

THE GRAPEVINE

From the CEO -

Devonfield has completed part one of our audits required for the employment services and the entire Devonfield Organisation in September and October. Please read the notice attached to your pay packet from Karin Febey entitled “**Devonfield’s audit update**”.

I would personally like to thank everyone for their assistance during the past weeks with completing the individual folders for our clients in each service and staff for attending training sessions on requirements.

I also wish to pass on the following information that is part of our improvements moving forward:

Our Board have authorised the purchase of software to assist ALL Workers, Board and Volunteers through access to our policies 365 days of the year via our computers, tablets or mobile phones. This new system commenced having data imported from Devonfield on 1st November and both the software designer and Devonfield are working together throughout the upcoming weeks to complete the initial steps.

What is more exciting for ALL OF US is that the software includes on-line training linked to our policies and procedures with self-testing of knowledge. This will also be available 24/7 which we will all appreciate.

I will provide further updates as we progress through the implementation stages. PLEASE KEEP WATCHING THIS SPACE for updates.

The Devonfield Board -

Our Board held Devonfield’s Annual General Meeting on Wednesday 30th October announcing a surplus for the year. Please find attached Elizabeth (Libby) Campbell’s report presented for all to read, conveying the achievements we have made and appreciation from the Chair and Board.

I can confirm the following Office bearers of Devonfield’s Board are:

Board Chair: John Blyth
Vice Chair: Don Willing
Treasurer: Gerry Doolan
Directors: Elizabeth Campbell, Kath Keating, Geoff Lidgerwood, Anthony Campbell.

At the meeting, we also received advice of the retirement of Director, Kay Denman. A lovely bouquet of flowers was presented.

CONTACTS

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Monday to Friday 8am to 4pm

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Manager, Community Services
Zara King Ext 120
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Important Dates for the remainder of the year -

- Auditors on Devonfield site – 21st and 22nd November, plus 2nd to the 4th December.
- **Annual Dinner and presentation being held 7.00pm 22nd November 2019 at The Paranaple Centre, Devonport.**
- Leave forms for over the Festive Season are required to your **Service Manager by no later than the 22nd November.**
- **Timesheets for the week ending the 29th November 2019, will be required to your Service Managers by 9.00am on Thursday 28th November 2019, due to public holiday on Friday.**
- Timesheets for week ending the 20th December 2019 and 27th December 2019, will be required to be completed in advance and to your Service Manager no later than Monday 16th December.
- Head Office will close at 3.00pm on Friday 20th December and will re-open on Thursday 2nd January 2020.
- **Payroll due to be paid on the 2nd January 2020 will be in staff bank accounts on Tuesday 31st December 2019.**
- **Employment Services staff and clients** - will be having a Festive Season luncheon on Wednesday 18th December 2019 at 12.30pm and then heading home at 2.30pm.
- **Community Services staff and clients** - will be having a Festive Season luncheon on Thursday 19th December 2019 with activities starting at 12.00noon and a lunch provided from 12.45pm, then going home at 3.00pm.



Years of Service

The Directors of the Board of Devonfield would like to acknowledge the following years of service by staff.

2018

10 Years - Sally Carpenter, Dearne Barnes, Linda Kremneff & Monya Viney

15 Years - Rodney Burns & Jason Bohannon

20 Years - Vicki Cure & Tony Jeffries

25 Years - John Carr

30 Years - Pat Manzoney

2019

10 Years - Christine Bannon, Hayley Dyke, Anthony Enright, Robert Harber, Regina Radford & Leigh Wells

15 Years - Rona Muir

Chairman's Report for AGM

Good afternoon Ladies and Gentlemen.

It is with pleasure that I present my Chairman's Report to the 27th Annual General Meeting of Devonfield Enterprises Inc. for the financial year ended 30th June 2019.

This year we have continued to work on the implementation of our rectification plan with the Department of Community Services. It is remarkable to see how much has been achieved and just how much work has been involved.

Our Organisational Chart for 2019, reviewed 29th May 2019, has been implemented.

The Board of Management appointed our new CEO, Tanya Kingshott in February 2019. Our congratulations to Tanya.

The Board has amended the Rules of Association with several changes including the maximum number of Directors reduced from 10 to 8, with the Chief Executive Officer no longer having voting rights and being nominated as Public Officer. The new Rules of Association were distributed to all financial members of Devonfield's Association for comment and a meeting was held to accept the changes to the document that was reviewed by our Solicitor.

Three new Board Directors have been appointed and three directors have exited the Board.

A review of all buildings and properties owned by Devonfield is being undertaken with the view towards future development and service provision.

The Board is currently reviewing all governance documents in readiness for finalising the new NDIS Quality and Safeguard Commission annual audit process that came into effect from 1st July 2019.

Staff have been working with clients, families, advocates and stakeholders for those of 65 years and over in regard to maintaining necessary supports by Devonfield now, and future options or assisting where relevant, to transfer to Aged Residential Support. Residents from large homes transitioned to NDIS from the end of September 2018 to November 2018 with better accommodation options where possible. Several clients moved to new homes or units in the Devonport and Ulverstone areas.

Transport for these clients during support activities have been reviewed and Devonfield vehicles transferred to better fit service requirements. Public Transport has been incorporated where possible. Funding for transport has been received within some clients' plans and requires close monitoring and management to not exceed funds available through NDIS plans or within the means of clients' personal expenditure.

The Management Team along with Board Directors are currently working with external parties in sourcing suitable homes for residents of both large homes in Launceston and Devonport to reside in. The maximum number of residents possible with NDIS support is six (6) residents in each home.

PROPERTIES

A review of properties owned by Devonfield has resulted in sales and changes. Ellison House in Launceston has been sold with a lease back until new smaller homes are found for our 13 residents.

Teronica House at Somerset has also been sold. Unfortunately, it was not an affordable option for client's home and an expensive make over was needed.

Gollan Street Day Centre has been wound down as only 6 clients were attending through transition to NDIS during 2016 to 2018. As Gollan Street is classed as a commercial property it is not an option for a home for clients. This property is currently listed for sale.

A three-bedroom house in Georgetown that has previously been rented out due to it not being suitable for our clients has been sold.

Devonfield has acquired a house in Miandetta from an Estate. This house is a comfortable home for two clients. Our appreciation for this donation is noted by the Board.

Head Office - The Board authorised an extension to Head Office. Visitors will notice this extension has created a visitor meeting room plus secure office spaces and a network server room.

Fourteen property titles have been transferred to the correct Organisation Name of Devonfield Enterprises Inc.

NEW BRANDING

New branding and web site have been implemented so all service provision is from Devonfield. All names and funding names used for services have been delisted and all properties referred to by location.

- Devonfield's Community Services.
- Devonfield's Business Services.
- Devonfield's Accommodation Service.
- Devonfield's Gardening Service.
- Devonfield's Hospitality Service.
- Devonfield Enterprises Inc. (Head Office).

TRAINING, STAFF and VOLUNTEERS

Staff training has been completed for all staff of the National Standard for Disability Services. Currently planning and completing training for all staff on additional practice standards with the introduction of the NDIS Commission.

All staff positions and duties have been reviewed by external consultants and re written to match the MEA/SCHADS classifications and duties. The review of staff highlighted a pay error. Back pay to the first full pay period on or after the 1st July 2013 was finalised, audited, and paid in January 2019.

All permanent staff hours of work to match funding terms were reviewed. Partial redundancies were offered where service hours were reduced.

An appointment was made in relation to Community Service Manager, a position previously undertaken by the CEO.

Community Services have appointed two Team Leaders with the two sites running as one. A Team Leader has also been appointed for Alf Sellars Cottages 1, 2 & 3 and Position Descriptions were issued to Management and Support Staff when finalised.

Finance Coordinator role was established plus Client Services Coordinator appointed following a full review of Devonfield's management and operational structure.



Zara King
Manager, Community Services



Shelley McCullagh
Finance Co-ordinator



Jye Dodt
Client Services Co-ordinator

The restructuring was authorised by the Board for implementation.

Also, whilst we had smaller number of volunteers this year, we can't speak highly enough of their participation. Volunteers assist in all areas of Australian life and contribute millions of hours in unpaid work saving the country millions of dollars. Devonfield has always been very appreciative of their assistance, this year, a "thank you morning tea" was held on National Volunteer's Day.

CHANGES

From full financial and operational review of Devonfield Enterprises Inc. in early 2018 it was resolved and authorised by the Board to wind down Devonfield's Registered Training Organisation due to this no longer being financially sustainable. This process was completed in May 2019. Devonfield's Engagement and Development Services is continuing to assist staff access training options relevant to our service provision through TAFE and other Registered Training Organisations in Tasmania.

Many changes and improvements have been carried out, both outside and inside our buildings, for our clients' comfort and leisure.

- The old pool has been removed from the outside area of Fred Rose House.
- A private back yard has been established with an upgrade and access to the external toilet. A new BBQ area, external deck, yard and new garden area have been established.
- A private back yard for Cottage 1 & 2 and a "wonderful chook house" requested by the clients, has been built and is in use. Clients enjoy feeding the chooks and love eating the eggs they have collected.

On behalf of the Board Directors I thank and appreciate the Management Team and staff for their great effort in improving these areas in their own time. All done after work and weekends. Congratulation on a job well done. The whole area is a credit to you all.

Some major works and maintenance on Devonfield owned properties have been completed. These works enhance the facilities for our clients and for those to come. Maintenance is always high on ageing properties and it is always a good feeling to see work being done to keep Devonfield looking so well loved.

Fred Rose House.

A Respite Room has been completed at Fred Rose House and both large lounge areas for clients have been upgraded along with the office area and small visitors lounge.

Repairs and refitting of bathrooms, repairs and re-flooring of laundry. Completion of front rendering, down pipes and ramp. Painting of rear timber not completed during previous renovations of Fred Rose House.



The garden at Fred Rose House after the makeover and new Respite room.

Stewart Street Centre.

Re-roofing of the centre, internal painting, established a second toilet for the use of clients, moving and upgrading of the laundry.



The new ramp at Stewart Street and upgraded toilet

The Wright Centre.

Guttering and roof maintenance, Internal painting, inside reconfiguration and a screen inside the main entrance to detract from the toilet area.

Alf Sellars Cottage 3.

Repair and refit bathroom

Mac Wright House.

The two-bedroom unit behind Mac Wright House has had fencing installed for privacy and security. The bathroom has been upgraded to have a shower and bath and a laundry has been installed.

Devonfield's main site garden areas.

Has been cleaned up and is being operated by Devonfield's Gardening Service and School Leavers Employment Scheme clients for skills development. Vegetables are currently being provided to our Devonfield's hospitality service to utilise for meal preparation.

The Board and Management Team are currently working with external parties sourcing suitable homes for residents of both large homes in Launceston and Devonport. A maximum number of residents possible with NDIS support is six (6) residents in each home.

A review is being undertaken of all buildings and properties owned by Devonfield for future development and future service provision.

The Board is reviewing all Governance Documents and all Management Team and staff are working towards the re-registration with the NDIS Commission, effective from 1st July 2019.

Auditors.

Due to the retirement of long-time auditor Don Willing and Associates the Board of Governance engaged auditors from Deloitte. Our thanks to Don Willing and Associates for their support and fine service for many years.

Clients Financial Management.

The CEO and Accommodation Service Manager are working with clients, families, advocates and stakeholders for the completion of transfer of management of client's funds to financial administrators. Devonfield are no longer administering or assisting with management of clients' personal funds.

Tenancy Agreements.

All Tenancy Agreements for residents in Devonfield Homes or sublet by Devonfield with Housing Tasmania for twelve-month terms are being finalised following review of terms by our Solicitor.

SERVICE ACKNOWLEDGEMENT

Devonfield has continued to provide the wide scope of support services for 152 clients during the 2019 financial year. **A total of 173,204 hours** of direct support was provided at Devonfield's facilities, business customers' properties or directly from or at our clients' homes.

Above is a great achievement and we want to continue to acknowledge the years of service of staff following our first presentation in 2017. We have commenced this year including the achievement of staff's years of service within our annual report. We therefore include this year staff achievements during the 2018 and 2019 financial year.

2019 HAS BEEN A VERY EVENTFULL YEAR

With the full roll out of NDIS completed in June 2019, preparations for the first whole of service audit is in progress. This audit will take place shortly by authorised auditors of the NDIS Commission. I am sure the pressures on our staff and the Board will not ease for some time until the audit is completed with the NDIS Commission certification certificate as service provider is in "our hands".

My personal thanks to Tanya Kingshott, our CEO. Tanya works tirelessly and we do not need to wait for answers as Tanya always has all the facts and figures that are requested by our Board at a moment's notice. Directors join me in thanking Tanya.

To my fellow Board Directors - how can I begin to thank you all. 2018/19 has been incredibly busy and at times very challenging. Some decisions that have been required have not been easy. Your support for me personally and the amount of work that has been achieved in this reporting period is a credit to you all. Thank you.

Thank you to all the staff working alongside the Management Team for all your hard work and is so much appreciated by the Board Directors and our clients, families and stakeholders.

I wish the incoming Directors my best wishes. I know Devonfield is in safe hands for the coming years.



Elizabeth (Libby) Campbell
Chairman of the Board