



STAYING CONNECTED

**INCLUSIVE, BELONGING, TOGETHER
ANNUAL REPORT 2020**



ACKNOWLEDGEMENT OF COUNTRY

In the spirit of reconciliation, genU acknowledges the Traditional Custodians of Country throughout Australia. We recognise their continuing connection to land, sea and community and we pay our respects to elders past, present and emerging.

ABOUT THIS REPORT

The Karingal St Laurence Limited (genU) Annual Report 2020 provides an overview of genU's performance from 1 July 2019 to 30 June 2020. The information in this document reports on activities supporting our Vision, Mission and Values.

This report gives details on our services, how we have performed, a summarised financial performance and information on the people who worked with us and for us.

A Financial Statement Report has been produced separately and is available to members and significant funders.

This report will be presented at the genU Annual General Meeting in November 2020.

WE WELCOME YOUR FEEDBACK

Feedback is important to us and contributes to improving the value of future reports for our readers. We welcome your comments about this annual report and ask you to email them to us via corporate@genu.org.au

If you would like a hard copy of the 2019/20 genU Annual Report or an alternative format version, please email prstaff@genu.org.au

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WHO WE ARE

OUR VISION

To build inclusive communities.

OUR MISSION

To create and deliver innovative services and supports that empower people to reach their full potential.

GenU serves a wide range of people. We have been supporting people with disability for more than 65 years, and we've grown our supports to include older Australians, job seekers, employers and students.

Our organisation is made up of a large family of clients, staff, volunteers, members, business partners and a network of support agencies. We're extremely proud of our unique community.

We continue to deliver the highest levels of care and support for the people who matter most – our clients and their families.

So whatever generation you belong to – whether you're young, old or somewhere in between – we are here to help you overcome your challenges and realise your dreams.



OUR VALUES



WELCOMING

You're part of our family.



RESPECTFUL

We will treat you the way we would want to be treated.



INTEGRITY

Earning your trust by always adhering to our values.



COURAGEOUS

We bravely drive innovation and advocacy to assist you to live the life you choose.



EXCELLENCE

We are proud in our pursuit of the highest quality, reflecting our commitment to delivering the best.

ALL SAFE, ALL THE TIME

REPORT FROM THE CHAIR



STEPHEN ROBERTS
Chair Board of Directors

**"WE ARE PROUD
OF THE UNWAVERING
COMMITMENT OUR
PEOPLE HAVE SHOWN
IN THE FACE OF
UNCERTAINTY AND
ADVERSITY."**

GENU REMAINS STRONG IN A CHANGING WORLD

The world has truly changed following the emergence of the COVID-19 pandemic. COVID-19 has had far-reaching impacts on all our lives, and we will continue to face challenges into the future.

COVID-19 has affected all genU services right across Australia, from disability and aged care to employment and training services. GenU employees have provided exceptional care in all areas, particularly for our most vulnerable clients in aged care and disability services. We are proud of the unwavering commitment our people have shown in the face of uncertainty and adversity.

Our latest figures show genU now supports almost 4,000 National Disability Insurance Scheme (NDIS) participants in Victoria. We also provide meaningful employment for 200 supported employees with disability.

Throughout our aged care services we provide support and care to more than 1600 people, and these services include retirement villages, social housing tenants, Home Care Packages and aged care services at Costa House in Lara. GenU's volunteer numbers swelled to 470, which also included virtual volunteers from outside Victoria.

MatchWorks teams in jobactive and Disability Employment Services (DES) areas placed 22,000 people into work, while 9,350 students enrolled in one or more genU Training courses. IPA Recruitment ensured ongoing permanent or temporary employment for almost 6,000 job seekers nationally.

Another exciting new service was the establishment of Pipsqueaks Early Learning Centre in Lara, which opened in March 2020 and had 54 children enrolled as at 30 June 2020.

In every way, our people have lived genU's values to fulfil our vision to build inclusive communities, and build on our mission to create and deliver innovative services and supports that empower people to reach their full potential.

FINANCIAL PERFORMANCE

The 2019/20 financial result for genU exceeded the previous year's performance with the organisation increasing its services to clients in the first nine months of the year, and managing the business disruption impacts caused by the COVID-19 pandemic.

Total revenue for 2019/20 was \$393m increasing from \$328.5m in the previous year. This result was achieved through growth in our employment services across Australia, and growth in genU Ability services in northern Melbourne.

This year's result will enable an investment in developing our programs further and ensuring that our capital is maintained and we meet the needs of our clients. For a detailed report on genU's financial performance, see pages 37 to 39.

ROYAL COMMISSIONS

We continue to monitor both the Aged Care and Disability Royal Commissions and consider how the learnings and recommendations from those Commissions can be addressed in the context of our genU services.

Violence, abuse, neglect and exploitation in all aspects of society is something that our organisation will not tolerate.

WELCOME CLARE AMIES

GenU's new Chief Executive Officer Clare Amies began her tenure on 24 June 2020. Clare replaced Graeme Kelly who had been serving as interim CEO following the resignation of Mike McKinstry in February 2020.

Clare brought a wealth of experience to the role, following terms as CEO at both WorkSafe Victoria and Western Region Health Centre in Melbourne. She has faced unique leadership challenges during COVID-19, but the Board is impressed with Clare's absolute alignment with our values, her commitment to the culture that we aspire to, and her passion to improve outcomes for the clients that we serve.

The Board would once again like to extend our warmest welcome to Clare, and we wish her every success during her time with this great organisation.

I would like to take this opportunity to acknowledge Mike McKinstry who helped us build a strong foundation over his five years with genU. I would also like to thank Graeme Kelly for his calm and steady leadership during his four months with genU in early 2020.

BOARD CHANGES

I continue to serve as genU Karingal St Laurence Board Chair, while Mrs Jodi Heath has taken on the role of Deputy Chair replacing Dr Patrick Lockie.

We welcomed two new Board Directors, Jan O'Keefe and Bruce McDonald, who were appointed in November 2019. One genU Karingal St Laurence Board Director departed the Board in 2019/20, with us bidding a fond farewell to Mr David McArthur.

David was the longest serving Board Director of Karingal Inc., first joining the Board in 1980. David was awarded life membership, and at the 2010 Karingal Annual General Meeting he completed his fourth term as Chair. Thank you to both David and his family for the positive impact they have made on genU over many years.

Directors on the current Board are: Stephen Roberts, Jodi Heath, Michael Carroll, Cheryl Graham, Dr Peter Langkamp, Dr Patrick Lockie, Bruce McDonald, Jan O'Keefe and Rod Payne.

I want to acknowledge and thank all the Directors on the Board. Their leadership, their ongoing support, and their unwavering commitment to the work of genU has ensured our focus and ability to deliver on our vision and mission, whilst addressing the challenges the year presented.

REPORT FROM THE CEO



CLARE AMIES

Chief Executive Officer

"MAINTAINING THE HEALTH AND WELLBEING OF GENU CLIENTS AND STAFF HAS BEEN OUR KEY PRIORITY DURING COVID-19, AND IT HAS BEEN FANTASTIC TO COME INTO AN ORGANISATION FULL OF PEOPLE COMMITTED TO PROTECTING THOSE MOST IN NEED."

EXCITED TO BE PART OF GENU

Thank you to everyone who has been so welcoming and supportive of me as I started my time with genU. It has been an unusual beginning to a new job given the impacts of COVID-19, but I have been so impressed with everyone's amazing efforts to continue to deliver genU's life-changing services right across the country.

After starting in June 2020, I only had a couple of weeks at the genU Support Hub in Highton before further COVID restrictions came into force in Victoria. The Executive Team has done an outstanding job of bringing me up-to-date with everything genU, and I have attended many Zoom meetings with teams across Victoria and interstate.

Maintaining the health and wellbeing of genU clients and staff has been our key priority during COVID-19, and it has been fantastic to come into an organisation full of people committed to protecting those most in need. I am proud of the work we have done to keep everyone safe, and that work will continue into the future.

Our aged care and disability teams rose to the challenge of COVID-19 and have done a tremendous job of keeping our most vulnerable clients safe.

On behalf of the genU family, I would like to acknowledge our employees, volunteers, carers and clients for continuing to inspire all of us on what is possible, and for thinking about new ways we need to develop to continue to support each other through this time.

EXPANDED SERVICES TO OUR CLIENTS

During the year genU Ability continued to grow its programs and services, with client service hours up more than 15 per cent. These services included; Individual Support Services and Independent Lives, Participate group and social support, Outreach, Support Coordination and Employment Pathways to help people develop their employability skills.

Our teams in Melbourne's northern suburbs enjoyed a full year of being part of the genU family, following the transfer of Northern Support Services to genU, while Pipsqueaks Early Learning Centre opened in Lara.

MatchWorks consolidated its growth from the previous year, following the expansion of Disability Employment Services (DES) to 120 new locations across Australia. The jobactive program was also integral to MatchWorks success as teams assisted an influx of job seekers. The programs helped 22,000 people into work.

Our professional recruitment business IPA ensured ongoing permanent or temporary employment for almost 6,000 job seekers nationally, while genU Training also had a successful year after incorporating online solutions to negotiate COVID-19.

Supported employment at genU Business Enterprises remains at the heart of our organisation, and the leadership team at North Geelong created new opportunities for future growth with initiatives like its fresh food home delivery service.

SUSTAINABLE GROWTH

The opening of Pipsqueaks Early Learning Centre in March 2020 was the culmination of many years of hard work and a proud moment in genU's history. Occupancy continues to grow despite the impacts of COVID-19, and it's heartwarming to see our people help shape the lives of little learners in Lara.

We opened new state-of-the-art respite accommodation "Connor House" in Rosebud, which replaced the dated facilities in Mornington. The house offers short-term accommodation and respite services in two living areas for up to five people. Construction continues at properties in East Geelong and McCrae.

At Barwarre Gardens Retirement Village, we completed a further 42 dwellings, including a bowling green and pavilion, bringing the total number of completed units to 141. Work on the St Laurence Park Master Plan has also continued, as we aim to improve existing accommodation and building new accommodation across the Lara property.

Our growth in Supported Independent Living (SIL) has positioned genU in the heart of Melbourne, with services now being provided in Oakleigh, Southbank, and will soon also include the Docklands. These apartment models of housing provide a concierge style of support to people with disability living in these areas.

GenU GAMER has been a COVID-19 success story, providing online interactive social options to young people feeling isolated. The program expanded to Bayside in Melbourne, and people outside Victoria have also been able to access GenU GAMER services online.

THANK YOU

While my journey at genU has only just begun, there have been so many great people who have added to the rich history of this organisation over many years and I want to again thank everyone for welcoming me with open arms.

In particular, I would like to thank our dedicated staff, volunteers and management who have gone above and beyond under difficult circumstances, and always have our clients and their families at the forefront of everything we do.

I would also like to thank outgoing Executive Team members Renae Lowry and Tim Boyd for their contributions to genU, and I would like to acknowledge the support and direction from the Board to ensure that genU continues to focus on providing excellent services to our clients.

I am so excited to lead genU forward, to strengthen and reinforce our values while promoting our vision and mission at every opportunity.

COVID-19 CHANGES THE WORLD WE LIVE IN

As COVID-19 took hold in countries across the world, genU responded quickly to employ COVID-safe workplaces across all locations.

GENU'S RESPONSE TO COVID-19

GenU leaders began regular communications with staff, clients, families and other stakeholders and provided Personal Protective Equipment to all frontline staff. More than 30 per cent of employees began working from home, while face-to-face programs and services moved online using Zoom video technology.

COVID-Safe workplace measures included:

- Ensuring physical distancing of 1.5 metres between people.
- Placing signs and posters around workplaces to remind team members and others of COVID-19 risks and the measures needed to stop its spread.
- All workers practising good hygiene, and supplying all sites with hand sanitiser.
- Wearing masks in Victoria at all sites.
- Educating people about how to spot COVID-19 symptoms (fever, cough, sore throat and shortness of breath) and making sure workers do not come to work if they feel unwell.
- Regularly cleaning and disinfecting all genU workplaces.

Mental health and wellbeing initiatives were also a key focus as the pandemic took hold, and staff were encouraged to use leave and take regular breaks to cope with work and life pressures.

GenU was able to maintain staffing levels with assistance from the Federal Government's JobKeeper program, and our finance team is working hard on insulating genU against the future financial impacts of COVID-19.

Importantly, staff across all areas rose to the challenge of COVID-19 and continued to support the people who matter most, our clients and their families. The way forward is clearer, but there is still hard work to be done and genU is up for the fight against COVID-19.

Keep up to date with genU's response to COVID-19 by visiting [genu.org.au/news/latest-covid-19-update](https://www.genu.org.au/news/latest-covid-19-update)



Maureen made genU masks.



Julie and Jess at Karingal House.

THE COVID-19 PANDEMIC

Coronaviruses (CoV) are a large family of viruses that cause illness ranging from the common cold to more severe diseases.

Health authorities identified a novel coronavirus on 7 January 2020, which soon spread throughout the world and became known as the COVID-19 virus.

World Health Organisation officials announced the COVID-19 outbreak as a pandemic on 11 March 2020.

As of 21 September 2020, more than 31.1 million cases have been reported across 188 countries and territories, with more than 962,000 deaths – more than 21.3 million people have recovered.



Elsie, Darcy and Nicole at the Costa House visitors window.



Liam with Helen on her 80th birthday.

OUR SERVICES

GenU services are centred around people with disability, their carers, students, job seekers, employers and older Australians.

GenU delivers services through its various operational divisions and branches including genU Ability, Aged Care, Employment Services, Recruitment and Training, Retirement Living and Childcare.

DISABILITY AND AGED CARE

genU empowers you to be the best you that you can be! We offer a range of supports under our disability and aged care services.

These services include:

- **Support coordination** – includes assistance with organising supports and achieving goals set out in NDIS plans, case management, and the provision of Home Care Packages (HCP) to help older people live at home longer.
- **Individual support** – for maintaining independence and reaching goals.
- **Living options** – including Supported Independent Living (SIL) and Specialist Disability Accommodation (SDA) for people with disability, respite accommodation, aged care facilities and retirement living.
- **Recreation activities** – from community groups, day programs and adventure activities.
- **Employment support services** – skill building, placements, and opportunities for employment in a supported environment at genU Business Enterprises.

TRAINING

GenU Training is a registered training organisation which puts high quality learning within everybody's reach. GenU Training gets people job-ready by offering accredited training, nationally recognised qualifications and vocational short courses.

EMPLOYMENT

No matter your background, age or ability, MatchWorks will find the best employment solution for you as a job seeker. We offer employment solutions through the jobactive program and Disability Employment Services (DES). As one of the largest employment service providers in Australia, MatchWorks also supports employers to create diverse and inclusive workplaces.

RECRUITMENT

IPA Recruitment Services specialises in recruitment and labour hire. IPA provides a diversified revenue stream for genU, with profits from the business reinvested back into genU services.

CHILDCARE

Pipsqueaks Early Learning Centre is a purpose-built childcare centre. Pipsqueaks offers a high quality education service and childcare in Lara from nursery to pre-school age, including a three and four year old kindergarten program.

OUR PEOPLE

GenU staff and volunteer numbers

3261

TOTAL STAFF
2019/20

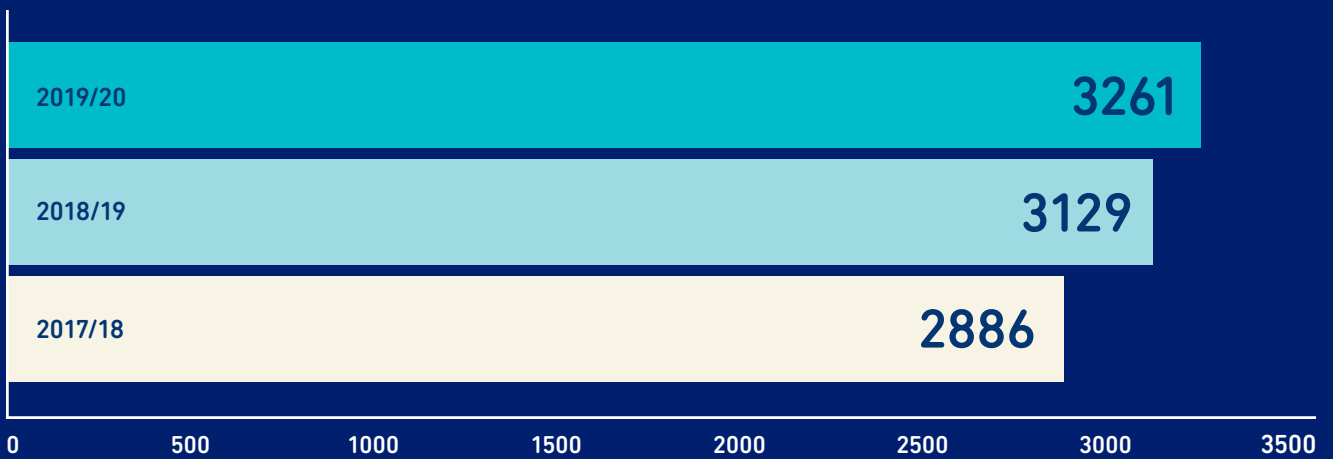
2219

FULL-TIME EQUIVALENT

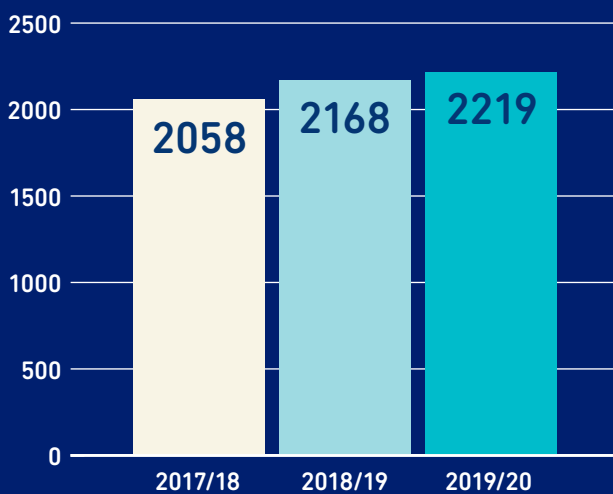
470

VOLUNTEERS

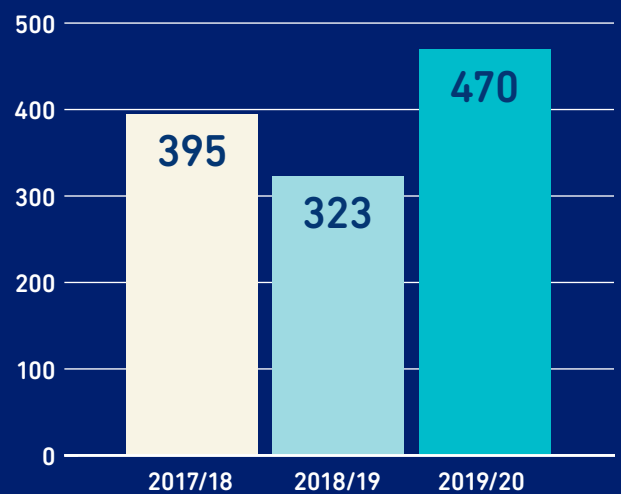
TOTAL STAFF



FTE STAFF



VOLUNTEERS



Figures correct as at June 30, 2020.
Total staff – includes supported employees and employees from genU, MatchWorks and IPA.

GENU STRATEGIC PLAN 2019–24

From humble beginnings, the genU story commenced over 65 years ago.

In 2019, genU launched our new strategic plan which started the next chapter for our great organisation. The development of the 2019-2024 Strategic Plan was informed by key stakeholders and market analysis, and continues to provide genU clear direction despite the unforeseen challenges of COVID-19.

GenU continues to evolve and mature, and we have tasked ourselves with educating and enriching every part of genU with the strategies and directions set out by this plan. We know we must remain agile to adapt to the continually changing and competitive markets in which we operate.

Underpinned by four strategic pillars, this plan provides a framework to guide our decision making as we tackle challenges presented to us like the COVID-19 pandemic. The plan clearly informs our strategic priorities, key objectives, initiatives and business divisional operating plans. We acknowledge that this is an ambitious plan, but one that is extremely important in positioning genU for its long-term success.

Our dedicated staff play an integral role in fulfilling this Strategic Plan, and our values-led culture underpins everything that we do, both internally and externally.

We appreciate and acknowledge the support of our funding partners and various stakeholders, as we continue to empower the clients that we serve while building inclusive communities right across Australia.

You can access a copy of genU's 2019-2024 Strategic Plan at [genu.org.au](https://www.genu.org.au)



OUR STRATEGIC PILLARS



CLIENT FOCUSED



PASSIONATE AND
CAPABLE PEOPLE



INNOVATION



SUSTAINABLE
GROWTH



CLIENT FOCUSED



Sally with mentor Ron McGlynn.

SALLY WORKING TOWARDS READING GOAL

Sally Pickering has had a long standing goal of wanting to read and write. The Tahara House resident has always wanted to be able to read the newspaper.

Sally's goal is now coming to fruition with help from genU Training mentors Ron and Gail. Sally began her Certificate I in Initial Adult Literacy and Numeracy course at genU's Support Hub in Highton earlier this year, and her mentors will guide Sally and her classmates through the basics of reading and writing.

GenU Training Foundation Skills courses have continued to help people engage in their local community while opening up pathways to meaningful employment.

KARLA LANDS DREAM JOB

Karla has been boot scootin' her way across the floor after landing her dream job at Allingtons Outpost in South Australia — a country, work and western wear store.

The School Leaver Employment Supports (SLES) participant successfully gained casual employment at Allingtons with help from genU.

After Year 12, Karla improved her employment skills and resilience through weekly sessions with genU Employment Coordinators. The sessions led to a successful interview and work trial at Allingtons, and Karla has been overwhelmed at the amazing support she has received from fellow staff and management.



Karla, right, with Lyn Marie Smith.



Big Days Out promote inclusive communities.

INCLUSIVE BIG DAY OUT CREATES CONNECTIONS

GenU managed to squeeze in one of its annual Big Day Out celebrations before COVID-19 restrictions took hold.

The Big Day Out brings together 100s of people including corporate volunteers and people with disability to break down barriers and promote inclusive communities.

The celebration took place in Geelong, with participants taking part in fun activities including dancing, soccer, football and dodgeball.

A big thank you to our partners BTS, GMHBA, MatchWorks, Grovedale College, Transport Accident Commission, Whyte Just & Moore and Melbourne City FC for making this event possible.



Job seeker Tammy.

INSPIRING VIDEO SERIES CELEBRATES JOB SEEKERS

A series of videos highlighted the amazing stories of five MatchWorks job seekers and their journey to employment.

The videos featured Tammy from Western Australia, Andrew and Tyler from Geelong, Rachael from Melbourne and Craig from Adelaide.

Each job seeker gave us access to film them in their daily lives, speak to their supportive employers, and learn more about how employment has changed their lives.

Visit matchworks.com.au/news to read their stories and watch the videos.

ARTX GREETES NEW AUDIENCE WITH ADDED EXHIBITION

Warrnambool artists had their own artX in 2019, adding to a packed schedule of inspiring exhibitions across Victoria.

artX reached Warrnambool, Geelong, Wyndham and Mornington in 2019, with additional exhibitions at new locations planned once COVID restrictions ease.

The wide range of high quality artwork including paintings, drawings, sculptures and woodwork blew judges away. The annual art celebrations display the work of artists who identify as living with disability or mental illness.



Melissa and Brian, front, with judges Rick and Jenny, right.



artX Mornington winner Lara Barret.

PASSIONATE AND CAPABLE PEOPLE



SARAH'S PASSION FOR FOOD LEADS TO CHEF QUALIFICATION

A love of food and a determination to find ongoing supported employment has taken Sarah Foley on an eight-year journey with genU.

Sarah initially approached genU about work experience in 2011, and her passion for food led to a role in the commercial kitchen at genU Business Enterprises in North Geelong. Sarah completed her apprenticeship and earned her chef qualification in July 2019.

The quiet achiever was also travelling to Lara's St Laurence Park Retirement Village once a month to assist with a two-course dinner for around 20 people. Sarah has developed a fan base of residents who are always happy to see her.



Sarah Foley in the kitchen.



GenU's Siarhra Atkins with, from left, Tamas, Isaac and Eadie.

HEARTWARMING LETTERS RELIEVE LONELINESS AND ISOLATION

Drawings, cards, craft projects, paintings and more provided welcome relief from isolation thanks to the genU Letter Project.

Project organisers asked schoolchildren, volunteers and genU staff from across Australia to write letters for aged care clients as COVID-19 restrictions took hold. Our older clients were overwhelmed by the love and support shown through the letters, which helped brighten the days of people experiencing isolation.

The project continues through genU's Volunteers team and we have received more than 500 incredible letters.

CROWD GOES BOOT SCOOTIN' AT BIG NIGHT OUT

The 2019 Big Night Out featured over 500 cowgirls and cowboys having a rollicking good time at The Pier Geelong.

The region's only fully inclusive gala event was another huge success, with everyone embracing the country and western theme.

GenU plans to bring the Big Night Out back in 2021 with a Superheroes and Villains theme once COVID restrictions ease.



Happy revellers at the Big Night Out.



Steve and Karen McGowan with the crew at Tara's Dream.

FAMILY CONTINUES SUPPORT FOR TARA'S DREAM RESIDENTS

Tara's Dream supported accommodation residents were thrilled when the McGowan family delivered a brand new Hyundai iMax to their new home.

The Tara's Dream Foundation teamed up with Blood Toyota Geelong to provide the vehicle, which gave residents more convenience and independence when travelling around Ocean Grove and beyond.

The McGowan family were instrumental in bringing Tara's Dream to life, and the property has been life-changing for the people who live there.

DEDICATED AND INSPIRING PEOPLE RECOGNISED WITH AWARDS

Amazing clients and staff were again recognised with genU Values Awards at the 2019 Annual General Meeting.

Among the award winners were Jake Anderson, Jim Duffield, Sarah Smith (Shared and Respite Living) and Deanne French (Costa House).

The Values Awards recognised people who lived genU's vision, mission and values while inspiring and encouraging those around them. GenU also recognised long-time clients including Julie Day, Libby Bartlett and Glenn Cook.



Jim Duffield with his family.



INNOVATION



Donna and Josh at genU Business Enterprises.

TOYOTA PARTNERSHIP PROVIDES ONGOING BENEFITS

Toyota Australia worked with genU to create a professional video highlighting the amazing work the organisations have done to improve business efficiencies across a range of areas.

GenU Business Enterprises, genU Participate and rostering teams have worked with Toyota Production System Support Centre representatives to implement the principles of the Toyota Production System (TPS).

The process upskilled employees, improved team culture, reduced stress levels in staff and ultimately provided cost and time savings to the business.

To view the video go to;
tssc.com.au/our-work/genu

TRAINING TEAMS EMBRACE TECHNOLOGY FOR CONTINUED SUCCESS

GenU Training has been a real success story over the past 12 months, with services quickly adapting to bolster the Community Services workforce.

The team moved a majority of their programs into virtual training rooms, embracing video technology to continue to deliver life-changing qualifications. They also innovated into online experience webinars for job seekers in industries experiencing growth through COVID-19, such as contact centre and warehousing.

GenU Training has trained 10,500 people nationally in the past financial year, experiencing a growth rate of 13 per cent across the division and delivering a strong financial result.



GenU Training learner Scott.

GENU GAMER EXPLORES VIRTUAL REALITY

The crew at genU GAMER were blown away by the generosity of Ryrie Office Machines who donated a brand new laptop and state-of-the-art VIVE Pro VR headset.

Keith and Dean from Ryrie Office Machines delivered the new equipment and learnt how genU GAMER helps young people "find their tribe" through tabletop and electronic gaming.

The VR headset unlocked unlimited possibilities for genU GAMERS to escape social isolation, improve their social skills and find pathways to employment.



Brandon Howard tries VR technology.



Raleigh in Melbourne.



Adrian with fresh food boxes.

PROGRAMS INNOVATE TO SUPPORT PEOPLE AT HOME

COVID-19 presented significant challenges for genU Ability services, with people unable to attend day programs and other services face-to-face.

GenU Ability teams across all parts of Australia came together to find innovative solutions on how to remain connected with clients while still delivering high quality services.

Online video technology proved a great way to connect with participants, while a television studio was set up at Eastern Hub to deliver programs including cooking sessions and art classes.

HOME DELIVERY SERVICE TRANSFORMS BUSINESS

Seasons Cafés and Catering started a new home delivery service, which provided fresh food to local communities and maintained employment at genU Business Enterprises.

Supported employees picked and packed the orders, which included fresh fruit and veggies, as well as pantry staples such as rice, pasta, flour and sugar.

The service began in Geelong, but quickly expanded to surrounding areas including the Bellarine Peninsula, Torquay, Colac, Werribee and Hoppers Crossing. GenU staff also mobilised to help deliver the orders to local residents.



SUSTAINABLE GROWTH

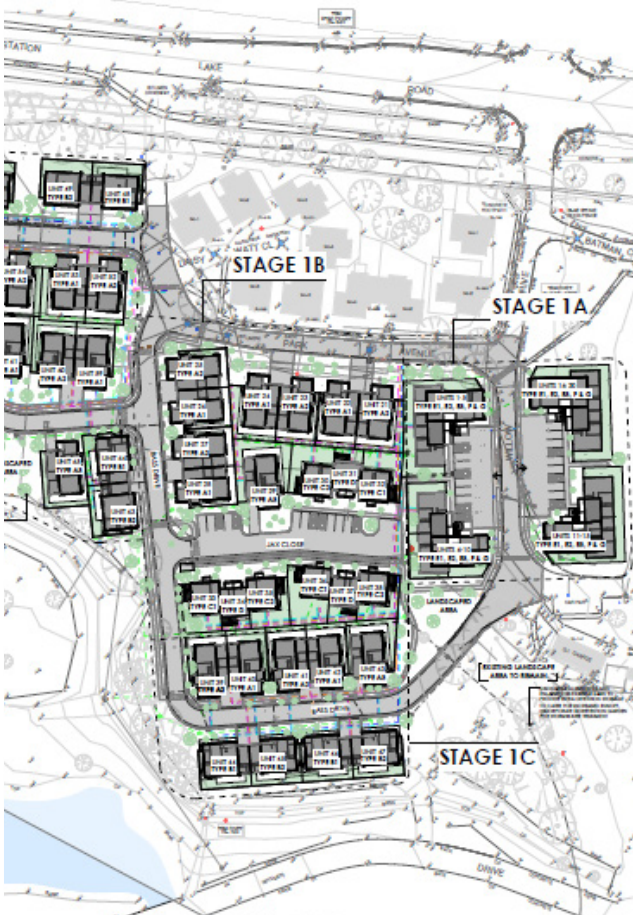
ST LAURENCE PARK MASTER PLAN WORK CONTINUES

Work has continued on the development of the St Laurence Park Master Plan.

The genU Karingal St Laurence Board is considering plans for redevelopment of St Laurence Park in Lara. The plan details redevelopment of existing accommodation and the building of new accommodation at the picturesque site.

If approved, work will be completed in stages and the project will help modernise St Laurence Park while providing outstanding support and care for existing and new residents.

St Laurence Park Retirement Village celebrated its 60th anniversary in 2019.



St Laurence Park Master Plan.



Belinda and Mel at Pipsqueaks ELC.

PIPSQUEAKS OPENS FOR LITTLE LEARNERS

GenU reconnected with its history in childcare when we opened Pipsqueaks Early Learning Centre in March 2020.

Pipsqueaks is located in Lara, just outside Geelong, and offers childcare programs for babies, toddlers and kindergarten aged children. The centre not only inspires and educates young minds, but also provides a diversified revenue stream for genU.

Pipsqueaks supports more than 50 children and continues to build capacity, while also providing learning opportunities that will engage and build success for life.



Connor House in Rosebud.

POSSIBILITIES ENDLESS AT IMPRESSIVE ROSEBUD RESPITE

The new Connor House at 27 Leon Avenue Rosebud opened earlier this year, replacing the outdated building at Tanti Avenue.

Leon Avenue is a brand new property, which caters to all participants including those with high physical support needs. The house offers short-term accommodation and respite services in two living areas for up to five people.

This project was a massive undertaking by many people over many years, and we would like to extend a big thank you to everyone involved in making this impressive property a reality.

MATCHWORKS EXCELS IN ALL AREAS

MatchWorks has consolidated its growth following the expansion of Disability Employment Services (DES) to 120 new locations across Australia.

The implementation of a new brand identity helped MatchWorks align itself more closely with genU and genU Training, and the expansion of health and wellbeing services strengthened our job seeker support across the country.

The jobactive program was also integral to MatchWorks success, and teams assisted an influx of job seekers due to the impacts of COVID-19.

Throughout the 2019/20 reporting period, MatchWorks helped almost 22,000 job seekers (DES and jobactive) find meaningful employment.



MatchWorks job seeker Jacob, left, with employer Raj Patel.

STRONG PERFORMANCE FROM IPA TEAMS

IPA teams across Australia have continued to deliver amazing results for professional clients in what has been another successful year.

From Cairns in Queensland, to Mandurah in Western Australia, IPA has helped almost 600 new candidates find employment, and paid 6000 candidates throughout 2019/20 financial year.

IPA is a labour hire and recruitment business, which provides a diversified revenue stream for genU and strengthens our investment back into all our services.



Tori Best from IPA Victoria.



STAYING CONNECTED

INCLUSIVE, BELONGING, TOGETHER





VOLUNTEER PROGRAM

2019/20

GenU has an incredible 470-strong volunteer workforce, who generously donate their time, knowledge and skills to make a difference in the lives of our clients, and our broader genU Family.

Over 2019/20, our volunteers collectively donated an outstanding 43,163 hours of service and engaged in over 100 different activities that align with their personal goals, strengths and availability.

We take this opportunity to acknowledge the enormous contribution made by our volunteers in helping genU to fulfil its Vision and Mission, and upholding our Values.

ROTARY VOLUNTEER OF THE YEAR AWARDS – NOV 2019

Outstanding genU volunteers Barbara Chappell (winner) and Les Smith (finalist) were recognised at the Rotary Volunteer of the Year Awards 2019.

VOLUNTEER CHRISTMAS EVENT 2019

On 4 December 2019, genU's Volunteers Office proudly hosted an event for 150 of our volunteers to celebrate their dedicated work.

NATIONAL VOLUNTEERS WEEK – MAY 2020

GenU adapted our traditional National Volunteer Week (NVW) to an online celebration, and thanked our dedicated volunteers through various COVID-Safe initiatives.

CELEBRATING OUR REGION'S VOLUNTEERS

GenU, in partnership with Volunteering Geelong and Humans in Geelong, recognised six Champion Volunteers from the Geelong Region in NVW. They were – Suzanne Elkington, Lynne Hill, Judy Lidstone, Brandon Dellow, Scott Cooper and Deborah Elliott.

VIRTUAL VOLUNTEERING

During the challenges of COVID-19 our in-person volunteer program was largely placed on hold in April 2020. In response to the pandemic, genU launched a new Virtual Volunteer Program, aimed at supporting genU Ability and Aged Care clients in isolation to stay connected and to continue to receive vital social and emotional support.

By May 2020, our volunteer workforce had increased by 46 per cent and expanded to being a national program, with volunteers located in every state and territory.

Adaptation to online communication mediums introduced new ways to support our volunteers through lockdown, including Zoom volunteer team meetings, the genU Volunteering Community Facebook Group, as well as the genU Volunteer Portal.



Top: Lola Lewis, left, with Cheryl Graham. **Bottom:** Les Smith, Barbara Chappell and Emily Learey.

FOCUS ON GENU **AGED CARE AND ABILITY**

This year the programs delivered in genU Ability and Aged branches continue to grow and innovate. We celebrate outcomes for people who are aging and/or who have a disability within the broad program areas.

GenU also recognises the Carers Act 2010 and ensures carers should be considered as partners, acknowledging the unique knowledge and experience of carers.

RESIDENTIAL – SUPPORTED INDEPENDENT LIVING (SIL)

There are now 45 homes, houses or apartments where genU provides Supported Independent Living (SIL) supports for people who have a disability. These arrangements are situated in suburbs within Victoria including; Geelong, Colac, Portland, Rosebud, Frankston, Hastings, Northcote, Doreen and Wyndham.

GenU are the Specialist Disability Accommodation (SDA) provider or owner at 20 of these properties. There are two properties under construction, a replacement for Karingal House (East Geelong) and a new house in McCrae.

There are also five houses designated for overnight respite supports in South Morang, Warrnambool, Thornbury, Rosebud and Geelong.

RESIDENTIAL CARE – COSTA HOUSE

Costa House is situated in Lara and provides residential aged care for up to 120 people (116 permanent and four respite beds).

COMMONWEALTH HOME SUPPORT PACKAGES (CHSP)

CHSP provides entry-level support services to people aged over 65 in the Greater Geelong region. Support includes respite, social outings and help in the home and community.

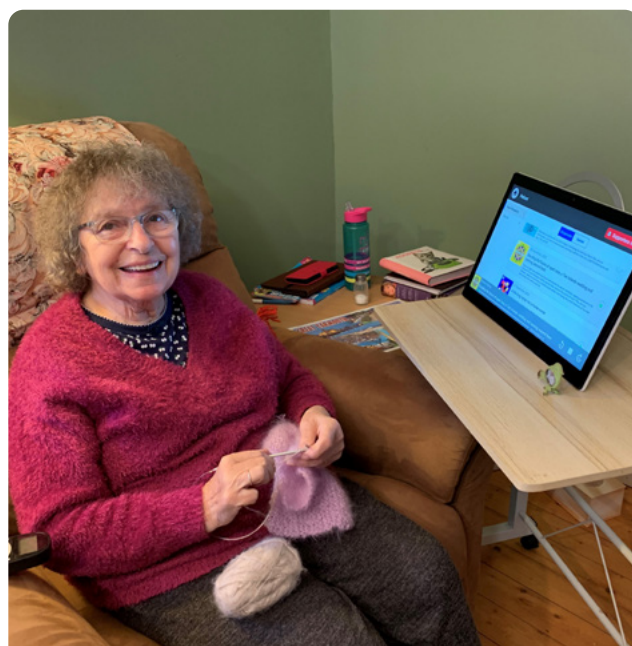
Overnight Respite includes stays at the properties in Ocean Grove and Newtown. Social support includes group based activities and 1:1 support. Programs such as Do-Care and group activities continue. Flexible Respite is 1:1 support at home, including personal care assistance focussing on medical and personal needs.

ALLIED HEALTH

Programs delivered at Eric Hart Centre include Physio, Hydrotherapy, Gym, Home Visit, and Dietician and include both group-based sessions and 1:1 supports. This was recently expanded to include Lara Park.

HOME CARE PACKAGES (HCP)

HCP involve case management support to eligible aged clients who want to live at home. We now have over 450 people using this support in Greater Geelong, the Surf Coast, South West Victoria, the Grampians, Ballarat, Mornington Peninsula and South Australia.



Sylvia at home.



GenU participants and staff at the 2020 VALID Conference.

INDIVIDUAL SUPPORT SERVICES (ISS) AND INDEPENDENT LIVES (IL)

These services provide 1:1 in home and community based supports for people with disability in Greater Geelong, the Colac South West region and North Melbourne. This program includes Independent Lives which assist people with capacity building and housing goals.

PARTICIPATE

We continue to provide group and individual social support in Victoria to over 3,000 participants. GenU gamer has grown further this year and now complements other innovative programs including genU Adventure.

OUTREACH AND SAVVI

Outreach provides support to those who are vulnerable, at risk of homelessness or have tenancy issues. These services are for people unable to access NDIS or other government funding and are delivered under four programs; Linkages, Community Reconnections Program, Housing Support for the Aged and SAVVI Supporting Connections.

SUPPORT COORDINATION

Provides quality case management and coordination to assist people to implement their NDIS Plan and access appropriate supports. There are over 1,400 clients using this service across Victoria and parts of South Australia including Mount Gambier and Adelaide.

EMPLOYMENT PATHWAYS

Working with people to support pre-work skills and assist them to develop employability skills. Outcomes of this program include work experience, career goals, access to employment services and gaining a job.

BUSINESS ENTERPRISES

GenU runs a range of businesses to offer employment in a supportive environment for over 200 employees with disability in Geelong and Colac. These businesses include hospitality, land care and business solutions.

OUR EXECUTIVE

As at June 30 2020



CLARE AMIES

Chief Executive Officer

Organisational memberships:

- Director – Institute Public Administration Association Victoria (IPAA)
- Director – Leadership Victoria
- Member – Australian Institute of Company Directors
- Member – IPAA Victoria

Tertiary qualifications:

- Bachelor of Arts
- Bachelor of Social Work
- Master of Social Work
- Graduate Certificate Public Policy and Management
- Graduate Australian Institute of Company Directors
- Graduate AMP Harvard Business School



BRANDON HOWARD

Executive General Manager
Corporate

Organisational memberships:

- Past President – Healthcare Finance Management Association (HFMA)
- Director – Baptistcare
- Member – CPA Australia
- Member – Australian Institute of Company Directors
- Member – Rotary Club of Geelong

Tertiary qualifications:

- Diploma in Business Management
- Bachelor of Commerce
- Master of Business Administration



JULIE GRAHAM

Executive General Manager
Genu Ability

Organisational memberships:

- Director – National Disability Services State Committee
- Chair – Barwon Australian Disability Enterprises Network
- Member – NDS Victorian ADE Advisory Group
- Member – Rotary Club of Geelong

Tertiary qualifications:

- Graduate Certificate in Case Management and Client Services
- Graduate Diploma in Human Resource Management
- Master of Business Administration



NATASHA WILLIAMS

Executive General Manager
Genu Ability and Aged

Tertiary qualifications:

- Master of Business Administration
- Graduate Diploma in Management and Business Administration
- Diploma in Vocational Education and Training
- Associate Degree in Social Sciences (Residential and Community Services)



PAUL BARBARO

Executive GM Recruitment,
Employment and Training

Tertiary qualifications:

- Bachelor of Behavioural Science (Psychology)



MARNIE TROETH

General Counsel and
Company Secretary

Organisational memberships:

- Association of Corporate Counsel Australia
- Australian Institute of Company Directors (AICD)
- Charity Law Association of Australia and New Zealand
- Geelong Law Association
- Law Institute of Victoria
- Member – Law Institute of Victoria Charities and Not for Profit Committee

Tertiary qualifications:

- Bachelor of Economics
- Bachelor of Laws
- Graduate Australian Institute of Company Directors

OUR EXECUTIVE

As at June 30 2020



TRAVIS NEAL

Chief Financial Officer

Organisational memberships:

- Chair of the Board – Australian Energy Foundation
- Member – Australian Institute of Company Directors
- Qualified Chartered Accountant – Chartered Accountants ANZ

Tertiary qualifications:

- Bachelor of Accounting and Finance

This year we thank and farewell

MIKE McKINSTRY

Chief Executive Officer

GRAEME KELLY

Interim Chief Executive Officer

RENAE LOWRY

Executive General Manager
Employment And Training

TIM BOYD

Executive General Manager
People And Culture

OUR BOARD

As at June 30 2020



STEPHEN ROBERTS

Chair

Board Sub-Committees:

Ex Officio on the Governance;
Finance; Risk Committees

Qualifications & Associations:

- Bachelor in Business (CSU)
- Bachelor of Health Administration (UNSW)
- Master of Business Administration



JODI HEATH

Deputy Chair

Board Sub-Committees:

Governance (Chair)

Qualifications & Associations:

- Master of Business Administration
- Graduate – Australian Institute of Company Directors
- Fellow of the Australian Rural Leaders Foundation



MICHAEL CARROLL

Finance (Chair)

Board Sub-Committees:

Finance (Chair)

Qualifications & Associations:

- Bachelor of Business
- Master of Business Administration
- Graduate Diploma of Applied Corporate Governance
- Certified Practising Accountant (CPA)
- Fellow Chartered Secretaries Australia Background
- Graduate – Australian Institute of Company Directors

OUR BOARD

As at June 30 2020



CHERYL GRAHAM

Board Sub-Committees:
Governance

Qualifications & Associations:

- Bachelor of Arts (Psychology)
- Graduate Diploma Adolescent & Child Psychology
- Diploma of Education



DR PETER LANGKAMP

Board Sub-Committees:
Risk (Chair)

Qualifications & Associations:

- Fellow – Australian Institute of Company Directors
- Graduate Diploma Accounting & Finance
- Bachelor of Agricultural Science (Hons)
- Master of Agricultural Science
- PhD



DR PATRICK LOCKIE

Board Sub-Committees:
Risk

Qualifications & Associations:

- Bachelor of Medicine
- Fellow Royal Australian College of Ophthalmologists



JAN O'KEEFE

Board Sub-Committees:
Risk

Qualifications & Associations:

- Bachelor of Law
- Master of International Law
- Bachelor of Arts (Psychology)
- Barrister & Solicitor of the High Court of NZ
- Graduate - Australian Institute of Company Directors
- Graduate - Wharton Business School, Executive Development Programme



BRUCE McDONALD

Board Sub-Committees:
Finance

Qualifications & Associations:

- Graduate Diploma in Local Government Management
- Associate Diploma of Business Studies (Local Government)
- Diploma of Business Studies (Accountancy)



ROD PAYNE

Board Sub-Committees:
Finance; Governance

Qualifications & Associations:

- Bachelor of Law
- Graduate – Australian Institute of Company Directors
- Law Institute of Victoria

Retiring Board Directors



DAVID McARTHUR

Board Sub-Committees:
Risk; Governance

RISK MANAGEMENT

RISK AND INSURANCE ATTESTATION STATEMENT

I, Stephen Roberts, Chair, certify that Karingal St Laurence Limited has:

- Risk management processes in place consistent with the International Risk Management Standard (ISO31000:2018) and an internal control system that enables the Executive to understand, manage and satisfactorily control risk exposures. The Board of Directors verifies this assurance and that the risk profile of Karingal St Laurence Limited has been critically reviewed within the last 12 months.
- Complied with Ministerial Standing Direction 3.7.1 – Risk Management Framework and Processes



The packaging team at genU Business Enterprises in North Geelong.

FINANCIAL SUMMARY REPORT

The 2019/20 financial result for genU exceeded prior year performance with the organisation increasing its services to clients in the first nine months of the year and managing the business disruption impacts caused by the COVID-19 pandemic.

Total revenue for 2019/20 was \$393.0m increasing from \$328.5m in the previous year. The full year impact of investments made in 2018/19 were achieved with the ongoing delivery of genU's employment activities across Australia supporting a significant increase in job seekers looking for employment.

GenU Ability continued to expand its programs and services. Client service hours increased more than 15% compared to prior year for genU's Participate programs. genU, and its partners, provided more than 10 new accommodation locations to support our clients to live independently. The 2019/20 result reflected the full year impact of successfully expanding genU's disability and accommodation services in Melbourne's northern suburbs through the transfer of Northern Support Services operations to genU in June 2019.

To support this growth in service activity, there has been corresponding increase in the organisational workforce and associated costs.

In March 2020, risks from the COVID-19 pandemic emerged. Although the organisation was able to pivot and change its business model to continue delivering essential service to clients, revenue and cost impacts were realised from the economic contraction, business disruption and government restrictions. These impacts were offset by Government support initiatives, including the Federal Government's JobKeeper program.

The genU operating result for 2019/20 was a surplus of \$24.7m which included impacts from adopting changes to accounting standards for leases, and asset and investment revaluations. Operational lease costs for offices, motor vehicles and some information technology equipment are now required to be accounted for 'on balance sheet' rather than an operating expense.

A review of property and goodwill during the year identified the need to write down asset valuations recognising the existing specific conditions of use for some properties and impacts of the COVID-19 pandemic. The value of genU's investment portfolio had reduced due to the broader economic impacts being experienced domestically and internationally towards the end of the financial year.

Net Assets increased by \$24.7m representing an improved working capital position at the end of the year and ongoing investment in disability and retirement living accommodation.

The staged completion of units for the Barwarre Gardens Retirement Village continued and genU commenced construction for disability and respite accommodation at McCrae, Rosebud and East Geelong in Victoria. The genU Support Hub was completed during the year, with the debt facility being fully repaid as at June 2020. Employee provisions increased at the end of the financial year from required workforce growth to deliver expanded services. The increase in assets for right of use lease assets on the balance sheet was offset by lease liability as per accounting standards.

GenU appreciates the support of those that provide funding that enables the provision of services and supports to our clients, including the Commonwealth and Victorian Governments, our community partners, donors and sponsors.

OUTLOOK 2021+

The COVID-19 pandemic has seen unprecedented impacts across the market sectors genU operates. As the economy and community emerge in 2021 into a 'new normal' it's expected that service delivery and ways of working will change.

As part of genU's 2019-24 Strategic Plan the organisation is investing in strategies to move and adapt to the 'new normal' that ensure services continue to provide value for our clients.

STATEMENT OF INCOME AND EXPENDITURE

	2020 (\$'000)	2019 (\$'000)
Revenue from operating activities:		
Revenue from government and other grants	282,286	221,052
Revenue from operating activities	109,957	105,318
Revenue from outside operating activities	781	2,138
Total Revenue from operating activities	393,024	328,508
Less		
Cost of goods sold	(86,736)	(79,962)
Gross Profit	306,288	248,546
EXPENDITURE		
Salaries and salary on-costs	(183,506)	(160,123)
Transport	(3,454)	(5,422)
Property	(8,582)	(17,407)
Client services	(40,965)	(44,211)
Information technology	(7,103)	(9,270)
Administration and other costs	(11,323)	(8,953)
Finance costs	(2,006)	(237)
Total Expenditure	(256,939)	(245,623)
Net result from continuing operations before capital items	49,349	2,923
Depreciation	(19,643)	(4,437)
Capital Revenue	267	-
Gain on disposal of property, plant & equipment	22	117
Goodwill impairment	(1,730)	(1,846)
Net gain of acquisition	809	4,466
Net result for the year	29,074	1,223
OTHER COMPREHENSIVE INCOME		
Changes in fair value of financial assets	(817)	(21)
Changes in fair value of PPE	(3,580)	(182)
Other comprehensive income for the year	(4,397)	(203)
Total comprehensive income for the year	24,677	1,020

STATEMENT OF ASSETS AND LIABILITIES

	2020 (\$'000)	2019 (\$'000)
CURRENT ASSETS		
Cash & cash equivalents	29,578	4,882
Trade & other receivables	29,336	27,735
Other assets	955	770
Other financial	18,658	19,685
Total current assets	<u>78,527</u>	<u>53,072</u>
NON CURRENT ASSETS		
Trade & other receivables	798	1,088
Property, plant and equipment	125,297	126,782
Investment properties	83,021	68,739
Right of use assets	26,967	-
Intangible assets	10,064	11,794
Total non-current assets	<u>246,147</u>	<u>208,403</u>
TOTAL ASSETS	<u>324,674</u>	<u>261,475</u>
CURRENT LIABILITIES		
Trade & other payables	39,273	33,288
Provisions	22,501	18,541
Other liabilities	75,577	61,197
Lease liabilities	9,857	-
Total current liabilities	<u>147,208</u>	<u>113,026</u>
NON-CURRENT LIABILITIES		
Provisions	5,683	3,149
Borrowings	-	14,691
Lease liabilities	16,497	-
Total non-current liabilities	<u>22,180</u>	<u>17,840</u>
TOTAL LIABILITIES	<u>169,388</u>	<u>130,866</u>
NET ASSETS	<u>155,286</u>	<u>130,609</u>
EQUITY		
Reserves	36,491	40,888
Accumulated surplus	118,795	89,721
TOTAL EQUITY	<u>155,286</u>	<u>130,609</u>

THANK YOU TO OUR SUPPORTERS AND PARTNERS

GenU is grateful for the generosity of the following supporters and partners during the past year.

GenU's Inclusion team brings its own vision of building inclusive communities to life by working with businesses to extend the boundaries of how they think about, and take responsibility for, inclusion in their own communities.

TRUSTS/FOUNDATION AND ESTATES & GIFTS OVER \$1000:

Maude Fanny Blunt Trust
Jean Williamson
Equity Trustees
Pethard Tarax Charitable Trust
Monaco Hickey
Tara's Dream Foundation
Illingworth Family Fund
Lord Mayor's Charitable Foundation
George Maurdev

CORPORATE MEMBERS:

Adcell
Adventure Park
Alcoa
Alliance Scaffolding
Barefoot Media
Barwon Water
Bendigo Bank
Business Technology Specialists
Commonwealth Bank
Coulter Roache
Davidsons
Evologic
Ford
Geelong Cats
Geelong Chamber of Commerce
Geelong Connected Communities
Geelong Manufacturing Council
GMHBA
Geelong Arts Centre
Hanlon Industries
Harcourts North Geelong
Harwood Andrews
Hewstone IT
ID Accounting & Wealth Solutions

Incitec Pivot Ltd
K Rock/Bay 93.9
Kingman Consulting
Kings Funerals
L.Bisinella Developments
Maxwell Collins Real Estate
McGowan Solutions
Morris Finance
Patrick Rowan & Associates
Poolwerx Geelong
Prestige Jayco
Provincial Media
Rendine Constructions
Rotary Club of Highton
Rydges Geelong
Ryrie Office Machines
Select Architects
SNF
TAC
The Centre of Excellence
Tuckers Funerals and Bereavement Service
VicSuper
Villawood Properties
Westpac
Whyte, Just & Moore
Wightons Lawyers

LIFE MEMBERS

Mr Richard Anderson

Mr Andrew Balaam

Mr Michael Betts

Mr Don Blackmore

Mr Frank Covill

Dr Brian Donovan

Mr Michael Dowling AM

Ms Adrienne Edgar

Ms Rosemary Faris

Mrs Robyn Flewell-Smith

Mr John Gorman

Mr Viv Gugger

Mrs Shirley Heathcote

Mr Peter Hutchinson

Ms Ruth Jones

Mr David McArthur

Mr Bruce McDonald

Mr Ron McGlynn

Dr William McKellar OAM

Mrs Valerie Mills

Mr Henry Mippy

Mr Andrew Moore

Mrs Heather Rossack

Mrs Lorraine Simpson

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seasonscafe.com.au
theotwaykitchen.com.au

genU Training

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genutraining.org.au

St Laurence Park

90 Station Lake Road
Lara, VIC 3212
P 03 5282 1405

Barwarre Gardens

89 Barwarre Road
Marshall, VIC 3216
P 03 5249 0600

MatchWorks (Head Office)

21-29 Reynolds Road
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matchworks.com.au

IPA (Head Office)

Level 5, 350 Collins Street
Melbourne, VIC 3000
P 03 9252 2222
ipa.com.au

Eastern Hub

285A McKillop Street
East Geelong, VIC 3219
P 03 5249 6100
easternhub.org.au

WE EXIST TO SERVE ALL AMBITIONS; GREAT AND SMALL.

We don't see limitations, we see possibilities to be met boldly.

We believe in helping you achieve and grow your ambitions.

We are advocates, champions for our clients.

A voice for the vulnerable.
Agents of change.

We are trusted advisors; experts.

We are coaches; mentoring, motivating, strategically navigating the outcome map.

We are the support crew; steadfast in support when times get tough.

Like us, our clients aren't shrinking violets.

Our passion is infectious.

We're making the most of today and might just surprise you with where we can go.

We are for the people, the parents, the children, the carers who have ambitions for their life and the lives of their loved ones.

We work tirelessly with families, businesses and communities to make inclusion a reality.

This is our intent.

This is our stance.

This is our purpose.

This is genU.





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