



# MAKING A DIFFERENCE FOR 70 YEARS!



2023/24  
ANNUAL REPORT





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## OUR GUIDING VALUES



## OUR PURPOSE

We partner with our customers to create their best life.

## OUR VISION

To fulfil the unmet support needs of our community and enrich lives every day.





## MESSAGE FROM THE CHAIR AND CHIEF EXECUTIVE OFFICER

This year presents a major milestone in our history being our 70th year of community support, so we are particularly proud and honoured to present this year's Annual Report to members.

A milestone year in every sense, it is a wonderful, enduring accomplishment and we take this opportunity to honour all the individuals who have contributed to the organisations service over that time. Those individuals have, over the course of seventy years, led the organisation's positive contribution and improved the lives of thousands of community members and we thank them all for making our community better.

United and guided by our organisational values – integrity, collaboration, accountability, respect and equity we maintained our focus on delivering our Strategic Plan objectives, within what has been a challenging and complex operating environment.

Those challenges include continued changes to the manner in which the NDIS operates, including significant amendments made to the NDIS Act, responding to the outcomes of the Royal Commission and dealing with difficult economic conditions.

***Despite this however, McCallum continued to excel in areas that matter most; high quality support services, rigorous compliance with national practice standards and promoting staff training, development and engagement.***

The Annual Report highlights a number of events that occurred during the year which we celebrate, whilst also acknowledging the loss of much loved participants who have been part of our tightknit community for many years and who will be sadly missed.

### SIGNIFICANT SECTOR DEVELOPMENTS

This year marked the most significant regulatory changes, recommendations and amendments to the NDIS since its implementation in the Central Highlands region in 2017. Our organisation was grateful to the Disability Royal Commission for handing down the outcomes of its comprehensive review into the violence, abuse, neglect and exploitation experienced by people with disability in Australia. McCallum is committed to working collaboratively with both government, people with disability, advocates and sector to ensure that our community living with disabilities have access to safe, quality and culturally appropriate services they deserve.

We acknowledge the findings of the Royal Commission and we are ready to play our role in reforms and be part of the solution.



There are over 200 recommendations in the final report, a large number of which are relevant to disability service providers and we look forward to working through these in detail with all relevant stakeholders. It is important that the views of people with disability, their representative groups, providers and government are all taken into account in this next phase of work in implementing the recommendations. However, while we are underwhelmed with the Government's response to the Commission's recommendations our vision remains; to have an inclusive community where all people with disability live safely and equitably and we welcome working with all members of our community to see this future realised.

During the year McCallum also welcomed recommendations provided from the Independent NDIS Review Panel for its wide-ranging examination of the disability sector. These findings, coupled with those of the Disability Royal Commission provides many positive steps, however the sector's current financial challenges, compounded by workforce shortages cannot be ignored for effective implementation of the significant changes being advanced by Government.

The report's recommendations addresses long-standing issues with the NDIS, including more support for participants to find the supports they need, better supports for those who are not NDIS participants, enhanced worker screening and stricter provider registration, as well as supporting

better options for homes and living. There is anticipation that the role of the NDIS Commission will be broadened to increase oversight across support plans, particularly those with a potential for higher risk and will enhance participant safety and service quality. Notably the report called for an NDIS Reform Implementation Taskforce and an NDIS Review Implementation Advisory Committee. An advisory body led by people with disability, their representatives, providers, and critical stakeholders, coupled with government funding, is essential for ensuring a co-designed, safe, and practical implementation of reforms. Unfortunately the report fell short in introducing many new measures to attract and retain the workers urgently needed by the sector, despite countless calls as the sector continues to recover its workforce's post-COVID.

And finally there were several Own Motion Inquiry's which sought to provide valuable insights into the growing market that connects NDIS participants with disability support providers, and into the operations of the sector from the perspective of NDIS participants. Conducted by the National Quality & Safeguards Commissions some outcomes will lead to a move away from market provided resources relating to Plan Management and Support Coordination, to support frameworks that are more directly under the control of the NDIA.



## MESSAGE FROM THE CHAIR AND CHIEF EXECUTIVE OFFICER

### OUTCOME FOCUSSED DISABILITY SUPPORT SERVICES

Our disability support services continued to focus on upholding our deep commitment to provision of high quality support services which exceed the requirements of our National Quality and Safeguard Commission practice standards. As evidence, the Commission recently conducted a detailed recertification audit of the organisation, the results of which confirmed our compliance with the standards, with zero non-conformances against the practice standards. Moreover, the Commission appointed auditors commended McCallum for demonstrating, in four areas of practice, what they considered contained elements of 'best practice'. This is a great result and testament to the dedication of all staff right across the organisation and their commitment to our customers.

In St. Arnaud the organisation took the initiative to purchase a local residence, being in close proximity to our community centre, which we have subsequently extensively redeveloped. The accommodation renovation project took approximately six months to complete with the refurbished house being quickly occupied by local NDIS participants, some of whom were in desperate need of supported accommodation following the cessation of local services by a national provider. We are proud to have responded to the communities need at short notice with such an outstanding outcome for local families.

### EMPOWERING SUPPORTED EMPLOYEES

The organisation's Social Enterprise continues to create sustainable and meaningful work opportunities, which enhance workplace skills. This is evidenced by the momentous announcement in July 2023 that McCallum had created a more diversified employment and commercial business operation offering, having successfully won a major tender with the Victorian State Government. That tender and subsequent contract, which was conducted in partnership and association with Tomra Cleanaway, awarded the organisation rights to create, develop, build and implement the inaugural Container Deposit Scheme within the Central Highlands Region. This initiative led to the investment in two collection points within the Ballarat region as well as an extensive commercial stakeholder strategy leading to the addition of over 150 new customers.

As scheme operators the organisation was able to create almost two dozen new employment opportunities for supported employees. The work opportunities this provides leads to greater skills diversity and enhancement, and significantly improved our community engagement with workers dealing directly with the community daily.



## OUR PEOPLE

During the year the organisation continued to emphasise the importance of staff engagement and alignment with our values and purpose, by way of staff and supported employee surveys.

***The results of the survey showed that staff continue to build a strong and positive alignment with the organisation with outstanding results being recorded for values recognition and understanding being above 95%.***

The survey also provided valuable feedback on the vision for the future and importance of ongoing training, development and career advancement opportunities.

The organisation also invested heavily in realigning our customer experience, central intake and rostering activities by merging and growing resources in these important functions particularly on the back of the significant IT upgrade during the previous twelve months. This reorganisation allows for better matching of participant needs with staff rosters and increases support for harmonising rosters across what is now quite a diversified business.

## THANK YOU

In closing we'd like to acknowledge and particularly thank all staff across the breadth of McCallum's services, those in accommodation and day programs, those working in the Social Enterprise or in one-to-one support services, those in support coordination or customer support and of course our admin support teams. Your contribution is valued and appreciated.

To our Board Directors thank you for your counsel, contribution and work during the year. As our sector and organisation continues to face a very challenging legislative environment, we appreciate your continued commitment.



Brett Bryant  
Chairman



Tyrone McCuskey  
CEO







## 70 YEARS OF SUPPORTING OUR COMMUNITY

McCallum Disability Services reached a momentous milestone this year – celebrating 70 years since the organisation began providing disability support services to people with disability in the community. Over the years we've accumulated lots of pieces of historical information and photographs, with personal accounts drawn upon from existing staff, as well as Nancy McCallum herself. Here's but only a small window into a fascinating history.



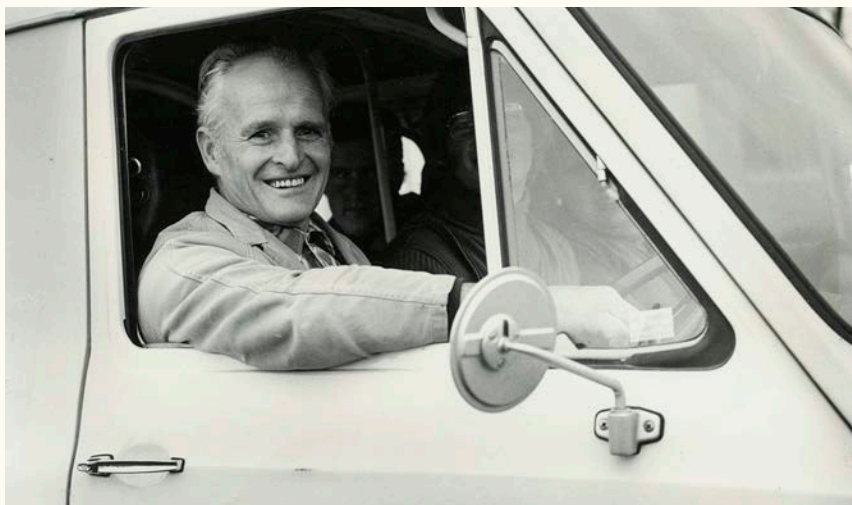




## OUR STORY

In 1953 a prominent British-born Australian psychiatrist by the name of Eric Cunningham Dax AO challenged the Ballarat YMCA's sub-brand, "The Y's Men's Club" to construct a facility in Ballarat to provide education, welfare and therapy for children with disabilities.

The club's Chairman, Robert Austin McCallum (Austin as he was known), took up the challenge and, with the help of others including his wife Nancy, the assistance of the State Government and generous support from the Master Builders, Master Plumbers and Master Painters Associations, a day centre for children with disability was created..



**In 1955, after two years the centre was officially named McCallum House in honour of its founder and was officially opened by the Honourable Henry Bolte on the corner of Sebastopol and Errard Streets in Ballarat.**

With growth came the need to expand our physical footprint and in 1978 McCallum's management applied to the Department of Crown Lands & Survey to access a 1.2 hectare parcel of land on the corner of Learmonth & Leopold Streets in Alfredton on a long term peppercorn lease.

In 1983 McCallum's Alfredton facility was officially opened and consisted of an adult training facility, sheltered workshop and other amenities for day program supports. This site remains in use for McCallum's administration, community day programs and disability accommodation to this day.





## 70 YEARS OF SUPPORTING OUR COMMUNITY

### THERE WAS MORE TO AUSTIN THAN MET THE EYE

Austin was born on January 13 1919 in Ballarat and grew up in the family home on Barkly Street South. In his early 20s Austin became a Staff Sergeant as part of the "Gull Force" 2/21st Battalion of the Australian Imperial Force and was deployed to Darwin and Indonesia. Austin was captured in Ambon, Indonesia in 1942 by the Imperial Japanese Army and spent three and a half years as a Prisoner of War at the infamous Hainan Island prison camp.

On returning to Ballarat Austin worked at The Courier as a journalist and, as was his love of prose, he penned a play called "When Grief Hath Mates" about his life as a prisoner of the Japanese. Austin also played a pivotal role in the creation of the Historical Society of Ballarat, the Ballarat Fine Art Gallery and the Central Highlands Regional Library where he was given the role as Chief Librarian on a permanent basis.



Austin also played a leading role in the creation of the Ballarat Historical Park, including the restoration of the Eureka Flag. The Historical Park is known today as Sovereign Hill and welcomes approximately 500,000 visitors through its doors annually.

In 1982, one year before McCallum's new facility in Alfredton was built, only 1 day before his 63rd birthday, Austin passed away from a cerebral aneurism following a fall.





## MCCALLUM & THE SPECIALIST SCHOOL

In 1993 the McCallum House Special Development School moved from the umbrella of the Department of Health to the Department of Education. The decision coincided with the Development School moving to a shared site with Begonia Park, another children's disability organisation, to their existing site at Gillies Street, Ballarat was made.

In 1997, after operating independently for 4 years, the McCallum House Development School and Begonia Park merged to become what we now know as the Ballarat Specialist School where it continues to provide education to over 400 students with varying levels of disability.



## THE GROWTH OF MCCALLUM

From the 1990s onwards McCallum's growth has been impressive. Following the merger with Begonia Park, the organisation was renamed McCallum Disability Services and focused services solely on adults aged over 18 years of age.

A merger with Murdoch Community Services in St Arnaud, and another more recently with Ballarat Regional Industries, along with the introduction of the National Disability Insurance Scheme, has resulted in a growing geographical footprint and a workforce nearing 600 people.

Our service provision now includes accommodation, centre-based group day programs, in-community individual support and employment via our Social Enterprise.

### **In total over 500 people with disability receive support services from McCallum Disability Services.**

Today the future looks bright with important growth projects slated for large scale disability accommodation developments, as well as a planned Social Enterprise relocation to the Ballarat West Employment Zone (BWEZ) ensuring the important care and support we provide to people living with disability continues for another 70 years.

**Austin R. McCallum's legacy sure has an exciting future ahead.**





## 70 YEARS OF SUPPORTING OUR COMMUNITY







## 2023/24: THE YEAR THAT WAS...

It's been another fascinating year at McCallum Disability Services with a plethora of achievements being realised across the organisation.

Our Social Enterprise was contracted by the State Government to operate two container refund depots under Victoria's Container Deposit Scheme.

Our day programs continued to see Participant's develop their skills in areas such as I.T and gaming, art, as well as song and dance.

While in accommodation we continued to progress negotiations with the State Government on the acquisition of crown land for disability housing purposes.





## 2023/24: THE YEAR THAT WAS...

### SOCIAL ENTERPRISE HEARING TESTS

JULY 2023

Over a two week period the Social Enterprise, with the assistance of the Ballarat Hearing Clinic, completed over 100 hearing assessments for all staff who work within our sites. This is due to some work sites having consistent high levels of factory noise.



### BRI MANUFACTURE HARRY POTTER'S CRATES

JULY 2023

The team at BRI may not have used the “Wingardium Leviosa” or “Expecto Patronum” spells but they did create magic when designing, manufacturing and delivering export quality crates for the Harry Potter and the Cursed Child production which recently finished in Australia and was transported to the UK.

These purpose built crates are built and heat treated to ensure they comply with export regulations so no nasty bacteria or bugs are transported into foreign countries.





## BEAUTIFUL WETLANDS – BY BRI

AUGUST 2023

The landscaping team at BRI did a remarkable job completing another wetland for the Integra Group in Lucas, Ballarat. The wetland included planting over 20,000 shrubs and bushes to help with erosion and provide an attractive sanctuary for fauna, as well as residents.







## 2023/24: THE YEAR THAT WAS...

### MAINTENANCE MOGUL RETIRES

#### SEPTEMBER 2023

After 15 years of holding the paint brush, plunging toilets and looking after McCallum's ever growing list of properties and facilities, McCallum stalwart Alan Callow decided the time was right to enter retirement.

How many Alan Callow's does it take to change 1000 light bulbs? One.

### CRAIG TURNS 50!

#### OCTOBER 2023

McCallum resident Craig celebrated the big Five-O in style in his brand new home in Lucas, Ballarat. To celebrate the occasion Craig requested a KFC dinner followed up with a blue birthday cake! Ask and you shall receive! Happy birthday, Craig.



### HEART STARTERS INSTALLED

#### OCTOBER 2023

As part of McCallum's continuous improvement, three additional automated external defibrillators were installed at McCallum sites in Alfredton, St Arnaud and McCallum Linen.

All sites now have defibrillators that can be used in a cardiac arrest event.





## THE CONTAINER DEPOSIT SCHEME

### OCTOBER 2023

In October 2023 it was announced that McCallum's Social Enterprise will be the operator of two automated container depots for the Victorian state government's Container Deposit Scheme (CDS).

The scheme, historically known by some as "cash for cans", allows people to collect a 10c refund for every eligible container they return through a CDS site.

McCallum is contracted by the State Government and Tomra Cleanaway to operate a site at 8 Butt Street, Canadian and 6 Neerim Crescent, Mitchell Park that allows Ballarat residents to drive into the depot, efficiently process their containers and receive an on-the-spot cash refund.

The Neerim Crescent site was purpose-built with the Board agreeing to construct a \$600,000 processing facility which was constructed in under 12 weeks by MKM Construction.

The McCallum depots will create employment for up to 20 Supported Employees and 4 staff members and is estimated to process up to 20 million containers each year.



*Pictured above: McCallum's Automated Container Collection Depot began construction in October 2023 and was completed in December 2023.*





## 2023/24: THE YEAR THAT WAS...

### BRONNY WINS FIRST PLACE

#### NOVEMBER 2023

Bronwyn, or Bronny as she is known by most, won first prize at the Ballarat Agricultural & Pastoral Society Show for her flower pot lady that she created in the Community Connections art room in late 2023.



### LIFE MEMBERSHIPS AWARDED

#### NOVEMBER 2023

Three McCallum Directors with a combined service to the organisation of over 50 years were awarded Honorary Life Membership at the Annual General Meeting in November.

Mary Shone, Peter Brugman and Brett Bryant have provided countless hours of expertise, knowledge and strategic direction to McCallum over the years and are very worthy of life membership of our wonderful organisation.



### NDIS SERVICES TEAM

#### DECEMBER 2023

In late 2023 and early 2024, we undertook a large project to establish our NDIS Services Team, which now serves as the central point for intake, rostering, and NDIS administration. This team plays a pivotal role in ensuring that roster templates align with our customers' support plans and in allocating staff to shifts efficiently.

The centralisation of rostering was a significant change, implemented through a phased approach that began with Day Programs and progressively incorporated Accommodation Programs. This careful rollout ensured the transition of the rostering process would be handed over as smoothly as possible. We commend the NDIS Services Team for their determination throughout this period and thank all staff and participants for their patience and support during this significant change.



## MCCALLUM'S CORPORATE GOLF DAY

FEBRUARY 2024

McCallum's annual corporate golf day was run and won on Friday 16 February at the Midlands Golf Club & RSL. Twenty-eight teams competed for the Perpetual McCallum Cup. Our great partners and builders of McCallum's most recent disability houses, Macneil Group, were the eventual winners of the day.



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## THAT'S THE SPIRIT

MARCH 2024

The Social Enterprise's food packaging team commenced work at Itinerant Spirits undertaking the gin bottling process as part of a labour hire model.

Supported Employees manage sterilising, filling, sealing, labelling and preparing product for shipment.







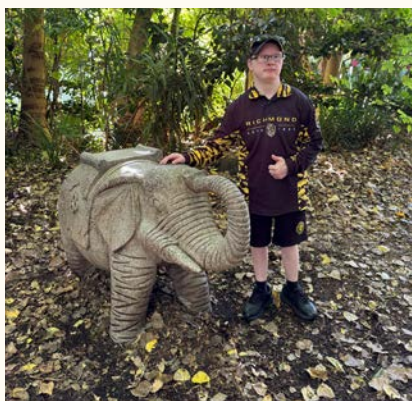
## 2023/24: THE YEAR THAT WAS...

### A VERY BUSY WEEKEND

#### MARCH 2024

It was just another regular weekend for the Lifestyle Options team supporting our customers in the community with people travelling to Melbourne to watch the footy and go to the zoo, whilst others went to Annie the musical and the Red Hot Summer Tour at Victoria Park.

Each week McCallum helps support a multitude of people undertake their daily living. This includes getting ready for their day, helping with travel arrangements or cooking a meal. It also includes exciting activities that we all love such as going to the movies, getting fish and chips for dinner or just going for a stroll around the lake.





## WORK EXPERIENCE LEADS TO OPEN EMPLOYMENT

APRIL 2024

School Leaver Employments Support program participant, Joseph recently received an offer to join the staff at Midlands Golf Club within their grounds keeping team.

This is a fantastic achievement and testament to hard work and dedication. Joseph's commitment to learning and developing his skills through the School Leaver Employment Supports (SLES) program has paid off, and we couldn't be prouder.

A big thank you to Tony, the head greenkeeper at Midlands, for providing Joseph with work experience and for this opportunity to now move into open employment.

Your support and belief in young talent like Joseph make a significant difference in their journey towards independence.





## 2023/24: THE YEAR THAT WAS...

### SCHOOL LEAVERS UNDERTAKE WORK EXPERIENCE

MAY 2024

The small team from the School Leavers Employment Supports program undertook work experience with the Social Enterprise landscaping team helping plant over 200 plants and spreading 4.5m<sup>3</sup> of mulch.



### MCCALLUM NAMED TOP PERFORMING CDS REFUND POINT

MAY 2024

McCallum's CDSVic Ballarat South depot is ranked the 3rd best performing container refund depots by Tomra Cleanaway. The site based in Canadian processed its 5 millionth container during the month.



*Pictured above: McCallum's Social Enterprise team processing containers at the Ballarat South Automated Container Collection Depot. It's estimated that over 12 million containers will be processed at this site each year.*





## ICARE ENGAGEMENT SURVEY

### JUNE 2024

In June 2024 we ran our 'Do ICARE' Engagement Survey for the first time in three years, achieving a 69% participation rate, with 193 out of 278 employees taking part. This survey provided valuable insights into what our staff appreciate about working with McCallum, as well as areas for improvement.

We received an overall engagement survey score of 76% which is 8% higher than other Australian Not For Profit organisations average.

**Notably, 98% of staff understand and align with our values, and 97% believe these values are well-suited to our organisation. It was so pleasing to see that our values resonate with our staff so highly.**

We are committed to working towards the areas of development we received from this feedback, and are excited to see how our future engagement surveys improve!





## 2023/24: THE YEAR THAT WAS...



# VALE

## VALE NEIL HEATON

*The McCallum team were deeply saddened to announce the passing of much loved McCallum family member, Neil Heaton on 18 October 2023.*

Neil had resided at the Leopold Street accommodation units for many years, as well as attending McCallum's day programs and working at McCallum Industries. He was extremely well known to many staff, customers and the people in the broader Ballarat community.

Neil had suffered recent health challenges which slowed him down somewhat but never suppressed his smile or cheekiness or love of dancing, dressing up, parties, his music (especially Neil Diamond and Elvis), and of course the Collingwood Football Club.

Neil was overjoyed at the Collingwood premiership in 2023 which he enjoyed from the comfort of his own lounge chair.



Our heartfelt thanks goes to the awesome staff at Leopold Street and those who responded to Neil's health needs and especially those who came to his immediate aid.

Thank you so much for your care and skill which is always on display in these real times of need.





## VALE

### VALE TIM PITCHER

*Tim Pitcher had been a part of the McCallum family for over 30 years. On January 8 Tim passed away in hospital after his health deteriorated.*

Unfortunately, he experienced further health complications and Tim was made comfortable with his family by his side as he peacefully passed away.

Tim participated in day activities at Community Connections since he was a teenager. His fun loving character made him a favourite amongst his peers and staff.

Tim lived at King Street in a DHHS home for over 30 years supported by McCallum's accommodation team. He moved into his new home at Lucas in September last year. This was a great move, sharing his home with his two house mates and enjoying his own ensuite.

Tim adored his family and was overjoyed whenever he spent time with them. Holidays were always fun and coca cola made everything better for Tim.



Tim had many health issues that would have been difficult for him to manage, but he always had a cheeky grin and a "Hello, how are you?" or "spot on!" for everyone. His husky laugh was infectious.

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Our thoughts are with his family, friends and the wonderful staff who have made a positive difference in Tim's life over the years. Tim was very much loved and will be very sorely missed.

"Go Tiges!"

---

# VALE



## VALE ANTHONY DOOLEY

*Long term BRI Supported Employee Anthony Dooley passed away in Gandara Care on Thursday 18 January after bravely battling cancer for over 6 months. Anthony passed away peacefully with his family by his side.*

Anthony or 'Dools' as he was known by his friends and co-workers, worked at BRI for the past 12 years in our landscaping division. He was a very hard worker and a loved member of the team.

Anthony was a real character who was always up for a laugh and a story and had the ability to find a positive in most situations. Anthony's work played a huge part in his life and was of utmost importance to him, even in his final weeks battling his illness Anthony continued to tell his great mate and boss Ben that he would be back at work soon.



Our thoughts are with Anthony's family and friends and co-workers, especially his great mates in the landscaping team. 'Dools' will be deeply missed by all of us. We are sure he has already found some grass to mow and some friends to tell a few yarns.

## VALE CARMEL WAIGHT

*Long serving Social Enterprise employee, community connections Participant and friend to all, Carmel Waight sadly passed away in hospital following a short bout of illness.*

Carmel was a cherished member of the McCallum community, and her presences touched the lives of everyone who had the privilege of knowing her. Her strength, resilience and warmth were truly inspiring. Carmel was always up for a laugh and brought joy to those who surrounded her.

Let us remember Carmel with fondness.  
May she rest in peace.





## BOARD OF DIRECTORS



Brett Bryant  
*Chair*



Wendy McNabb  
*Deputy Chair*



Claire  
Huntington



Tim  
Bunning



Peta  
Clarke



Mary  
Shone



Peter  
Brugman



Brett  
Jones



Joe Ballinger

## EXECUTIVE MANAGEMENT



Tyrone McCuskey  
*Chief Executive Officer*



Noelene Collins  
*Manager Accommodation  
& Lifestyle Options*



Eliza Munro  
*Financial Controller*



Matt Vallance  
*Manager Infrastructure &  
Business Development*



Marc Amos  
*Manager  
Social Enterprise*



Lauren Baker  
*Manager  
People and Culture*



Leigh Cooksley  
*Manager St Arnaud &  
Customer Coordination*



# 2023/24 COMMENTARY



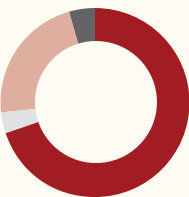
McCallum reported an unfavourable operating result for the year which reflects a number of unexpected one off events but also resulted from investing in workforce resources and a challenging economic environment generally.

McCallum Disability Services Inc. returned an Operating Deficit for the year of \$886k, despite Income from all sources rising by 6.5%, expenditure costs rose by 11% which created an adverse result as compared to 2023. The deficit was partly offset by an increase in the revaluation of financial assets, and produced a negative Comprehensive Income result of \$601k. Notwithstanding the increase in income the organisations financial results were negatively impacted by the unexpected loss of several long term residents, cost of investing additional resources into customer and staff support services, adverse local economic conditions and implementation of the Supported Wage System.

Production revenue declined year on year due primarily due to the cessation of contracts held and tougher economic conditions experienced by commercial customers, however these were largely offset by the opening of our two new Container Deposit Scheme (CDS) sites in North and South Ballarat. The Victorian contract was negotiated with the State Government and Cleanaway Tomra in July 2023 with both sites operational by the end of the calendar year. The CDS has contributed additional revenue since January 2024 and gained significant community support with total containers processed to date exceeding 15 million containers.

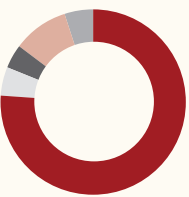
Despite the challenging operating environment McCallum is focused on a sustainable financial future with detailed plans to address performance consisting of a focus on improved resident occupancy, further streamlining processes though IT enhancements and improving financial returns on our new ventures.

## 2023/24 OPERATING REVENUE SOURCE



• Grants & Subsidies	\$22,019,555
• Service Contributions	\$1,162,893
• Production Revenue	\$6,938,944
• Other Income	\$1,375,603
<b>Total</b>	<b>\$31,496,995</b>

## 2023/24 OPERATING EXPENSE BREAKDOWN



• Staff costs	\$24,681,737
• Administration costs	\$1,616,080
• Depreciation expense	\$1,379,912
• Program & Production	\$3,128,882
• Property, Fleet & Finance	\$1,576,612
<b>Total</b>	<b>\$32,383,223</b>





## STATEMENT OF COMPREHENSIVE INCOME

For the year ended 30 June 2024

	2024 \$	2023 \$
<strong>INCOME</strong>		
Recurrent government grants & subsidies	22,019,555	20,384,388
Service contributions	1,162,893	1,023,120
Production revenue	6,938,944	7,153,419
Income from investments	207,984	280,232
Net gain on sale of fixed assets	754,431	468,083
Other income	413,188	296,690
	<strong>31,496,995</strong>	<strong>29,605,932</strong>
<strong>EXPENDITURE</strong>		
Employee benefits	(24,681,737)	(21,864,492)
Administration operating costs	(1,616,080)	(1,198,248)
Depreciation	(1,379,912)	(1,211,586)
Program operating costs	(1,244,803)	(1,123,448)
Production costs	(1,844,079)	(2,224,907)
Property costs	(1,089,238)	(976,865)
Transport	(326,667)	(431,787)
Finance expenses	(160,707)	(105,364)
	<strong>(32,383,223)</strong>	<strong>(29,136,697)</strong>
<strong>SURPLUS/(DEFICIT) FROM OPERATING ACTIVITIES</strong>	<strong>(886,228)</strong>	<strong>469,235</strong>
Grants and donations for capital purposes	18,000	126,193
Unrealised gain on revaluation of financial assets (FVTPL)	13,500	126,875
<strong>SURPLUS FOR THE YEAR</strong>	<strong>(854,728)</strong>	<strong>722,303</strong>
<strong>OTHER COMPREHENSIVE INCOME</strong>		
Gain on revaluation of properties	-	2,742,103
Gain (loss) on revaluation of financial assets (FVOCI)	253,211	68,247
<strong>TOTAL COMPREHENSIVE INCOME FOR THE YEAR</strong>	<strong>(601,517)</strong>	<strong>3,532,653</strong>

# STATEMENT OF FINANCIAL POSITION



For the year ended 30 June 2024

	2024 \$	2023 \$
<b>ASSETS</b>		
<b>CURRENT ASSETS</b>		
Cash and cash equivalents	2,665,000	1,900,983
Trade and other receivables	4,176,368	3,914,542
Inventories	111,873	145,592
Other financial assets	-	1,008,975
<b>TOTAL CURRENT ASSETS</b>	<b>6,953,241</b>	<b>6,970,092</b>
<b>NON CURRENT ASSETS</b>		
Property, plant and equipment	26,791,049	27,011,614
Other financial assets	3,693,370	3,467,955
Right-of-use assets	3,452,469	2,102,796
<b>TOTAL NON CURRENT ASSETS</b>	<b>33,936,888</b>	<b>32,582,365</b>
<b>TOTAL ASSETS</b>	<b>40,890,129</b>	<b>39,552,457</b>
<b>LIABILITIES</b>		
<b>CURRENT LIABILITIES</b>		
Trade and other payables	2,064,780	1,143,439
Contract liabilities	114,807	175,315
Current lease liabilities	431,722	198,477
Employee benefits	1,985,697	2,069,511
<b>TOTAL CURRENT LIABILITIES</b>	<b>4,597,006</b>	<b>3,856,742</b>
<b>NON CURRENT LIABILITIES</b>		
Non-current lease liabilities	3,264,805	2,068,205
Employee benefits	254,569	252,222
<b>TOTAL NON CURRENT LIABILITIES</b>	<b>3,519,374</b>	<b>2,320,449</b>
<b>TOTAL LIABILITIES</b>	<b>8,116,380</b>	<b>6,177,191</b>
<b>NET ASSETS</b>	<b>32,773,749</b>	<b>33,375,266</b>
<b>EQUITY</b>		
Reserves	9,419,944	9,137,055
Retained earnings	23,353,805	24,238,211
<b>TOTAL EQUITY</b>	<b>32,773,749</b>	<b>33,375,266</b>



## AUDITOR'S REPORT



### McCallum Disability Services Inc.

ABN 65 583 429 720

### Auditor's Independence Declaration to the members of McCallum Disability Services Inc.

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2024, there have been:

- (i) no contraventions of the auditor independence requirements as set out in section 60-40 of the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and
- (ii) no contraventions of any applicable code of professional conduct in relation to the audit.

*CountPro Audit Pty Ltd*  
CountPro Audit Pty Ltd

Jason D. Hargreaves  
Director

180 Eleanor Drive, Lucas

20 September 2024

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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., which comprises the statement of financial position as at 30 June 2024, the statement of comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, notes to the financial statements and the statement by the board of governors.

In our opinion, the accompanying financial report of the Association is in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*, including:

- (i) giving a true and fair view of the Association's financial position as at 30 June 2024 and of its financial performance for the year ended; and
- (ii) complying with Australian Accounting Standards - Simplified Disclosures and 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* (ACNC Act) and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* (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 believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

#### Responsibilities of Management and the Board of Governors for the Financial Report

Management of the Association are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards - Simplified Disclosures and the ACNC Act, and for such internal control as the responsible entities determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, management is responsible for assessing 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 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.





## AUDITOR'S REPORT



### McCallum Disability Services Inc.

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

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement 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 the 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 directors 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.

*CountPro Audit Pty Ltd*  
CountPro Audit Pty Ltd

Jason D. Hargreaves  
Director

180 Eleanor Drive, Lucas  
24 September 2024

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# MEMBERSHIP LIST 2023/24



## BALLARAT MEMBERS

- 1. Mrs Helen Ballinger
- 2. Mr Tim Bunning
- 3. Mr & Mrs Geoff & Marie Harrison
- 4. Mr Brett Jones
- 5. Mrs Peta Clarke
- 6. Ms Leslie McLean  
(McLean's Cleaners)
- 7. Mrs Claire Huntington
- 8. Ms Leah Mason  
(Angus Eels Plumbing)
- 9. Mrs Judy Roberts
- 10. Mr Ron Smart  
(Ron Smart Electrical)
- 11. Ms Faye Hunt
- 12. Wendy McNabb

## ST ARNAUD MEMBERS

- 1. Mr Geoffrey Patching
- 2. Mrs Noreen Ryan
- 3. Mrs Judy Patching

## BALLARAT LIFE MEMBERS

- 1. Mr Joseph Ballinger
- 2. Mrs Bev Barby
- 3. Ms Erma Fidler (deceased)
- 4. Mrs Isabel Gribble
- 5. Mrs Elizabeth Hastie
- 6. Mrs Lynden Hayes
- 7. Mrs Caroline Hutterer
- 8. Mr John King (OAM)
- 9. Mrs Nancy McCallum (deceased)
- 10. Mrs Valerie McRoberts
- 11. Mr W.A Wilkie (deceased)
- 12. Mr Norm Pinney (deceased)
- 13. Mr Peter Brugman
- 14. Mr Brett Bryant
- 15. Ms Mary Shone

## ST ARNAUD LIFE MEMBERS

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

## BRI LIFE MEMBERS

- 1. Mr John Burt
- 2. Mr Michael Morrow
- 3. Mr Bill Goldfinch

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