



**ANNUAL
REPORT**

2019

Windarring Head Office

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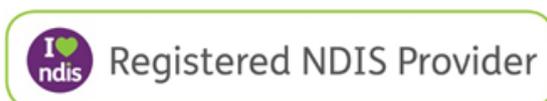
Acknowledgement of the traditional owners and country

Windarring acknowledges the Australian Aboriginal and Torres Strait Islander peoples of this nation. We acknowledge the traditional custodians of the lands on which our company is located and where we conduct our business. We pay our respects to ancestors and Elders, past and present and emerging leaders. Windarring is committed to honoring Australian Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships to the land, waters and seas and their rich contribution to society.

The meaning behind the indigenous word "Windarring" is sunrise or dawn.

Windarring is committed to ethical and sustainable environmental practices.

Cover: mural at Windarring in Kyneton 67 Baynton Street by Geoff Hunt, Michael Gough, Vanessa Rapp and Kate Healey



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It has been a year of tremendous challenges and inevitable change. We continue to work through the implications of the NDIS and work to enhance the positive impact the NDIS has on our client's lives. We work to fight for fairness and equity for people with a disability everyday.

As we reflect on our achievements, challenges and milestones during the past 12 months we are proud to outline these in our Annual Report.

The Annual Report makes it is clear that Windarring has continued to focus on its Mission:

To ensure the best outcomes for clients by providing high quality, responsive and personalised supports



CEO UPDATE

Checks and Balances

Throughout the year we initiated reviews into our systems and programs to ensure that we are improving our sustainability in the current changing environment. The aim of the reviews is to improve the efficiency and effectiveness of our business and ensure that clients receive the individualised services that they need. We believe it is important to do regular reviews and audits to ensure that we are providing the highest levels of care and services to our clients, parents, carers and families.



Building for Our Future

Based on feedback from our reviews and audits and in order to meet the continuing need of clients we have invested in new systems. We are currently in the middle of an upgrade to our Information, Communications and Technology systems.

We have listened to feedback about our Service Planning and invoicing systems. Early in the next financial year we will introduce a new system called Eziway. This will enable our payroll, service planning and invoicing to be synchronised. The value for our clients is that we will have a more integrated way for everyone to have access to plans and the funds available in plans.

Excellence in Service Delivery

Windarring commenced providing the National Disability Insurance Scheme (NDIS) in July 2017. Throughout the period of implementation of the NDIS we have developed our expertise to offer many exciting opportunities for our clients. We can now offer an extensive suite of programs to clients whether it is individualised support, group programs, lifestyle programs, respite, holiday programs, therapeutic and well-being needs.

VICKI POXON
CEO

Our People Are Our Strength

In early 2019 we embarked on a program called from Good to Great. The aim is to provide the team with the resources that are needed to support clients and ensure we meet their individual needs. We work with our team so that they understand the purpose of their work and ensure it meets the client's needs, making a difference to the lives of people we work with. It's important that we all understand the difference we can make.

GREAT VALUES

windarring

G	R	E	A	T
Genuine	Respect	Excellence	Accountability	Togetherness
Being Consistent Honest Trustworthy Accountable	This is reflected in our behaviours, attitudes and words. Always being fair, honest and caring to those who we work with and come in contact with.	Only the best by us will do, by achieving the highest standards of care.	We constantly do what we say we are going to do by supporting each other and holding each other to account.	Working together to support common values and vision for shared goals.

windarring.org.au

Our aim at Windarring is to hardwire excellence throughout the organisation.



windarring

FEEDBACK FORM

Let us know how you feel



Helping us to help you more

Feedback is a term we use when someone tells or shows us something that they are really pleased about or when they are not very happy.

It can also mean when a person wants to suggest something.

Either way, it helps us to look at how we look after you, so that we can try to do it better.

It also helps to fix the problem (as best we can) for you and others who will use our services in the future.

Listening to our Clients, Parents, Carers & Families

In June 2019 we held a workshop for parents, carers and family members with the aim to help us plan the client journey. The information collected will be used to introduce a number of alternative ways for people to enhance their engagement with Windarring. We have introduced a system of parent and carer meetings at each site with a board member in attendance.

We surveyed our clients during the year and received responses from 85% of clients. Overwhelmingly clients commented about how much they value the support workers and the programs that are provided. Every surveyed client felt comfortable to tell someone if they weren't happy with anything at Windarring and they could identify how they could provide feedback.

Page 8 is an illustration for one of our parents and carers workshops.

BOARD UPDATE

During the year we welcomed new Board members Dr Jan Mahoney and Stephen Feiner. Dr Mahoney was elected Board Chair in May 2019. We also said goodbye to Gemma Robertson, Jenny Holliday, Rod Poxon and Chinka Steele. We thank Chinka for his years of guidance of Windarring.

We would like to express our sincere thanks and gratitude to our Board, Executive Management Team, staff and volunteers who give so much every day and without whom, our story of growth, resilience and success would not be possible.

We are delighted to commend this Annual Report to you.

Current Board Members

As at June 2019

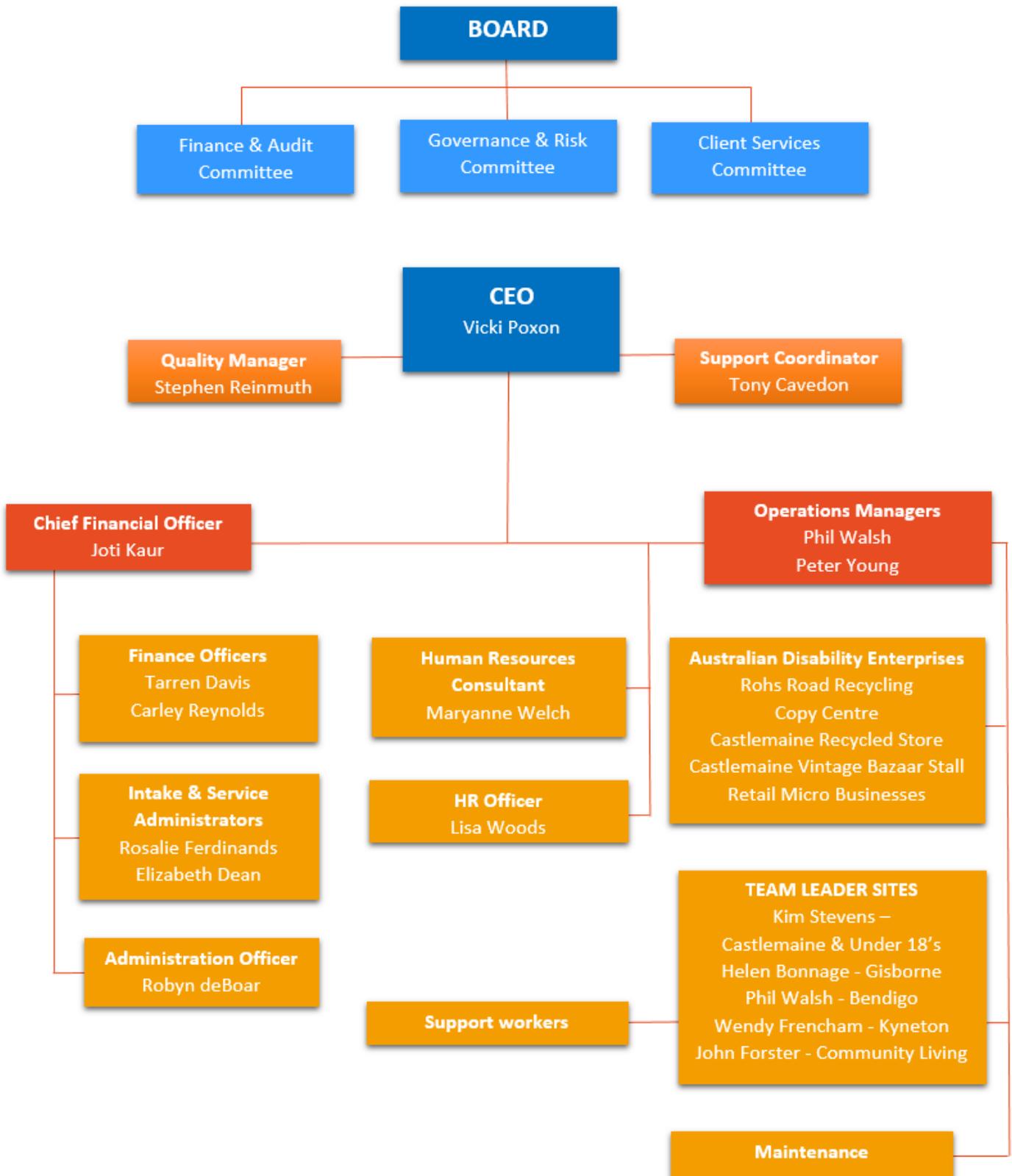
Dr Jan Mahoney
Michael Rowland
Bette Sartore
Elvira Brown
Chris Chaplin
Stephen Feiner



DR JAN MAHONEY
BOARD CHAIR

ORGANISATIONAL STRUCTURE

30 JUNE 2019



UPDATES



Brigid at the Gisborne Gazette

This is Brigid who has 1:1 numeracy/literacy on a Friday with Amanda her Support Worker. She has enjoyed work experience at the Gisborne Gazette Newspaper where she types up the jokes to be published in the paper each month, what a great job (as well as many other varied tasks!) It is also great the organisation recently agreed to fund our 'Wish List'. We are lucky to have a local organisation like them supporting us in so many ways.



Issac

Issac with a painting he did of his mum and dad in the Bendigo Windarring art program.

UPDATES

Paul at the Gisborne Mens Shed

Paul Beard goes regularly to the Men's Shed where he learns many skills from a number of very practical and gifted men.

The photo shows Paul making a perspex jewelry box using a g-clamp

The owner of the box will be able to insert their own photos into the sides and lid of the box.

Big thank you to the Gisborne Men's shed for supporting Paul's work.



Trivia with a Twist

A very successful Trivia Night was held with the aim of raising money and having fun.

A huge number of people and local businesses donated prizes for the cause. We are very grateful to the ongoing community support we receive.

Our clients, staff and families, had a fun night where there was lots of singing and dancing.

UPDATES

Supporting Joe in his many pursuits



Joe Smith enjoys working in a number of roles at Windarring. In fact Joe says, "I love my life". The reason is that Joe has a very active life while at Windarring now involved in our Recycled Store based at 317 Barker Street Castlemaine and Castlemaine Vintage Bazaar.

Joe has a keen interest in many community groups. Joe is a keen drummer, a talented guitarist and singer. He drums for the Bendigo Scottish Marching Band. He is an extremely talented Ten Pin bowler, Joe has bowled for the Australian national team in the Paralympics. He often scores over 200 points and practices several times a week. He has also recently picked up Jujitsu and playing pool as a hobbies. To add to Joe's many talents he is also involved in the local Able Radio based on Maine FM in Castlemaine.



UPDATES

Windarring Mushrooms

Our mushrooms caught the attention of Gardening Australia for a future episode in April 2020.

The team had a wonderful time demonstrating what they do and getting tips from Millie Ross the Gardening Australia expert.



SUPPORTED LIVING



Day at the Footy

Sue and Gabrielle from our supported living program with Janine our support worker went to Melbourne to watch two AFL games in one day. The clients loved it!

Our motto is Let's Do it! The clients wanted to support each other's team and that is the reason for going to the two games in one day! Tickets were purchased and accommodation was booked. Gabrielle wanted to see her team Essendon play at the MCG at 1.45pm. Sue wanted to see her team Geelong play at Marvel Stadium at 7.20pm. Gabrielle is a passionate Essendon supporter and her team won so she was super happy - Winners are Grinners! Sadly for Sue her team was defeated, Sue took it in her stride and said she had had a great day. Sue and Gabrielle had a wonderful day and would like to go and see their beloved teams play again one day in 2020!



Janine supported Sue during Geelong's shock loss.

BENDIGO RECYCLING

Expanding efforts

The team at Bendigo Recycled have had a productive year, we have welcomed new employees Glenn, Brayden, Alinta, John and Todd to our team and they have made a wonderful contribution to our recycling efforts. We have expanded our packing operation to Kyneton where a small team have been packing bales ready for transportation to the Southern Cross Recycling depo in Broadmeadows – Mark, Rod, and Zac supported by John have taken on the task and it is going really well. We are also exploring other business possibilities as well as micro business for a number of people through the National Disability Insurance Scheme (NDIS).

The Australian Disability Enterprise (ADE) section of Windarring currently employs 28 part time employees with meaningful jobs with the aim of continuing to increase our workforce as our recycling ventures expand.

Through the efforts of the Recycling team, stock for garage sales and supplying Bric a Brac to our shop in Castlemaine are new tasks the team has embraced. This has occurred due to a change in what our trading partner Southern Cross Recycling requires from our collections. This change has been challenging but the team has embraced the new opportunity and a new focus on selling items has emerged. This will be a further developed in the upcoming year. Training is provided to our team in all aspects of retail management.



WINDARRING SITES

Gisborne Social Support, 8a Hamilton Street

Bendigo Social Support, Fir Street, Golden Square

Bendigo SCR Recycling, 38 Rohs Road

Castlemaine Social Support, 317 Barker Street

Castlemaine Recycled Store, 317 Barker Street

Kyneton Day Service & Corporate, 67 Baynton Street

Kyneton Copy Centre, 58 Mollison Street

Kyneton Makers Market, 58 Mollison Street

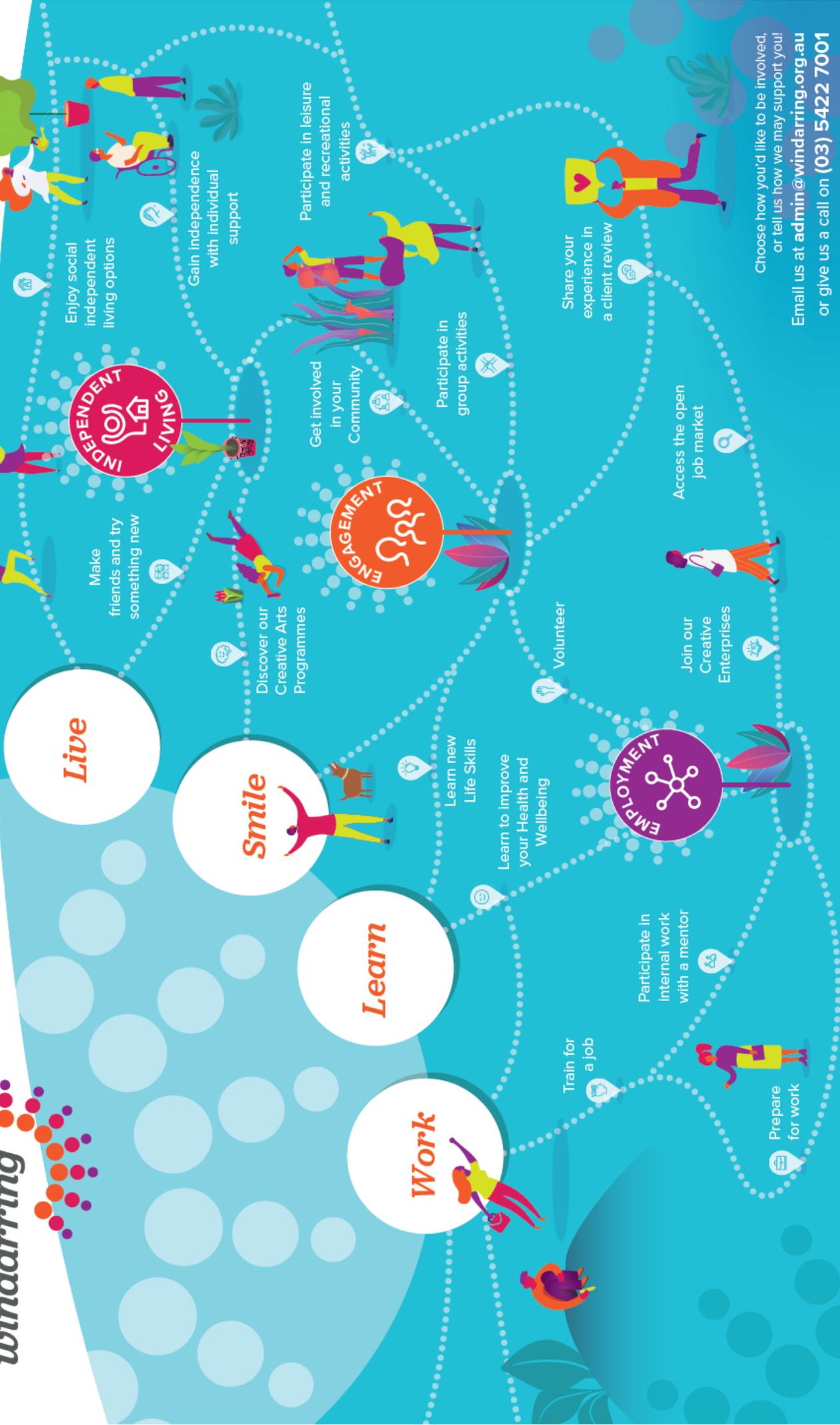
PROGRAMS INCLUDE

Delivering Meals on Wheels/ Woodwork/ Recycling store/ Holiday program/ Everyone loves to dance and drama/ Under 18's/ Farm visits/ Respite/ Going to shows and sporting events in Melbourne/ Kyneton Copy Centre/ Community involvement/ Local paper run/ Art and community art/ Cooking/ Supported living/ Making music/ Video production/ Flash mob dancers/ Floristry/ Gift Baskets/ Craft/ Retail at Makers Market/ IT tuition/ Swimming & fitness/ Pamper days/ Mural painting/ community lunch participation/ Men's shed/ Food bank/ Gardening/ Retail training



Opportunities for life

There are many paths to becoming part of the Windarring family!



Choose how you'd like to be involved, or tell us how we may support you! Email us at admin@windarring.org.au or give us a call on (03) 5422 7001 www.windarring.org.au

