



# ANNUAL REPORT

2021



## OUR VISION

All people living with disability are included and empowered to live the life they choose.



Scan me for our latest TV Ad

# CONTENTS

4	ABOUT US
5	OUR TEAM
6	OUR BOARD MEMBERS
8	PRESIDENT'S REPORT
9	TREASURER'S REPORT
10	GENERAL MANAGER'S REPORT
13	HIGHLIGHTS
15	SERVICE LOCATIONS
16	SERVICES
18	SUPPORT SERVICES
19	AUSTRALIAN DISABILITY ENTERPRISE
20	PEOPLE + CULTURE
22	FINANCIAL REPORT



## OUR MISSION

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To be a leading service provider that supports people living with disability.

We will do this by creating opportunities to enhance independence, provide choice and enrich lives.



## OUR VALUES

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INTEGRITY



RESPECT



CONNECTION



POSITIVITY



COMMITMENT

### POSITIVITY

We seek the positive in a challenging world.

### COMMITMENT

We go above and beyond to do the very best

### CONNECTION

We focus on people first and nurture meaningful relationships.

### INTEGRITY

We will do the right thing, hold ourselves accountable and honour our commitments.

### RESPECT

We are inclusive and treat people with dignity, honesty and empathy.



# OUR TEAM



**KATH GRAHAM**  
GENERAL MANAGER

Kath has more than 20 years' experience in delivering growth and sustainability to businesses. Kath has worked in a variety of sectors and government organisations where she has delivered a number of key projects.



**SCOTT GREEN**  
CHIEF FINANCIAL OFFICER

Scott is a registered nurse and worked in Mental Health and acute disability care before joining Glenray. Scott started managing Glenray house and now is the CFO.



**KATE GORRELL**  
PEOPLE + CULTURE MANAGER

Kate joined Glenray in April 2020, and is excited to be working for a local not for profit organisation who provides such critical services to people within the community.



**MARY ELLEN CRIMP**  
MANAGER SUPPORT SERVICES

Mary-ellen joined Glenray in October 2019, and has more than 20 years experience in Community Services. Mary-ellen has worked across various roles within the disability sector.



**APRIL SEE**  
OPERATIONS MANAGER ADE'S

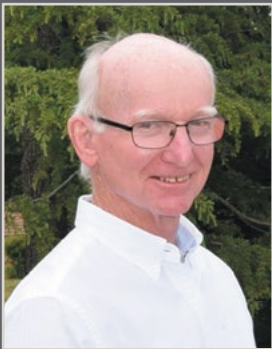
April joined Glenray in April 2021, and brings many years experience in Operations and logistics, she looks forward to working at Glenray, sharing her expertise and making a difference in peoples lives.



**ELISA MILLER**  
MARKETING MANAGER

Elisa joined Glenray in October 2020, She has many years experience in Design, Marketing and Communication. She is excited to be working for a not for profit and looks forward to sharing her expertise.

# OUR BOARD



## BRIAN ADAMS

PRESIDENT

My son was accepted as a Client of Glenray in 1989. I was invited to join the Board of Glenray in 1993. In 1995 I was elected President and have served the organisation in this capacity on an honorary basis for the past 26 years.

The management experience I bring to Glenray was gained through a career in the construction industry. I spent 20 years managing major International Construction Companies throughout Australia and Asia.



## JOHN MCMAHON

VICE PRESIDENT

I have been involved with Glenray Industries since 1975 when my daughter attended Glenray School. I have been actively involved in the management of Glenray since the 1970s and I have spent many years as a Board member of Glenray Industries.

I bring experience through owning and managing a sheep and cattle property for 40 years and being a business manager in the emergency services (RFS & SES) for around 25 years.



## FELICITY SMALL

SECRETARY

I am a Senior Lecturer in Marketing at Charles Sturt University. I have been on the Board since 2019. I conduct research projects into issues for People living with a Disability and as a social marketer I am happy to share my knowledge and insights with the Glenray Board. As a Bathurst local, I have always known about Glenray Industries, and the great work it does for the community. I am delighted to be a part of this people and value-orientated organisation.



## EVAN DOWD

DIRECTOR

I am the Director of Hennessy Dowd Lawyers in Bathurst. I am married with four children and my wife and I also own and operate a farming property in Brewongle. I have been on the board of Glenray for around 10 years and have witnessed it's growth and transformation over the years to a leading not for profit service provider, completely dedicated to assisting members of the community with disabilities.

I am very proud to be associated with this company and to be part of such an inspiring group of people with the shared vision of continuing to grow and dominate the marketplace of such a crucially important service within our community.



## JUDY MCGIRR

DIRECTOR

I have been involved in the disability sector for over 40 years, as the parent of a child with high support needs, including as a member of the Glenray Board of Directors.

I completed my Certificate of Nursing and later, my husband and I operated a family business for twenty years. My time on the Glenray Board has seen many exciting changes and it is a privilege to be involved in making Glenray a provider of choice within the Bathurst community.



## DEIRDRE KEOGH

DIRECTOR

I joined Charles Sturt University, Bathurst after a professional life in banking in Sydney. My educational qualifications are in accounting, finance and mathematics and my research areas were in finance and ethics. During my life I have received help in my personal and work life from many people and institutions and in retirement I would like to be able to repay some of that generosity.



## TED REEDY

DIRECTOR

As a member of the Board I hope, in some small way, to be able to support the proud heritage of Glenray in providing a caring environment for people with a disability.

I bring experience in management, marketing and communication.

# PRESIDENT'S REPORT

BRIAN ADAMS

**THE BOARD AND  
MANAGEMENT OF  
GLENRAY THANK  
THE CLIENTS AND  
EMPLOYEES OF  
GLENRAY FOR A  
HIGH LEVEL OF  
PARTICIPATION IN  
OUR VACCINATION  
PROGRAM.**

**Glenray has continued to experience the effects of Covid19 Pandemic through this financial year.**

However our management team has efficiently implemented procedures that have provided safeguards to our clients, supported employees and Staff, from the virus that has become evermore present in our central west community.

Glenray supports the view of Government ,that vaccination is the most effective means of combating this virus. The board and management of Glenray thank the clients and employees of Glenray for their support in delivering a high level of participation in our vaccination program. This will allow Glenray as a Disability Support Service the opportunity to provide a safe environment for all as we seek to return our clients to pre covid work, lifestyle and home conditions.

As vaccinations rise in the community not only will restrictions to our lifestyles be removed but also stability will return to the business environment. Glenray will emerge from this current lockdown faced with a surge in activity particularly in the ADE`s. As a consequence, a state of readiness has been installed in the business to combat the challenges that this may bring. Management have been diligent in their efforts in this current downturn to actively ensure that all systems and procedures for coordination and control of the business are in place to support all sectors of the company's operations.

Notwithstanding the issues of closure to some areas during this pandemic Glenray has maintained a steady growth program in most sectors of business. The company continues to demonstrate a robust balance sheet with the acquisition of key strategic assets and the commencement of stage four of the village.

We look to the future with anticipation that continuity of business will soon be restored. This will provide the confidence for further growth and development of Glenray. The focus will continue on the provision on both residential and vocational support to people with disabilities.

On behalf of the Board of Directors I wish to extend our thanks and appreciation to our clients for choosing Glenray as their service provider and our staff for their commitment and compassion in the way they provide support services to our clients.

Thank you to our Board of Directors who give their time freely to Glenray providing support and guidance to the business. In particular we thank Mr John Thompson for his contribution as a Director and Treasurer who has retired from the board this year.



# TREASURER'S REPORT

SCOTT GREEN

**OUR CONSISTENT RESULTS WHEN FACED WITH SHUTDOWNS, QUARANTINES & STAY AT HOME ORDERS SHOW THAT DISABILITY IS TRULY AN ESSENTIAL SERVICE.**

**Glenray Industries recorded an operating surplus for the current financial year on par with the previous financial year.**

Our consistent results when faced with shutdowns, quarantines and stay at home orders show that Disability is truly an essential service. Throughout Covid Glenray has continued to provide services to people with a Disability, some of these services being massaged slightly to minimise exposure, while still offering choice and control to our many participants.

As the NDIS approaches half a million participants across Australia, Glenray continues to grow in all aspects of our business. Over the past 5 years our staffing numbers have increase by an average of 9% per annum. With this there is increased demand for head office support to our workforce and participants.

During the year Glenray acquired a new Head Office building in Howick St Bathurst, to accommodate a growing number of staff. With this addition Glenray continues its long history of setting a strong asset base to enhance services and ensure longevity. Total assets increased by 14% this financial year and sit at just under 20 million dollars.

Overall revenue decreased by 8% from the previous year, this hit most evident in our Commercial Laundry that relies on Motels for their business. The laundry did recover with some record months of sales after the initial Covid lockdown period.

Glenray is in a solid financial position at 30 June 2021, with a working capital ratio of 1.8, Glenray has nearly twice the capacity to pay its short term liabilities. Glenray continues to return all surplus into improved services for people living with disability, and plan to add more specialized housing to our accommodation portfolio in the next 12 months.

The NDIS continues to promote choice and control, with this our consumer is becoming much more astute when buying services. The market is flooded by many new and established providers, in this market Glenray continues to lead its competitors in providing quality staff and facilities to maintain and grow our market share.

We look forward to another successful year.

# GENERAL MANAGER'S REPORT

KATH GRAHAM

**WE ARE  
COMMITTED TO  
ENSURING THAT  
GLENRAY WILL  
CONTINUE TO  
FOCUS ON BEING  
A SUSTAINABLE,  
EFFICIENT AND  
EFFECTIVE  
PROVIDER .**

In any year, we understand as a disability service provider how important it is for people with disability to have access to quality, timely and appropriate supports. This past year we have all been reminded of the absolute necessity of maintaining the safety and wellbeing of our staff and participants.

COVID-19 pandemic dominated throughout the 2020-21 financial year and our response demanded the majority of our attention and energy. With our COVID-19 planning and implementation of our Management Response Plan it allowed us to ensure continuous care, as well as bringing awareness to our staff, participants and the wider community. We have been fortunate not to have had COVID-19 enter our services, this has been primarily due to the diligence and commitment of our staff.

It soon became apparent that our focus needed to be more immediate, and many other plans were put on hold. With additional cases of COVID-19 across NSW meant that services to people with disability would be disrupted. With careful planning we were able to continue to provide day program activities to our participants who reside at the village and essential supports for those living in the community.

In addition, Glenray has taken all reasonable steps in an effort to encourage staff and participants to get vaccinated, including organising two vaccination clinics in association with Aspen Health. Our vaccination rates show 94% of staff, 96% of participants and 96% supported employees are fully vaccinated.

While we had some difficult times, we also celebrated a number of successes. Some of the highlights included:

- Implementation of Bundle Track (RFID stock tracking system) at the laundry.
- Grid connected solar system installed at the laundry.
- Glenray's first television commercial. The thirty second commercial captures the essence of Glenray community and showcases the variety of supports offered.
- The Hon. Andrew Gee MP officially opened our new head office at 225 Howick St on 17th December 2020.
- Approved Development application for an additional four group homes at Glenray Village.

## **Sustainability**

The 2020-21 financial results demonstrate that we are building a strong future for Glenray. The Board is committed to ensuring that Glenray will continue to focus on being a sustainable, efficient and effective provider under the NDIS.

# GENERAL MANAGER'S REPORT

KATH GRAHAM

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I am very excited that our Board has continued to be entrepreneurial and forward thinking and are committed to investing back into the region that our staff live and work in. Glenray will continue to develop safe, secure, affordable and accessible housing in the region in the coming years.

## Strategic Direction

Despite the unprecedented disruptions, the Executive Management Team and the Board of Directors actively participated in a Strategic Planning workshop to review and measure our Strategic direction. We are actively planning for the implementation of the 2021-24 Strategic Plan including a refresh of the Glenray brand. We will also be focusing on Specialist Disability Accommodation and exploring opportunities for growth of additional services not yet with Glenray's service portfolio and expansion of existing services into new geographic regions.

## Thank you

I appreciate the efforts of our front-line staff and recognise the extraordinary efforts staff have made in response to COVID-19 to ensure the safety and wellbeing of participants as well as their own. Similarly, managers have worked hard, and their leadership has been reflected in maintaining essential supports. The operational leadership of Glenray is the responsibility of the Executive Management Team, and in a challenging year, the many organisational achievements are testimony to their expertise and commitment.

I would like to sincerely thank every person who works at Glenray, helping people with disability lead better lives. I am so proud to have you as part of our work family. Keep up the great work!

My sincere thanks to the people we support and their families. These have been difficult times and thank you for your patience and cooperation in the interests of keeping people safe. I look forward to working with you into the future.

I would also like to thank our Chair, Brian Adams, for his leadership, his friendship and his unwavering support for me in my role. Finally, thank you to our Board of Directors who have given generously of their time, knowledge and expertise, particularly in shaping the future strategy.

We look forward to a great 2021 - 22.



## STORIES:

### KIAMA ROAD TRIP

On 24th May 2021, Julie and Annick had the pleasure of supporting Teresa and Chloe on their holiday by the sea at Kiama, staying in the Lion's Carer's Cottage.

In 2016/7 Kiama Lions Club looked for a project to celebrate the Centenary of Lions International. The idea of turning a disused Council Cottage in the centre of town into a Respite house, was born and the result is Kiama Carer's Cottage.

Both girls were super excited for their holiday as they left Bathurst, bright and early. After arriving and exploring the accomodation we headed off to explore the area. The light house and Kiama Blow hole were some of the highlights and they made sure they ate some fish & chips on the beach.

The cottage, with it's beautiful open plan living and fully accessible bathrooms and bedrooms made for a relaxing and comfortable to stay.

Kiama Carers Cottage was a great getaway and thouroughly enjoyed by everyone.

# HIGHLIGHTS

2020- 2021

## NEW RESPITE HOME

We opened a new Respite Home in Central Bathurst. Providing support and care for young people through to adults on a temporary basis. The home is fully accessible with a modern fit out throughout, it is within walking distance of accessible amenities, tourist attractions, parks and museums providing a home away from home when needed. There has been a constant need since opening which we will continue to see grow.



## THANK YOU CARE PACKAGES

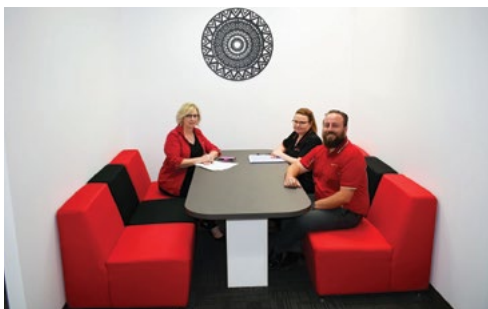
All frontline staff were given a Thankyou care package as a small thankyou for their continued support for our clients throughout lockdowns.

The packs also provided essential PPE gear for those supporting clients on the frontline easing the anxiety of potentially coming in contact with COVID in the community.

## WELCOMED YOUNG PEOPLE

In late 2020 we were successful in our application for Voluntary Out Of Home Care (VOOHC) for young people aged 5-18 years.

This process was very comprehensive and we are pleased we were successful and are now able to provide support and respite for these young people, their families and the community.



## DOMESTIC VIOLENCE TRAINING

Staff have completed a variety of training throughout the year, one of the highlights being the Domestic Violence Training that was delivered in conjunction with Lifeline Central West.

We are always looking to improve the knowledge of staff and this training was well received by all staff who attended.



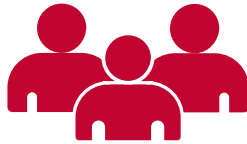


## AT A GLANCE



**259**

Dedicated Staff



**79**

Individual Support Clients



**60**

SIL Clients across  
17 homes



**53**

Supported Employees



**316**

Plan Management Clients



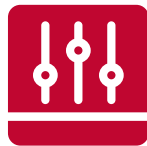
**53**

Lifestyle and Learning  
Participants



**1,670**

Tonnes of Linen  
Cleaned



**134**

Support Coordination  
Clients

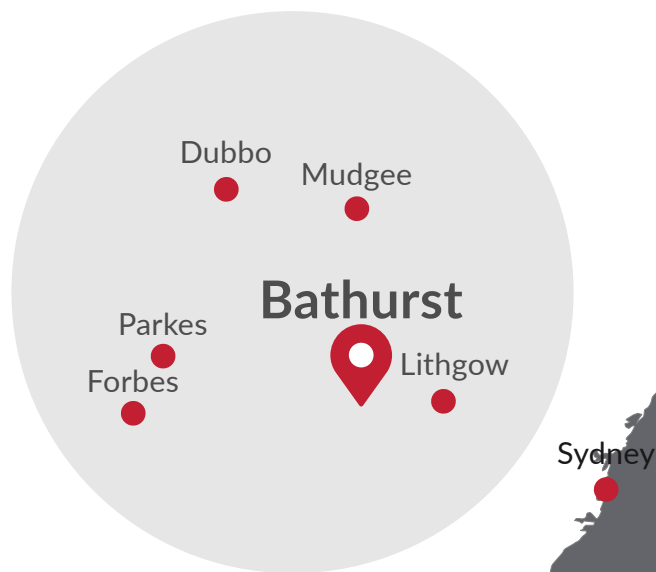


**1,120**

Hours of Training  
Delivered

# SERVICE LOCATIONS

GLENRAY PROVIDES DISABILITY SUPPORT AND BUSINESS SERVICES ACROSS CENTRAL WEST NSW, WITH OUR HEAD OFFICE CENTRALLY LOCATED IN BATHURST





## OUR SUPPORT SERVICES

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### Supported Accommodation

Glenray's supported accommodation program offers individual support to adults and young people living with disability, in a diverse range of housing options, such as a house, unit or group home which meet the resident's needs. The goal of this service is to enable people living with disability to live in community based settings. All residents can participate in community based activities related to their daily living, such as shopping, meal planning and home maintenance.

Within each of these settings our staff provide an environment where residents have active input into how they wish their home to function. Our homes provide a safe, secure and caring environment.

### Lifestyle and Learning

Our unique centre based learning programs aim to develop skills for independence, recreation and social inclusion, through a diverse range of lifestyle experiences for adults and young people living with disability. We tailor individual programs to create person-centred plans, which offer clients the opportunity to develop to their individual potential.

### NDIS Plan Management

Glenray provides a plan management service to the individual client to make claims and pay providers on behalf of the client for the supports that have been agreed to be provided.

### Individual Support Services

Glenray is an approved provider of the NSW Government's Individual Support Services, this service enables people living with a disability to manage personal care needs and live as independently as possible. Glenray focuses on building independence and ensuring clients develop the skills needed in everyday life. Under Individual Support, clients are given flexibility to control their own personal support. This enables them to make decisions about planning and their individual involvement.

We operate seven days a week, 24 hours a day and provide support workers who are qualified, professional and supportive. We are committed to providing a positive support experience for both the carer and person with disability, and can support people aged 0-65.

### NDIS Support coordination

Glenray offers NDIS Support coordination to assist in the plan preparation to meet the individual requirements of the client. The plan is designed with support coordination around the participants having a say in what they wish to achieve. Our coordinators take the participants on a step by step journey through a negotiation process with the NDIS to ensure the best outcome is achieved for the participant for their established goals through core and capacity building supports. An ongoing monitoring process is implemented by the coordinator throughout the life of the plan with continual feedback to the client and guardians.



# OUR VOCATIONAL SERVICES

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## Industrial Services

Industrial Services is comprised of a number of individual businesses in the areas of:

### Manufacturing

At Glenray Industrial Services we strive to satisfy transport packaging needs. We are the only timber packaging manufacturer in the NSW Central West certified under the Australian Wood Packaging Certification Scheme (AWPCS & IPSM 15).

Glenray specialises in the following products:

- Standard size or custom built pallets (export and domestic).
- Custom boxes and crates for transport (export and domestic).
- Gluts and bearers.
- Bed Bases.

### Facilities Maintenance

Glenray work crews are involved in major grounds maintenance, facilities and cleaning contracts in the local area. The Facilities Maintenance Business is comprised of a small number of major contracts contributing 50% of the turnover in the Industrial Services Business.

### Document Destruction

Glenray Industrial Services provides a secure document destruction service to individuals and business owners in the Bathurst area.

Glenray sorts and packages small items and offers replacement labels on product packaging on an opportunistic basis.

## Laundry Services

We provide hospitality linen with quality linen, personalised service upholding our vision of inclusion for people living with disability to work in a positive and rewarding environment, contributing to their local community.

Whether for Hotel, Motel or B&B's accommodations or Hospitality & Restaurants – we provide quality linen options for all needs. Including premium options for specialty and boutique accommodations.

Our delivery schedule provides daily delivery across the Central West, from Bathurst, Orange, Mudgee, through to Dubbo, Parkes Forbes.

In February 2019, we built a world-class Commercial Laundry facility in Bathurst with state of the art modern equipment.

We work collaboratively with our engineering and environmental partners; Girbau, Ecolab and 360 Water to maintain a clean and safe environment, optimising our water and energy use and continually working to improve our processes and efficiencies for the most sustainable operation.

We have laid the foundations for a sustainable and profitable commercial laundry; whilst continuing to provide employment opportunities for people living with a disability for many years to come.





# SUPPORT SERVICES

## MARY - ELLEN CRIMP

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Glenray support services has continued to support people with disability through this challenging and uncertain time during COVID. It's been an unprecedented year but this did not stop Glenray from successfully becoming a registered provider in Voluntary Out of Home Care (VOOHC). Since commencing this program we now have two permanent residents and are able to support many other young people through this program.

Glenray also successfully opened a new respite facility catering for children, young people and adults. This has provided families in our community a safe, secure and fun space for after school care, weekend and overnight stays.

Whilst there needed to be some restrictions in place, Glenray managed through COVID exceptionally well with no positive cases to date and this is due to the diligent work of our frontline staff and management who have taken on the adjustment that Glenray have implemented to keep themselves and our valued participants safe.

With the extended duration of the pandemic our participants have shown resilience and an ability to adjust due in part to the continuity and consistency of support.

We successfully adjusted the provision of services throughout the pandemic by;

- Lifestyle & Learning Day Programs - provided in our participant's homes, family visits through face time, specialist appointments through video conferencing and team meetings being held via google meet. Not only was this an opportunity to upskill our staff but also our clients with the various ways of communicating through technology.
- Glenray ensured regular contact with Individual Support clients took place to relieve the stresses of self-isolation.
- Supported Independent Living - saw creativity from our frontline staff as we celebrated Anzac Day, Easter and Mother's Day in our homes with decoration challenges. where each home was responsible for

their own displays, all our clients were excited and enjoyed this challenge.

When we able to return to face to face programs, we embraced all opportunities and celebrated by having BBQ's, special theme days such as Circus day and Pyjama day and a Youth Week colour run. Participants and staff had so much fun and we are very fortunate to be able to have such events.

We look forward to restrictions starting to relax and to continue to support our participants adapting to the new way of living.

### Changes to business

This year we saw many changes to our business model and the changes to funding from NDIS has once again proven to be our biggest hurdle; in particular the way Supported Independent Living was funded, reductions of 1:1 supports, reduction in Support coordination hours funded and changes to the price guide, all of which impacted our business in some way.

These impacts were detrimental in our smaller locations that resulted in the closure of some of our smaller services. A decision that was not made lightly however was necessary to maintain a robust, sustainable business.

This changed the services provided in Mudgee and Lithgow with a focus on individual supports, Supported independent living and support coordination making up the core of our services in these locations.

Glenray successfully opened 4 new homes and welcomed 8 new clients in residential, 1 in Lithgow and 3 in Bathurst.

Glenray have actively had a presence in community events and interagency meetings, along with using multiple avenues of advertising our programs this year.

We have found that due to the pandemic, enquiries have been low and we hope that once life goes back to normal that we will see an increase in enquiries.





# AUSTRALIAN DISABILITY ENTERPRISES

APRIL SEE

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Our Glenray A.D.E's provide local individuals living with disability an outstanding opportunity to engage in meaningful and rewarding work; in an environment which promotes diversity, inclusiveness and personal achievement. We currently employ 53 Supported Employee's across our Glenray Laundry, Manufacturing and Grounds Maintenance Teams. Industrial Services is comprised of a number of individual businesses in the areas of:

## **Manufacturing**

At Glenray Industrial Services we strive to satisfy transport packaging needs, including custom products aligned to specific needs. We are the only timber packaging manufacturer in the NSW Central West certified under the Australian Wood Packaging Certification Scheme (AWPCS & IPSM 15). Glenray specialises in the following products: standard size or custom built pallets (export and domestic). Custom boxes and crates for transport (export and domestic). Gluts and bearers. Bed Bases. We have developed meaningful and loyal working relationships with numerous local businesses and manufacturers, supplying them with quality export products to support their logistics needs – including Devro, Omya, Confirm and Alkane – among numerous others.

## **Grounds Maintenance**

Our Glenray Workcrews engage in major grounds maintenance for numerous contracts within our local area; including Bathurst Regional Council, Devro, Joss, Charles Sturt University and Catholic Diocese – among other loyal customers. Grounds Maintenance Services include mowing, pruning, weeding, rubbish and waste collection.

Document Destruction, Labelling and Packaging  
Glenray Industrial Services provides a secure document

destruction service to individuals and commercial businesses in our local Bathurst region; providing competitive pricing and efficient services for 120L and 240L Bins; as well as specific quoting for Boxes and Crates – depending on the individual needs of our customers.

Glenray Industrial Services can also provide Labelling and Packaging Services, including custom requests for one-off or ongoing long-term requirements.

## **Glenray Laundry**

With over 35 years of experience in premium laundering and linen services, our Glenray Laundry provides exceptional quality services to loyal hotel, motel and restaurant customers across the Central West. We provide delivery and collection services in Bathurst, Orange, Dubbo, Parkes, Forbes and Mudgee; operating from a state of the art laundry facility built in 2019 – located locally in Bathurst N.S.W. Our laundry facility has been processing in excess of 32 Tonnes of linen per week, however we have the capacity to process over 70 Tonnes per week.

Despite navigating the challenges of Covid-19 and the devastating impacts to regional travel and tourism; our Glenray Laundry has been able to focus efforts on innovation and improving internal operations, supported our Glenray Laundry Team to provide best outcomes for our customers. This includes the implementation of Bundle Track and Bundle Connect Systems, refining inventory management and stock control to deliver best service and quality; reinvesting in the best interests of our customers.



## PEOPLE + CULTURE

KATE GORRELL

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What an interesting year! There have been challenging times with multiple changes to COVID restrictions and requirements, but our amazing team have stepped up to the challenge! Glenray staff are continuously focused on looking after the people that we support, and not even a pandemic could stop the enthusiasm and dedication that our staff have shown throughout the year. Our team has risen to the challenge, changing supports, being flexible in their approach, and being extremely creative in the different ways that we can support our clients.

We opened our new head office as our new home, after losing our previous head office in the fire of 2018. We were very pleased to be able to have an official opening of our new and accessible location in Howick Street and encourage all our staff and clients to pop in and say hi!

For the 2020 / 21 FY, Glenray provides employment for 318 people across the Central West. This includes 265 staff and 53 Supported Employees. Of this, 21% are full time, 60% are part time and 19% are casual. Over the past financial year, Glenray has had 15% growth in the number of staff to support our amazing clients.

Glenray has focussed on supporting our staff this last year through a Staff Assistance Program to assist with challenges that people face from time to time. This program has provided our staff access to confidential counselling as well as information on healthy living.

Glenray recognises the importance of having happy and engaged staff, and have made this a focus this year. We have supported many fun activities for our staff and clients, such as dress up days, decorate your door, and other themed days, such as Biggest Morning Tea and Pyjama Day. As well as team building days for both our Executive Management team and Admin staff to build and strengthen the positive culture in the workplace.

Glenray understand the importance of having a skilled workforce to provide quality care to the people we support. We have supported our staff with training in a variety of areas, some of which include induction, Abuse and Neglect, NDIS inductions, Medication Management, Behaviour Support, Infection Control, First Aid, LR Licence, Work Health and Safety, Compliance training, Strategic Planning training, Building Effective Teams and Hermann Brain Dominance Instrument (HBDI).

This year we were very pleased to support over 10 of our Supported Employees to complete their First Aid Certificate. This was a very exciting time, and we are very proud of the Supported Employees who were involved. We are looking forward to the coming year, with a continued and growing focus in training and development for all staff.

I am extremely grateful to have such an amazing team to support the wonderful people who look to us to help them Live Learn Work and Achieve.





## STORIES:

### 30 YEARS OF SERVICE

This year we celebrated three supported employees at the laundry reaching their 30 years of service. Graham, Michelle and Craig all reached this milestone this year and we are very proud of the dedication to their work at Glenray.

Graham is always a positive and engaging employee who brightens the day with his friendly personality.

Michelle is a quiet achiever and diligently goes about her work ensuring the job is always done.

Craig is a conscientious and dedicated employee who always greets you with a smile.

We truly appreciate all the contribution and dedication and thank them for their continued service to Glenray Laundry.

Congratulations and well done!



# FINANCIALS

2020- 2021

## A SOLID PERFORMANCE IN KEY AREAS FOR GLENRAY

### Revenue by business area summary

Accommodation **\$12.5M**

Laundry **\$3.2M**

GIS **\$900k**

Day Program **\$3.7M**

Individual support **\$700k**

Other **\$3.9M**

GLENRAY CONTINUES TO RETURN ALL SURPLUS INTO IMPROVED SERVICES FOR PEOPLE LIVING WITH DISABILITY, AND PLAN TO ADD MORE SPECIALIZED HOUSING TO OUR ACCOMMODATION PORTFOLIO IN THE NEXT 12 MONTHS.

**35%**  
**INCREASE IN NET ASSETS TO \$16.1M**

Glenray continues its long history of setting a strong asset base to enhance services and ensure longevity.

	FY 2021 \$M	FY 2020 \$M	Increase \$M	Increase %
Total Assests	19.5	17.0	2.5	15
Total Liabilities	3.4	4.4	-1.0	-22
Net Assets	16.1	12.6	4.5	35

# A CLOSER LOOK AT REVENUE BY BUSINESS AREA, YEAR ON YEAR

**LAUNDRY REVENUE GREW 28% to \$3.2M**

	FY 2021 \$M	FY 2020 \$M	Increase \$M	Inc / Dec %
Accommodation	12.5	11.7	0.8	7
Laundry	3.2	2.5	0.7	28
GIS	0.9	1.0	-0.1	-10
Day Program	3.7	2.4	1.3	54
Individual Support	0.7	1.7	-1.0	-58
Other	3.9	7.6	-3.7	-48
<b>Total</b>	<b>25.1</b>	<b>27.2</b>	<b>-2.1</b>	<b>-8</b>

FY 21 was a solid year for Glenray despite the challenging Covid -19 environment. Glenray accommodation services again lead the way in our success delivering revenue of \$12.5M. Similarly the laundry performed strongly despite significantly reduced tonnage due to Covid -19 lockdowns and reduced travel impacting the tourism industry our primary source of clients.

Glenray Day Programs have also performed well despite Covid - 19 restrictions, our participants adapted to alternate methods of support delivery and have supported these decisions to keep everyone safe and welcomed the reopening when it was safe to do so.

Individual Support Services finished with a drop in revenue, largely due to the lockdowns forcing a halt to in home supports for over 8 weeks, and vaccination rates reducing the access to the community for much of the later half of the year. We look forward to this improving in the next financial year.





