



ANNUAL REPORT

20
23





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GLENRAY ACKNOWLEDGES
THE TRADITIONAL OWNERS
OF COUNTRY THROUGHOUT
AUSTRALIA. WE PAY OUR
RESPECTS TO ELDERS PAST
AND PRESENT.

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ABOUT US

Glenray provides disability support and business services across Central West NSW, with our head office centrally located in Bathurst. Glenray is an approved NDIS provider that is a not for profit organisation and has been providing disability support services in the Central West for 65 years.

Our services focus on Supported Independent Living, Supported Employment opportunities at one of our Australian Disability enterprises (ADE), Short Term Accommodation, Individual Community Support, Learning and Lifestyle Day Programs, NDIS Support Coordination + Plan Management.

We employ over 250 staff across the range of our services, and in excess of 50 supported employees with a disability.

OUR VISION

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

OUR MISSION

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

INTEGRITY

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

CONNECTION

We focus on people first and nurture meaningful relationships.

RESPECT

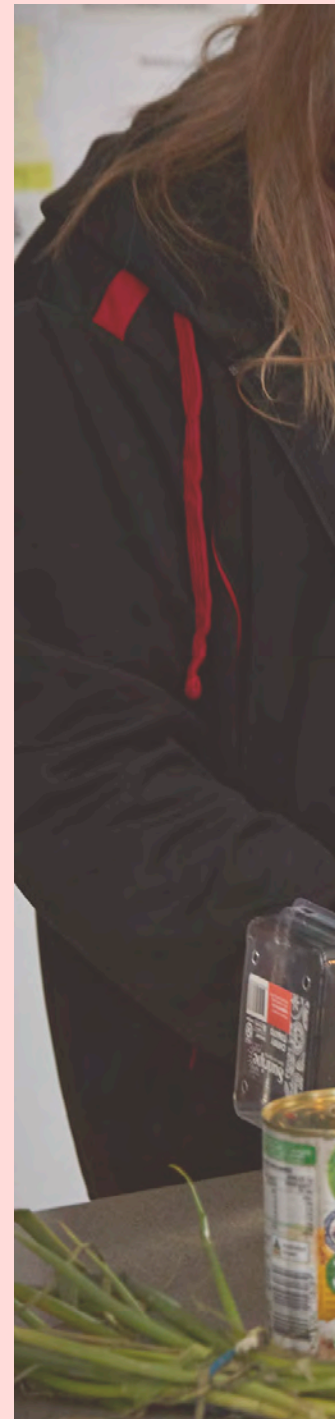
We are inclusive and treat people with dignity, honesty and empathy.

POSITIVITY

We seek the positive in a challenging world.

COMMITMENT

We go above and beyond to do our very best.





THE YEAR AT A GLANCE

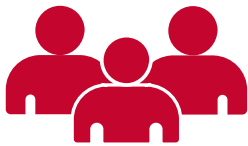


CSU SCHOLARSHIP

This year saw Glenray establish a scholarship in partnership with Charles Sturt University, providing support to university students who are living with disability. This scholarship will help to break down barriers that people living with disability may face when accessing tertiary education. It will help to make further education possible and help to provide opportunities for people living with a disability. For further information contact CSU scholarships.

EXPANSION

We invested in a property in Lithgow. This property has been modified to accessible standards and is now home to 4 adults. They are thoroughly enjoying their new home and all the space it has to offer. Community based group homes continue to be a pillar of our service offering independence and support in the community under Supported Independent Living services.



113

Employees
Onboarded



1,650

Tonnes of Linen
Processed



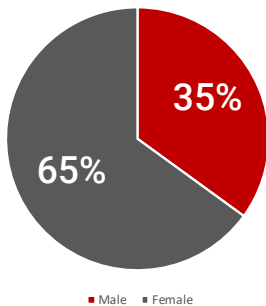
29,870

Average rostered hours of
support each month



OPPORTUNITIES

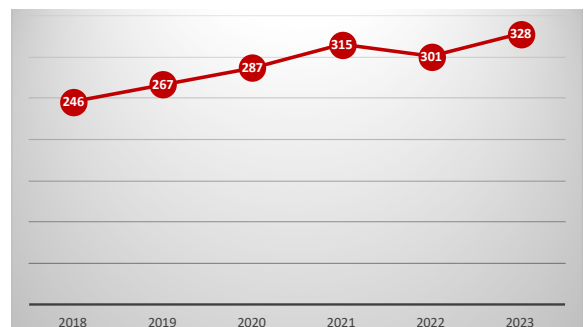
Glenray have supported 12 of our supported employees with training in a cert III in manufacturing processes. The training is delivered in an accessible pathway by a specialist trainer. The training will deliver positive outcomes in confidence building as well as a better understanding of the manufacturing environment that we work. We are very proud of the progress our supported employees have made.



Gender of Staff

COMMUNITY

Glenray participants entered this years Royal Bathurst Show in multiple sections. All participants had worked very hard on their projects and we are very proud of their efforts. Several of our Participants were fortunate enough to come away with awards, with Peter Clarke winning Champion exhibitor for his Diamond Art creations.



Staff Growth

GENERAL MANAGER'S REPORT

KATH GRAHAM

DEDICATION & COMMITMENT

Glenray consistently maintained our services throughout the year supporting participants in supported independent living (SIL) settings, supported employees working in our two ADE's, participant's attending our Lifestyle and Learning Centre and participants in the wider community. This would not have been achievable without having dedicated and committed staff.

CHALLENGES

It's been a year of highs, and lows and I am very grateful for the performance of our staff, the Executive Management Team and the Board of Directors. As much as I'd like to avoid any mention of COVID-19, I must comment because responding to it has and continues to be such a large part of our operation.

We have proactively responded to every Public Health Order and restriction, whilst maintaining support for our participants. We also experienced flooding in Bathurst, and as a result Bathurst encountered a significant gas outage caused by the flooding which saw out Laundry operations significantly impacted.

At the beginning of the COVID-19 pandemic, the Executive Management Team put together a comprehensive Emergency Response Plan which has been tested on a regular basis. I am very pleased and relieved that, to date, we have had no

significant incidents due to the strength of this plan. This demonstrates the ability of our knowledgeable, experienced and dedicated staff to respond to emerging challenges. The plan, like our strategy, puts our participants and stakeholders at the centre of what we do.

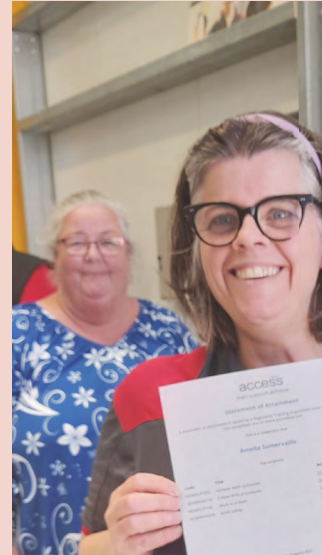
HIGHLIGHTS

There has been a considerable focus on maintenance of our supported independent living accommodation facilities, having well maintained group homes is a priority for us and formalising our preventative maintenance program will assist this.

Building and occupying new Supported Independent Living accommodation in the form of group homes is important and we have been fortunate this year in being able to open a new purpose-built group home in the Village. We also commenced construction of a new group home in Brilliant Street which is registered as Fully Accessible under the SDA Design Standards and is expected to be finished in February 2024.

Our group homes allow us to provide 24/7 support to 55 participants across 16 homes and with the construction of a further 3 group homes will accommodate an additional 12 participants over the next two years.

Glenray's ADE's have also continued operations. Our Employment Services have ensured over fifty people living





with disabilities are employed providing meaningful commercial services to a range of mainstream businesses. Employment is so important to living a fulfilling life, building self-esteem and continuing community connection.

STAFF DEVELOPMENT

Growing our services and exploring new opportunities will only be possible if we continue to develop our great staff. It is clear the importance of staff training and qualifications is an emerging theme.

New ways to entice people to work within our sector are required and we are currently exploring these and establishing networks with training organisations.

Supporting our staff and participants is integral to all of our goals. Our focus over the past 12 months, with the assistance of our People & Culture Team has been to develop our workforce attraction and retention strategies, and our on boarding and staff inductions. This work is critical given sector wide workforce shortages.

We have also invested heavily with the assistance of our Learning & Development Manager in a new staff training platform, clinical supports and skills to deliver high intensity supports and through regular reviews & supervisions, implemented continual development with staff to support training in any gaps identified and supporting staff development with internal career progression to ensure we support our services into the future.



GOVERNANCE

Our Governance Committee chaired by Felicity Small (Director), continues to meet monthly with the main purpose of the committee to provide assistance to the Board of Directors by monitoring, reviewing and providing advice about the organisation's role to support human rights, governance processes, safeguards management and control frameworks obligations.

FINAL WORD

Despite all of the challenges and opportunities of the past year, it has gone very quickly. The team has successfully adapted to and implemented many changes. As we emerge from the past year and move in to the next phase, I am looking forward to meeting the challenges and opportunities, supported by a wonderful team of exceptional people who give their all to support our participants.

Thank you again to the Board of Directors, the Executive Management Team, and our staff for their support.

PRESIDENT'S REPORT

BRIAN ADAMS

HIT KEY MILESTONES

2023 Financial Year was another excellent year for Glenray. We hit some key milestones across our businesses and our people continued to build the values of Glenray into our company.

We welcomed many new employees into the company who have embraced those values and have made a major contribution to the success of the organisation.

During the year our Treasurer Amy Collins a respected member of the Board of Directors tendered her resignation for family reasons. Amy's contribution was highly valued and we wish her well for the future.

Among the success we accomplished the following:

- An outstanding result for our Disability Enterprises where we exceeded all financial results and continued to provide employment for 50 people living with a disability.
- We opened a new group home at 10 Collins Close Kelso where four residents are able to call this their home. Planning approval was gained and a contract was let for the construction of another Group home in Brilliant Street Bathurst.
- We have upgraded our Lifestyle and Learning Centre where participants can enjoy this new modern interactive environment with their support staff.

The success that has been achieved is a direct result of excellent team work from all staff members and our management team. We have made extraordinary progress this year and I would like to personally thank every team member for their commitment to the values that make Glenray the first-choice provider of high-quality services for people with disabilities.

FUTURE PLANS

This year our plans are to consolidate our business with:

- Investment in our people.
- Review and simplify our Systems and Procedures.
- Investment in technology.
- Selective investment into our Residential sector.
- Expanding our ADE's.

ROYAL COMMISSION

The 2024 financial year will also see the recommendations from Royal Commission's final report into Violence, Abuse, Neglect and Exploitation of People with Disability.

We anticipate that the recommendations contained within that report will shape the living and working environment for those with disabilities for years to come. We will have to proceed cautiously as we navigate the changes that may be part of the recommendations.

Our intent is to be in a state of Management readiness to accept the challenges of the future and to capitalise on the opportunities in the most positive manner for the years that follow.

Thank you for another successful year achieved through the dedication and hard work of the Management team.

Thank you to our Board of Directors who offer their time freely to provide the necessary Governance over the operations of the business.



TREASURER'S REPORT

SCOTT GREEN



STRONG FISCAL POSITION

For the first time in several years, the shadow of COVID-19 has started to recede, allowing us to direct our attention to other facets of our organization's growth and development. Despite a handful of isolated cases, we have successfully sidestepped significant outbreaks in the past year. This report highlights Glenray's performance during the financial year 2023, showcasing the continued progress and new opportunities.

The fiscal year 2023 was marked by a noteworthy upswing in Glenray's revenue, registering a 9% increase. This growth can be chiefly attributed to the reinvigoration of our commercial laundry and the resurgence of our industrial manufacturing facility, Glenray Industrial Solutions (GIS), in a post-COVID market. Moreover, we are pleased to announce that we exceeded our financial expectations, ending the year with a surplus of \$3.1 million, a significant improvement over the \$2.9 million surplus recorded in 2022.

CAPITAL INVESTMENT

The surplus generated during FY 23 has provided Glenray with the much-needed working capital to advance our capital expansion projects in the housing sector and to continue upgrading our current facilities, workplaces, and homes. With a current ratio surpassing expectations, Glenray now possesses the financial capacity to invest in assets that offer opportunities for

employment, accommodation, and support for individuals with disabilities.

Notably, during the FY, Glenray acquired its first Group Home in Lithgow, a pivotal achievement that underscores our commitment to expanding housing options for individuals with disabilities. Additionally, we completed stage 4 of the Glenray Village project, fortifying our dedication to enhancing the lives of those we serve. To further expand our housing portfolio, we have laid out plans for the addition of another fully renovated Group Home in Bathurst, thereby increasing the array of housing options available to our beneficiaries.

STRATEGIC DEVELOPMENT

In terms of strategic development, Glenray's finance team is actively engaged in refining our systems and processes to boost efficiency, accuracy, and transparency. These enhancements are intended to better serve Glenray's various outlets while significantly improving the usability of our reporting, enabling more accurate and timely financial information.

The financial year 2023 has been a positive one for Glenray, witnessing substantial revenue growth and the achievement of significant milestones. We now stand on a solid financial foundation that allows us to continue our mission of providing opportunities and support to individuals with disabilities, all while preparing for exciting developments on the horizon.





ENRICHING LIVES AT HOME

JULIE PRICE

ACCOMMODATION

Accommodation at Glenray has experienced growth and development this year, achieving positive outcomes for participants.

We have successfully increased the capacity of our SIL accommodation, ensuring that more people living with a disability can access safe and comfortable living environments. The expansion involved the construction of our newest group home “Casuarina” located in Glenray Village which opened in January 2023. The house has two spacious living areas, two bathrooms one being fully accessible and an amazing accessible kitchen.

Glenray also has a property in Brilliant Street Bathurst with alterations and additions expected to be completed in early 2024.

These homes have been specifically designed in line with the NDIS Specialist Disability Accommodation Design Standards to provide fully accessible living whilst providing a homely atmosphere for NDIS participants.

The creation of a new outdoor recreational facility for our participants benefited Glenray Village. This unique outdoor living space provides a fun location for participants, out-of-town guests, families, and friends. From the specially created basketball court, which encourages inclusive interaction by enabling the goalpost to be adjusted, as well as accessible gym station, giant chess board, and BBQ entertaining area are all a welcome addition and are used on a daily basis and for special occasions.

Glenray has seen one of our young Specialised Substitute Residential Care (SSRC) participant transition into adulthood and now resides with three others in one of our Lithgow properties.

SIL services received an upgrade in technology with new IT equipment being delivered and a systems upgrade. This has provided a much needed improvement and efficiency while maintaining a high level of support.

With no negative impact on participants, the SIL team has managed COVID-19 successfully and continues to do so. Daily activities are planned for each participant’s household; times are scheduled for each house at the Glenray Village community Hall. All this is done in accordance with the guidelines provided by NSW Health.

While progress has been made and we have experienced continual growth, it is important to acknowledge and address the key challenge encountered while delivering SIL services under the NDIS. The recruitment and retention of qualified and experienced support workers continues to be our biggest challenge. To address this, we have implemented several strategies and invested in staff training and development opportunities. We also welcomed our Clinical Training Manager, who provides valuable training and resource to our staff from day to day support to complex support.

Our hardworking and dedicated team at Glenray continue to provide high quality services with outstanding achievements by our participants, these achievements are a testament to the commitment of our leadership team and support staff.



DISCOVER YOUR POTENTIAL

TAMMY SMALL

LIFESTYLE & LEARNING

Glenray's Lifestyle and Learning Centre maintains a steadfast commitment to empowering over 50 individuals with disabilities. Over the past year, we have improved our center-based learning program, focusing on developing essential skills for independence, recreation, and social inclusion, resulting in significant progress in capacity building.

One key aspect of our approach is crafting individualized programs tailored to each participant's unique needs and aspirations, emphasizing person-centered goals to help participants reach their potential and foster continued growth. This year we have introduced new technology for the participants, facilitating new ways for participants to reach their goals.

In the last year, we have made significant enhancements to the Day Program facilities, aligning these changes with participant needs to enhance accessibility, maintain safety and create more engaging activity spaces, ensuring a fulfilling experience for everyone.

Looking ahead, we have plans to enhance the center's front entrance to create a more accessible, & welcoming environment. We have also participated in several special excursion days that cater to participants' interests and needs, aiming to foster community access and engagement. With the support of our committed staff, Glenray's dedication to participant-centered support and improvement continues.

INDIVIDUAL COMMUNITY SUPPORT

In the past year, our individual support service has seen steady expansion to encompass over 70 people in Bathurst, Lithgow, Oberon, and nearby areas, spanning ages 7 and up. Our dedicated team offers compassionate care around the

clock, empowering our participants, with flexibility and control over their own lives. Along with the support in home with cooking, personal care and cleaning we have proudly seen our participants achieve personal goals including forming social groups to foster friendships, honing social skills, rediscovering hobbies, and assisting with job interviews. While staffing challenges persist, ongoing training and development initiatives are helping us grow our team.

NDIS SUPPORT COORDINATION

At Glenray, we have dedicated ourselves to providing a participant-centred approach to NDIS Support Coordination, empowering individuals by tailoring their NDIS plans to meet their unique requirements and aspirations. Throughout the year we have grown this service to a total number of 110 participants.

Our skilled coordinators are committed to ensuring the best outcomes for our participants by strategically aligning their NDIS plans with their established goals. By carefully considering both core and capacity-building supports, we create a comprehensive roadmap to achieving personal aspirations. The success of our approach is evident in the positive progress our participants have experienced. Whether it's further education, employment opportunities, or personal development, we are proud to have played a role in facilitating positive change in the lives of our participants.

As we reflect on the past year, we are excited about the future. Our commitment to person centred support remains unwavering. We extend our heartfelt gratitude to our participants for entrusting us to support them and to their guardians for their unwavering support. We look forward to another year of positive achievements and making a difference in the lives of our community.







WORK FOR ALL ABILITIES

ANDREW SHERLOCK

LAUNDRY SERVICES

This year, twelve of our supported employees across both of our enterprises have been undertaking a Certificate III in Process Manufacturing. These employees have been upskilling their knowledge in Quality, Work Health and Safety, Environmental Sustainability Practices, Manual Handling, and Teamwork.

One of the courses outcomes is to build confidence and assist our supported employees to be more capable of understanding the daily processes surrounding them while working at Glenray.

Additionally, they will better understand what it takes to work in a team environment. These skills are an essential foundation and may lead to higher leadership roles and increased duties in Glenray, providing supported employees with skills that could lead them to seek open, mainstream employment outside of Glenray.

The laundry has had several highs and lows for the year. A big thanks to all the employees, supported employees, drivers, and those who supported the laundry, such as suppliers, and the vast array of maintenance and service teams that kept the building, trucks and equipment running. We processed over 1,650 tonnes of linen throughout the year and serviced 120+ customers across seven major delivery routes.

The year started strong with the NSW government Stay NSW vouchers boosting regional tourism and sales for linen hire. Unfortunately, when the NSW government withdrew the vouchers in October, the last few months of the year were quiet, and a decline in tonnage ensued. Then, the region, particularly our Forbes customers, were overcome by excessive rain and flooding. While it took several of our customers time

to recover from their loss, it was great to see them open their doors again and allow us to be part of their recovery.

Fortunately, the region rebounded and from the end of February to early March, sales and linen supply were solid through to the end of the financial year. On the back of the recovery, we have built a new customer base in Cowra and Canowindra, all new revenue that had previously been territory serviced by one of the larger national organisations. Regionally, Parkes was a standout for the year. We now have over 20 customers in and around the Parkes regional centre. Additionally, Dubbo has grown, with consistent results in Mudgee, Bathurst, and Orange.

INDUSTRIAL SERVICES

Glenray Industries, Grounds and Maintenance, and the Bathurst Regional Council Work crew have worked tirelessly with solid performance throughout the year. Industries had a busy year buoyed by packaging projects. We continued our relationship with long-term customers based in Mudgee and Sydney. The highlight of the year was being able to help our Forbes customers regain their feet by manufacturing bed bases that needed replacing after the floods.

Over the previous year, returning clients have kept Grounds Maintenance busy. While the winter months were slower, the remainder of the year had the crew swamped. Our relationship with Bathurst Regional Council continued, and our work crew could be found up the mountain or working on a roadside around Bathurst. A special thanks go out to the many people who have provided countless positive comments and feedback on how well our crews have maintained areas and roadsides in and around Bathurst.



POSITIVE EMPOWERED CULTURE

KATE GORRELL

PEOPLE

We have had another fantastic year at Glenray! We have an amazing team who support each other, and our wonderful participants. This year saw continued challenges with a major flood, continued COVID challenges, and even a gas supply disruption! Our staff really stepped up to these challenges, and used creativity, cooperation and dedication to ensure that our clients remained the focus, and that the disruptions to them were minimised. Our team continue to show an amazing amount of resilience to ensure that they continue to provide essential supports for the amazing people that we support.

This year saw a 9% increase in the size of our team, taking us to 328 in total. Of those, 50 are supported employees. Our staff are based in both Bathurst and Lithgow.

We continue to invest in the development of our staff. This year, we employed a Clinical Training Manager who provides expert education to our support workers. We have also extended our investment in Learning and Development, and I have taken on the role of Manager Learning and Development, meaning a few changes in the P&C team. Both teams are working very well together to support our broader team.

This year has seen many learning and development activities for our teams, some of which include Medication Management, Team Leader Development, Team Development Days, Writing Defensible Documentation, AUSLAN training, HBDI and Whole Brain Thinking, support for traffic management and LR/MR licences. We have also supported our team in gaining nationally recognised training in Certificate III Individual Support, Certificate IV Disability, and Diploma of Community Services.

CULTURE

Our team thrives on camaraderie and fun, and we have held a vibrant Fluro Day with our clients at day programs, a festive Participant Christmas Party and Disco, along with our Team Christmas Party. We also enjoy Fun Fridays and celebrations for International Day of People with Disability.

We believe in supporting wellbeing for our team, and this year we had an inaugural Financial Services Information Day, where we invited our superannuation provider, a local credit union, and our salary packaging provider to give both general and personal advice to our staff to improve their financial wellbeing. We continue to provide our staff with access to a Staff Assistance Program, and continue our Service Awards and Team Member of the Month, recognizing outstanding work by our team.

We have come a long way in our Glenray Connect system, which is currently helping our team to manage recruitment and ensure that onboarding is seamless for our new team members, and is ensuring that we remain compliant with our obligations. We are now rolling out all the other functions and are excited for further development for our team.

CAREERS

The P&C team and the Marketing team have worked together to create interest in careers in the disability industry and have attended multiple job expos. We love getting out and talking to people about the fulfilling careers that our industry offers.

I am so incredibly proud of everything that we have been able to achieve at Glenray this year. Every team member contribute to our success, and I am looking forward to seeing what we can achieve in 2024.





DEVELOPING FOR THE FUTURE

KATE GORRELL

LEARNING & DEVELOPMENT

In our ongoing commitment to the growth and development of our staff, we've made significant investments in various training and educational initiatives this year. To enhance the quality of care and services provided to our clients, we've expanded our team and undertaken a range of learning and development activities.

Most significantly, I have taken on the role of Manager Learning and Development. This transition has led to some changes in the People and Culture team (P&C), and we are pleased to report that both the Learning and Development team and the P&C team are collaborating effectively to support our broader workforce.

Another notable addition to our staff this year is the Clinical Training Manager, whose primary role is to provide expert education and training to our support workers. This addition has enabled us to ensure that our team is equipped with the latest knowledge and skills in the field, ultimately resulting in improved client care.

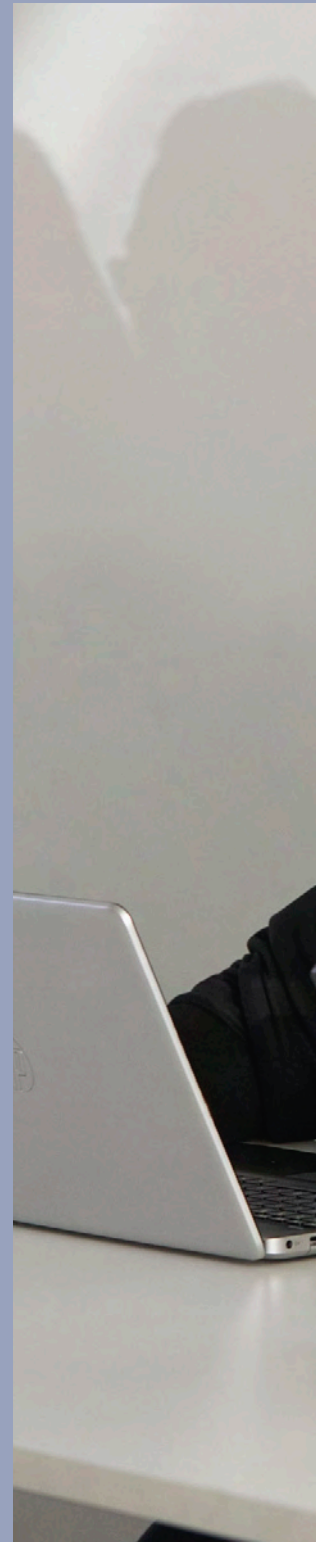
Furthermore, our investment in Learning and Development has been extended, and throughout the year, we've conducted a range of learning and development activities

for our teams. Some of the key areas covered include Medication Management, Team Leader Development, Team

Development Days, Writing Defensible Documentation, AUSLAN training, HBDI and Whole Brain Thinking, and support for traffic management and LR/MR (Light Rigid/Medium Rigid) driver's licenses. These initiatives aim to enhance various skills and competencies among our staff, ensuring that they are well-prepared to meet the diverse needs of our clients.

We've also prioritised nationally recognized training programs, with our team members obtaining qualifications such as Certificate III in Individual Support, Certificate IV in Disability, and Diploma of Community Services. These certifications not only benefit our staff in their professional growth but also contribute to the high standard of care we offer to our clients.

Our continued investment in staff development and learning activities reflects our commitment to providing quality care and services to the individuals we support. We believe that a skilled and knowledgeable team is crucial to our mission of empowering and enhancing the lives of those we serve.







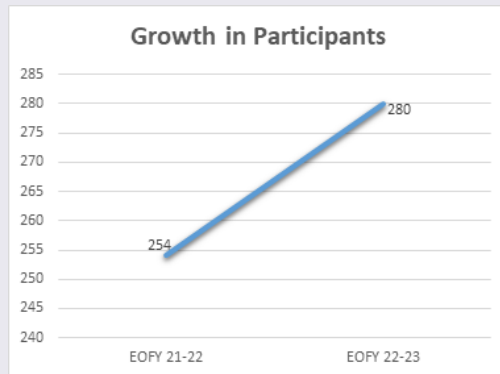
MANAGE FUNDS WITH EASE

LOUISE SHARPHAM

PLAN MANAGEMENT

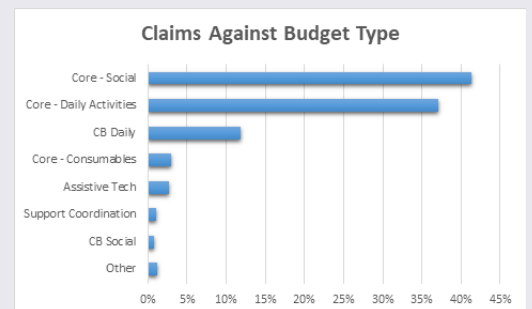
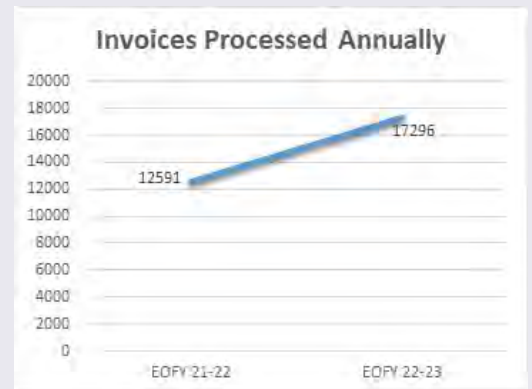
Glenray currently provides Plan Management services to more than 280 participants across a team of 2 dedicated team members. Glenray Plan Management focuses on providing a quality personcentered service with one point of contact, face-to-face meeting opportunities and prompt, knowledgeable service.

At the end of June 2023, Glenray Plan Management were providing service to 280 participants across NSW, primarily focused in the Central West. We also supported participants from Western Australia and Victoria allowing us a glimpse into the new NDIS system known as PACE before the expected NSW rollout.



Continuous training and research is paramount in the world of NDIS, especially with the everchanging Pricing Arrangements and Price Limits (aka PAPL, aka Price Guide, aka a Plan Managers best friend!). Glenray Plan Management strives to remain consistently up to date with these changes and has effectively implemented software to allow efficient processing of invoices, allowing extra time for queries, meetings, participant support, training and research.

The below graphs show some interesting information on our service, including growth in participants, number of invoices processed, the amount of funds dispersed and the percentage of claim types made.



Glenray Plan Management look forward to another year of providing quality service to our participants and building our community connections.

OUR TEAM

EXECUTIVE MANAGEMENT TEAM

The Glenray Executive Management Team is led by General Manager Kath Graham.

The leadership team continually focuses and aligns the purpose and values of the organisation to support the outcomes of participants, and young people to live the life they choose.

Each of the members in our leadership team bring their own experience, qualities and skills to enable quality service delivery focused on supporting individual outcomes. The positive culture of our team with sound data and insights, drives innovation and growth , leading to empowered decision making realising Glenray's vision.

MEET THE TEAM

Julie Price
Accommodation Manager

Kate Gorrell
Manager of Learning & Development

Scott Green
Chief Financial Officer

Kath Graham
General Manager

Elisa Miller
Marketing Manager

Tammy Small
NDIS Services Manager

Andrew Sherlock
Operations Manager



KATH GRAHAM
GENERAL MANAGER



SCOTT GREEN
CHIEF FINANCIAL OFFICER



JULIE PRICE
ACCOMMODATION MANAGER



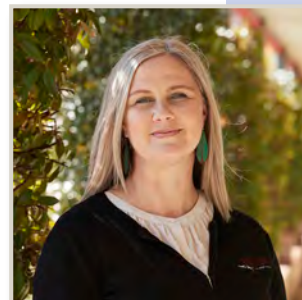
TAMMY SMALL
NDIS SERVICES MANAGER



KATE GORRELL
MANAGER LEARNING & DEVELOPMENT



ANDREW SHERLOCK
OPERATIONS MANAGER



ELISA MILLER
MARKETING MANAGER

OUR BOARD

BOARD OF DIRECTORS

Glenray's Board of Directors consists of 7 Non-Executive Directors who work with the General Manager & Chief Financial Officer assessing Glenray's overall business and compliance performance. The Board brings a wealth of knowledge and expertise which augments Glenray's ability to grow as an organisation.

Each of our Directors:

- believe that every person deserves the chance to lead a rewarding life
- has business experience
- understands the principles of good governance
- is committed to the concept of social justice



BRIAN ADAMS
PRESIDENT



JOHN MCMAHON
VICE PRESIDENT



FELICITY SMALL
SECRETARY



EVAN DOWD
DIRECTOR



JUDY MCGIRR
DIRECTOR



DEIRDRE KEOGH
DIRECTOR



AMY COLLINS
DIRECTOR

FINANCIALS

2022- 2023

ANOTHER SOLID PERFORMANCE IN KEY AREAS FOR GLENRAY

REVENUE BY BUSINESS AREA SUMMARY

Accommodation \$15.15M

Laundry \$3.96M

GIS \$1.14M

Day Program \$1.87M

Individual support \$2.43M

“Glenray continues to return a surplus into improved services for people living with disability, and plan to continue to add specialist disability housing to our accommodation portfolio in the next 12 months.”

GLENRAY CONTINUES ITS LONG HISTORY OF SETTING A STRONG ASSET BASE TO ENHANCE SERVICES AND ENSURE LONGEVITY.

	FY 2023 \$M	FY 2022 \$M	Increase \$M	Increase %
Total Assests	26.9	21.6	5.3	24
Total Liabilities	3.1	2.7	0.4	15
Net Assets	23.8	18.9	4.9	26

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

	FY 2023 \$M	FY 2022 \$M	Increase \$M	Inc / Dec %
Accommodation	15.15	14.2	0.95	7
Laundry	3.96	2.6	1.3	52
GIS	1.14	0.7	0.44	62
Day Program	1.87	1.7	0.17	10
Individual Support	2.43	2.14	0.28	14
Other	3.39	4.36	-0.97	-22
Total	27.94	25.7	2.24	9

**LAUNDRY REVENUE
GREW 52%**

For the first time in a few years the focus of the previous 12 months has not been Covid, despite a few minor cases we have managed to avoid any significant outbreaks. FY 23 saw an overall increase in revenue by 9%, this positive result most notably influenced by a resurgence in the operations of our commercial Laundry and industrial manufacturing facility (GIS), in a post covid market.

A surplus for the year of \$3.1 million (\$2.9 in 2022) exceeded our expectations and provides Glenray with the necessary working capital to progress capital expansion in housing as well as continuous upgrade of current facilities, work place and homes. With a current ratio above 3 Glenray, has the capacity to further invest in assets that provide opportunities for employment, accommodation and in centre support for individuals with a disability.

During the FY Glenray purchased its first Group Home in Lithgow as well as finalising stage 4 of the Glenray Village, both significant achievements. Plans are in place to add another fully renovated Group Home to the Bathurst stock, providing greater options.

Strategically the finance team is working on improving our systems and processes to increase efficiency, accuracy and transparency. These improvements will assist us to provide greater support to Glenray's various outlets while increasing the usability of reporting under with increased accuracy more timely information. Many exciting things to come.



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