



“Actively supporting people with intellectual disability to enable them to learn, enjoy and contribute to their communities.”

2018/19 Annual Report



***Making the best life
for our people***

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Front Cover: Mother & Son at Minimbah



Minimbah

*Building “people” capacity
with caring relationships*

Our people are why we exist. Minimbah has been providing quality person centred support to our people for over 35 years. Our people’s “home” is a purpose built day centre at Marsfield, NSW.

Our people are our clients, our families, our staff/ volunteers and our visitors. Minimbah strives to engage in delivering quality opportunities for all individuals to grow, learn, and challenge themselves. The efforts of our staff, working in an often challenging and changing environment, presents enjoyable opportunities to engage with our people on their life journey.

Minimbah has a long history of not just delivering but working together with families and clients to assist in the achievement of their personal goals.

We value the support of our local community in

working together to bring about opportunities of social inclusion and integration into our people’s lives. These are opportunities that we often take for granted but for our people they need to be offered to them and assistance providing in engaging with such activities as bushwalking, taking a walk through the park, visiting a shopping centre or restaurant, taking a boat ride on Sydney Harbour.

Minimbah is committed to the provision of continuous quality improvement and person-centred support for our people. Minimbah’s staff and volunteers are proud to sustain that commitment as we continue to seek creative opportunities and support provision to meet the ever changing needs of our people.

Minimbah—making the best life for our people!



Minimbah's Journey



Past

Minimbah's journey began over 40 years ago, following the sale of Karonga School, Epping, to the NSW State Government. Parents used the funds to upgrade Karonga and to develop a service that would support their children, and others with complex intellectual disabilities, post-school. A tranche of land was purchased at Marsfield from the Vincentian fathers, hence the name Vincentia Street and building commenced. Minimbah commenced providing support in 1983 with a community of approximately ten adults. Over the years the building has undergone some upgrades, but more importantly, very significant efforts have been put into developing and building our community of people to the quality of support for all that is available today.

Present

Over the last 36 years Minimbah has grown and now provides support for over 90 children and adults with complex intellectual disabilities on weekdays and weekends. Minimbah transitioned into the NDIS, following on from NSW State Government oversight, and became a registered provider in July 2016. Minimbah offers a wide range of inclusive supports for adults and children. Minimbah values and integrates social inclusion into the lives of people, wherever

possible. Minimbah is likened by parents /carers to an extended family. Minimbah is registered with the NDIS primarily as a day support provider offering support both in-centre and in the broader community. We are focussed on respecting and ensuring the choice and control of our people by listening to our people and tailoring support needs for our people. Throughout the significant challenges that the implementation of the NDIS introduced Minimbah continues to focus on delivering quality person-centre support to our people and their families. Minimbah still proudly supports some of our people who have been here since the doors opened in 1983.

Future

The Board is currently engaged in the consultative development of Minimbah's next strategic plan to focus on what matters most to our people.

Minimbah is, and always has been, committed to ensuring we do more than just meet the regulatory standards as an approved NDIS provider. Minimbah will be aiming to achieve the new NDIS Quality & Safeguard Commission registration requirements by 31st March 2020, replacing the FACS verification process successfully undertaken in 2018.

Minimbah is focussed on maintaining and growing the resources our people need—our participants, our families, our staff and our volunteers. Despite the continuing instability and lack of consultation in NDIS policy making, coupled with the ongoing lack of understanding by NDIA planners of our participants' needs, Minimbah continues to commit to delivering stability of support for our people and bring about opportunities that further expand the quality supports available to our people—to further creativity, enhance learning and grow lives with dignity, respect and social inclusion.



Minimbah & Capacity Building

The phrase “capacity building” is used widely across the disability sector. Minimbah’s programs and activities are built around the development of individual capacity—physically and mentally. Capacity building is about accessing, improving and retaining the skills, instincts, abilities that people need to “survive, adapt and thrive in the fast changing world”. The world is indeed rapidly changing, however, for our people with intellectual disabilities, their world of change moves much slower.

A key principle of the NDIS is the concept of “reasonable and necessary”. So much so, that it is defined in the NDIS Act. There are six criteria that need to be met for “reasonable and necessary” -

1. The support will assist a participant to reach the goals and aspirations outlined in their participant statement; and
2. The support will facilitate the participant’s social and economic participation; and
3. The support represents value for money, relative to the benefits achieved and costs of alternative supports; and
4. The support is considered good practice and is likely to be beneficial to the participant; and
5. The support takes into account what is reasonable for parents, carers, informal networks and the community to provide; and
6. The support is most appropriately funded through the National Disability Insurance Scheme.



Whilst the NDIA categorize “core supports” differently from “capacity building”, at Minimbah we like to see all supports delivered with a participant as having the potential to improve and develop their capacity. One of our parents recently put it out there that even maintaining our participants’ current skills is in fact capacity building as it is so easy for people with intellectual disabilities to lose existing skills if not prompted and encouraged.

Minimbah and Capacity Building

Minimbah provides three key areas of capacity building : “in-centre”; “ the community”; “support co-ordination” .

In-centre Capacity Building

Many of us take for granted our ability to manage daily life, from reading and writing, making a cup of tea to holding our own toothbrush, let alone the complexities involved in preparing a meal for ourselves and our loved ones.

Minimbah staff are passionate about ensuring all our participants are given every opportunity to be



independent contributors to society in a meaningful way and that they receive the appropriate tailored



support to enable them to do so. By providing person centred active support at every opportunity we delight in seeing the progress made and maintained when an individual achieves another step towards a long term goal. It may take months of hand over hand assistance to encourage an individual to pick up cutlery or a cup, but the impact such a small achievement makes on an individual's wellbeing and independence is enormous.

Do "with" and not "for" is essential in developing a person's capacity for independence. Minimbah's centre-based programs are designed to encourage this approach at all times. It may take time and patience, but we regularly see a look of self-satisfaction in the eyes of a person when receiving the well-earned praise they deserve after success has been had. Programs such as cooking, baking, art & craft, or simply reading a magazine or book whilst communicating and helping someone turn the pages all offer opportunities for individual growth and development of life skills. A very positive outcome of the introduction of the NDIS is that we are seeing a number of people receive much needed support plans. These provide staff with the knowledge of how to best support an individual, such as in a physiotherapy routine for example, which not only provides much needed relief from the pressures of a

wheelchair but encourages movement and development of fine and gross motor skills that we all know can deteriorate over time if not done regularly.

In-Community Capacity Building

Similarly, Minimbah staff apply the same philosophy when supporting those who access the community. Dignity of risk also plays a large role in ensuring individuals have choice and control over their preferred activities. If a person wants to try something new and their support person can confidently support them to do so, as safely as possible, the end result is often improved self-esteem and a desire to keep trying for more. Most of Minimbah's programs encourage participants to reach for a little bit more each time. Our partnership with the YMCA at Epping promotes and encourages individuals to get active and strengthen their physical skills and coordination in the GymaAbility program each week. Others enjoy the challenges of Sailing on Sydney Harbour with the assistance and support of the volunteers at SailAbility. Learning how to use public transport, going shopping or out for coffee or lunch, or simply going on a bushwalk all offer challenges and growth opportunities, which many are able to benefit from every week.

Special events such as Australia Day, Anzac Day, Easter, Christmas etc, also present a different level of engagement and trust building between staff and our people. They are all wonderfully encouraging activities that assist in maintaining capacity, developing capacity and trying new things they may never have dreamed of before.



President's Report



It is my pleasure, on behalf of your Board, to report that Minimbah has completed FY 2019, our third year in the NDIS, being more operationally efficient and in a strong financial position.

The NDIS continues to be rolled-out across Australia. The NDIA, as the administrative body,

has progressively implemented ongoing changes to its processes as the Scheme matures. However, the often "local" interpretation and application of the national policies by NDIA staff has added substantially to the level of administrative complexity for both Minimbah and our people. The level of support we provide to help our members and carers to understand and deal with these administrative processes and decisions continues to consume considerable management time. Minimbah is proud to support our people as and when necessary, to achieve what they require. The NDIA continues to perceive providers negatively when they act in the capacity of advocates for their people. Providers are perceived to be potentially acting in their own best interests and not those of the participant. This is indeed a sad indictment of organisations which were initially formed by parents to meet unmet government need.

The 2019 Independent Pricing Review recognised the need to support disability organisations to adapt to administrative requirements of the NDIS by introducing a Temporary Transformation Payment (TTP). The TTP will begin at 7.5% reducing at 1.5% over 5 years to zero with the objective of enabling organisations to be able to develop cost efficiencies. Minimbah has formed a plan to take advantage of this additional payment to develop equipment, software and other work tools, review our structure and develop our people. These plans may now

be at risk, given recent changes to NDIA policy excluding the TTP allowance from clients new NDIS plans, effectively creating a 7.5% gap between Minimbah's invoiceable value and client funding.

The unpredictability in the application of the NDIS funding rules has meant that we are unable to accurately forecast income in a participant driven "market", which in turn impacts the degree of innovative opportunity that Minimbah can currently undertake for our people.

Finances have been well managed during the financial year. Primarily from reserves and the surplus from the NDIS capital allowance, we will be able to undertake some very significant and needed capital improvements during the 2019/20 financial year. These capital improvements will total in excess of \$500,000 and primarily include:

- Full refurbishment of the two central bathrooms adjacent to Silver Room
- Two new ceiling hoists to the two Platinum Room Bathrooms
- Replacement of aged wheelchairs and pressure relief chairs
- Replacement of two vehicles
- Construction of a large storage shed for mobility equipment, record management and maintenance supplies.



The Board began a review of Minimbah's strategic direction in April of this year, with the first activity being a survey of clients/carers and staff/volunteers. We were encouraged with the response received and the strongly positive remarks made about the level and quality of care and support provided.

The lack of transport funding to enable appropriate community access was identified in both the survey and in discussions with parents/carers, as a major inhibitor to our participants' abilities to achieve equitable access to the community and effective social inclusion. Our capacity to provide transport services is however constrained by the level of each participant's NDIS funding to pay for transport. The NDIS position is that



transport is primarily a personal cost to be funded by the participant with only a minimal amount contributed by the NDIS, primarily covering group home transport. Minimbah operates a fleet of nine disability vehicles which it is currently heavily subsidizing to enable the community access and social inclusion our people need.

The Board is reviewing opportunities to achieve additional financial support to allow us to continue to provide the requested level of transport and community inclusion. Over the coming year, Minimbah will be engaging with local businesses to seek corporate sponsorship to assist in covering the cost of enabling our people to gain more appropriate community access and relieve the cost impost on Minimbah.

With feedback from members and carers we have developed new Vision and Mission Statements which provide a clear focus for all our activities.

Vision: Making the best life for our people

Mission: Actively supporting people with intellectual disability to enable them to learn, enjoy and contribute to their communities .

The second stage of our review considered strategic opportunities and the Board has determined that we will focus, over the next three to five years, on expanding the capacity of our current site, by adding/building new support environments to enable Minimbah to increase our service capability by approximately of 30%.

The next stage of the strategic review will be a full revision of our Constitution which is now, with the exception of minor amendments, more than 25 years old. We have also received a request by the NSW Department of Fair Trading to review our legal structure as an incorporated associated to a limited by guarantee structure. We will complete these reviews concurrently and foreshadow a Special General Meeting in Q4 of FY20 to consider all proposed changes.

The good results for the year are due to the good work done by our CEO, Wayne Newell, his management team and staff and I record our thanks for their consistent focus and diligence in sticking to the main task despite many challenges and distractions. The development of our management and staff capabilities is another key focus for us in the next year.



I also want to acknowledge the good work of our Board members in maintaining strong governance oversight of Minimbah and providing support to the management team as needed. David Williams is retiring from the Board at the AGM and I want to record our thanks for David's willingness to provide his dedication and expertise to help us successfully work through the transition to the NDIS.

In 2020, and beyond, the Board, management and all Minimbah staff and volunteers will continue to honour our commitment to making the best life for our people.

Regards, David Peachey
President



CEO's Report



2018/19 has been a great but challenging year. The joy everyone has shared through the experiences and journeys of our participants, our staff, and our families has been greatly

rewarding and encouraging.

Minimbah has always been, and will continue to be, family focussed, engaging in enduring relationship that encourages and values people for who and where they are. Minimbah staff contribute into the lives of our people as part of an extended family.

It was with great sadness, this year, that two of our long standing Minimbah people passed away, Jean Payne and Stuart Gordon. Together with family members and friends, a large number of Minimbah staff participated in remembering and celebrating their lives.

Jean Payne was part of the Minimbah "family" for over 35 years, joining Minimbah in 1984. Jean's life was celebrated with her Sister and Uncle donating a memorial stone bench as part of the Minimbah sensory garden for all our people to enjoy, highlighting that Minimbah was Jean's "home".

Stuart Gordon was also part of the Minimbah family for a very long time—over 33 years. Staff had many fond memories of Stuart's growth over his time at Minimbah and took time to reflect on the significant changes in his life over that time.

I would like to thank all our clients, their families and carers, friends, volunteers and staff for their contributions towards the development of a new three year strategic plan for Minimbah. Surveys

were completed by parents/carers and staff/volunteers earlier this year seeking their input in to our future direction, opportunities and satisfaction levels. This provided very valuable input from our people that led to the development of new Vision and Mission statements for Minimbah that more fully reflect where we want to go and how we want to provide such support.

The new Vision of "***Making the best life for our people***" really reflects the feelings of our staff and our families to continue, despite all our challenges, on ensuring that our people are put first. Our people are our clients foremost, but they cannot be supported without the valued assistance of our staff, volunteers and parents/carers. Our people are a diverse family focussed on and committed to providing quality individual opportunities for all.



The new Mission: ***Actively supporting people with intellectual disability to enable them to learn, enjoy and contribute to their communities***" confirms our commitment to active support for all of our people by encouraging new ways for learning, enjoyment and inclusion in our community, not just delivering a funded service.

It was also extremely encouraging to see a satisfaction level of 4.5/5 from parents/carers that also married with the result from staff/volunteers of 4.6/5.

The Board, together with the staff, are now looking at ways that Minimbah can appropriately and innovatively develop our Marsfield site to offer more opportunity and access in to our communities.



2019/20 will see new ceiling hoists fitted to existing bathrooms, two comprehensive bathroom renovations also with new ceiling hoists, new much needed and larger storage facilities, a total upgrade of our ageing IT system, internal painting, just to name a few. Importantly, taking a longer term strategic perspective, planning is underway to look at how we can better utilise the existing property, without compromising the beautiful natural landscape of the area. The photograph above, looking at Minimbah from on high, confirms the opportunity of adding support structures in the areas highlighted.

There have been numerous celebrations with our people and their families throughout the year. One of the most impacting celebrations that demonstrated our mission, was a staff initiated multi-cultural day, recognising the diverse backgrounds of all our people, staff and clients and how we can celebrate our backgrounds that



influence who we are as individuals and a community as well as what we each contribute in to that space daily. The day had celebrations of dance, music, and food that everyone participated in and shared together. The sharing and acknowledgment of the variety of cultures and backgrounds was a moving experience for all.



As in previous years, 2018/19 continued the trend of significant instability in the NDIS for our people and for Minimbah as a provider. The issues that have been raised numerous times before in relation to the specific needs of support and the adequacy of support still continue to be unheeded in the majority of people's lives.

In 2018 we celebrated achieving an unblemished audit by, what was then, ADHC, leading to achieving our Third Party Verification, only now to find that with the introduction of the NDIS Quality & Safeguards Commission, 1 July 2018, Minimbah and all other providers would be required to undertake another audit, under the new standards. For Minimbah this means that there will be a large diversion of resources to achieve a successful audit by March 2020.

Minimbah will continue to staunchly advocate for our families to achieve the necessary supports and social inclusion our people need, in line with why Minimbah was formed over 36 years ago.

Minimbah continues to move forward, work together with our people to deliver "the best life". It is a pleasure to serve a group of people who are committed to making this happen—our Board members, our parents and carers, our staff and most importantly our clients!!! Let's look forward to more opportunities to celebrate with our people in 2019/20.

Wayne Newell
CEO

CARE MANAGER REPORT



As the end of the calendar year rapidly approaches it is timely to reflect on all the achievements and challenges that 2019 has brought us.

Whilst everyone

is now much more familiar with the NDIA and becoming more comfortable with the ever-changing planning process, many are still battling to obtain suitable funding for required supports. The evidence required to assist in achieving appropriate funding is still proving to be a challenge, as is convincing planners not to reduce support levels, but it's a challenge that is met with a strong resolve to provide a safe and happy environment for our people to have full choice and control in their daily lives. Although challenging at times, the inconsistency afforded to Minimbah's participants by the NDIS has not dampened our enthusiasm and desire to achieve positive worthwhile outcomes for all. We have good cause to celebrate all the achievements of clients, staff and volunteers throughout the year and I thank everyone for their continued dedication and flexibility in making them possible.

It is not all doom and gloom! One success worthy of mention this year acknowledges both sufficient NDIS funding being available and the flexibility of staff in providing two

weeks of 24-hour support to one of our participants while his mother had to leave the country at very short notice in March. Staff made themselves available to transport the individual between home and Minimbah each day and supported him at home in the evenings and overnight. This gives us hope that the system can provide the necessary supports to all individuals, which are needed if they are to continue to lead worthwhile and fulfilling lives.

Every day we have the privilege of supporting our clients to live their best life and this is celebrated when we can showcase some of the accomplishments to parents, carers and visitors. Our Mother's Day and Father's Day events this year were filled with musical entertainment from our Minimbah Bells group performing on their newly acquired chromatic hand bells. Staff cooked up a feast to share with all participants at our Multicultural Day in July, donating hours of their own time to purchase and prepare a huge variety of foods, and then filling the corridors with tantalising aromas to stimulate our tastebuds before we all tucked in to the smorgasbord on offer. Stories of cultural backgrounds from staff parading in their national dress were well received with cheers and applause, as was the music and dance of our talented Nepalese performers. Our Open Day with the students from UTS in September was another opportunity for us to show the community some of our talent with art & craft, physiotherapy routines, painting and drama all on display. Our Life Skills group have been collecting and depositing recyclable bottles and cans all year at the Return and Earn machine at Woolworths and are saving

up their refunds for a special outing, as well as learning how to be more environmentally aware.

Several university and TAFE students have completed work placement with us throughout this year.



Engaging with Meadowbank TAFE, a long-standing partnership that supports the development of disability support staff, and Western Sydney University has provided us with the opportunity to host 6 medical students and offer employment to 1 TAFE student. Assisting those in the medical sector to understand some of the difficulties and challenges faced by the people we support will hopefully contribute to improving awareness and support provided in the Health system when it's needed, as well as providing us with the opportunity to liaise and learn in a professional capacity with upcoming doctors. For the first time since the NDIS was rolled out we closed our doors to clients for 2 days in April this year to provide essential training and development opportunities to staff, strengthening the knowledge, skills and confidence required in order to deliver quality supports. First Aid & CPR, Manual Handling, Epilepsy Essentials, Behaviour and Medication Management were some of the topics covered face to face with external professional facilitators. Others were able to take advantage of some online training and development through a suit of modules purchased from Cerebral Palsy Training Alliance. Seven support staff have been able to take advantage of a government funded program to achieve a partial qualification in the Certificate IV in Disability, provided by Cerebral Palsy Training Alliance. Three senior staff are currently engaged in a similar program which will give them a partial qualification in the Certificate IV in Leadership & Management. Graduation will take place in November and all will have the



opportunity to complete the qualification next year if they choose.

Ensuring support staff have the appropriate skills and qualifications is not only beneficial when providing quality support, but also essential for satisfying the registration requirements of the NDIS Quality and Safeguards



Commission, which is the national registration and regulatory system for providers that will set a consistent approach to quality and safety in disability support across Australia. Despite achieving very positive feedback from our Third-Party Verification Audit for FACS in May last year we are now required to undergo a similar process in order to achieve reregistration with the NDIS Quality & Safeguards Commission by March 2020, at Minimbah's expense. This entails updating all policies and procedures and ensuring practices are being delivered in accordance with the NDIS Practice Standards, an enormous administrative task. In addition to ensuring the provision of our usual daily routines and activities we are now hitting the ground running at an administrative level in order to meet the deadline.

2020 is fast approaching and some exciting changes are in the pipeline to assist us to continue delivering quality, safe supports to our clients. We recently purchased four new day/pressure relief chairs and six new wheelchairs in preparation for more exciting community access and to provide comfortable relief to those who need to transfer out of their own wheelchairs regularly. Planning is currently underway for the installation of two new ceiling hoists in our Platinum Room bathrooms for completion before the end of 2019. The renovation of the Silver Room bathrooms is on track for early 2020, following a concept plan review by an occupational therapist and obtaining quotes for builders to undertake the extensive work. There is no doubt that this will create temporary disruption of normal routines, however, having access to four ceiling hoists throughout the building will not only improve safety for staff and clients, it will improve current processes so as to allow more time for the fun and creative things!

Christina Diprose, Care Manager

Minimbah's Supports—Quality Matters

Minimbah has been providing quality support to our people for over 36 years. Over the years, the delivery and availability of disability supports has changed considerably. Minimbah now provides weekday and weekend supports to over 90 NDIS participants. Minimbah also provides NDIS support co-ordination to a further 60 parents/carers to assist them achieve the best outcomes for their NDIS participants.

Minimbah staff daily support adults, 18yrs to 76yrs, on weekdays and children 9yrs to 18yrs on weekends. Minimbah is committed to providing choice and control and promoting active informed decision making, where possible by our people or through their nominees.

Minimbah supports people in our Marsfield purpose built centre, at various community locations utilising our fleet of disability modified vehicles from our Marsfield Centre, and at and from their own home.

Capacity building and social inclusion are often referred to but not always fully understood in developing the support needs for persons with an intellectual disability or multiple disabilities. Approximately 80% of Minimbah's people require either full or assisted mobility aid to achieve social inclusion. As part of a person's NDIS needs assessment (an increasingly concerning trend), NDIS Planners often only assess the direct support needs a person requires, not the additional reasonable and necessary support to provide a life that gives opportunity for development, individualised inclusion and capacity development, like others.

“Positive personal experiences are the most powerful influencer of individual attitudes. Such experiences reduce barriers created by ignorance, prejudice and



misunderstanding and build opportunities for authentic social inclusion.” “Disability Support Workers have a central role in exploring opportunities for social inclusion and supporting people to both learn and practice the skills required. Appropriate and timely individual support is essential to ensure successful and positive experiences for both the person concerned and the general public.” *Social Inclusion and Victorians with a Disability*

Sadly, many families and providers supporting persons with intellectual disabilities are finding that their support levels and associated funding are insufficient to enable appropriate levels of inclusion that provide both health and behavioural benefits.

Minimbah provides a range of community inclusion activities:

- Sailing on Sydney Harbour from Rushcutter's Bay, through the assistance of Sailability (a team of volunteers who are passionate about welcoming people of all-abilities to sailing)
- Gymability—fitness, fun, health and well-being through YMCA facilities
- Bushwalking in “dignity of risk” assessed environments without excessive vehicle travel time from Minimbah—Lane Cove National Park, Bobbin Head National Park, Balaka Falls, Hunt's Creek Reserve, Lake Parramatta area, the Ponds Walk, Terry's Creek, Homebush Bay walk, Brush Farm, Darvall Park, Field of Mars tracks, etc
- Parks and Reserves offering sensory engagement, social interaction and safety—Auburn Botanical Gardens, Lane Cove National Park, Cabarita, Parramatta Lakes, Ollie's web, Livie's Place
- Local food establishments to integrate with the community
- Recreational activities such as disability adapted ten pin bowling, movies, etc.
- And much more.



Support Co-ordination

Minimbah's quality and participant focussed support co-ordination team remains in high demand. Minimbah, through participant/nominee choice, supports internal and external persons. The NDIA initially planned to phase support co-ordination out, once parents/carers were sufficiently trained in undertaking the co-ordination of their person's supports. The reality is, with the increasing complexity of the NDIS and breadth of knowledge required, the NDIA is continuing to fund these necessary supports.



Minimbah has been providing support co-ordination since the NDIS was implemented in NSW in 2016. Over the years there has been much knowledge gained through the various interactions with providers and the NDIA that are of assistance to the people we support through support co-ordination.

Some of the key learnings, tips and reflections to assist your ongoing journey through the NDIS are:

- Keep a careful track of the NDIS Plan funds to ensure you utilise all your funds before the next scheduled Plan review;
- If the Plan Budget is not considered to be correct or insufficient to meet the needs of the participant for the period—do not hesitate in submitting a request for review—within 100 days of the new Plan date —after that the NDIA generally only consider an unscheduled review due to a change of circumstances;
- Be willing to challenge the support budget if you think it is not right. If an NDIA review request is denied or not what was seen as required, understand there is a formal review process that can be undertaken—all the way to the Appeals Tribunal—do not give up on what you believe is right and necessary;
- Evidence, evidence, evidence—an NDIA mantra—properly funded supports should mean minimal incidents—the NDIA at each progressive Review meeting want to see how goals are being achieved, incidents and restrictive practices “eliminated”, etc—they also want to see records of avoided incidents to justify continuity of existing support levels. Most reviews are resolved before they ever reach the Tribunal;
- You still need to prove your person's disability every time you have a review and justify the supports necessary using the reasonable and necessary criteria—frustrating but essential;
- NDIA Planners appear to be promoting funding for Plan Management, however, if this does not suit you do not be afraid to stay with NDIA managed. Also remember you can split your Plan between NDIA managed, Plan Managed and/or self managed supports to meet your person's needs. Simply:
 - NDIA Managed means limited to NDIS Price Guide and must be NDIS registered provider;
 - Plan Managed means limited to NDIS Price Guide but does not need to be NDIS registered;
 - Self Managed means not limited to NDIS Price (albeit the plan budget is structured on those prices) nor do providers need to be NDIS registered.;
- When using a group home provider, ensure you are involved in the setting of the SIL budget before it is submitted to the NDIA—SIL does not form part of a Plan Review meeting.

In loving memory of Jean Payne (1964 - 2019)



Never forgotten

In loving memory of Stuart Gordon (1968-2019)



Click go the sheers, mate!



Life @ Minimabah 2018/19: "in-centre"



Life @ Minimbah 2018/19: "out & about"



Celebrating Life

“having your cake and eating it!”



Trusting and Caring Relationships



2018/19

Finance Report

The Financial Statements for the year ended 30th June 2019 have been reviewed by the auditor and signed by the Minimbah Committee of Management. The following pages show extracts from Minimbah's Audited Financial Statements for 2018/19. A full copy of the signed report can be obtained by contacting Reception and requesting a copy.

Revenue

2018/19 Total Revenue reported an increase on last year of \$332,001. Each year the comparison becomes more difficult with the NDIS, as our primary revenue source, changing the structure of the NDIS charges. There have been several factors that have contributed to the reported increase:

- 1) NDIS income increased by \$382,512. This has come about from three primary sources:
 - * Annual NDIS Price Guide rate indexation;
 - * Introduction of an NDIS Temporary Support for Overheads allowance within the NDIS prices , 2.5% for 2018/19 decreasing to 1.25% in 2018/19, then nil thereafter;
 - * Introduction of a \$2/client hour capital allowance in the NDIS Prices for all in-centre support hours, approximately \$190,000.
- 2) Reduction in Continuity of Support (CoS) funding, over 65's non-NDIS eligible clients, due to the cessation of service of two clients during the year.
- 3) Receipt of two government grants—solar panelling, \$12,000 and Community Building Grant \$5,603. The expenditure for each of these grants is reflected as capital expenditure, reported as Fixed Assets and will only incur a depreciation expense offset over the life of the each asset.

Note: The Revenue forming the NDIS "capital allowance" is not necessarily offset with any expenditure during the year, as the funding is to support ongoing capital replacement needs and major maintenance costs.

Expenditure

Total expenditure in 2018/19 increased by \$161,964. The primary driver of the increase was increased staff costs throughout the year due to indexation in the SCHADS Award. Minimbah, however, overcame the prior year issue of high agency staff costs through a successful recruitment campaign, resulting in minimal usage of agency staff throughout the year.

The misalignment between the SCHADS Award requirements and the generic assumptions in the NDIS prices remains a constant and real ongoing issue for all providers.

Workers' compensation insurance premium costs increased during the year by \$25,390 due to increases in general premiums and industry factors, as well as a result of the finalisation of a single claim from a staff incident. Minimbah retains a very good workers' compensation injury history given the high risk environment within which staff provide support daily.

All other expenditure was in line with last year allowing for normal CPI increases.

Net Result

The Net Result of \$223,958 whilst appearing to be strong, includes the \$190,000 "capital allowance" which will only be offset by expenditure gradually over the life of assets as they are replaced/acquired and or when major maintenance is required. The adjusted result then indicates the very narrow margins with which providers such as Minimbah have to achieve "innovative growth" - less than 1%.

Financial Position

The overall cash/investment position of Minimbah improved by \$206,416, again primarily reflecting the cash component of the unspent NDIS capital allowance in 2018/19. The sound financial position supports the Board policy of minimal total cash balances to ensure the ongoing sustainability of Minimbah and mitigate against issues similar to those experienced in the early periods of the NDIS implementation where NDIS funding was unavailable due to NDIS Portal issues.

Minimbah Finance Committee

The Finance Committee, as a sub-committee of the Board, continued to meet regularly throughout the year to undertake appropriate review of the accounts and accounting processes to ensure effective risk management.

2018/19 Audited Financial Accounts

Minimbah Challenge Inc

BALANCE SHEET (Summary) as at 30th June 2019

	<u>2019</u>	<u>2018</u>
Total Current Assets	\$1,456,329	\$1,221,735
Total Non-Current Assets	\$1,722,237	\$1,722,922
TOTAL ASSETS	\$3,178,566	\$2,944,657
Total Current Liabilities	\$ 335,682	\$346,487
Total Non-Current Liabilities	\$ 121,881	\$101,125
TOTAL LIABILITIES	\$ 457,563	\$447,612
NET ASSETS	\$2,721,003	\$2,497,045
MEMBERS' FUND	\$2,721,003	\$2,497,045

STATEMENT OF PROFIT OR LOSS for the year ended 30th June 2019

	<u>2019</u>	<u>2018</u>
Revenue from ordinary activities	\$4,347,727	\$4,015,726
Expenses from ordinary activities	\$4,123,769	\$3,961,805
Surplus/(Deficit) from ordinary activities before income tax	\$ 223,958	\$ 53,921

(as a registered charity and not-for-profit, Minimbah Challenge Inc is exempt from income tax)

Revenue from ordinary activities includes:

Client activity fees	\$ 128,395	\$ 127,735
NDIS Income	\$4,069,395	\$3,686,883
CoS Income	\$ 38,398	\$ 107,457
Govt Subsidies (non-recurring)	\$ 17,603	\$ 3,897
Fundraising & Donations	\$ 3,250	\$ 3,897
Interest Income	\$ 6,822	\$ 5,927
Other Income	\$ 83,751	\$ 79,930
TOTAL	\$4,347,727	\$4,015,726



AC ACCOUNTING AND TAXATION

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INDEPENDENT AUDIT REPORT TO THE MEMBERS OF MINIMBAH CHALLENGE INCORPORATED

Scope

The Financial Report and Directors' Responsibility

The financial report comprises Income and Expenditure Statement and Balance Sheet for Minimbah Challenge Incorporated for the year ended 30th June 2019.

The directors of the Association are responsible for the preparation and true and fair presentation of the financial report. This includes responsibility for the maintenance of adequate accounting records and internal controls that are designed to prevent and detect fraud and error, and for the accounting policies and accounting estimates inherent in the financial report.

Audit Approach

I have conducted an independent audit in order to express an opinion to the members of the Association. My audit was conducted in accordance with Australian Auditing Standards in order to provide reasonable assurance as to whether the financial report is free of material misstatement. The nature of an audit is influenced by factors such as the use of professional judgement, selective testing, the inherent limitations of internal control, and the availability of persuasive rather than conclusive evidence. Therefore, an audit cannot guarantee that all material misstatements have been detected.

I performed procedures to assess whether in all material respects the financial report presents fairly in compliance with Accounting Standards and other mandatory financial reporting requirements in Australia, a view which is consistent with my understanding of the Association's financial position, and of its performance as represented by the results of its operations.

I formed my audit opinion on the basis of these procedures, which included:

- examining, on a test basis, information to provide evidence supporting the amounts and disclosures in the financial report, and
- assessing the appropriateness of the accounting policies and disclosures used and the reasonableness of significant accounting estimates made by the directors.

Amelia Chen Chartered Accountant

While I considered the effectiveness of management's internal controls over financial reporting when determining the nature and extent of my procedures, my audit was not designed to provide assurance on internal controls.

Audit Opinion

In my opinion,

1. The financial report of Minimbah Challenge Incorporated:
 - (a) gives a true and fair view of the Association's financial position as at 30th June 2019 and of its performance for the year ended on that date;
 - (b) complies with Accounting Standards in Australia .

2. The accounts and associated records have been properly kept.



Amelia L Y Chen
AC ACCOUNTING & TAXATION

Chartered Accountants
Australia and New Zealand
Membership Number: 330951

Dated this 23rd Day of September 2019

MINIMBAH CHALLENGE INCORPORATED
ABN 11 850 625 970

DIRECTORS' DECLARATION

In the opinion of the Directors of Minimbah Challenge Incorporated:

- 1
 - a. The accompanying Statement of Profit and Loss and Other Comprehensive Income is drawn up so as to give a true and fair view of the surplus of the Association for the 12 months ended 30th June 2019; and
 - b. The accompanying Statement of Financial Position is drawn up so as to give a true and fair view of the state of affairs of the Association as at 30th June 2019.
- 2 At the date of this statement, there are reasonable grounds to believe that the Association will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Board of Directors and is signed for and on behalf of the Directors by:



David Peachey
Director



Eric Michael Welch
Director

Dated this 23 Sept 2019



Minimbah Governance & Management

Minimbah's voluntary Management Committee, operating as a Board of Directors, is responsible for the corporate governance of the organisation. In accordance with the Minimbah Rules and Objectives, the Committee of Management (Board) can consist of up to 11 people acting in a voluntary capacity. The Board guides and monitors the activities of Minimbah seeking to serve the best interests of clients and staff, and acting on behalf of the members to whom they are accountable.

Board Members

David Peachey
President
Appointed Sept 1997



Michael Welch
Treasurer
Appointed Sept 1983



David Williams
Director
Appointed May 2014



Danny Hui
Director
Appointed Oct 2017



Elaine Abery
Director
Appointed July 2018



Auditor

Amelia Chen, AC Accounting and Taxation

Senior Management

CEO

Wayne Newell

Care Manager

Tina Diprose

Care Co-ordinator

Shayla Williams

Finance Manager

Pamela Moriarty

People & Culture

Steve McNab

Administration Officer

Tanya Mangano



To all our Supporters

Thank you!

Minimbah welcomes and encourages all community involvement and interaction to further the support of families and provide opportunities for inclusion and understanding.



Grill'd Macquarie Centre supported Minimbah as one of their charities in 2019.



Ionian Club Sydney '84 Inc—a Friendship Group for Women

The members of the Ionian Club supported Minimbah in assisting in the much needed replacement of four day/pressure chairs in 2019.



Foodbank, for their loyal support providing food and supplies from Sydney distributors Foodbank has become available to Minimbah, as a registered community charity. Minimbah has been able to access a wide range of food supplies either at no cost or significantly discounted prices compared to regular sources.



Woolworths has supported Minimbah and our families for the last three years donating considerable quantities of quality fresh produce that our people use in their cooking programs and families are able to access noting the difficult financial pressures of the NDIS.



UTS Shopfront and their students worked collegially with Minimbah to deliver an Open Day event at Minimbah in 2019. The students took the time to work with and understand our people and we wish them all the best for their future careers.

Supporting Minimbah



Why support Minimbah?

Minimbah appreciates every bit of additional support it receives. These supports enable Minimbah to undertake projects small and large to further develop the opportunities available to our current and future people. The NDIS has only just included a small capital equipment allowance in the hourly rates for day centres such as Minimbah. We still, however, have to look for more creative ways of ensuring the replacement of existing equipment such as mobility aids, bathroom ceiling hoists, room equipment, disability access transport vehicles, etc.

Minimbah has received and will continue to apply for appropriate and available government or community grants, however, with diminishing resources these are becoming far more competitive than ever before.

One of the significant projects we are considering for 2019/20 is fundraising for the construction of a sensory room with bathroom facilities that, whilst on the same site, will be totally separate from the main building of Minimbah. This will enable a quiet environment so our people can enjoy the experiences of auditory, visual and other sensory stimuli to promote more individual development and engagement.

Shortly we will be distributing more information about this and how you can reach out to engage individuals in our community as Minimbah Support Partners. We are seeking long term support relationships in preference to short term one-off donations (albeit they too will be accepted!). We will also be engaging in a broader community outreach about Minimbah utilising other opportunities such as Ryde Council community facilities and other local organisations.

We look forward to developing resources that are innovative but more importantly appropriate ones that add to the life experiences of all of our people here at Minimbah.

How to support Minimbah

- ⇒ Volunteer - either in the capacity of assisting our people in:
 - ⇒ outings such as bushwalking; or
 - ⇒ centre-based client activities such as gardening, craft, cooking, etc.
 - ⇒ Governance such as serving on the Minimbah Committee of Management.
- ⇒ Financially
 - ⇒ One-off donations
 - ⇒ Become a Minimbah Support Partner

Throughout the year there have been many occasions where people have supported Minimbah.

We would like to take this opportunity to express our appreciation for the generosity of all those persons and businesses who have donated financially and of their time.

With your ongoing support Minimbah is able to deliver those “extras” that add to quality person centred focus. Thank you.



THANK YOU

to everybody who has helped out in any way throughout the year-
supporting, volunteering, participating and sharing in the life of our people.
Mothers' Day, Fathers' Day, Christmas, Easter, birthdays and much more.
These times were made more meaningful by your efforts and contributions.

All of our staff and people express their heartfelt thanks.



Minimbah

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