

# Greystanes Disability Services

## Annual Report 2023 – 2024

### Who We Are

Greystanes Disability Services (GDS) is an independent not-for-profit organisation, established in Leura NSW in 1958. We receive funding from providing services to NDIS and ICARE participants. We also seek funding from philanthropic bodies, businesses and individuals to support enhancements to our current services, additional resources and innovative initiatives.

Greystanes Disability Services is a registered charity endorsed by the Australian Tax Office as a deductible gift recipient for charity tax concessions. Greystanes Disability Services holds a charitable fundraising authority under Section 16 of the Charitable Fundraising Act 1991.

Greystanes Disability Services is a charitable institution limited by guarantee and registered under the Australian Charities and Not-for-profits Commission (ACNC).

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**ACN:** 002 905 802

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## **Our Purpose**

*To actively support people with disability.*

## **Vision**

*We envision an equitable society where all people can participate fully with dignity and opportunity.*

## **Mission**

*To provide individualised support services that uphold the rights of people with disability. Promoting inclusion, dignity, and advocacy to support each person to live a good life.*

## Presidents Report

As President of Greystanes Disability Services (GDS), I am pleased to present our Annual Report for the year 2023/2024. This report highlights our achievements, financial performance, and future outlook as we continue to fulfil our mission to provide individualised support services that uphold the rights of people with disability. Promoting inclusion, dignity, and advocacy to support each person to live a good life.

In the last twelve months, GDS has undergone a significant transformation. The organisation is now under a dynamic leadership team headed by Amanda Coleman-Watson as CEO. They are passionate about a human rights-based approach when supporting people with disability. They understand the importance of having the right team with the right values and culture to support people with disability to live a good life.

It was decided that the Finance Team should be outsourced to an external provider allowing GDS to concentrate on what they do best, supporting people and ensuring the safeguarding of best practices. Our financial performance this year reflects the challenges we have had with the previous management along with some of the participants having their NDIS funding reduced. We feel confident that in the years ahead we will be operating in surplus.



This year was not without its challenges. The payout of previous staff members and their financial decisions posed a few hurdles; however, the new team have demonstrated resilience and adaptability. Their scrutiny and the implementation of new systems have been instrumental in keeping GDS on track. It has taught us valuable lessons that will guide us in the future.

Looking ahead, we are excited about the opportunities that lie before us. Our new strategic plan is being developed to reflect the new management style and ensure the future of GDS. We are committed to GDS's legacy and making a positive impact on the lives of people with disability in the Blue Mountains, Nepean and beyond.

A warm welcome to Christine Macqueen and Don Ringland who joined the board late June 2023. Chris and Don bring different skills to the Board which have been invaluable. We welcome back previous Board Members Alexis Viles and Ron Jones. I extend my heartfelt gratitude to our dedicated team, Board Members, staff and stakeholders. I am confident that the future for GDS is robust and that through the commitment and collaboration of the GDS community, we can make a difference in the lives of the people we support.

**Peter Poulos**  
President, Greystanes Disability Service Board

## CEO Report



At Greystanes Disability Services we are dedicated to upholding human rights and fostering a welcoming, inclusive environment where communities thrive together.

The past year has brought significant change within the community sector, driven by NDIS reforms and evolving needs. This has required GDS to adapt and evolve as an organisation.

To ensure sustainable, high-quality support, we have chosen to remain a small, community-focused service. This deliberate decision helps GDS maintain our commitment to delivering consistent and person-centred support.

Strong partnerships with the people we support, their families, and guardians remain central to our mission. We also recognise the essential role of our dedicated staff in upholding the rights of people with disabilities and supporting people to live a good life.

Our three-year Strategic Plan, includes an updated Purpose, Vision, and Mission, and provides a clear framework for our work moving forward.

Key milestones this year were the outsourcing of Finance, collaborating with people of lived experience and the renewing of previous partnerships and community connections.

We remain committed to contributing to the broader disability sector. GDS actively supports medical student placements from Western Sydney University and TAFE NSW (Blue Mountains and Kingswood campuses).

Additionally, we collaborate with the Knowledge Exchange Hub of the National Centre of Excellence in Intellectual Disability Health and participate in the For Purpose Alliance alongside working together with other for-purpose organisations.

Greystanes Disability Services is a human rights-based, person-centred organisation, our Mission is to provide individualised support services that uphold the rights of people with disability.

Promoting inclusion, dignity, and advocacy to support each person to live a good life. In a constantly changing world, we are determined to stay responsive and innovative in meeting the needs of the people we support.

Thank you to everyone who has contributed to our achievements this year. Together, we look forward to building an even stronger future.

**Amanda Coleman-Watson**  
Chief Executive Officer

## Strategic Priorities Moving Forward

### 1. Meeting Individual Support Needs Across Various Settings

Our service approach is built on providing flexible, personalised support to meet everyone's needs across multiple settings. We aim to support people in their homes, specialised accommodation services, and community-based activities, ensuring participants can live a good life.

#### Action Plan:

- Expand our home-based support services to ensure participants receive the assistance they need to live independently within the community.
- Strengthen partnerships with Specialist Disability Accommodation (SDA) providers to offer quality, person-centred housing options.
- Enhance our community participation and centre-based programs, offering a diverse range of activities that support skill development, social engagement, and well-being.
- Prioritise the completion of the Therapy Spa, replace the Liberty Swing and modernise the Grose Street site, creating a community centre that benefits the broader Blue Mountains community for therapy, recreation and a meeting place.

### 2. Modernising Grose Street as a Legacy Project

The Grose Street site is a place of meaning and legacy, and its renovation will ensure it remains a hub for people with disabilities and the broader community. The project will include a new therapy spa, liberty swing and sensory garden. Upgrades to make the facility modernised and accessible, ensuring it meets the standards of care and quality for the years to come.

#### Action Plan:

- Design and implement renovations that enhance accessibility, functionality, and comfort for participants and staff.
- Seek Government and private financial support in the way of grants fundraising and donations to assist with the upgrade of the community centre.
- Incorporate new therapeutic services, such as a therapy spa, that align with our mission of holistic, person-centred care.
- Dedicate this modernisation as a legacy project, honouring the founders of Greystanes and their vision of a charity committed to improving the lives of people with disabilities.

### 3. Advocacy for Inclusion in Health Care Services

Ensuring that people with disabilities receive equitable and appropriate health care is a major focus of our advocacy efforts. We will advocate for systemic changes that make healthcare services more inclusive and better equipped to meet the complex health needs of people with disabilities.

#### Action Plan:

- Advocate for better integration of disability support services within the health care system, ensuring that complex health needs such as enteral feeding, stoma care, and epilepsy management are prioritised in hospital and community settings.
- Participate in research and training partnerships with Universities to increase quality healthcare outcomes for people with disability.
- Work with health care providers to develop training programs that ensure medical staff understand and can meet the specific needs of people with disabilities.
- Collaborate with government agencies and disability advocacy groups to push for policy changes that improve access to high-quality health care for people with complex support needs.

### 4. Advocacy for Government Investment in Community Services

We will advocate for increased government funding and investment in disability services, focusing on the need for sustainable funding that covers the true cost of delivering high-quality, person-centred support. Our goal is to ensure that community services are resourced to “pay what it takes” to provide the services people with disabilities deserve.

#### Action Plan:

- Participate in advocacy campaigns to engage with government representatives, stakeholders, and the public to highlight the need for increased funding for disability services.
- Partner with disability service providers and advocacy groups to create a unified voice advocating for fair funding that reflects the real costs of providing high-quality, complex care.
- Participate on committees with other for-purpose community organisations.
- Support people with disability with self-advocacy and participation through membership on committees.

## 5. Investment in Education and Workforce Development

A qualified, dedicated, and stable workforce is essential to the success of our organisation. We will invest in education and training opportunities to ensure our staff are well equipped with the skills and knowledge required to meet the complex needs of the people we support.

### Action Plan:

- Partner with local educational institutions and training organisations to secure a workforce of qualified support workers and leaders in the disability sector.
- Provide ongoing professional development and upskilling opportunities for current staff, focusing on specialised areas such as health care support, person-centred active support, and leadership.
- Advocate for government and private sector investment in workforce development, ensuring that the disability sector attracts and retains highly qualified staff.

## Innovating Service Delivery to Meet Changing Needs:

We are committed to innovating how GDS provide services to ensure that our support remains responsive to the changing needs of the people we support. This includes adopting new technologies, developing flexible service models, and continuously evaluating our practices to ensure the highest quality supports are provided.

### Action Plan:

- Explore and implement new technologies that enhance participants' independence, communication, and mobility.
- Develop flexible service models that can be tailored to individual needs, from home-based care to community participation and centre-based activities.
- Regularly review and adapt GDS services taking feedback from participants, families, and staff when given, ensuring we remain at the forefront of disability service innovation.

## Building Sustainable Partnerships

To ensure the long-term sustainability of our services, we will continue to build strategic partnerships with SDA providers, community organisations, and philanthropic supporters. These partnerships will help us secure the resources needed to expand our services and reach more people with complex support needs.

### Action Plan:

- Formalise partnerships with SDA providers to ensure participants can access quality housing that meets their needs and preferences.
- Seek grants and philanthropic support to fund innovation in service delivery and infrastructure development, including the Grose Street Community Centre.

- Collaborate with other disability service providers to share best practices and resources, creating a stronger, more resilient support network for people with disabilities.
- Work in collaboration with Government housing bodies to advocate for quality and affordable social housing

## Financial Sustainability and Growth

### 1. Securing Grants and Funding

To fund Greystanes Disability Services' mission and ensure the highest quality of service delivery, GDS will actively pursue grants, government funding, and philanthropic partnerships. This approach will enable us to expand our services while maintaining financial stability.

#### Action Plan:

- Identify key grants and funding opportunities that support our work in disability services, housing, and community services.
- Develop a targeted philanthropic strategy to attract donations and corporate partnerships that align with our vision of inclusion and empowerment.
- Explore additional service models, including private fee-for-service offerings, to complement NDIS funding.

### 2. Diversifying Revenue Streams

Our revenue streams will be diversified to ensure long-term sustainability, with income from SDA housing partnerships, community-based services, and fee-for-service models.

#### Action Plan:

- Expand support services to include tailored care packages for residents in SDA housing.
- Explore additional revenue opportunities through private fee-for-service offerings.
- Reinvest profits into expanding housing and service options, ensuring ongoing growth and sustainability.

## Conclusion

This Strategic Plan shows Greystanes Disability Services' commitment to building inclusive, rights-based services that empower people with disabilities to live with dignity, independence, and full community participation. By prioritising partnerships, service innovation, advocacy, and workforce development, we will ensure that our services continue to meet the evolving needs of individuals with complex support requirements. Our vision for the future is one where every person with a disability can access the support, housing, and opportunities they need to live a good life.

# Organisational Structure

## Board of Directors

**Chief Executive Officer**  
**Amanda Coleman-Watson**

**Executive Assistant/Company Secretary**  
Vanessa Balfour

## Organisational Support

**Operations Manager**  
Anita Ferrari

**Clerical Officer**  
Sophia Nicholls

**General Services Officer**  
Wilma Nederhof

**Maintenance Officer**  
Jeff Kline

## External Contractors

**Finance and Payroll**  
Clear Path Accounting

**People and Culture**  
HR Source

**Staff Training**  
Disability Consulting Services

**People**  
**GDS Support**

## Disability Support Services

**Manager of Participants**  
Marites Geopano

**NDIS Operations Manager**  
Tory McPhee

**Home Support Services Manager**  
Tory McPhee

**Home and Living Manager**  
Courtney Litchfield

**NDIS Nurse Team**  
Clare Hawke-Floyd  
Heidi Smith  
Nhi Vo

### Team Leaders

Bettina Schulz	Charles Appiah
Ekatarina Shirokova	Elizabeth Bass
Ellen Jackson	Genevieve Ward
Jana Pliskova	Lukas Holecek
Mae Ferrolino	Melanie McGrath
Serena Walsh	

## Support Workers

## Corporate Governance Statement

Greystanes Disability Services (“Greystanes”) is accountable to its members, the people we support, their families, funding bodies and supporters of the organisation. A member is specified as any person who has been proposed and seconded by existing members, has paid the prescribed annual fee and whose name has been entered on the members’ register.

Greystanes provides its services under the following legislative framework:

ASIC Act 2001	ACNC Act 2012
Corporations Act 2001	Australian Community Industry Standard: 2021
Disability Discrimination Act 1992	Disability Inclusion Act 2014 (NSW)
Health Records & Information Privacy Act 2002 (NSW)	
NDIS Practice Standards 2021	National Disability Insurance Scheme Act 2013
Privacy Act 1988	Work Health & Safety Act 2011

### **Greystanes Disability Services is registered to provide the following NDIS services:**

- 0101 Accommodation/tenancy assistance
- 0102 Assistance to access and maintain employment
- 0103 Assistive products for personal care and safety
- 0104 High-intensity daily personal activities
- 0105 Personal mobility equipment
- 0106 Assistance in coordinating or managing life stages
- 0107 Assistance with daily personal activities
- 0108 Assistance with travel/transport arrangements
- 0111 Home modifications
- 0114 Community nursing care
- 0115 Assistance with daily life tasks in a group
- 0116 Innovative community participation
- 0117 Development of daily care and life skills
- 0120 Household tasks
- 0123 Assistive products in household tasks
- 0125 Participation in community, social and civic activities
- 0127 Management of funding for support in participant plans
- 0128 Therapeutic supports
- 0131 Specialist disability accommodation
- 0132 Specialised support coordination
- 0136 Group and centre-based activities

## The Role of the Board of Directors

Greystanes is governed by a Board of Directors appointed by the members of Greystanes. The role of the Board is outlined in the Constitution of Greystanes which was adopted on the 24 September 2019.

The Board sets out the strategic direction of Greystanes and monitors the progress of objectives and goals. The Strategic Plan was developed in consultation with the people Greystanes support, Greystanes Board Directors, Management and Staff.

Greystanes' constitution outlines the processes of governance by which the Board and management ensure that the organisation is efficiently following through on its strategy and that financial reporting is accurate and reliable and complies with all relevant laws and regulations.

The Chief Executive Officer of Greystanes is responsible for the day-to-day operations of the organisation and reports directly to the Board.

## Meetings and Committees of the Board of Directors

The Office Bearers on the Board are the President and Treasurer. There are approximately 12 Board Meetings every year chaired by the President and one Annual General Meeting.

The Committees of the Board of Directors are:

The Finance Committee and the Property Committee

## Corporate Governance Statement

### Risk Management and Code of Conduct

Directors adhere to a Risk Management Strategy and are bound by the Greystanes Board of Directors Code of Conduct. Directors have a duty to act honestly at all times, with reasonable skill, in good faith and in the best interest of Greystanes and its stakeholders.

### Quality Monitoring, Review and Continuous Improvement

The Greystanes Board of Directors as well as the Management team are responsible for maintaining compliance with relevant laws and regulations and internal and external quality processes.

Greystanes internal systems and processes are continuously monitored, reviewed and improved through a number of channels, including external audits, surveys, research projects and internal and external reviews.

The Board is made of professionals from a range of fields some of whom are linked with the industry bodies and they remain up to date with changes in their fields. The Chief Executive Officer and management team participate in a range of relevant activities to stay abreast of changes and to provide input into relevant policy.

## Board of Directors

**Peter Poulos**  
*President*



Peter is the longest serving Board member, having been appointed as a Director in 1995. Peter is the owner and manager of Theo Poulos Real Estate in Katoomba and has many years of experience in the field. Peter has overseen many advances at Greystanes and brings his experience and commitment to people with disabilities to his role. Peter is a Paul Harris Fellow of Rotary International for community service and is also a current Member of the Shipley Rural Fire Service Katoomba Chamber of Commerce, the Blue Mountains Accommodation and Tourist Association and the Real Estate Institute of NSW.

**John Curry**  
*Treasurer*



John was a founding Director of the Greystanes Foundation from its inception in April 2012 to 2018 when he became a member of the Greystanes Board. John has worked in both the public service and family business, including a short time as a Federal Ministerial Advisor. John has lived in Katoomba since 1979, commuting daily to Sydney for work. In 2006 John qualified as a conveyancer with Macquarie University and in partnership with his wife owned a conveyancing business in Katoomba.

**John Rankins**  
*Director*



John has been on the Greystanes Board since 2018. John has had a long history as an educator and trainer of young people and is a passionate advocate for those less fortunate. John is currently serving Board member of numerous charitable organisations, including Blue Mountains Retirement Villages, Blue Mountains Food Services and Rotary. He is very active with training programs to assist young disabled people gain work skills. John was awarded an Order of Australia medal in 2016 for his volunteer work with the community. He is also a Paul Harris Fellow of Rotary International and was awarded a Commonwealth of Australia Polar Medal for his work as an Australian National Antarctica Research Expeditioner.

**Tessa Contini**  
*Director*

Resigned on 29 October 2024. Tessa joined the Greystanes Board on 8 February 2023.

**Dr Nicholas Tziavaras**  
*Director*

Resigned 21 February 2024. Dr Tziavaras (FRACP MBBS) has been a Director of the Greystanes Foundation since its inception in 2012. Dr Tziavaras was elected as Greystanes Board Director in 2019. Dr Tziavaras has over twelve years of experience in General Practice and has an interest in all aspects of health care.

**John Scutt**  
*Director*

Resigned from the Greystanes Board in April 2024. John was a Managing Director of Lindfield Partners who provided a range of business advisor services.

**Alexis Viles**  
*Director*



Alexis was appointed to the Board in April 2011 and resigned in 2020 due to personal reasons. In June 2024 Alexis was re-elected to the Board. Alexis worked as a Senior Nurse Manager at the Blue Mountains District Anzac Memorial Hospital. In 1980 Alexis began a long working partnership with Dr John England, a cardiologist. Alexis has been chairperson of the board of the Blue Mountains Retirement Village, is a trustee with the Blue Mountains Health Trust, is a Justice of the Peace and has a Tertiary Qualification in Health administration. Alexis was the Vice Chair of the Greystanes Foundation.

**Christine Macqueen**  
*Director*



Christine has recently joined as a Director of the Greystanes Board. Christine has for the majority of her career worked in human services having worked in supported education as a teacher and School Principal and then as a State Public Servant in Early Intervention. Christine has worked on State and Commonwealth senior management projects and conducted her business consultancy for more than twenty years in multiple senior management positions in the public and private sectors. She brings this breadth of experience as well as being an NDIS Nominee for one of the residents at Greystanes to her role as Board Director.

**Don Ringland**  
*Director*



Don has recently joined as a Director of the Greystanes Board. We welcome Don's 40 years of experience in supported education at both primary and secondary levels. Don has a family member with a disability and has first-hand experience dealing with NDIS as an NDIS Nominee.

**Ron Jones**  
*Director*



Ron joined the Greystanes Board of Directors in November 2009 and was appointed Treasurer from 2011 to June 2020. Ron re-joined the Board in January 2025 as a Director. When Ron was a previous Board Member he had a small accounting practice in Katoomba. Prior to moving to the Upper Blue Mountains Ron was the Assoc Finance Director for Jones Lang Lasalle (Wootton), a commercial real estate agent for over 15 years. He also held senior finance positions with Australian Public Companies and with subsidiaries of American and Japanese companies, earlier on in his career. Ron has a Master of Business Accounting and is a retired Fellow of the Australian Society of Certified Practising Accountants, the Governance Institute of Australia and the Institute of Public Accountants.

# Income Statement

**Greystanes Disability Services**

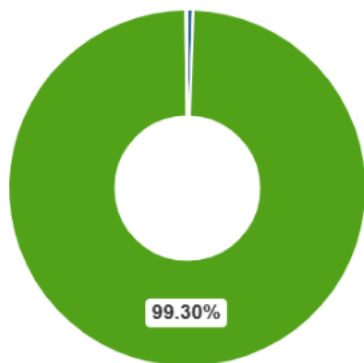
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**Statement of Profit or Loss and Other Comprehensive Income  
For the Year Ended 30 June 2024**

	Note	Consolidated	
		2024	2023
		\$	\$
Revenue	4	13,426,205	12,383,319
Finance income	5	20,583	11,971
Fair value increment on investment properties		-	500,000
Employee benefits expense		(11,082,539)	(10,747,131)
Depreciation and amortisation expense		(357,661)	(443,126)
Finance expenses	5	(45,304)	(23,848)
Bad and doubtful debts expense		(397,930)	(897)
Loss on disposal of fixed assets		(165,757)	(3,132)
Administrative expenses		(826,320)	(536,928)
Operational costs		(1,221,708)	(356,817)
Occupancy costs		(433,852)	(232,170)
<b>Surplus/(deficit) for the year attributable to the members of Greystanes Disability Services</b>		<b>(1,084,283)</b>	<b>551,241</b>

**Revenue**

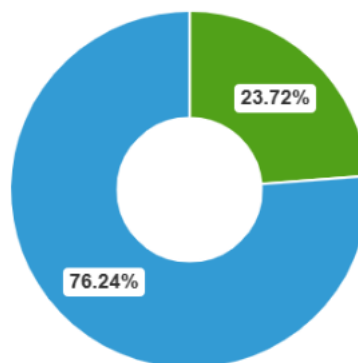
Total revenue: \$13,451,864.00



- Revenue from Government
- Other Revenue
- Revenue from Donations and Bequests
- Revenue from Goods or Services
- Revenue from Investments

**Expenses**

Total expenses: \$14,536,147.00



- Grants and donations made for use in Australia
- Grants and donations made for use outside Australia
- Interest expenses
- All other expenses
- Employee expenses

To view a comprehensive set of Financial Statements and accompanying notes please visit the ACNC or the [www.greystanes.org.au](http://www.greystanes.org.au) websites.

## Statement of Financial Position

	Note	Consolidated	
		2024	2023
		\$	\$
<b>ASSETS</b>			
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	6	2,006,873	3,624,351
Trade and other receivables	7	1,387,058	322,972
Financial assets	8	2,542	2,050
Other assets	9	68,926	32,314
<b>TOTAL CURRENT ASSETS</b>		<b>3,465,399</b>	<b>3,981,687</b>
<b>NON-CURRENT ASSETS</b>			
Investment properties	10	4,000,000	4,000,000
Property, plant and equipment	11	9,695,750	9,940,868
<b>TOTAL NON-CURRENT ASSETS</b>		<b>13,695,750</b>	<b>13,940,868</b>
<b>TOTAL ASSETS</b>		<b>17,161,149</b>	<b>17,922,555</b>
<b>LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Trade and other payables	12	861,546	382,046
Borrowings	13	109,947	159,753
Lease liabilities	14	91,601	113,660
Employee benefits	15	1,195,733	1,150,028
<b>TOTAL CURRENT LIABILITIES</b>		<b>2,258,827</b>	<b>1,805,487</b>
<b>NON-CURRENT LIABILITIES</b>			
Borrowings	13	935,135	1,017,765
Lease liabilities	14	214,367	93,359
Employee benefits	15	219,345	232,407
<b>TOTAL NON-CURRENT LIABILITIES</b>		<b>1,368,847</b>	<b>1,343,531</b>
<b>TOTAL LIABILITIES</b>		<b>3,627,674</b>	<b>3,149,018</b>
<b>NET ASSETS</b>		<b>13,533,475</b>	<b>14,773,537</b>
<b>EQUITY</b>			
Reserves		8,472,325	8,628,104
Retained earnings		5,061,150	6,145,433
<b>TOTAL EQUITY</b>		<b>13,533,475</b>	<b>14,773,537</b>



## Thank you for supporting Greystanes Disability Services

Greystanes Disability Services extends heartfelt gratitude to the many volunteers who dedicate their time and expertise to support our programs and fundraising events.

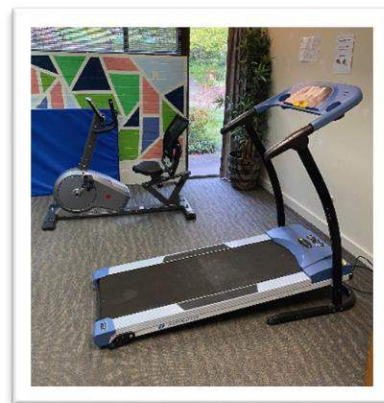
A special thank you to Blue Mountains Grammar, the Leura Gardens Festival Committee, Margot Egan, the Bannerman Trust, and the Misty Mountain Quilters for their invaluable support in 2023/2024.

Thank you to all our donors. Your generous contributions make a significant difference in the lives of the people Greystanes supports. We do not receive government funding for group staff training and maintenance of Greystanes' community buildings and gardens. Through your donations, we can enhance everyday life in meaningful ways.



The generous donations from the Leura Gardens Festival Committee and Margot Egan allowed Greystanes to purchase a mobile hoist and defibrillators for the Leura Community Centre and the houses in the Mountains and Jamisontown.

The Blue Mountains Grammar donation was allocated to the maintenance of our gardens and the painting of the common areas of the houses.



The Sylvia Bannerman Trust enabled us to establish a dedicated gymnasium for the people we support at the Leura Community Centre.

In 2024/2025, we commenced fundraising to replace our hydrotherapy pool at the Leura Community Centre for everyone's use. Currently, the people we support have to travel to Ripples in St Mary's to access a hydrotherapy pool, as they have been unable to use the Katoomba Hydrotherapy pool.

