building.

This year, the Greenacres team who work at the Brewing Up a Storm café extended their role with the SES to include servicing the kitchenettes and business centres on each of the floors.

In the quieter times when they are not serving excellent coffee and food in the café, the team are collecting empty toner cartridges for recycling, refilling photocopiers, setting up and packing up training rooms for meetings, wiping clean white boards, refilling kitchen supplies and packing dishwashers.

NSW SES Facilities Coordinator, Sonia Mather, said that for many SES staff chatting with Tim as he goes about his work is one of the highlights of the day.

“Tim’s personality is infectious he is always smiling and happy which in turns make you smile,” Sonia said.

“He is very friendly and full of character. You often hear him cheerfully saying ‘hello’ to staff and visitors as he carries out his job and moves around the premises.

“I’ve noticed that Tim has built up a rapport with staff from all areas of the building and he is often excited to interact with staff telling stories of his many sporting achievements.”

Greenacres Operations Manager, Mimma Peppoloni said the Greenacres and SES partnership is a great example of inclusion.

“Our employees have now formed wonderful friendships with the SES staff who regularly come and support the café and will chat and say hi when they service the building,” Mimma said.

“This opportunity has not only built up their confidence and their skill base but has also made them feel they are making an important contribution to the community – it is exactly why Greenacres started Community Enterprises in the first place.”

15,236 

COFFEES MADE THIS FINANCIAL YEAR

NDIS Audit Results

This financial year, Greenacres underwent our first NDIS audit, a complex and detailed process where all aspects of the business from sites, to transportation, to finance are investigated.

Greenacres scored the highest rating possible under each scheme. A result which was only achieved because of the hard work, dedication, empathy, integrity and professionalism of every single member of the Greenacres team.

The following are just some of the summary comments made by the external Auditors:

- ✓ **ALL** participants and/or their parents of representative that were interviewed said that they were very happy with Greenacres and the support provided. Some said that Greenacres went above and beyond their expectations.
- ✓ **ALL** participants spoke about the activities they were involved in and could say who they would speak to if they wanted to complain or were unhappy about some part of the service.
- ✓ **ALL** participants and/or their parents of representative that were interviewed said that they were very happy with Greenacres and the support provided. Some said that Greenacres went above and beyond their expectations.
- ✓ **ALL** parents interviewed said they were comfortable that their son or daughter was safe at Greenacres.
- ✓ **ALL** participants spoke about the activities they were involved in and could say who they would speak to if they wanted to complain or were unhappy about some part of the service.
- ✓ **ALL** interviewed said they did not have a need to complain but were comfortable to speak out and said they would be listened to.
- ✓ Parents said they went to the Greenacres centres at times. Some also attended unannounced. **ALL** said that they always felt welcomed and were free to attend whenever they wish to.
- ✓ One parent spoke highly about the assistance provided by Greenacres in facilitating communication with a medical professional in the development of a behaviour support plan.
- ✓ At centres visited during the audit, participants were observed being very engaged with their activities and interaction between participants and staff was friendly and respectful.
- ✓ **All interviewees said that they would recommend Greenacres to others.**



Brock Ticks all the Boxes

- ✓ Enthusiastic
- ✓ Caring
- ✓ Polite
- ✓ Willing to learn
- ✓ Infectious smile

When you look at the list of what it takes to succeed in customer service, 20-year-old Kickstart Careers participant, Brock Mandaric, ticks all the boxes.

As part of a partnership with UOW Pulse, Brock has been impressing staff and customers alike at the IGA store at the University of Wollongong campus with his positive attitude and sunny demeanour.

“My favourite part of the job is being at the front of the shop because you get to talk to all the customers,” Brock said.

“I like to say to them ‘how are you?’ and then I ask them if they need help finding anything and when they leave I say ‘have a nice day.’”

“My goal is to learn to how to work the register so I can serve customers too.”

Brock is one of five Kickstart Careers participants who have benefited from the UOW Pulse partnership with other participants also working at the UOW Shop and at Kids Uni childcare centre.

Before starting at IGA, Brock was perfecting his customer service skills with the kids at St Pius Primary School in Unanderra where he worked in the canteen once a fortnight, preparing food, making lunch orders and serving the students.

While Brock said he really enjoys working at both IGA and the school canteen, it is the work experience he has undertaken at Greenacres Enterprises that he has loved the most.

“I like working at the IGA shop and in the canteen but the work I like doing best is here at Greenacres,” Brock said.

“I really like being at Greenacres because the people

are very nice and everybody is happy.”

Senior Coordinator of the Kickstart Careers program, Arjah McGrath, said the main aim of the program was to give participants a wide range of work experience opportunities in both open and supported employment so they can decide which path is right for them.

“Kickstart Careers is about learning work and life skills in the safety of the Kickstart Centre and then applying those skills in supported work experience both at Greenacres and out in the community,” Arjah said.

“Our goal is always to turn our participants’ employment goals into reality and the Kickstart team works very hard to make that happen by approaching local businesses and forming partnerships like we have with UOW Pulse.”

Our work experience partners:

UOW Pulse IGA (Wollongong Campus)

UOW Pulse UNISHOP (Wollongong Campus)

UOW Pulse KIDS UNI (Wollongong Campus)

Naughty Dog School

Carley’s Coffee Couriers

The Oaks Hotel

Tim Buckley Design

Secret Garden Preschool

Kiah’s Kitchen

Industry Café

St. Pius Primary School Canteen

Greenacres ADE

KICKSTART SNAPSHOT

20

KICKSTART PARTICIPANTS IN THE SCHOOL LEAVER EMPLOYMENT SUPPORT (SLES) PROGRAM

16

KICKSTART FOR LIFE SCHOOL STUDENT WORK EXPERIENCE PROGRAM PARTICIPANTS



35

PARTICIPANTS HAVE HAD WORK EXPERIENCE OPPORTUNITIES

7

PARTICIPANTS TRANSITIONED TO PAID EMPLOYMENT



CERT II IN HORTICULTURE



CERT II IN RETAIL



FOUNDATION SKILLS

ACCESSED THROUGH KICKSTART WITH WEA AND KIAMA COMMUNITY COLLEGE PARTNERSHIPS



Winner of Excellence in Workplace Inclusion

Back in 1953, the founding families of Greenacres started the long fight for inclusion by insisting that their children with an intellectual disability had the right to an education like every other child.

The team at Greenacres couldn’t be prouder that 65 years later our commitment to inclusion was recognised by the region at the 2018 Illawarra Business Awards.

While Greenacres has always been a great place to work for people with disability, the award acknowledged the many different ways Greenacres demonstrates inclusion.

Employees range in age from 16-years-old to 84-years-old, our permanent staff and supported employees have an almost perfect gender balance of 195 men and 197 women and the Greenacres family has nationalities from all around the globe.

Greenacres strives to be as flexible as we can for employees with mental health issues or when it comes to staff who are trying to balance work with parenthood or caring for a family member with a disability or elderly parent.

We are also committed to expanding our ethos of workplace inclusion beyond the walls of Greenacres and into the local community through our Community Enterprises like Brewing Up a Storm cafe and our partnerships with the IRT Group, UOW College, UOW Pulse, BMS Group and Chodat Fitness.

New Truck from Greenacres



Not everybody finds a big truck exciting, but the 230 supported employees working at Greenacres Enterprises couldn't stop cheering when an 11 tonne, blue and yellow beauty rolled into Ralph Black Drive.

This is because they know their jobs depend on a reliable truck to bring the work from Sydney, and then deliver the finished product back again.

Thanks to the more than 1000 competitors who took part in the Greenacres M2M Challenge, and the people who generously sponsored them, Greenacres could finally put our 20-year-old truck with 700,000 km on the odometer into a well-deserved retirement.

For the fourth year in a row, the event held on Sunday 29 July 2018, enjoyed a perfect winter's day and all participants made it over the line with little more than the usual blisters and sore muscles.

The winner for 2017, Jeff Chasling, was first again with a time of 52.05, followed by newcomers Thomas Kiprotich and Marcus Cockshutt. The first woman across the line

was Sophie Bennett, with former M2M Challenge female winner, Sally Towse, coming second.

While there was a solid group of runners, most participants were walkers of varying fitness levels who were there to support Greenacres, enjoy the atmosphere and appreciate a special part of Wollongong which is not usually accessible for walking.

The new seven kilometre short-course was also popular with over 160 people being bussed to the top of Mt Keira to start their challenge. It was also great to see so many Greenacres participants taking part!

Thanks to our generous sponsors, plus Greenacres staff and volunteers, the event raised over \$70,000 with all of the money going directly towards the purchase of the new truck.



Incredible Outsider Artists

Severe cerebral palsy means 29-year-old Ashleigh Muirhead needs a wheelchair, is non-verbal and has very restricted movement.

While she struggles to move or speak, Ashleigh does have a window for self-expression. She has just enough movement in one hand to hold a modified paint brush and create beautiful canvases of underwater scenes, landscapes and colourful abstracts.

Ashleigh is one of nearly 100 people who attend the Greenacres Outsider Artists program each week under the guidance of professional artist and qualified art therapist, Victoria Velozo.

This year the program grew significantly from 62 artists in July 2018 to close to 100 artists by June 2019.

Victoria said that even though she exhibits her own art internationally, nothing in her personal career has ever compared to supporting a person with disability to express themselves artistically.

"For someone with a disability like Ashleigh, art is so much more than just creating a pretty picture for the wall," Victoria said.

"It is her way of personal expression. She may not be able to express herself with language but she can create these artworks that are like a view into her soul."

Ashleigh's work was just one of many artworks on display at the 2018 Outsider Artists Exhibition held from 18 October to 4 November at Project Contemporary Artspace in Keira Street, Wollongong.

Once again, the exhibition impressed hundreds of visitors who were amazed by the quality and the variety of the art on display and to the delight of the artists themselves, many of the artworks were sold.

OUTSIDE ARTISTS SNAPSHOT

62 ▶ 97

PARTICIPANTS
IN JULY 2018

PARTICIPANTS
IN JUNE 2019

368

ARTWORKS A MONTH

4500+

ARTWORKS A YEAR



ARTISTS ARE ENCOURAGED
TO FOCUS ON A NEW ART
SKILL ONCE PER MONTH



The Art of Caring Communication

Anyone wanting proof that communication is so much more than words needs to visit the Greenacres CLL centre at Esperance Drive and observe Team Leader, Wendy Carriage, as she goes about her work day.

Despite all the participants at the centre being non-verbal, some having vision and hearing impairment and all requiring wheelchairs, the centre is filled with the sounds of laughter, movement and chatting.

Wendy has supported some of the participants for the whole 19 years of her career with Greenacres and over that time she has developed intuitive ways of communicating, being able to understand their needs and how they are feeling from the most subtle cues.

"We rely on body movement, vocal sounds, laughter, touch and you can tell so much from their eyes," Wendy said.

"Even though they don't speak, over time you get to know them very well – I could tell you three things about every one of our participants that makes them unique and wonderful."

After working in a bank when she left school, Wendy's career took a complete turn when she started volunteering at The Cram Foundation when her two daughters were in primary school.

"I was very green and I expected it to be daunting because I had never been around people with disability especially those with high support needs," Wendy said.

"But I loved it straight away and working with people with high support needs became my passion – I have always worked at this level."

"I think there are some misconceptions when it comes to this level in disability. People think it might be depressing or they only think of the physical side of the work."

"What they don't realise is that our participants are happy souls – we have a lot of fun together and supporting them brings us so much joy."

Wendy is not alone in loving her job at Esperance Drive. Nearly every member of the team has had over 10 years of service with Greenacres.

"I feel so lucky to work with such a great team," Wendy said.

"We rarely have hiccups, we all respect each other and most importantly we are all here because we are passionate about our participants."

"I couldn't imagine working anywhere else."



West's Big Year

Sailing a yacht on Sydney Harbour, playing basketball with an Illawarra Hawks star, making a lasagne from scratch, dancing, live shows and drinks with friends – a new NDIS plan combined with Greenacres' Enterprise Social has meant 41-year-old supported employee, West McKinnon has had one of the best years of his life.

West's social life has flourished alongside the rapidly expanding Enterprise Social program which has grown from three regular programs in July 2018 when it was first launched to 11 programs currently.

When asked to pick a highlight from the long list of activities, events and experiences he has enjoyed this year, West doesn't hesitate in giving an answer – Tuesday night cooking class in the Kickstart Centre.

"Learning how to cook has always been a big goal for me," West said.

"I used to only be able to heat up things in the microwave but now I have learnt how to cook lasagne, stir-fry, muffins and biscuits – I feel proud of myself."

Listing a second favourite was a much harder decision. West said while he loved dancing and singing at the Bjorn Again concert and ABLES disco, being a long-time Illawarra Hawks fan meant it was hard to top the weekly basketball coaching with Tim Coenraad.

"It is all great!" West said. "I just like going out and having fun with all the friends that I work with."

"Before Enterprise Social I would sometimes be bored with nowhere to go and nothing to do."

Greenacres NDIS Activity and Support Officer, Aaron Trott, who has steered the development of Enterprise Social said he has been impressed by West's enthusiasm to try new activities.

"West has had a really big year, not only has he learnt new skills, he has pushed himself out of his comfort zone and made many new friends," Aaron said.

"Enterprise Social focuses on an individual's capacity building and social goals so the whole team have been inspired by West's achievements over the last 12 months."

Enterprise Social began with three programs in July 2018 growing to 11 programs in July 2019:

- CEO Walk and Talk
- Community Connect
- Bush Walking Program
- Photography Course
- Basketball With Tim Coenraad
- Kickstart Friday Nights
- Kickstart Saturdays
- Sunday Session Lunches
- RDO Program
- Holiday Program (Shutdown Period)
- Barista Skills training



ENTERPRISE SOCIAL SNAPSHOT

91 ▶ 146

PARTICIPANTS
IN JULY 2018

PARTICIPANTS
IN JUNE 2019

55% INCREASE
IN PARTICIPANTS
IN 12 MONTHS

TOTAL NUMBER OF
PARTICIPANTS THAT HAVE
ACCESSED PROGRAMS IN
THE LAST 12 MONTHS



200



No Age Limit for Independence

He loved the comfortable furniture, the beautiful gardens and the friendly atmosphere but there was one thing that made participant David Jacobs feel apprehensive about the new centre for his program – it's location.

This year the Greenacres Retirement Options (GRO) program moved from the Rowland Avenue centre in Wollongong to Kemira, a community for people with disability and their ageing carers nestled within the larger IRT Williams Beach Gardens complex in Kanahooka.

Living in Woonona meant that David would have to work out the train timetable and a new bus route to attend the program.

"The new centre is fantastic, it has great facilities and lots of space," David said.

"But I was really worried about catching public transport to Kanahooka because it meant that I would have to catch a train and a bus for the first time in my life."

"Greenacres trainers made me believe I could do it, they explained the timetable and came with me to the bus stop and train station to show me where I had to go."

"I never thought I would be able to do it by myself but now I catch the train and bus every week down to Kemira and I feel really proud that I have achieved this."

General Manager, Grant Vukasinovic said the new name for GRO – 'Kemira Day Program' – was reflective of not only a change in venue but also a change in direction for the program.

"GRO was originally created to support Greenacres supported employees as they transitioned into retirement from the work environment," Grant said.

"With the new centre we are opening the service to any participant who wants to remain active, social and engaged as they age."

"It's more than just retirement now, when our participants come to Kemira, it's about active-ageing."

CLL SNAPSHOT

16 CENTRES INCLUDING TWO NEW ONES (SHOALHAVEN AND WOLLONGONG)

300+ PARTICIPANTS SUPPORTED WEEKLY

9,700+ SUPPORT HOURS PROVIDED WEEKLY

450,000+ SUPPORT HOURS PROVIDED ANNUALLY



WE HAVE INCREASED OUR PARTNERSHIP ARRANGEMENTS WITH CHODAT FITNESS, B's BIKEWORX, FOOTBALL SC AND TIM COENRAAD'S REBOUND FITNESS.



Jasmine on Track with NDIS Goal

NDIS Goal: "I would like to improve and maintain my health, fitness and overall wellbeing."

Greenacres supported employee, Jasmine Gaskell, is completely on track with her NDIS health and fitness goal thanks to personal training from Chodat Fitness.

Every Tuesday afternoon she swaps her high-vis work clothes for her active wear and spends an hour working up a sweat around the grounds of Greenacres Enterprises with her personal trainer, Tara Guest.

Jasmine said that working out at work made it easy to fit exercising into her schedule.

"It means I don't have to go anywhere else," Jasmine says.

"The trainer comes and brings weights and we warm up with a fast walk and then we do all different exercises like lunges, jumping, boxing and dips.

"Squats are my favourite – I can do lots now!"

Tara, who has been working with Jasmine for the last three months said she has been impressed by Jasmine's enthusiasm, determination and dedication to her goal.

"In the time I have been working with Jasmine she has really improved her technique in her push-ups and squats and I have definitely seen an increase in her stamina," Tara said.

"She is just so much fun to work with – I would say

Jasmine is my favourite client and I look forward to seeing her every week."

As well as supporting a number of participants with their personal fitness goals, trainers from Chodat Fitness come once a week to hold a free fitness class for supported employees in the ADE.

Greenacres' Commitment to Health and Wellbeing

- Chodat weekly fitness classes at the ADE
- Chodat personal training
- Zumba classes
- CEO Walk and Talk
- Bike riding
- Basketball with Tim Coenraad
- Futsal competition
- Ten Pin Bowling
- Bush and coastal walks
- Golf
- Fishing
- Lawn Bowls
- Swimming
- Boxing
- Trampolining
- Gym
- Aqua aerobics
- Heartmoves



More than Just Work

There is a simple test to see if you belong in the Greenacres e-waste recycling team – do you feel a shiver of excitement at the sight of an old, broken Epson printer?

Having an interest in machinery and a love of working with his hands has made 41-year-old Dugald Smith an integral part of the e-waste division and while he enjoys pulling apart all types of technology – just like the rest of the team – printers are his favourite.

“I was happy when I started working in e-waste at Greenacres because I really like this kind of work,” Dugald said.

“It is so satisfying taking apart a big machine like a printer and being able to recycle the different parts so that it doesn’t just end up in landfill.”

Next year Dugald celebrates 20 years with Greenacres and while he has held a variety of roles including 13 years refurbishing BOC gas valves, he says the organisation has provided him with so much more than just work opportunities.

“I am a single Dad of four and I’m raising two of my daughters (13-year-old Jessie and 10-year-old Summer),” Dougal said.

“Greenacres has really supported me, not just at work but in my family life as well. The girls love coming to all the Greenacres events like Picnic Day and the Christmas Party – everyone knows them and they have a lot of fun.”

General Manager John Harvey said that the e-waste division has seen significant growth this financial year expanding to take advantage of the growing commercial e-waste market.

“As our supported employees have transitioned to the NDIS our business model has needed to evolve so that we are offering a variety of employment opportunities while still remaining commercially viable,” John said.

“While packaging has remained the largest area of employment, there has been a continued focus this financial year on growing other areas like the manufacturing, packaging and distribution of Thermogard Gel-Ice Packs.”

“We added a second manufacturing unit for Thermogard in July which has affectively doubled our output potential.”

Top Marks for the ADE

In June 2019, Greenacres ADE underwent mandatory external auditing against the NSDS and ISO 9001 (Quality Management System Requirements). Once again we achieved a high level of compliance in all areas sampled.

Some of the noteworthy observations made during this review were:

- ✓ Ongoing review and improvement of the management system including a widespread updating of documentation to address the requirements of the NDIS Practice Standards.
- ✓ Commitment to providing an innovative & positive work environment for the supported employees.
- ✓ Employees were very engaged. A key benefit of the Greenacres ADE program is that it provides supported employees a positive outlook towards coming to work and this is then reflected in the workplace.
- ✓ The work at the ADE consisted of real work and not tokenistic activities.
- ✓ Opportunities are constantly provided for supported employees to develop their skills. All activity is competency based and allows supported employees to continue to grow and meet their full potential.



ADE SNAPSHOT

233 SUPPORTED EMPLOYEES

TOTAL NUMBER OF STAFF MEMBERS 25

105 COMMERCIAL CUSTOMERS

ACROSS FIVE SITES



Groovy 70s Ball

The 'Reliving the 70s' Ball' at the Fraternity Club was a fantastic night of food, fun and for many, a groove down memory lane. Even though many decades have passed, when those classic 70s anthems started playing, our dance floor proved that disco moves are never forgotten.

Overall the night raised over \$20,000 thanks to our Platinum Sponsor, Commonwealth Bank, our Gold Sponsor UOW College and our Silver Sponsors, HLB Mann Judd, The Australian Workers Union, BMS Group and KJ Scaffolding.



Photography courtesy of Johnny D Photography and GongScene

...and even Groovier Christmas Party

Only at the Greenacres Christmas Party would you find Grover having a groove with Elvis, Shrek serenading Snow White and Batman, Superman and Catwoman all dancing together.

Over 300 participants, staff, family and friends had a wonderful time at the dress-up themed Christmas party at the Fraternity Club in Fairy Meadow. Together we celebrated not only Christmas but another great year at Greenacres.



Greenacres Community Connect

Community Connect support worker, Leonie Way, firmly believes that she has the best job in all of Greenacres.

On Monday and Tuesday Leonie takes a group of Community Connect volunteers to Illawarra Diggers Aged and Community Care in Corrimal and on Wednesday she supports another group who volunteer to work in the gardens of the IRT Group.

Community Connect, is a unique program created by Greenacres which tailors volunteer opportunities with other Illawarra not-for-profit organisations.

What gives her work, 'best job' status in Leonie's opinion, is seeing the impact the Greenacres volunteers have on the lives of both residents and staff.

"It has been an amazing experience for me to see these volunteers find their purpose, grow in confidence and form all these beautiful friendships," Leonie said.

"All our volunteers are gentle, understanding and eager to help in any way they can. They just accept the residents without judgement or question."

According to Leonie, the Greenacres volunteers have also made an impression on staff at both organisations with some close friendships forming.

"Some of the staff from both organisations even came to the Greenacres Open Day and the volunteers loved seeing them and were very proud to show them the work they do at Greenacres."

"Everybody involved is getting so much out of it and I am just so happy to be a part of it."

The Community Connect program was inspired by the amazing team of Greenacres participants from Rayleigh Drive in Nowra who have been volunteering at IRT Greenwell Gardens Care Centre for years. They visit the centre once a week, helping staff and bringing joy and friendship to the elderly residents, especially those living with dementia.

After officially launching at the beginning of the 2018-19 financial year, the Community Connect program has now grown to 18 participants.

Thanks to our Sponsors and Partners

Thank you to the following organisations who have significantly supported Greenacres this financial year.

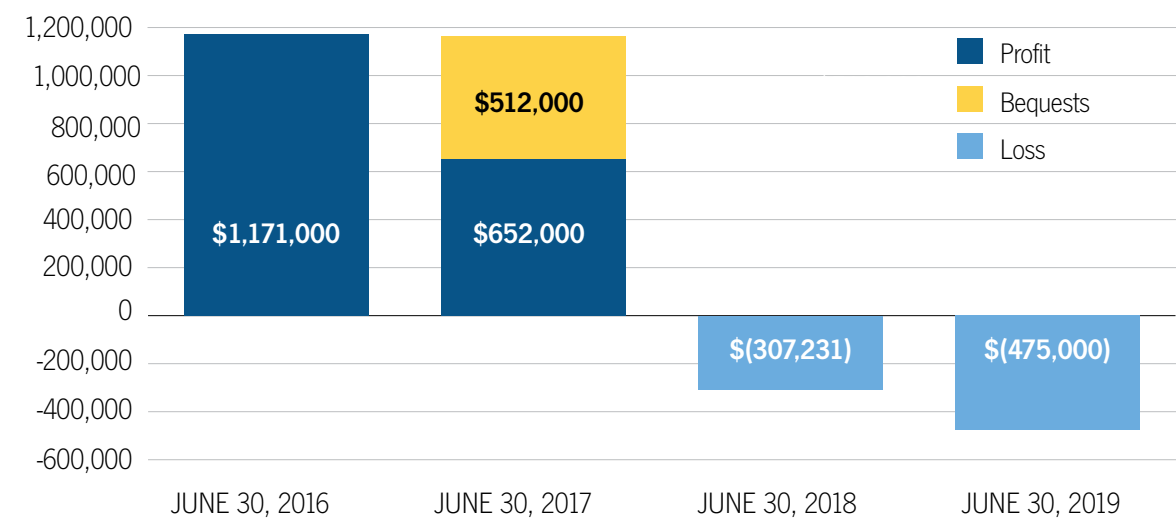


Financial Performance at a Glance

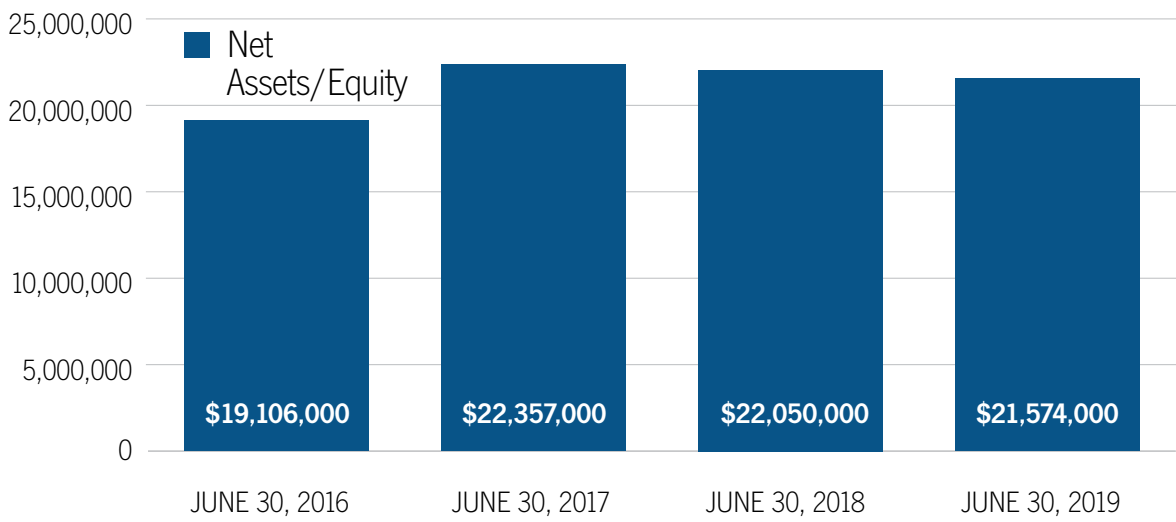
Our second year under the NDIS has seen another difficult year whereby Greenacres experienced further losses. Our financial performance has been impacted by NDIS pricing arrangements which continue to be insufficient for the additional overhead costs required to operate under the NDIS and the ongoing challenges for our ADE.

Throughout the year we made several operating changes to enable us to be sustainable in the future. Our recent investment in Information Technology has given us the ability keep on top of the new 'transactional' environment. With the introduction of Temporary Transition Payment in 2019-20 Greenacres is working towards achieving at least a break-even outcome this financial year.

Profit/Loss



Net Assets/Equity



Happy Birthday Greenacres

November 2018

Across 14 Greenacres centres there was laughing, dancing, cake and plenty of reminiscing as over 600 participants, staff and friends of Greenacres came together to celebrate 65 years of supporting people with disability in our region.





Contact Greenacres today!

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