



IDV

Disability Service Provider

YOUR GOALS

ARE OUR GOALS



ANNUAL REPORT

2022

MISSION STATEMENT

"IDV exists to enhance the lives of people with a disability by providing individually designed services to achieve their goals and aspirations"

OUR VISION

"To be recognised by our Participants, Families, Community and Peers as providing excellent services to people with a disability"

PRESIDENT

SALLY BENNETT



As with every organisation across the world 2022 has once again been a challenging year as we emerge from the pandemic. I couldn't be prouder of the team at IDV as they have continued to support all our participants through thick and thin.

The Board were made aware of numerous stories of staff staying at the homes of the people we support when lockdowns occurred, of wanting to be sure the individuals they supported were as safe as they could be. To the Board, nothing exemplifies the essence of what we do better.

In the first half of the year as Victoria rolled into lockdown after lockdown, our entire focus was on getting through the week, the day and at times the hour! Like many others, IDV was an organisation whose resilience was really tested.

But we survived and now are ready to look past the day to day to our future. We are aware many organisations cannot do that. IDV's capacity to deal with a pandemic and now think about its future is because we were able to stand on the shoulders of those that came before us as Directors, those that built the reserves that we were able to draw on. We thank them for their careful stewardship.

As we emerged from COVID, the management team faced another challenge of losing a CEO. I'd like to thank them for stepping in for an extended period and supporting the Board, the staff, and people we support. It was a huge task, and the Board is grateful for their effort.

In February we were excited to welcome a new CEO Peter Symonds, who brings a wealth of experience from the sector, having managed organisations at a national, state, and local level. Peter's passion to align organisations with the NDIS' person and family centric view will support IDV's vision of what its future holds.

The second half of 2021/22 was a slow return to 'normal service' and the Board resumed its work in thinking about IDV's future. The Board and the CEO have had a good look at the way IDV 'does business.' It's recognised the world is different from before the pandemic, and the Disability area is continuing to transform from its program and centre-based perspectives to an individualised, person centric model of practice. IDV needs to match that transformation to build on our proud legacy as built over almost 70 years.

The Board has embarked on a deep strategic planning process, where we have looked at all aspects of our services - living, employment community and lifelong learning. The Board is thinking about the opportunities we have for the people we currently assist and for those that will be looking for support in the future.

In an environment where IDV competes against over 500 other organisations in the three local government areas the organisation has traditionally operated in, excellence in the person-centred support has never been more critical.

After 2 years of just thinking about making it through the month, IDV is now ready to plan and implement its future!

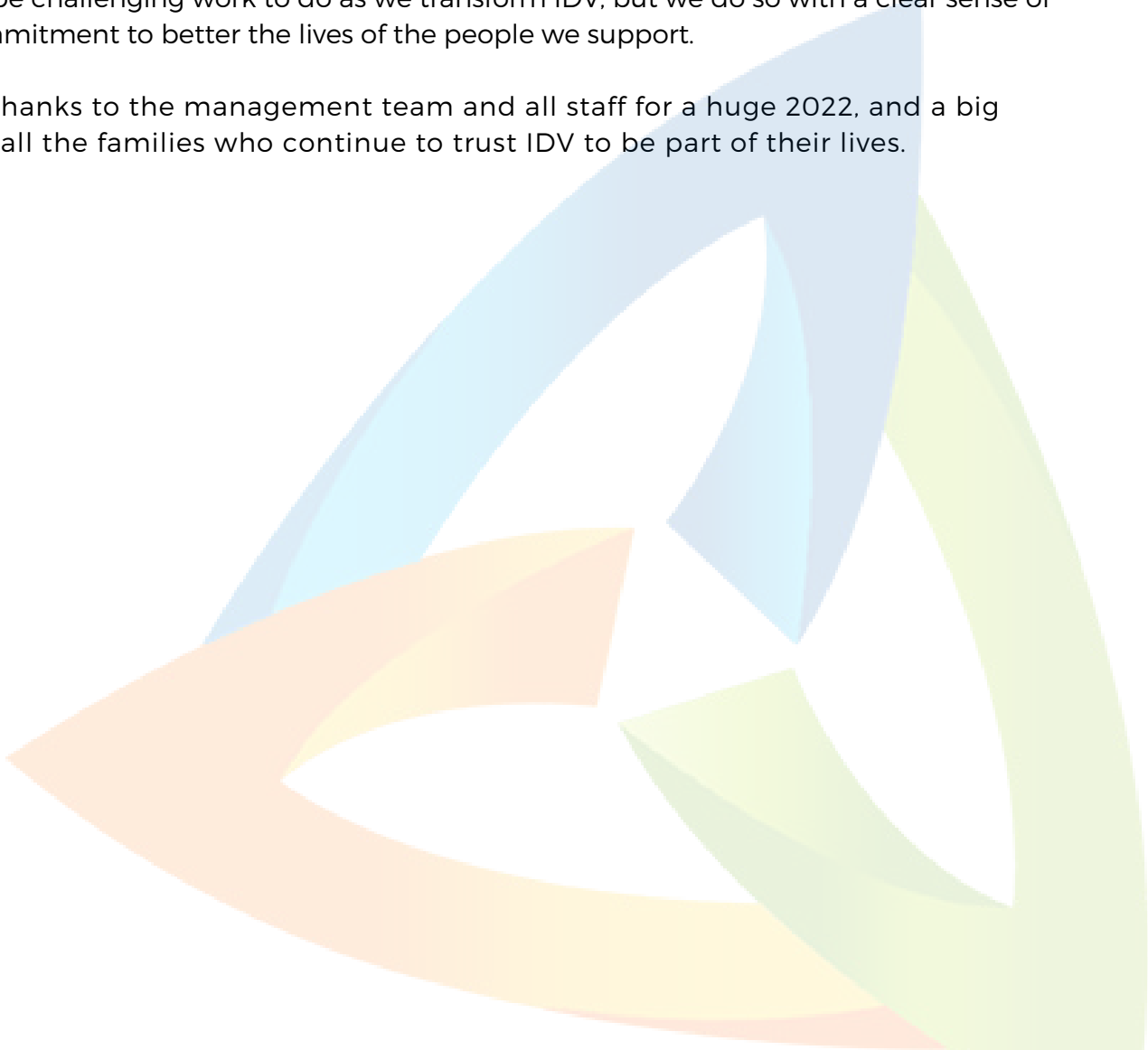
Over the last few years, we have seen several new faces on the Board. I'd like to thank every single Board member for bringing their diverse skills to the table. Each of these very capable people are volunteers and being a volunteer Board member through a once in a lifetime pandemic and deep strategic planning process means each member has gone above and beyond. Recently that diversity of skills has again been strengthened by Natalie Bhardwaj filling a casual board vacancy. Natalie brings a huge level of skill and experience in the finance and legal world, along with a deep passion to support vulnerable people lead full and meaningful lives.

These events mean as we begin 2022/23 the Board do so with more confidence in IDV's capacity to flourish.

Internally we have the resources and skills to build and grow a sustainable organisation. Externally changes within the National Disability Support Agency with a new Chairperson, board members and CEO, supporting a Minister who has committed to 'get the NDIS back on track', supports our mission.

There will still be challenging work to do as we transform IDV, but we do so with a clear sense of vision and commitment to better the lives of the people we support.

Finally, a big thanks to the management team and all staff for a huge 2022, and a big thank you for all the families who continue to trust IDV to be part of their lives.



TREASURER

PETER VAN HEMELRYCK



For the financial year ended 30th June 2022, IDV Incorporated traded at a loss of \$1,223,164. This was a result of the Government COVID restrictions with repeated closures of the centre and limitation of movement of our clients, and the subsequent slow take up of service as clients and support networks were cautious in their approach to returning to full service.

This limitation in delivering services severely minimised our income. Fortunately we had sufficient cash reserves to accommodate the cash shortfall.

In accordance with the appropriate accounting standards, our comprehensive results included a revaluation of land and buildings of \$1,630,410 resulting in a final profit for the organisation of \$398,246.

Despite the above our balance sheet remains healthy with current assets of \$4.2M and non-current assets of \$6M after a revaluation of land and buildings. Net assets increased year-on-year to \$8.7M.

IDV's cash position continues to remain stable. Cash reserves comprise 33% of total assets and 38% of net assets, meaning IDV can meet its short-term and long-term debts when they fall due. As always, we encourage families and financial guardians to continue to stay on top of their monthly invoices as this is critical to the daily running of our organisation from a financial management perspective.

We expect to record a small profit in the next financial year, as we embark on developing a new strategic plan that will shape the direction of the organisation for the future.

Thank you to all for your contribution throughout the year.

CHIEF EXECUTIVE



PETER SYMONDS

Before I began as CEO in February 2022, I'd read and listened to people talk about IDV. I was struck by two things. The first was the length of time IDV had operated. I discovered its origins went back to the 1930's as part of the Helping Hands association, formalizing as a standalone association in 1954. Secondly, IDV and a number of family driven organisations were actively challenging the community's expectations of what should happen for people with a disability.

I was also informed of the deep impact COVID was having on the organisation, the people it supported and the staff. I understood staff were going beyond their roles, staying in shut down houses or contacting people who were not getting support to ensure people were travelling as well as they could.

It would be fair to say when I arrived, IDV was like many disability organisations, very much 'battered and bruised' and focusing on the here and now. 2021/ 22 could be described as taking things, 'back to the stud work!'

As well as COVID, the impact of the ongoing changes in the NDIS have significantly impacted IDV. Our models of support were increasingly out of alignment with the directions of the NDIS.

When combined with a rolling series of COVID outbreaks and with no Job Keeper to cushion us, IDV was being challenged. As a result, the organisation has suffered the biggest monetary loss in its history, taking almost a ¼ of our carefully gathered cash reserves in one year. That meant difficult decisions had to be made to stabilize IDV. The focus in the decision making was to ensure support to people continued. While it was a tough time for the impacted people, it addressed an emerging crisis of sustainability.

Compounding IDV's immediate challenges was (and is) our changed operating landscape. The previous government had a view the NDIS was unsustainable and cuts across people's plans began with little notice. The fiscal impact for many organisations and IDV has been significant.

Since May 2022, the tone of government had changed under Minister Shorten but the need to address the expected 12% growth per year of the scheme dominates the minds of the new Board and CEO of the NDIS. IDV will not be immune from the outcome of those deliberations, and we must continue to respond to them.

But I am also of the view reacting to events is not an entirely suitable way to build IDV. In an intense market place where we are competing against over five hundred other organisations in IDV's traditional area, service excellence that is community and participant focused, where there is an honest realization the family and participant are now the purchaser of support is the key to success.

Some of the transformation work IDV must do is confronting and challenges our 'way of doing business.' But developing a 'point of difference' built on one person at a time is critical in our changed world.

Understanding what IDV will do, where and who with has been the work of the Board and the Senior Management team since December 2021. Over the last year, IDV's Strategic Plan had come together, culminating in a planning day in mid-October.

The strategic directions will give the management team the directions to deliver the 'how we do' things. The discussions have been exciting and promise much for the people that have and will chose IDV to provide support and for the staff that deliver it.

Looking back over the last year IDV has also achieved much. Aurora continued meeting its orders, despite its major customer having its factory in NZ burnt down and supply chains from China closing because of COVID.

The staff providing support to people in their homes were challenged with the deaths of two well-loved and long-term residents along with several COVID outbreaks but continued to provide uninterrupted 24/7 support. Day Services and Step by Step continued to provide support in buildings that challenged the infinite patience of staff.

With the help of everyone and under the guidance of our external audit expert, IDV 'passed' its National Quality Standards midterm audit with no noncompliance's. Thank you all who did so much work getting IDV ready for that critical audit. I know this is only a snippet of what has gone on in the past year.

All this was achieved at a time when for much of the fiscal year there was no CEO. I would like to thank the senior management and managers who put on multiple hats during that time and who have made my move into the role so much easier.

So, 2022/ 23 will be a time of continued changes. We will roll out our new Customer Relationship Management System, Lumary to ensure for the first time we have one single point of data that is current, accessible, and secure. Our linkages to other organizations who align to what we wish to do will continue. Our testing and implementing new ways of doing this, driven by participants and families will continue. But primarily the operational team's role will be to roll out the Strategic Plan, in a manner that ensures we focus on one person at a time, no one gets left behind, and all get to explore and be part of an inclusive world.

It's going to be a year that in many ways is like IDV's beginning in 1954, where the organisation challenged expectations of what should happen for people with disabilities. IDV continues to do that, and I am excited to be part of the challenge.

GM OPERATIONS



MANDY KURSAT

2022 has continued to provide its challenges as we experienced more of our participants and staff being impacted by COVID. As we have seen through the pandemic the safety of our participants, employees and community have been our top priority.

We are now accustomed to infection control measures, wearing PPE and keeping each other safe as a normal course of action and it would not have been possible without the resilience and determination of our participants and employees to maintain service continuity.

Our ADE site at Thomastown continued on with many challenges this year as our customers were significantly impacted by COVID and shipping of parts. Whilst it was a challenging first half of the year we can now see the light at the end of a challenging road with increased orders and a new customer that has come on board. Our Day Service and support service offerings at Macleod and Greensborough have been continuing to grow and expand with a focus on Youth programs transitioning from high school. IDV has formed partnerships with local schools to support transition programs that will focus on employment as an option for everyone and what supports we wrap around our participants to make this successful in the future.

Unfortunately, this year we lost 2 of our long-term participants in our Supported Independent Living houses Michael Maher and Dianne Smith. Both participants have been involved with IDV for over 30 years where they formed great friendships, and they were a true family unit. We thank the families for allowing IDV to be a part of their lives, our staffing team have very fond memories they will continue to cherish.

Providing services over the last few years has demonstrated that IDV needs to be agile and responsive to individualized and customised service delivery models into the future. Following a period of review and planning a new service model has been implemented – Customised Employment. This new service line will allow IDV to maximize the potential of each participant and provide a true pathway to transition services. We have seen this model in operation now for a few months and seen with the right employees, investing in training and support we have been able to see successful outcomes in open employment for our participants.

This year we have been challenged and celebrated success as a team. I am grateful to be working alongside an experienced Senior Leadership team and management group that will continue to set the bar high to ensure we achieve our Mission, Vision and Purpose. The partnership and relationships that we form with our participants, their families and our staff underpin everything that we do.

Thank you for your support and we look forward to creating exciting pathways into the future.

GM CORPORATE SERVICES



JAMES CARDONA

2022 was yet another challenging year. COVID restrictions impacted our ability to provide services to most of our participants for the first 5 months of the financial year.

This not only impacted our participants, but also our staff that couldn't provide services they pride themselves in delivering.

Our Finance and Administration team experienced significant changes throughout the year with long standing staff members seeking career paths outside of IDV. This created an opportunity to reshape how we do things and openings for new faces to join the IDV Finance and Administration team.

IDV embarked on a journey to source a Client Relationship Management (CRM) system to improve the way we record and use our data whilst enhancing the way we provide services to our participants. By the end of the 2022 financial year IDV had approved to secure the services of Lumary and commence the build phase of our new CRM. We envisage deploying Lumary in the second half of the 2023 financial year and are excited to share the benefits of a digital CRM with our stakeholders.

NDIS pricing changes and Fair Work Commission National wage case announcements brought significant increases to, participant NDIS funding and to staff wages. This will go some way in ensuring the financial sustainability of NDIS service providers like IDV whilst acknowledging the hard work our staff put in day in day out. IDV welcomes these announcements amongst an ever changing NDIS landscape.

I'd like to thank all participants, families, carers and staff for their continued support and for their understanding during these difficult times.

BRAIDED MODEL

ADRIAN MONTALTO - STEP BY STEP PARTICIPANT

I wanted to start the Braided Model because I wanted to start working and getting paid. I also wanted to learn how to be more independent, this is what the staff are helping me do.

I have learnt how to read bus timetables and travel to different places, like my work placement at Woolies in Bundoora. I have also learnt how to travel from my house to my new job at Dysons Bus charter, I am still working on this.

I did a work trial at Dyson Bus charter working in their café and after my two week trial they offered me a paid position. I love working there, my favourite jobs are making the sandwiches and coffee.

In the future I would like to work 2 days a week and open up my own bank account, so I can understand how to save money. One day I would like to buy an Apple Mac computer with the money I save from my job.



BRAIDED MODEL

MIKE CASEY - STEP BY STEP PARTICIPANT

Getting a job was really important to me because being an adult means you have to work on things you really want to do. I really wanted to save for a mobile phone, so having a job lets me save my own money.

When I first started the Braided Model, staff helped me list things I wanted in my life, and also things I needed to learn to help me be an independent adult.

I spent time learning how to catch buses to different places, but Diamond Creek was my favourite place to visit. I met lots of different people in different shops and this is where I met Daniel. Daniel showed me around his butcher shop and explained how they were making their own beef jerky, I was very excited when he asked if I would like to give it a go one day a week. After only three weeks of practice I got a job.

I now catch the bus to and from work on my own, I have my own bank card for my wages to go into and learning how to budget and save, and the coolest thing is I saved enough money to buy my very own mobile phone. It is so much fun learning all the cool things you can do on your phone.

I am hoping in the future I will be able to work extra days during the week, and save for a trip to QLD to meet my new nephew and nieces.



STEP BY STEP

ISOBEL KENYON - STEP BY STEP PARTICIPANT

My goals and what I wanted to work on coming to IDV was to build life skills and get better at my independence. I really wanted to get better at being more independent at home and when I go out in the community, I think I have gotten better with doing things for myself.

My keyworker Michael and staff at IDV help me every day to learn how to do things for myself, the staff help me to practice these skills everyday so I can do it at home. Staff show me how to do it lots of times before I do it myself, so I learn the right way.

I speak up for myself more than I did in school, learning from the voice program that I have rights and its okay to speak up, I am more comfortable speaking up to others with problems I have, more than I was at the start of the year.

DAVID QUATTRUCCI - STEP BY STEP PARTICIPANT

My goal this year has been to work on my communication skills, I think I am doing well at WaterMarc work placement, I feel a lot more comfortable talking to the staff now and asking questions I can now let the staff know that I have finished and need more tasks.

When I first started in the Kiosk program, I was nervous telling participants what they needed to do when filling out their forms, but I now enjoy handing them out and answering questions.

I really like helping the participants choose their ingredients at the serving station and making sure that they get the right drink, it is my responsibility to make sure everyone lines up for serving.



IN MEMORY

MICHAEL MAHER - AIRLIE ROAD RESIDENT

Michael Maher moved into Airlie Road in 1989 at the young age of 18. He remained at Airlie Road until a decline in his health due to the early onset of Dementia. When he transferred to the Austin Hospital/ Royal Talbot on the 16/01/2022.

Michael attended Araluen Day Service for a period of time whilst there Michael was an avid artist where he sold many of his paintings/artwork. Michael participated in many sports and had many trophies displayed in his bedroom of all his achievements over the years. Michael then attended IDV Day service where he formed many friendships with not only Participants but also staff alike.

Michael was a Collingwood supporter and would love to watch his mighty Pies on the TV over the footy season cheering them on. He also loved the Deal or No Deal TV show and he would show everyone the Deal or No Deal sign with his hands. The Chase was another favourite of Michael's.

Michael Loved to dance and boy could he bust a move, ABBA was one of his favourite bands, and Michael would sing out loud in the car whenever he heard a song he loved.

The thing we will miss most of all, is his infectious smile, it could melt your heart, Michael's smile and laugh would warm you to no end. Airlie Road was and will always be Michael's home. We were blessed to know Michael.

We were also lucky to have the love and support of Michael's Auntie Rosemary who has considered Airlie Road Michael's family just as much as hers.

Michael will be forever missed by all his housemates at Airlie Road and by all the staff that supported Michael.

IN MEMORY

DIANNE SMITH - FERNSIDE AVENUE RESIDENT

Dianne passed away in the early hours of the morning on Wednesday 14th of September 2022.

Dianne also affectionally known as Di or Di-Di loved a chat. She would run up to you at her home with a smile on her face to greet you, full of news to tell you and would want to update you on all that was going on not only with herself but also all her housemates.

She made many friendships with her peers and staff over this time. Dianne was a friendly caring person that loved her family, and they were very close, she was a very proud sister, Aunty, great Aunty, and niece. Dianne loved to chat about her family and tell you about her conversations with her sisters, Glenys, and Robyn. She would update you on how her nieces and nephews were all going, and would also always ask how your family was going and what was going on in your life. She especially loved catching up with her family and going on holidays with Glenys.

Dianne had a great friendship with her housemates, Joyce, Connie, Patricia, Michael, and Craig. They were true friends, they fought, they made up as true friends do; they did many things together. They all cared for each other especially when anyone of them was unwell or sad. Dianne liked to keep them all in order ensuring that everyone did their chores around the house.

Dianne lived at Fernside Avenue for 35 years moving-in in 1987. During this time Dianne also worked at Aurora up until 2012 when she retired due to ill health. After retiring from Aurora Dianne started attending IDV's Day Service in Macleod, where she participated in a variety of programs, that saw her out in the community, she particularly loved the Meals on Wheels program, Jewellery program and her favourite program Drama. I remember the year she performed a solo performance where she sung "Singing in the rain". Dianne was so excited about this opportunity and rehearsed a lot to ensure that she was ready for her performance. Dianne was a star when she performed.

For many years Dianne played indoor Cricket at Bundoora on Tuesday night's with her housemates and others within the community. When she stopped playing indoor cricket, she then attended the Apollo dance group with some of her housemates.

Dianne was a very social person she enjoyed getting out and about and attended AFL matches (she was a Brisbane Lion's supporter), The Australian Tennis Open and various music concerts. Also live theatre productions, the most recent production she saw was "HairSpray" with her housemates. She enjoyed holidays locally, interstate and internationally. Dianne loved watching cooking shows and had attended cooking classes with a professional Chef at the Nillumbik Learning Centre. She also loved the Bold and the Beautiful and would watch this daily, even getting the staff hooked on the show.

Dianne will be sadly missed by everyone at Fernside Avenue and everyone else that she has touched over the years, words can not express the emptiness we will all feel now that she has gone.

SUPPORT SERVICES



TRACY HART - HOLIDAYS

During the September school holidays, Support Services was able to provide a Holiday to Step by Step participants to Phillip Island for four days. The group stayed at a lovely holiday house, just outside of the Island.

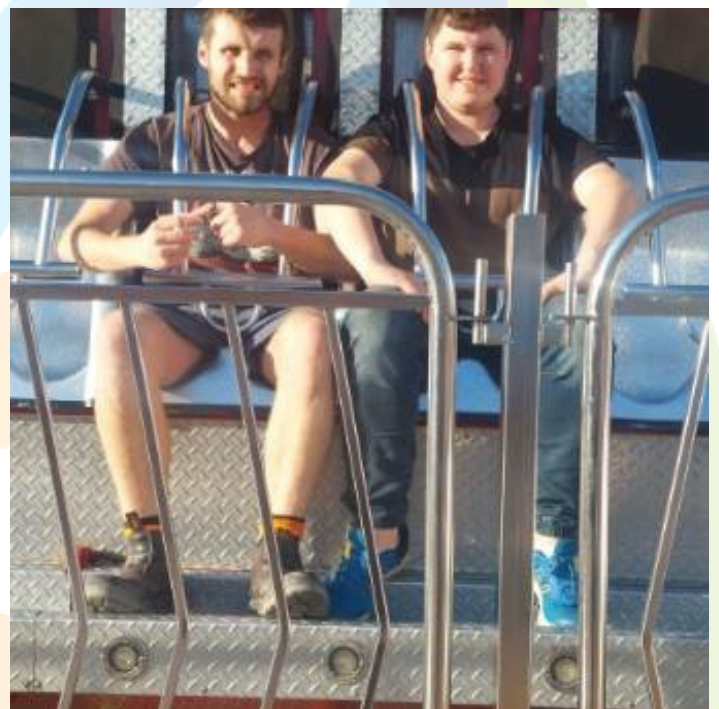
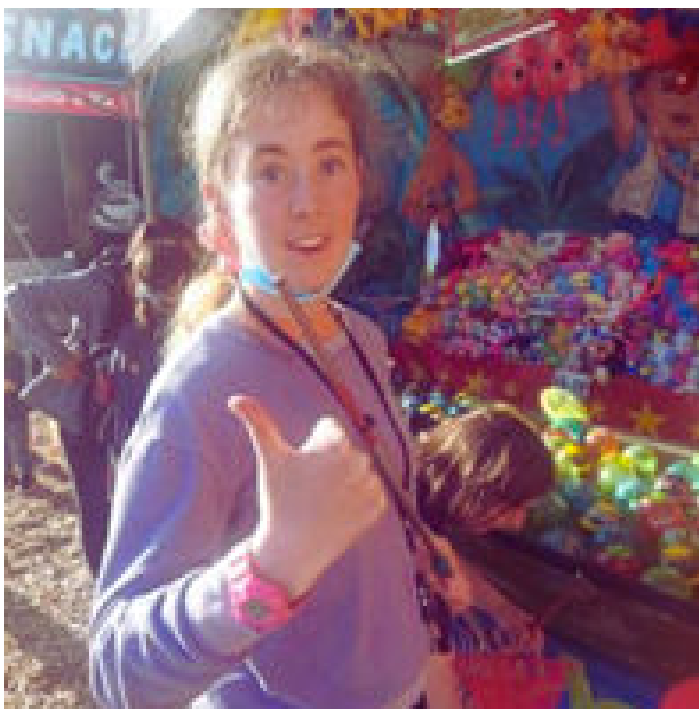
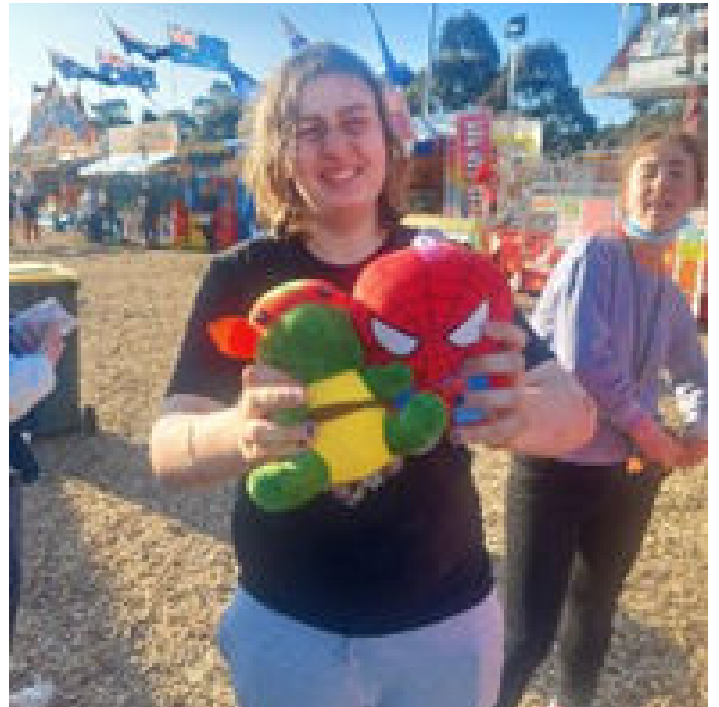
We had six participants attend. The group visited many of the attractions the Island has to offer, including: The Penguin Parade, The Chocolate Factory, Amaze N Things, and Maru Animal Park, where they were able to get up close and personal with some of Australia's wildlife.

All participants stated that they had a fantastic time, and cannot wait until the next Holiday.



TRACY HART - CONNECTUS

Also, after 2 years, our ConnectUs Youth group were able to attend the Royal Melbourne Show. The group travelled by train to the showgrounds. We had participants who enjoyed the rides and others who tried their luck on the arcade games, showing off their skills by winning some great prizes. The group also enjoyed seeing all the attractions the show had to offer, and they even purchased showbags.



RESIDENTIAL SERVICES



CHERYL WILSON- FERNSIDE

The Residents at Fernside Avenue decided that they wanted to go out to see a live production, so they sat down together and discussed what they would like to see, after this discussion they all chose the musical "HairSpray" that was showing at the Regent Theatre. Next was purchasing tickets and this was done online. The tickets were purchased, and everyone was now excited about this upcoming outing.

The day arrived quickly and there was a buzz at the house, with everyone getting all dressed up for their outing. Then they were off to the Regent Theatre, they all loved the show, they sang along and danced throughout the show and all purchased T-Shirts as a reminder of the great show they had just been to.

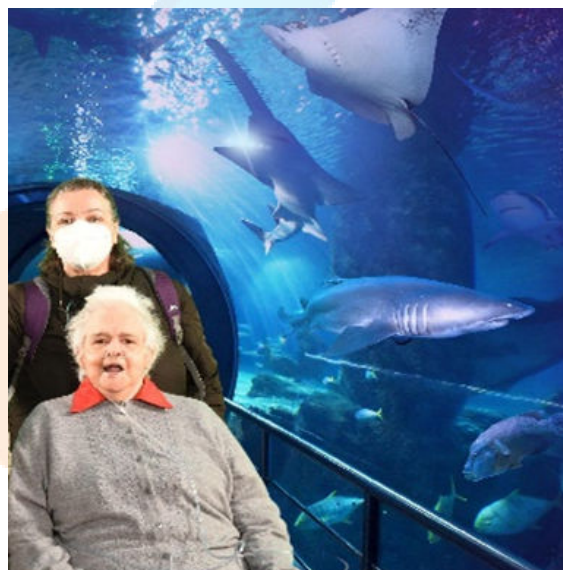
After the show they enjoyed afternoon tea with drinks and snacks, with smiles on their faces.



CHERYL WILSON-AIRLIE ROAD

In May the Residents at Airlie Road and a friend decided that they would visit the Melbourne Aquarium. All were excited about this outing, after the many lockdowns faced over Covid it was their first big outing. Tickets were booked earlier online, and everyone was excited and looking forward to the day.

So, on the 22nd of May they headed off to the Melbourne Aquarium to see all the sea life and learn a little more about their habitat, they particularly enjoyed watching the penguins. After visiting the Aquarium they all said they would love to visit the Melbourne Zoo, so it looks like they are all off to the Zoo in the near future.



AURORA SUPPORTED EMPLOYMENT



CHRIS LAING

Aurora Products has continued to be an important and essential part of IDV community by continuing to offer employment opportunities for our Supported Employees by providing a quality packaging and assembly service to our local business partners.

Customer feedback:

"We have been working with IDV for the past 6 months and to date we have been very happy with the service and professionalism that Chris and his staff have shown. Our orders have been consistently packed in a prompt and orderly fashion. We have always been impressed with the business's organisation and level of communication and would highly recommend them."

Matt - Little Veggie Patch Co.



"My dealings with Aurora over the past 12 months have been very positive. Their service and attention to detail are to be commended. Our orders are always processed in a timely manner and always as ordered, they never make mistakes. The staff are easy to deal with and have a very good understanding of our product and requirements"



Evan Booth - Director ECD

We send our thanks to our local business partners for their continued support of our organisation.

BOARD MEMBERS



Sally Bennett - President

Sally Bennett is a Risk Management professional who specialises in cultural change and embedding a risk and governance culture in organisations. Sally has worked with a wide range of organisations including several disability service providers, utilities, Local Government, Health, Construction and Manufacturing, and ranging from medium sector to large multinationals. Sally has also run her own business, and enjoys bringing her business acumen to the NFP sector.

Robert Buchan - Vice President



Rob Buchan is an experienced executive, having held senior roles in both the private and public sectors. Initially commencing in the financial markets, he moved into risk management positions eventually filling country manager roles for a major bank. In the federal government, he has worked in regulatory positions and now within the Attorney General's portfolio. Rob has sat on several boards in the financial and community sectors and has acquired wide experience gained through postings to the US, UK, Singapore and Indonesia. Rob's sister has been a client of IDV for approximately 35 years. His father, Paul Buchan, was a IDV board member for approximately 25 years, 13 of those as Chairman. Rob is keen to continue the Buchan family's contribution to the ongoing success of IDV for the benefit of all its clients.

Paul Nichols - Secretary



Paul Nichols has worked as a senior executive for not-for-profit, commercial and government international aid organisations, including at the Department of Foreign Affairs and Trade. He now is a consultant in strategic planning, management and evaluation for community development, health, education, governance, gender and social inclusion and climate change programs. He also serves as a Director and Chair of the Finance and Risk Management Committee for an international not-for-profit organisation (Act for Peace) and is active in local community and sporting groups. He is married and has two children, including a daughter who is a participant in IDV's Step by Step Program.

Peter Van Hemelryck - Treasurer



Peter Van Hemelryck has been a Chief Executive Officer of industrial companies for over 38 years and has significant organisational, administrative and financial management skills. Peter is also a Fellow of the Australian Institute of Company Directors. As a parent of children who have a disability, Peter is a long standing and respected member of Community Sector Organisations.

BOARD MEMBERS

Natalie Bhardwaj - Board Member

Natalie Bhardwaj has over 15 years of finance experience, is admitted to the Supreme Court of Victoria and is a Melbourne Business School and Australian Institute of Company Directors graduate.

Natalie comes with previous NFP board experience and is currently an Australian Financial Security Authority committee member providing oversight and governance to insolvency practitioners.

Natalie has worked in a wide range of industries including professional services, investment banking and has a long professional and personal connection to the health and aged care sectors. She has worked abroad as an Asia-Pacific pharmaceuticals finance manager utilising her strong strategic and management skills, including assessment and deployment of medication in developing countries.

Bernadette Doyle - Board Member

Bernadette Doyle is an accomplished lawyer and governance expert with over 15 years' experience in senior legal roles. Bernadette's experience spans the water, rail and the NFP sectors.

Bernadette is a Graduate Member of the Australian Institute of Company Directors. A member, Association of Corporate Counsel. Corporate Secretary, 100% Project (Dec 2015 – June 2016).

Bronwyn Friday - Board Member

Bronwyn is a tertiary-qualified and professional certified Risk Manager with over eighteen years of risk management experience working in a range of industries from retail, utilities, transport, construction, finance and consumer goods. She has a wealth of experience in developing and implementing best practice risk management frameworks and systems.

Bronwyn is currently working at Woolworths as their Head of Risk, BIG W and Supply Chain focused on Emerging, Strategic and Operational risk management, plus supporting their COVID-19 response.

Bronwyn was previously at AusNet Services as their Head of Risk, heading up their Risk & Resilient team, which focused on Emerging, Strategic, Operational and Project Risk Management, plus Resilience Management incorporating Compliance, Crisis, Business Continuity and Security Management.

OUR STAFF

The last 12 months have yet again been an extremely challenging time for our dedicated IDV team with COVID restrictions impacting our personal lives and how we work.

We would like to extend a very big thanks to the whole IDV team for their support and commitment to our participants/residents, their colleagues, and the organisation.

Our staff are the heart of our organisation and their commitment, positive energy, and resilience has kept IDV going.

IDV is truly lucky to have you, and we are sincerely thankful. We hope that you enjoy the Christmas break.

STAFF SERVICE AWARDS

5 years

Kiran Kaur
Renee McGregor
Tara Barber
Fatimatu Kamara
Catherine Jeffery

15 years

Frank Poci
Paul Sirianni
Coni Martins
Maddy Pitts

30 years

Charles Jenkins

35 years

Janine Cording

10 years

Anna Pascetta
Mark Stewart

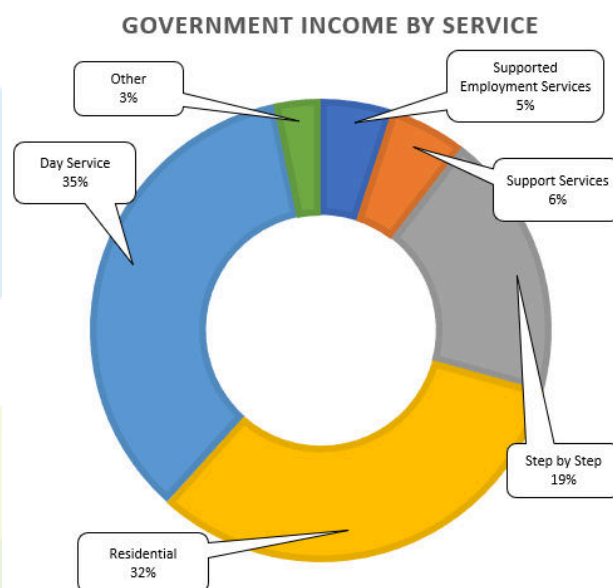
20 years

Kim Kilfoyle
Clara Valmorbida
Ian Hay
Lynette Van Hemelryck
Creonice Dalais

INCOME & EXPENDITURE

Income	2022 \$'000	2021 \$'000
Government Income	5,999,511	7,812,747
Participant Fees	610,098	520,981
Packaging Sales	174,010	181,676
Other Income	20,918	7,117
Interest Income	7,296	21,022
Total Income	6,811,832	8,543,542

Expenses	2022 \$'000	2021 \$'000
Employment Costs	6,636,747	6,516,908
Motor Vehicle Expenses	103,519	70,015
Program Expenses	297,631	230,923
Administration Expenses	146,525	112,316
General Expenses	249,289	201,656
Repairs & Maintenance	54,173	38,843
Utilities	182,068	186,654
Packaging Expenses	34,832	5,490
Sundry Expenses	-	864
Depreciation	339,213	371,963
Total Expenses	8,043,996	7,735,633
Net Surplus / Deficit	- 1,232,164	807,909
Gain on revaluation	1,630,410	-
Total Comprehensive Result	398,246	807,909



BALANCE SHEET

Assets	2022 \$'000	2021 \$'000
Current assets		
Cash and cash equivalents	3,356,330	3,031,070
Other current assets	842,112	2,186,323
Total current assets	4,198,442	5,217,393
Non-current assets		
Property, plant and equip.	5,847,570	4,347,125
Right of use assets	162,303	238,684
Other financial assets	1,000	3,750
Total non-current assets	6,010,873	4,589,559
Total assets	10,209,315	9,806,952

Liabilities	2022 \$'000	2021 \$'000
Current liabilities		
Trade and other payables	470,429	308,427
Employee benefit liabilities	822,941	888,821
Contract liabilities	38,870	15,602
Leased liabilities	78,043	76,550
Total current liabilities	1,410,283	1,289,400
Non-current liabilities		
Employee benefit liabilities	51,621	90,553
Leased liabilities	89,782	167,617
Total non-current liabilities	141,403	258,170
Total liabilities	1,551,686	1,547,570
NET ASSETS	8,657,629	8,259,382

"IDV exists to enhance the
lives of people with a
disability by providing
individually designed services
to achieve their goals and
aspirations"



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