



We work with people to create
a life that works for them.

2019/20
ANNUAL REPORT



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OUR PURPOSE

We work with people to create a life that works for them.

OUR VISION

To be recognised by customers as the eminent integrated service provider that continually enriches their lives.





OUR GUIDING VALUES

| | | | | |
|--|---|--|--|--|
| i  INTEGRITY we do what is right | c  COLLABORATION we succeed by working together | a  ACCOUNTABILITY we are responsible for our decisions and actions | r  RESPECT we value everyone's unique contribution | e  EQUITY we enable and empower each other |
|--|---|--|--|--|





MESSAGE FROM THE CHAIR AND CHIEF EXECUTIVE OFFICER

While there were many achievements and highlights for the year it was wretchedly overshadowed during the last quarter of 2019/2020 by the onset of the COVID-19 pandemic. Despite this ongoing threat to our community we are extremely proud of McCallum staff's response to this health challenge, whose response has been, and continues to be, nothing short of extraordinary.

In March 2020 our community life was turned upside down with the State Government announcing a State of Emergency for Victoria which was the start of a long period of service disruption and high anxiety for the families we support and our staff. McCallum responded swiftly to the threat of transmission of the virus by immediately investing in significant quantities of PPE, targeted staff training in infection control and personal hygiene practices and pivoting programs to more personalised services. The willingness of staff to be agile and flexible in this time was the cornerstone to maintaining McCallum's quality service provision.

During the last part of the financial year our staff developed very innovative ways to engage with customers who had otherwise lost contact with friends and their support network. Through the use of newly acquired video conferencing equipment staff set about creating a range of online programs to enable families to remain connected to their social networks.

A standout highlight was a guest appearance by Australian icon Olivia Newton-John. Olivia joined our online music program and reflected on her career, provided answers to questions and even led in a sign along with our on screen customers. In addition to this staff established multiple communication channels to check in on families over the weeks and months as they became increasingly isolated at home.

At McCallum we are clear about our purpose, which is to work with people to create a life that works for them.

Our response to the pandemic has embodied this spirit, it has made our services more responsive, challenged our views around what is possible and made us more resilient. This will ultimately make our organisation better, stronger and more innovative going forward.



YEAR IN REVIEW

Between October and December 2019, all McCallum customers, families and carers were provided with the opportunity to complete a customer values and satisfaction survey. The customer surveys were designed using our “Customer Centric Framework” as a basis for development. Using the different areas of the Framework both values and satisfaction questions were developed.

The aim of this was to test:

- what services customers value
- whether they are satisfied with how McCallum is delivering on our Customer Centric Framework, and;
- to understand any difference between integrated, non-integrated and new customers

With over two hundred respondents to McCallum’s Customer Survey we were able to ascertain that overall satisfaction was highest for staff capability and our customer centric culture. Our customers provided feedback that clearly showed they placed high value on the skill, capability and attitude of our front line staff. There was also great satisfaction in customers feeling a high sense of physical safety and security. These results will assist McCallum to expand on and improve its Customer Centric Framework which has been developed to focus our efforts on customer outcomes and goals that really enrich their lives.

Our organisation continued to invest significant resources into expanding accommodation options for customers as the demand for social housing continues to grow. A successful tendering process led to the start of a brand new accommodation facility being developed in Lucas. This three bedroom home will provide 24/7 in home support with an expected opening in early 2021. We also expanded our accommodation offering in St. Arnaud with the conversion of a respite unit into permanent Specialist Disability Accommodation. The conversion will be completed by the end of 2020 and provide high physical support, premium residential accommodation for a local NDIS participant.

McCallum strengthened our commitment to continuously improve our quality services by undertaking a number of initiatives to enhance service delivery. Those initiatives included employing local psychologist Darren Gannon to mentor and coach our front line staff in Positive Behaviour Support Training (PBST). This training complements both our Customer Centric Framework and formal training initiatives designed to improve knowledge and application of PBST. The design and implementation of a customer outcomes framework that sets specific work instructions for staff to engage in meaningful goal attainment for all customers was also completed.



MESSAGE FROM THE CHAIR AND CHIEF EXECUTIVE OFFICER

We also developed a risk assessment tool which is applied to ensure that we document and understand the unique characteristics of each customer we support which leads to better service delivery outcomes.

While McCallum focused internally on responding to the pandemic and improving internal systems to enhance service delivery we have not lost sight of the significance of the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability. We continue to advocate for people with disability to engage with the Commission's important work and regularly contribute to local media outlets to highlight the Commission's progress.

THANKS

Finally a big thank you to our community. This year, more than any other, we have relied on the support of community partners to continue to provide safe and effective services.

We acknowledge the assistance of UFS Dispensaries Ltd who not only provided timely influenza vaccines but supplied them directly to our house residents to minimise travel, disruption and anxiety. UFS also donated a number of temperature monitors at short notice at the onset of COVID-19 which assisted us to keep customers and staff safe.

We also acknowledge the support of State Government Member for Wendouree Ms. Juliana Addison and staff of her office who have provided

timely responses to concerns we have raised. Juliana continues to give significant and vocal support of the disability sector, McCallum and the families we support.

To our Board of Governors we say thank you for guiding the organisation through the most difficult of times, your calmness and direction throughout was welcomed and appreciated. All staff benefited from the Board's decision to extend wage support beyond that which was provided by the JobKeeper program which was unique, and greatly assisted in minimising the disruption to staffs family lives.

But the most thanks goes to our wonderful staff. In a year that can at best be described as ordinary you have been anything but ordinary. Your individual and collective response to the pandemic was, and continues to be crucial, in minimising interruption to service delivery to our community's most vulnerable people. Your preparedness to adapt to new work demands, adopt new work practices and work locations all in the midst of an unclear future is applauded and we are indebted to you.



Joe Ballinger
Chairman



Tyrone McCuskey
CEO

McCALLUM INDUSTRIES: A YEAR OF GROWTH



Throughout McCallum's supported employment history, work activity has predominantly been undertaken from our 1820 Sturt Street site. Due to new and exciting business partnerships created under the NDIS the team has steadily grown its "off-site" customer base this year.

Relationships with customers such as Regional Roads Victoria, Central Highlands Water and Ballarat Renault have resulted in a large portion of our work now undertaken within the community – resulting in upskilling of staff along the journey

In July 2019 McCallum Industries launched a Car Wash Unit, which was met with great interest from both public and private organisations.

The team began washing the car yard vehicles at Ballarat Renault and Carworks two days per week in July. As the team's confidence grew and our quality of work was recognised by Carworks, we were soon asked to take on the job of washing customer vehicles in the service department.

The partnership with Carworks has provided opportunity for approximately 20 Supported Employees to work on-site each week alongside Carwork's employees. The Supported Employees have been welcomed into the team and especially enjoy the banter with the business owner, Ric de Ruiter.

Following this success, the team then began washing vehicles at Regional Roads Victoria, followed by securing a contract to wash vehicles at Central Highlands Water.

The steady growth into "on-site" car washing resulted in 118 hours of employment for 30 Supported Employees each week. McCallum Industries' staff are very proud of the new business relationships they've fostered and look forward to increasing the amount of work they complete within the community.





VALE SHARON, HAZEL & MICHAEL



SHARON HUNT

Sharon has had a long involvement with McCallum. In 1991 she moved to the Darling Street home. After 8 years she then moved to Smythes Road until she made the move to Cornell Court in late 2019. She was so excited to move into to her beautiful new home with the “Big 2”.

Sharon absolutely loved everything about her life at Cornell. She would regularly tell the staff how much she loved living at “Number 2” and how lucky she was to have such great staff.

Sharon’s family was so important to her. She missed seeing them through the COVID19 restrictions and was incredibly happy when they could visit her again.

Sharon enjoyed spending her weekdays with friends at Community Connections, doing many different activities. She loved being active, especially swimming and taking part in her daily walking routine with staff support. Since March, when Sharon has been restricted to her home, she looked forward to her Teleconnect sessions and really enjoyed being part of the fun and in contact with her friends.

Sharon had a natural talent for Art and Craft. She has completed many beautiful pieces; some have been treasured gifts to her mum.

Sharon was always interested in the happenings in the lives of her friends and family. She was especially interested in the staff and their families. She loved catching up with her old housemates at Smythes Road.

Sharon was a very kind and caring person. She enjoyed life to the fullest. Her beautiful smile and the happy tones of her laughter will be sadly missed by us all.

HAZEL CARPENTER

Hazel was a wonderful member of the Finance and Administration Team. Hazel’s bubbly personality, infectious laugh and her contribution to the team will be sadly missed.





MICHAEL SCHREENAN

Michael Schreenan passed away in hospital on 26th May 2020 with his family by his side.

Michael had a true affinity with animals. He loved all animals but was especially passionate about spiders. Michael had an amazing tattoo of a web and spider on his hand to show his admiration. Michael also loved dragons, Nick Cave and the Carlton Blues (which had not recently brought too much joy) but he stayed a 'True Blue'.

Michael was intelligent and very IT savvy and had strong opinions on most topics. He had a wicked sense of humour and loved nothing more than a good banter session.

Michael also had a sensitive side. He loved his family deeply. Michael was always grateful for the support he received from staff and would always say thank you.

Michael loved living at Spencer St and recently expressed how much he loved living there; how good he had it, and he never wanted to move anywhere else.

The staff and his housemates will miss him greatly. Michael was loved by all who knew him and admired and respected his strength of character.



PEOPLE & CULTURE: McCALLUM'S COVID RESPONSE

Like all in our community, COVID19 brought about many changes to the way McCallum operates in a short period of time. We needed to adapt and respond quickly in order to ensure that our customers were well supported and staff felt safe coming to work each day. In a year no one wanted to have, we are proud of how we have been able to navigate our services in a time of crisis.

Our site-specific emergency response plans were finalised and communicated. This included maintaining our workforce to one work-site to the extent that it was possible, minimising contact risks.

The Board of McCallum endorsed top up of wages to employees average earnings over the last 12 months plus additional superannuation, going well above and beyond the minimum Job Keeper payments to ensure that the impacts to our workforce financially were minimised to the extent possible.



We introduced health screening questions and temperature checks at all of our sites.

Our focussed turned to ensuring safe systems of work, acquiring the necessary PPE and additional training for our workforce.

Our Thrive McCallum project was born to put an emphasis on employee wellbeing.

People & Culture conducted a COVID19 Staff Check in Survey to see how employees were coping with the changes brought about by COVID19. It was really encouraging to discover that 80% of our workforce reported that they felt well at this time and 90% were satisfied with McCallum's response to COVID19. Nevertheless, this important survey informed our next actions highlighting we needed to further support our employee's health and wellbeing.



Our People & Culture Advisor, Alicia Vaccaro partnered with McCallum Industries to move the School Leavers Employment Supports (SLES) program online.



Timeline of key activities below:

Lockdown 1 brings forced closure of our Day Services, Employment and significantly adapted Lifestyle Options Programs.

We supported staff who were vulnerable to COVID19 to ensure they could safely achieve a work / life balance.

MARCH

Our workforce responded really positively, pivoting to new roles to get through the crisis. Some staff assumed welfare support and project roles, many of our Day Centre staff were redeployed to work in our houses. Our residents commenced their first lockdown in their homes.

We rolled out our first round of infection prevention and control training to our workforce.



Our One McCallum Communication App became a critical tool to enable timely communication, FAQ's and reassurance in the form of CEO updates.

APRIL



We became eligible for the Job Keeper payment, ensuring that all eligible employees including our Supported Employees at McCallum Industries were provided information on how the scheme works.

We were able to facilitate a cautious, risk assessed return to program at McCallum Industries and Community Connections to provide essential services and support to families in crisis.



Recruitment recommences, moving to an online video model.

JUNE



We are able to observe and learn from experiences of COVID outbreaks in Aged Care and other disability providers, further refining and improving our systems.



Clearer, more specific infection control and COVID19 response protocols and checklists are developed and communicated with our workforce.



LEARNING & DEVELOPMENT: A PROBLEM AND A SOLUTION

In June 2019 McCallum undertook a Learning Needs Analysis which identified our existing training offering at McCallum was inconsistent, time consuming and costly.

In addition, training was not easily accessible for our geographically dispersed workforce, working rosters that cover 24 hours x 7 days a week.

The solution was to acquire and launch an online training platform (or learning management system – ‘LMS’) that would be accessible 24 hours a day via computer, smartphone or tablet in any location with internet access.

And so, “iLearn McCallum” was born in January 2020!

iLearn McCallum offers a catalogue of online and face to face training courses that are available to all McCallum employees. Learners can see what training is due and what they’ve completed. Team leaders and managers can quickly and easily see what training has been completed, commenced or is outstanding for their team.

OUTCOMES

Fast forward to mid-2020 and we now have 37 courses available online. These range from compliance courses (eg NDIS New Worker Orientation) through to wellbeing modules (eg Managing Mental Health).

We have had 2899 course completions since launch. This equates to an average of 12 course completions per employee. Needless to say, this would have been impossible to achieve via traditional classroom teaching in the same period of time.

Due to COVID restrictions, we successfully converted many classroom sessions to webinar format (ie. live online training sessions), including:

- Community Connections Winter Conference (1 x 6 hour session, 35 x attendees total, 5 x presenters)
- The Quality Set (5 x 3 hour sessions, 110 attendees total, 2 presenters)
- Resilience & Coping Strategies (7 x 1 hour sessions, 115 attendees total, 2 presenters)



Feedback from attendees has been overwhelmingly positive, with staff enjoying being able to join sessions from home or on site – and the opportunity to catch up with colleagues online.



UNEXPECTED BENEFITS

Our new LMS also enabled the rapid digitisation of our program offerings to our customers, with the platform being used to host programs including:

- Teleconnect – Community Connections Online (Coco)
- SLES Online

Whilst the introduction of online learning has been a steep learning curve for everyone at McCallum, it has enabled us to deliver more learning to more people, more efficiently and in a more timely manner.

We are excited to build on this progress in FY2021 to ensure we have a skilled and motivated workforce that can deliver on our customer promise.



Community Connections Online

JOINING THE McCALLUM INDUSTRIES FAMILY



Name: Nauman Bangash

I came to Australia In July 2019. My decision to move here was primarily focused on pursuing further education but I also wanted to get out of my comfort zone, challenge myself and grow as a person.

Currently, I am studying a Masters of Technology, specialising in Enterprise Systems and Business Analytics at Federation University. I am due to finish in June 2021.

I joined McCallum Industries in Nov 2019 and presently I am serving there as an Administration Coordinator. Although this is my primary role, I have also assisted in different programs/departments and projects from time to time.

There were several factors that motivated to apply and work for McCallum. Firstly, I was really impressed by the organisation's contributions towards society over the years. Also, I looked at a bigger cause and therefore I was intrinsically motivated to help the fraction of our population who are most challenged in different parts of life.



SARGE MOVES TO THE BIG SMOKE!

For years Rob Sergeant has been travelling from his family's farm in Meredith to McCallum Industries for work. "Sarge" as he is known, had been getting a lift to Ballarat with a family friend which was beginning to become difficult to arrange.



To alleviate the problem Sarge decided to move to Ballarat to enable him to work more often at McCallum Industries without any hassles of having to rely on anyone for transportation.

Sarge met his new housemate and they immediately hit it off, both enjoying each other's sense of humour. He then spent a week "trailing" living in his new abode to ensure he was comfortable with his new living arrangements.

In early July Sarge made the move into his new home in Alfredton and hasn't looked back. He has kept busy maintaining and improving the garden beds at the property, as well as at McCallum's head office.

Sarge still visits his family in Meredith when he can, but is very happy with the transition to life in Ballarat.

Having turned 60 in July, Sarge is keen to continue working at McCallum Industries with his friends, as well as continuing his focus on gardening.

It's great seeing Sarge settling into his new home so positively.

2020 WAS EVELYN'S YEAR!



This year has been memorable for many reasons, but none more so than Evelyn who has commenced support coordination services through McCallum.



Pre-COVID, Evelyn had attended McCallum Industries four days per week, and also receives supports from Lifestyle Options to help her when she wants to go out into the community, as well as at home.

In February Evelyn, her family and McCallum staff attended a Key Word Sign workshop. This has enabled Evelyn to communicate more effectively with her loved ones, friends and staff which has also boosted her confidence.

This year Evelyn wanted to go to an AFL football game but, like most of us, has been forced to watch the games on television rather than in person.

Now that the footy season is over Evelyn plans to go to Sovereign Hill and the Ballarat Wildlife Park once restrictions are eased and people can safely visit these attractions again.

Staff have noted a vast improvement in Evelyn's contentment since she began her Lifestyle Options supports. Evelyn has also drastically improved her diet which has led to her being described as "being like a new woman".

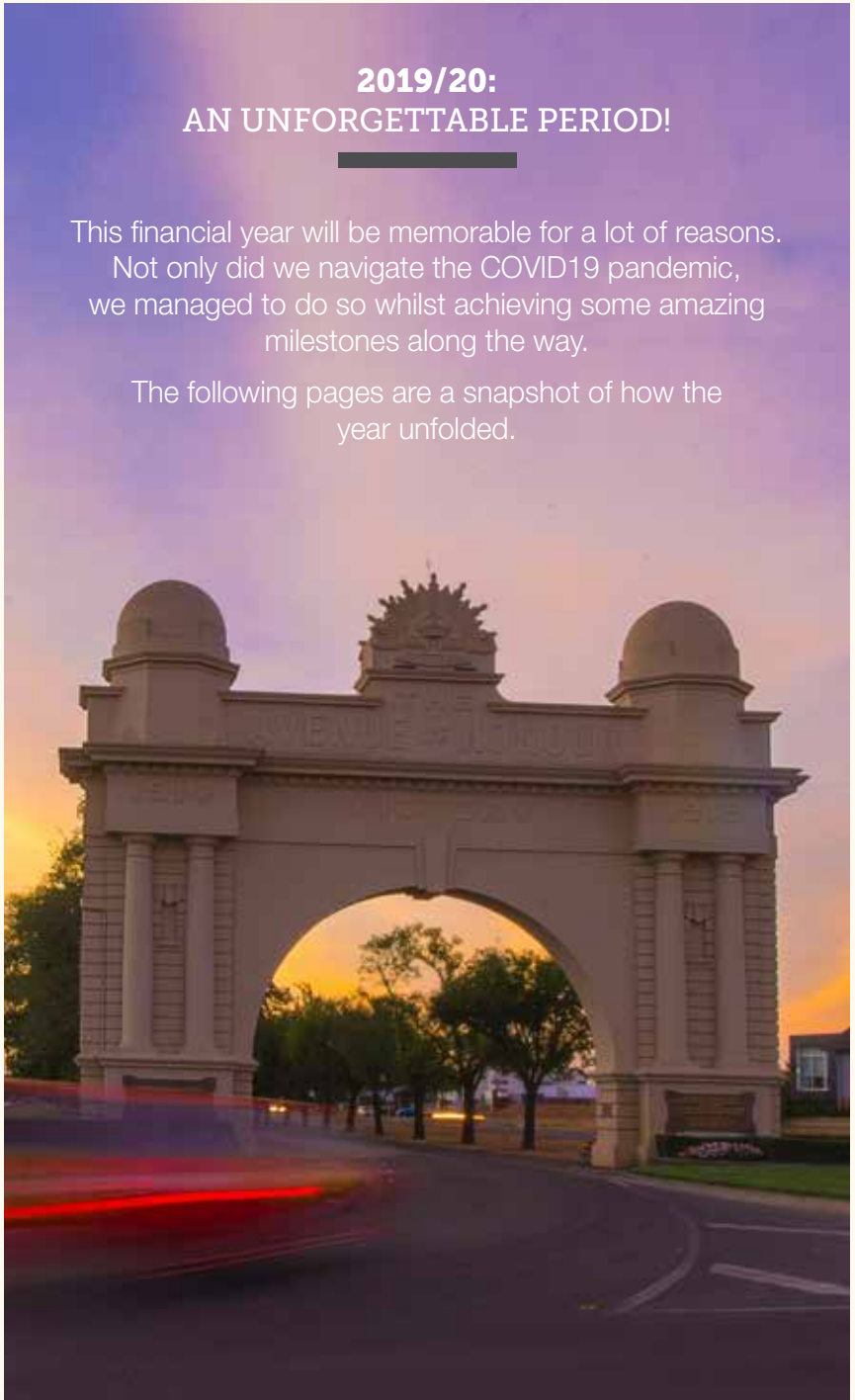
Congratulations, Evelyn. You've achieved a lot this year!



2019/20: AN UNFORGETTABLE PERIOD!

This financial year will be memorable for a lot of reasons. Not only did we navigate the COVID19 pandemic, we managed to do so whilst achieving some amazing milestones along the way.

The following pages are a snapshot of how the year unfolded.





BALLARAT RENAULT PARTNERSHIP

JULY 2019

McCallum Industries continued to grow their relationship with Ballarat Renault this year. The team began washing and cleaning over 50 vehicles in the car yard each week, before taking over the detailing of customer's vehicles being serviced five days a week.



SCHOOL LEAVERS' RETAIL STORE A ROARING SUCCESS!

SEPTEMBER 2019

A group of 10 enterprising young adults completing McCallum's School Leavers Employment Supports program created their very own retail clothing boutique in the heart of Ballarat. NANCYMAC, was named in honour of Nancy, who with her husband Austin were early pioneers of disability supports in Ballarat. The pop-up shop opened in early September selling pre-loved designer outfits for a month-long work experience program.

The Participants not only worked in-store but they helped with planning, store fit-out, merchandising, marketing, as well as daily tasks such as social media management, cleaning and banking.



NEW PLAY EQUIPMENT IN COURTYARD

NOVEMBER 2019

McCallum's inclusive play space received a highly anticipated tornado swing. The swing allows for Participants with restricted mobility to access the play equipment. This installation complimented the previous equipment installed in late 2017.



2019/20: AN UNFORGETTABLE PERIOD!



ST ARNAUD ALL STARS

NOVEMBER 2019

In November 2019, a team of 7 McCallum Participants supported by the Murdoch Axillary attended the Tri State Games in Adelaide. All members of the team returned with medals, including a total of 11 Gold, 3 Silver and 2 Bronze, as well as 2 new Personal Bests.

The games attracted over 300 athletes and over 100 coaches, family and support staff. Everyone enjoyed themselves and took part in a number of events including Track & Field and swimming.

The team displayed great sportsmanship throughout the week and really enjoyed themselves in a friendly and supportive environment. All the athletes are looking forward to the games returning soon, where they will next be held in Cobram Barooga, a lot closer to home.

Individual Medal Breakdown

Annette Harrison – 4 Gold and a Personal Best

Brad Chester – 1 Bronze

Chantelle Duncan – 4 Gold

Damien Yole – 1 Gold, 1 Bronze and a Personal Best

Jodie Collins – 1 Silver

Karl Vanderlinden – 1 Gold, 1 Silver

Michael Bearder – 1 Gold, 1 Silver





EVERYBODY DESERVES A HOLIDAY!

NOVEMBER 2019

McCallum Community Connections' Camps have been a monumental success over the years. However, limitations on who could access the camps had always been an issue due to vehicles that weren't suitable for transporting multiple people in wheelchairs.

That was until a purpose-designed bus was purchased with the help of funds raised from the McCallum Corporate Golf Day.

The bus has a customisable, configurable internal seating plan that can safely transport up to 2 wheelchair passengers and 5 regular passengers.

SLES PARTICIPANTS TAKE OVER THE MECURE!

DECEMBER 2019

McCallum's SLES Participants honed their hospitality skills at the annual Committee for Ballarat Christmas Round Table Event. The team worked with the Mecure Convention Centre staff to setup the function room, seat guests and serve meals.





2019/20: AN UNFORGETTABLE PERIOD!

CENTRAL HIGHLANDS WATER PARTNERSHIP

JANUARY 2020

McCallum Industries supported employees were thrilled to announce a new partnership with Central Highlands Water that would see up to 5 employees per week undertake car washing at the depot in Learmonth Road.



McCALLUM CORPORATE GOLF DAY

FEBRUARY 2020

McCallum's Corporate Golf Day was held on Friday 7 February at the RACV Goldfields Resort in Creswick. Once again, the event sold out with 28 teams vying for the McCallum Disability Services Trophy.

The day started off with comedian Dave Thornton getting everyone laughing, followed by 18 holes of golf in the glorious sunshine. The eventual winners were McCallum's favourite window suppliers, Stylerite Windows captained by Darren Grenfell.



SUPPORTED EMPLOYEE GRADUATION!

FEBRUARY 2020

Twelve McCallum Supported Employees completed their Certificate I in Transition Education in November. The program had a broad focus on learning to enable the development of independent living skills, community involvement, understanding rights and responsibilities and accessing support available in exploring post course options.

Further to this, another group of Supported Employees completed their Certificate I in Numeracy & Literacy. This course enabled graduates to further their skills which have provided them with more employment opportunities at McCallum.



BEAUTY BAR OPENS!

FEBRUARY 2020

An unused storage room underwent a drastic make-over (pardon the pun) by being transformed into a funky hairdressing salon complete with luxurious barber's chair and appliances. Participants now undertake personal hygiene and beauty training in the space, as well as explore their creative side with new hairstyles.

COMMUNITY CONNECTIONS ONLINE PROGRAM LAUNCHES!

MARCH 2020

McCallum's COCO suite of online programs was launched in response to the COVID19 pandemic which resulted in the scaling back of McCallum's group activities. The online programs enabled Participants to continue programs they were undertaking with their friends, albeit from the comfort and safety of their own homes.

Program studios were constructed including lighting, microphones, multiple cameras and green screens to make the sessions as interactive as possible for Participants who would subscribe to sessions via McCallum's online booking platform.

McCallum staff designed and implemented creative programs based on fun, friendship and staying connected with one another.

Programs include:

- No Bake Cooking
- Movement to Music
- Story Time
- Social Meet Ups
- Trivia
- Craft
- Armchair Travel
- Leaning to Draw
- Bingo
- Celebrity Chat (featuring local celebrities, as well as a special guest in Olivia Newton-John!)
- Wheel of Fortune
- Friday Footy Fanfare



2019/20: AN UNFORGETTABLE PERIOD!

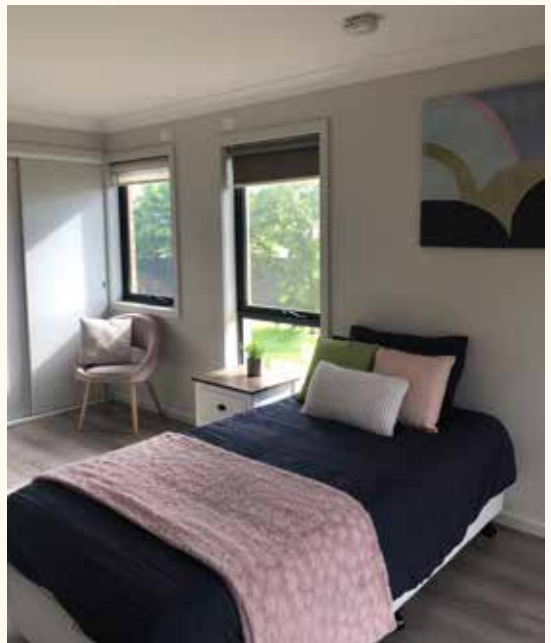
QUEENS AVENUE HOUSE RENOVATION



APRIL 2020

McCallum's short-term accommodation property in St Arnaud underwent a renovation which saw the rear unit transformed into a High Physical Support Specialised Disability Accommodation dwelling.

The renovation included altering the floorplan to adhere to the Platinum Liveable Housing Guidelines which included wider doorways, a larger accessible bathroom, automated front door and structural provisions for hoists to be installed in the future.





REDUCING OUR CARBON FOOTPRINT!

APRIL 2020

We continued on our journey of lowering our reliance on fossil fuels by installing a 30kW solar system at our Learmonth Street administration site.

This installation will help reduce our administration energy costs by up to \$10,000 per year.

The latest installation is in addition to a 40kW and 10kW system installed in the 12 months at McCallum Industries and our latest Lucas property respectively.

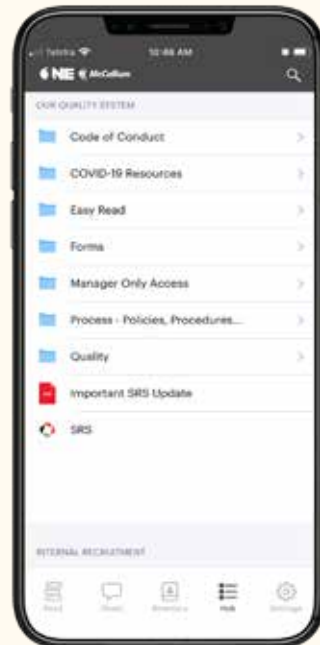


BLINK – AND YOU WON'T MISS IT!

MAY 2020

As part of McCallum's Strategic Plan and to continually improve internal communication channels for staff, McCallum invested in a new communications app.

This upgraded platform called Blink superseded an existing system and has allowed greater communication between McCallum's mobile workforce and departmental teams, easier navigation to important documents and policies, as well as allowing staff to see interesting news updates from around the organisation.





BOARD OF DIRECTORS

EXECUTIVE MANAGEMENT



Joe Ballinger
Chairman



Tim Bunning
Deputy Chairman



Tyrone McCuskey
Chief Executive Officer



Noelene Collins
*Manager Accommodation
& Lifestyle Options*



Claire
Huntington



Brigid
Moloney



Eliza Munro
Financial Controller



Randal Newton-John
*Manager Quality
and Central Intake*



John King
OAM



Mary
Shone



Adam Bogers
*Manager
McCallum Industries*



Matt Vallance
*Manager Infrastructure &
Business Development*



Lynden
Hayes



Peter
Brugman



Kelly Ransley
*Manager
Community Connections*



Lauren Baker
*Manager
People and Culture*



Brett
Bryant



Leigh Cooksley
Operations St Arnaud



Trevor Miller
Manager McCallum Linen



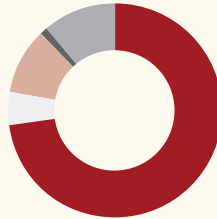
McCallum delivered a positive result for the financial year despite having major interruptions to services in the last quarter due to COVID-19.

While recurrent grants were favourable compared to last year a COVID-19 Government Subsidy provided a significant boost to revenue, this comprised a prepayment for NDIS services. Our brand new accommodation facility was opened in Lucas, Ballarat in August 2019 which partly offset the downturn experienced as a result of the pandemic.

McCallum were eligible for the Job Keeper Subsidy, this has enabled McCallum to continue to provide meaningful work to our employees over this time. Where work was not available and redeployment opportunities were limited, McCallum were able to continue to support employees through the Job Keeper Subsidy program.

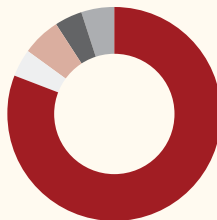
Other comprehensive income for the 19/20 financial year resulted in a net gain of \$535k, this was largely due to the gain on revaluation of land and buildings of \$590k and a loss on revaluation of financial assets of \$173k.

Net Assets have continued to grow year on year, with overall growth for 19/20 at \$2.095m. The growth in Net Assets underpins the organisations strong financial viability and will enable McCallum to continue to invest in Supported Disability Accommodation and other services.



**2019/20
OPERATING
REVENUE
SOURCE**

| | |
|-----------------------------|---------------------|
| ● Grants & Subsidies | \$15,948,447 |
| ● Service Contribution | \$1,037,183 |
| ● Production Revenue | \$2,165,767 |
| ● Investment & Other income | \$268,259 |
| ● COVID-19 Subsidies | \$2,409,924 |
| Total | \$21,829,580 |



**2019/20
OPERATING
EXPENSE
BREAKDOWN**

| | |
|------------------------|---------------------|
| ● Staff | \$16,489,639 |
| ● Administration | \$923,873 |
| ● Depreciation Expense | \$1,131,225 |
| ● Program & Production | \$786,709 |
| ● Property & Fleet | \$938,430 |
| Total | \$20,269,876 |



STATEMENT OF COMPREHENSIVE INCOME

For the year ended 30 June 2020

| | 2020 \$ | 2019 \$ |
|--|-------------------|-------------------|
| INCOME | | |
| Recurrent government grants & subsidies | 15,948,447 | 15,225,018 |
| Service contributions | 1,037,183 | 1,054,234 |
| Production revenue | 2,165,767 | 2,348,056 |
| COVID-19 government subsidies | 2,409,924 | - |
| Other income | 268,259 | 411,778 |
| | 21,829,580 | 19,039,086 |
| EXPENDITURE | | |
| Staff costs | 16,489,639 | 14,408,317 |
| Administration and program operating costs | 2,671,101 | 2,333,337 |
| Production, property and fleet costs | 1,109,136 | 1,159,963 |
| | 20,269,876 | 17,901,617 |
| OPERATING SURPLUS | 1,559,704 | 1,137,469 |
| OTHER NON OPERATING AND CAPITAL ITEMS | 535,458 | 35,411 |
| TOTAL COMPREHENSIVE INCOME | 2,095,162 | 1,172,880 |

The association has initially applied AASB 16 using the cumulative effect method and has not restated comparatives. The comparatives have been prepared using AASB 117 and related interpretations.

STATEMENT OF FINANCIAL POSITION



For the year ended 30 June 2020

| | 2020 \$ | 2019 \$ |
|--|-------------------|-------------------|
| ASSETS | | |
| CURRENT ASSETS | | |
| Cash and cash equivalents | 5,363,305 | 3,246,192 |
| Trade, other receivables and inventories | 2,456,444 | 2,780,151 |
| Inventories | 21,634 | 13,260 |
| TOTAL CURRENT ASSETS | 7,841,383 | 6,039,603 |
| NON CURRENT ASSETS | | |
| Property, plant and equipment | 12,775,558 | 11,717,138 |
| Other financial assets | 3,121,184 | 3,111,533 |
| Right-of-use assets | 2,488,690 | - |
| TOTAL NON CURRENT ASSETS | 18,385,432 | 14,828,671 |
| TOTAL ASSETS | 26,226,815 | 20,868,274 |
| LIABILITIES | | |
| CURRENT LIABILITIES | | |
| Trade and other payables | 2,833,997 | 2,155,974 |
| Short-term Provisions | 1,987,247 | 1,803,741 |
| Lease liabilities | 163,660 | - |
| TOTAL CURRENT LIABILITIES | 4,984,904 | 3,959,715 |
| NON CURRENT LIABILITIES | | |
| Long-term Provisions | 276,390 | 414,639 |
| Lease liabilities | 2,376,439 | - |
| TOTAL NON CURRENT LIABILITIES | 2,652,829 | 414,639 |
| TOTAL LIABILITIES | 7,637,733 | 4,374,354 |
| NET ASSETS | 18,589,082 | 16,493,920 |
| EQUITY | | |
| Reserves | 1,438,241 | 1,014,032 |
| Retained earnings | 17,150,841 | 15,479,888 |
| TOTAL EQUITY | 18,589,082 | 16,493,920 |

The association has initially applied AASB 16 using the cumulative effect method and has not restated comparatives. The comparatives have been prepared using AASB 117 and related interpretations.



AUDITOR'S REPORT



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McCallum Disability Services Inc.

ABN: 65 583 428 720

Auditors Independence Declaration under Division 60 of the Australian Charities and Not-for-profits Commission Act 2012 to the Directors of McCallum Disability Services Inc.

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2020, there have been no contraventions of:

- (i) the auditor independence requirements as set out in *Division 60 of the Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and
- (ii) any applicable code of professional conduct in relation to the audit.

PPT Audit Pty Ltd
.....
PPT Audit Pty Ltd

D. Margreav
.....
D. Margreav
Director

20 Lydiard Street South, Ballarat

25 September 2020



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McCallum Disability Services Inc.

Independent Audit Report to the members of McCallum Disability Services Inc.

Opinion

We have audited the financial report of McCallum Disability Services Inc. (the association), which comprises the statement of financial position as at 30 June 2020, the statement of comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the statement by the board of governors.

In our opinion, the accompanying financial report of the association presents fairly, in all material respects, including:

- (i) giving a true and fair view of the association's financial position as at 30 June 2020 and of its financial performance for the year ended in accordance with the accounting policies described in Note 2 of the financial statements; and
- (ii) complying with the recognition and measurement requirements of Australian Accounting Standards and the financial reporting requirements of Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the association in accordance with the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* (the ACNC Act) and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We confirm that the independence declaration required by the ACNC Act which has been given to the Board of Governance of the association, would be in the same terms if given to the Board of Governors as at the time of this auditor's report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter - Basis of Accounting

We draw attention to Note 1 of the financial report, which describes the basis of accounting. The financial report is prepared to assist the Association in meeting the requirements of Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Responsibilities of Management and the Board of Governors

Management of the association is responsible for the preparation of the financial report that gives a true and fair view in accordance with the recognition and measurement requirements of the Australian Accounting Standards and the financial reporting requirements of the ACNC Act and for such internal control as management determines is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, management is responsible for assessing the the association's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Board of Governors either intend to liquidate the association or to cease operations, or have no realistic alternative but to do so.

The Board of Governors is responsible for overseeing the association's financial reporting process.



AUDITOR'S REPORT



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Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Association's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the association's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Association to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the Board of Governors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

PPT Audit Pty Ltd
PPT Audit Pty Ltd

Director

20 Lydiard Street South, Ballarat

29 September 2020

MEMBERSHIP LIST 2019/20



BALLARAT

1. Mrs Helen Ballinger
2. Mr & Mrs Maureen & Kevin Brady
3. Mr Peter Brugman
4. Mr & Mrs Brett & Rachel Bryant
5. Mr Tim Bunning
6. Mr & Mrs David & Faye Clements
7. Mr & Mrs Geoff & Marie Harrison
8. Ms Lynden Hayes
9. Mrs Claire Huntington
10. Mr & Mrs Mario and Elena Lafrate
11. Mr & Mrs Andrew & Jennette Liesfield
12. Ms Leah Mason (Angus Eels Plumbing)
13. Mrs Nancy McCallum
14. Mrs Brigid Moloney
15. Mr & Mrs J & E Nolan
16. Mrs Judy Roberts
17. Ms Mary Shone
18. Mr Ron Smart (Ron Smart Electrical)
19. Mr Trevor Smith
20. Ms Kath Woods
21. Mrs Louise Weire

ST ARNAUD

1. Mr & Mrs Geoff & Wendy Collins
2. Mr John & Mr Francis Powell
3. Mrs Noreen Ryan

BALLARAT LIFE MEMBERS

1. Mr Joseph Ballinger
2. Mrs Bev Barby
3. Ms Erna Fidler
4. Mrs Isabel Gribble
5. Mrs Elizabeth Hastie
6. Mrs Faye Hunt
7. Mrs Carolyn Hutterer
8. Mr John King (OAM)
9. Mrs Val McRoberts
10. Mr W.A Wilkie (dec)
11. Mr Norm Pinney (dec)

ST ARNAUD LIFE MEMBERS

1. Mr William Amos
2. Mr Brian Dixon
3. Mr Alan Wood



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ENTERPRISE**

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