

Thank you

To the many individuals and organisations who work with us to enrich the lives of those for whom we provide supports, a heartfelt thankyou.

Your role is important in working towards greater inclusion for people with disability



Registered NDIS Provider



Annual Report 2019



Marriott's Philosophy

“ Our core philosophy at Marriott is that people living with disability should have the same opportunities in life as those living without a disability and enabled to participate in and be involved in their community.”

We do this through:

Community Services

supporting people to access their local community

Enviro Management Services

providing supported employment and training in the horticultural sector

Marriott Industries

providing supported employment and training in warehousing and packaging

Roads to Independence

building life skills, transport training and volunteering opportunities





In Memory

Laurel Lewis

A pioneer of Marriott and Lewis Industries which became Marriott Industries, Laurel Lewis passed away this year and we acknowledge her energy, determination and outstanding service in the community for people with disability.

Laurel had foresight and energy to step up and try something small to address a community need and that became much more substantial. Laurel's legacy lives on today, and we are most grateful for her example and results of her work.



Our Community - The Hub and RTI

Holiday activities take off!

Marriott Support Services is all about helping people live an 'ordinary life', which includes offering engaging activities throughout the year.

Our holiday activities have been particularly popular this year. Many clients now choosing to include holiday activities in their NDIS plans.

It's easy to see why, when we are offering great days out to Melbourne Zoo, Queenscliff Fort, Dandenong Maze, Healesville Sanctuary, Phillip Island, Churchill Island, the Melbourne Show, Science Works and Melbourne Museum.

Day trips to regional Victoria on the V-Line train were also very popular and include visits to Castlemaine, Ballarat, Geelong and Bendigo. There is something for every one, even a day fishing at Macclesfield.

Many clients are enthusiastic about having a change from their usual activities and routines, Ebony said, "I enjoyed going to the Zoo, especially seeing the monkeys", and Angelo commented, "taking the V-line to Castlemaine was heaps of fun. I will be booking in again next time".

We are developing more new activities to keep up with demand including weekends and evenings. So keep an eye out for news on these new programs.

For more information contact Julia at reception on;
Julia.Woodgate@marriott.org.au



Delivering value twice - EMS

A major goal of the NDIS is to increase employment for people with disability. Employment has many benefits including developing financial independence, skills and confidence, pathways to future work and participation in the community.

At Enviro Management Services (EMS) our crews, truly reflect an inclusive work force, crew members with a disability make up approximately 30% of the total crew number at any time.

EMS deliver quality grounds and gardens maintenance for over 300 Department of Health and Human Services properties, in the South Eastern suburbs of Melbourne.

We have also been undertaking large scale planting / landscaping and maintenance projects, as part of the level crossing removal programme. At Seaford, we have planted and are maintaining for two years 33,000 plants and are in the process of planting a further 77,000 plants.

We have worked with schools and the local community, giving them the opportunity to work with our staff planting trees, as part of community and school planting days. At Forest Hill and Nunawading 18,000 indigenous trees and grasses were planted, in an open space regularly used by the public.

EMS provide grounds maintenance, gardening and bushland management services, at water sewer and drainage facilities, both for Melbourne Water and South East Water.

EMS continually looks for opportunities to expand employment for people with disability through open contracting arrangements. We believe in real inclusion and diversity in employment.

To discover what's possible contact Senior ADE Employment Officer, Rose Hadden on rose.hadden@marriott.org.au



Volunteers 2018/2019

Helen Baddeley

Bill Begg

Margie Beadle

Katrina Blake

Maria Borsaru

Nicola Briggs

Ed Browne

Madeline Burke

Mihaela Buzatu

Yohana Caroline

Ryan Champion

Lomani Chivell

Isabel Clarke

Curtis Costa

Tessa Creek

Rodney Davis

Margaret Douglas

Madison Elrick

Pamela Fabiny

Toni Fox

Harriet Gent

Wendy Gill

Mark Goldberg

Carolyn Goodall

Kay Gregory

Ryan Gutch

Rose Hadden

Sonia Hampton

Gregory Healy

Ben Heazlewood

Susie Hetherington

Janne Humphreys

Fiona Humphreys

Paul Humphreys

Taylor Hunter

Jodie Inglis

Elly Kakalias

Lucy Lettini

Talia Linsdell

Amanda Lew-Sang

Rosy Lunam

Li Ma

Effie Marinos

Sheenagh Mahoney

Nicky Margheriti

Maddison McCarthy

Dr Maree Mc Cutcheon

Sharon McArdle

Yasmin Miranda

Shauna O'Connor

Bridget Rafferty

Helen Ridgway-Davis

Zoe Robinson

Helen Romanis

Virginia Rogers

Anthony Smart

Rowan Simpkin

Stephanie Sotirakis

Ella Tingwell

Jodie Watts

Corporate Volunteers -
National Australia Bank

Donations list 2018/19

A Bakas	Jill Thompson
Aida Adriano	Kathleen and John Still
B Sierakowski	Ken Latchford
CITY OF KINGSTON	Laurie Caulfield
Clodagh Dowley	Lewis Eishold
Con Maravas	Linda Bennett
Darren Taylor	Maureen Nichols
Davies Family	Michael Payton
Dorothy Thomas	Nevija Milicevic
Ella Read	O'Reilly Family
Food on Wheels - CITY KINGS	Peter Bienvenu
Henry and Roslyn Monkus	Ritchies IGA
Janet Latchford	Rose Hadden
Janine Simpkin	Stephen Creese
Jenny Fisher	Sue & Laurie Vella

DIRECTORS AT 30 JUNE 2019

Stephen Creese - Chair	Ken Latchford - Treasurer
Graham Ashworth	Mark Bennetts
Thomas Hatvani	Linda Bennett
Jill Thompson	Catherine McGovern

GOVERNANCE

Directors and managers at Marriott Support Services are committed to the principles of good corporate governance. This is considered core to ensuring the protection, continuation and growth in the work of the service. We aim for best practice in the not-for-profit sector.

Our Community - Marriott Industries

Discover what's possible with Marriott Industries (MI)

Connie previously worked on a farm picking and packing fruit until she and her family moved from the district. As a result she found herself out of work and experiencing difficulty finding a job. She soon registered with a local DES and through a program developed by Marriott Industries Connie completed a one-day assessment where she recognised MI's commitment to offering meaningful work with opportunities to fulfil individual goals.

Marriott Industries provided the right combination to re-enter the workforce and enjoy the benefits of working once again. She has been successfully employed since July 2019 working four days a week and appreciates the support and the greater sense of purpose and independence that work brings.

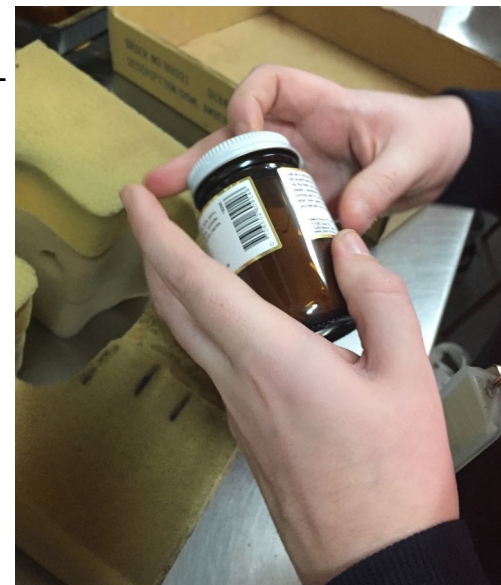
She enjoys the variety of work offered at MI and the opportunity to learn new skills and has become a very productive team member in a short amount of time. Her favourite job is working in the spice room filling jars with differing herbs and spices.

Connie is of Greek-Cypriot background and working at Marriott Industries has greatly helped improve her English language skills. After attending English classes for many years she is realising the opportunity to speak English daily in a friendly, supportive working environment and through this has become increasingly confident in her whole of life.

Connie is certainly living Marriott Industries mantra of '*Your life, Your options, Your choice*'.

Marriott Industries offers supported employment in warehousing, pick n pack, 3PL, product packing, light assembly, dry food packing and bottling.

To discover what's possible contact Senior ADE Employment Officer, Rose Hadden on rose.hadden@marriott.org.au



Chair's Report

In April the Board and management of Marriott settled on a Strategic Plan looking out to 2022. We set ourselves five goals:

- To maintain a keen focus on financial sustainability
- To strengthen our operations
- To rationalise our facilities
- To grow our business and;
- To develop our people and culture.

To quote the Chair's foreword to the plan:

"The period of this strategic plan is a time of fundamental change for Marriot as we transition to the new world of the NDIS with the opportunities it presents. Marriott as an organisation must adapt to that fundamental change and do so quickly. In that transition, however, we must not lose sight of those whom we support, the purpose for which we exist and our core values."

We have made some progress towards meeting these five goals. All of our clients have now transitioned successfully to the NDIS. With our DES contract ceasing, we have now closed our Nepean Highway office and re-centred our service delivery on Keys Road and Marriott House. We are looking to expand our service offerings in a number of areas. For example, the Community Division has successfully developed a holiday program that is fully booked. Our Enviro and Industries businesses continue to grow and attract customers, consistent with our focus on supported employment.

The NDIS pricing model has, however, adversely impacted the Community Division in particular, we are reporting an accounting loss of \$ 111,561 for the most recent financial year. The market-driven model has meant that we need to understand our costs better and we have spent time on this and getting our financial and operational systems into better shape but the NDIS funding model does present challenges for an organisation such as Marriott. As a Board, we continue to assess ways in which Marriott may provide a better and a wider range of services to our clients in a financially sustainable way.

There have been changes at the Board and senior management level too. At the end of August, we announced that, after more than 20 years with Marriott and most recently as CEO, Janine Simpkin would be leaving. Once again, I would like to thank Janine sincerely for her considerable contribution and dedication to Marriott over such a long period of time. We know that Janine will be truly missed by clients, carers, staff and customers. An executive search for a new CEO is now well under way and we will announce the new CEO as soon as possible.

Nicholas Woodlock joined the Board and brings the experience of a lengthy career in the social services sector to the Board. Given the ever-increasing compliance and regulatory burdens faced by not-for-profits operating in this sector, we have established a Governance Committee to complement the Audit and Risk and Nominations Committees and I would like to thank the Chairs of each of these committees for the work that they do. Every Board member is on one or more of these Committees and is actively engaged.

In closing I would like to thank all staff, volunteers, customers and supporters for their commitment to Marriott and those whom Marriott supports.

Stephen Creese - Chair

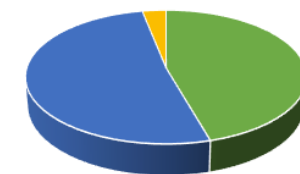


Company Financials 2018/2019

MARRIOTT SUPPORT SERVICES

FINANCIAL PERFORMANCE	2019	2018
Government Grant Revenue	3,943,458	4,242,877
Business Revenue	4,442,778	4,271,747
Donations, Bequests and Other Income	268,945	211,415
Total Revenue	8,655,181	8,726,039
Employee Expenses	(6,285,882)	(6,169,897)
Operating Expenses	(1,996,098)	(1,760,215)
Depreciation and Amortisation Expenses	(425,459)	(352,606)
Financing Expenses	(59,303)	(64,965)
Total Expenses	(8,766,742)	(8,347,683)
SURPLUS / (DEFICIT) FOR THE YEAR	(111,561)	378,356
FINANCIAL POSITION		
Cash and Cash Equivalents	1,162,628	1,429,227
Receivables and Other Current Assets	792,527	616,239
Total Current Assets	1,955,155	2,045,466
Property, Plant & Equipment	10,199,150	10,178,045
Total Non Current Assets	10,199,150	10,178,045
TOTAL ASSETS	12,154,305	12,223,511
Accounts Payable and Other Payables	486,914	483,775
Borrowings	336,652	239,165
Provision for Employee Benefits	554,616	514,073
Total Current Liabilities	1,378,182	1,237,013
Borrowings	684,941	799,419
Provision for Employee Benefits	382,067	366,403
Total Non Current Liabilities	1,067,008	1,165,822
TOTAL LIABILITIES	2,445,190	2,402,835
NET ASSETS	9,709,115	9,820,676
Retained Earnings	5,645,866	5,757,427
Reserves	4,063,249	4,063,249
TOTAL EQUITY	9,709,115	9,820,676

Where the money came from in 2019



Where the money went in 2019

