



**DISABILITY
LIVING**

CHOICES
FOR
LIVING

2017 2018

ANNUAL REPORT



OUR VISION

Choices for Living

OUR MISSION

Fostering an inclusive community that supports people to make real choices about how they want their lives to be.

OUR COMMITMENT

We will ensure we always put people at the centre of everything we do and that our CREDIT Culture sets us apart from other service providers.



DISABILITY
LIVING | CHOICES
FOR
LIVING

2017
2018

ANNUAL REPORT

CONTENTS

Chairman's Report	02-05
Managing Director's Report	06-09
Lifestyle and Support Report	10-49
Adult Transition and Respite Services	10-13
Adapting to Change	14-15
A Year Of Highlights	16-17
Lifestyle and Support Leadership	18-21
Developmental Educator Specialist Support (DESS)	22-27
Consumer Reference Council	28-31
Understanding the NDIS	32-33
Expanding Horizons	34-41
ExploreAbility Children's Services	42-47
Community Visitor Scheme	48-49
Human Resources Report	50-55
Quality & Communications Report	56-59
Financial Services Report	60-66
Director's Declaration	67
Pitcher Partner Audit	68-69
Strategic Plan 2018-2021	70-73

2⁰¹⁷ / 2018 provided disAbility Living with many changes and challenges.

The welfare, development and care of the clients remain the shining light for management and staff, no matter the challenge placed ahead of them.

The Board continues its focus on governance and the strategic and operational plans for disAbility Living. We have been well supported in these objectives by Jon Martin who has provided a wealth of knowledge to our planning. I thank him for his efforts.

While the NDIS implementation has been slow we continue to advise our clients on the methods they will need to obtain a plan which will enhance their lives and enable them to reach their full potential.

We have also continued to modify our operations to better focus on the clients' support needs provided for under the NDIS.

I believe the Board has continued to act in the best interests of the objects of the organisation and its actions maintain the Governance of disAbility Living.

Unfortunately the redevelopment of Tarcoma Avenue has experienced a number of delays. However, we are now beginning to see some progress with anticipated completion in mid 2019.

I believe the organisational structure continues to provide the outcomes desired when implemented two years ago, however, it has become clear some adjustments are needed to better utilise the skills we have developed. This will be a task for the management team and Board for the coming year.



CHAIRMAN'S REPORT







I congratulate Matt Collins and his team on a job well done. The transition to the NDIS has presented many challenges for the sector, but it is particularly pleasing to see how the organisation has adapted to the changing environment.

Although under sometimes extreme pressure, I am proud of the management team who continue to operate proactively and deliver the best results for our clients. The Children's Short Stay Accommodation facilities offer an unparalleled service. We have now extended this service to the southern suburbs of Adelaide to meet a growing market.

I congratulate Matt Collins and his team on a job well done. The transition to the NDIS has presented many challenges for the sector, but it is particularly pleasing to see how the organisation has adapted to the changing environment.

In this financial year the Board has seen new members Sandra DiBlasio and Lyndall Fahey adapt to the operations of the organisation. Their input has been welcomed and their experience has been invaluable.

I thank the entire Board for their support in the past year as I continue to adapt to the role of Chair, which has proven a bigger task than I observed from the seat of Director. I hope to continue to serve the organisation to the best of my ability in the future as we continue to address challenges in 2018 / 2019.

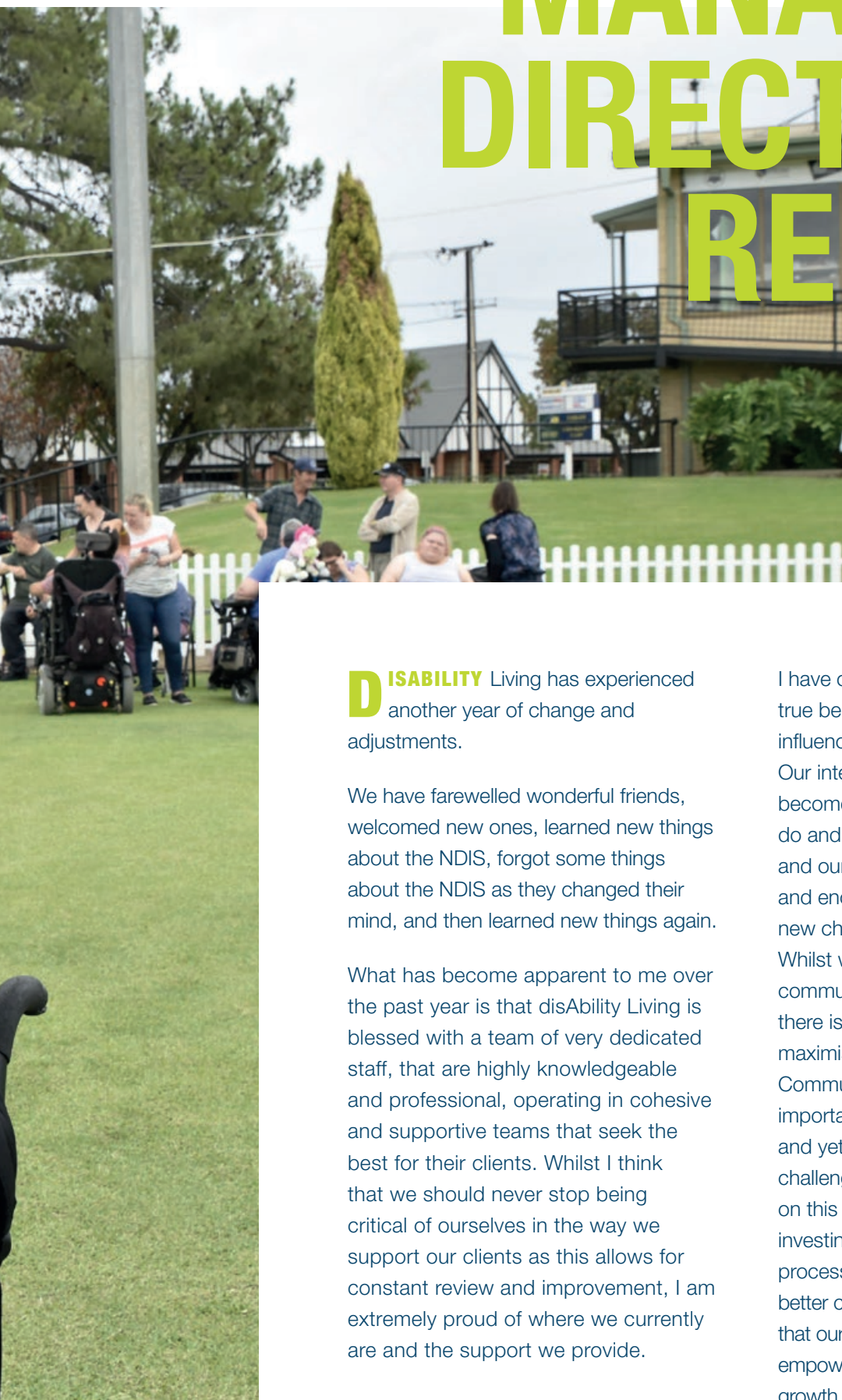
I commend the 2017 / 2018 Annual Report to you.

GEOFF EDWARDS
CHAIRMAN

In all my 23 years in this industry the last few have by far been the most tumultuous and challenging, yet I still believe that the NDIS is an amazing reform and can produce life-changing results for all our clients, us and the community.



MANAGING DIRECTOR'S REPORT



DISABILITY Living has experienced another year of change and adjustments.

We have farewelled wonderful friends, welcomed new ones, learned new things about the NDIS, forgot some things about the NDIS as they changed their mind, and then learned new things again.

What has become apparent to me over the past year is that disAbility Living is blessed with a team of very dedicated staff, that are highly knowledgeable and professional, operating in cohesive and supportive teams that seek the best for their clients. Whilst I think that we should never stop being critical of ourselves in the way we support our clients as this allows for constant review and improvement, I am extremely proud of where we currently are and the support we provide.

I have come to realise this year the true benefit of social media to inform, influence, empower and encourage. Our internal 'Workplace' groups have become a great way to share what we do and how we support our clients, and our newsletter continues to inform and encourage our clients to make new choices and try new things. Whilst we have improved greatly in our communication with all our stakeholders, there is still much to do to ensure that we maximise the outcomes for our clients. Communication is the first and most important part of our CREDIT culture and yet the one that produces the most challenge. We will continue to focus on this as a key factor in the future, by investing in our communications team, processes and practices. Stronger and better communication is essential to ensure that our staff and clients are informed and empowered to maximise the choices, growth and outcomes for all of us.

disAbility Living is extremely well placed to thrive under the NDIS, with our strong people-centred approach, financial base and service structure, all of us can be assured that we are prepared for the journey ahead. We will need to be flexible, creative and responsive to the upcoming changes, while still focusing on the CREDIT culture that underpins our organisation.

The constant challenge of change can be tiring and make us feel like we are distracted from our focus on our clients, however, it also results in continual review of how we operate. This has allowed us to learn and challenge our past welfare-based habits, as well as build a service approach that empowers the most important people in our organisation, our clients and our direct support staff.

Of course there is always room to grow, and we will continue to empower each other to work together in achieving the absolute best client driven outcomes.

After many years working in this industry that exists to support people with a disability to live their lives to the fullest, I have come to believe that to excel in our service provision we need to start by not thinking about disability. First and foremost, our challenge is to act 'ordinary', by this I mean to approach our service and support as if our client is ordinary, not special, not extraordinary, not disabled; and in fact not even normal. There is no such thing as normal when you are looking at person-centred service delivery.

By starting at ordinary we start at providing service, support and expectations that are not disability minded, but rather individually minded.

Only once we identify areas that require different approaches due to the nature of each individual's disability should we begin focusing on the disability and how to minimise the impact on the ordinary.

To truly be the best we can be as a disability service provider, our organisation needs to focus on being **SPECIAL**.

Let us be the ones who are different by treating our clients as **ORDINARY**.

Moving forward, we are now ready to enter our next stage, a stage that will see all of our clients transition into the NDIS. This will provide the opportunity to discover, educate and empower clients and staff to maximise their outcomes, goals and dreams.

MATT COLLINS
MANAGING DIRECTOR







LIFESTYLE & SUPPORT REPORT

OUR Lifestyle and Support Team deliver a range of support tailored to meet the individual needs of clients. As we transition to the National Disability Insurance Scheme (NDIS), we remain committed to our values in providing a family friendly environment with reasonable and necessary growth, which is gently infusing new services into our portfolio.

Growth has been intentionally steady and measured this year enabling us to investigate alternative and innovative ways to meet the changing needs of our clients. We have also adjusted our infrastructure and support systems to ensure our organisational capacity, skills and expertise can meet the challenges of change.

Adult Short-Term Accommodation and Transition services have experienced significant demand over the last 12 months with vacancies filled as quickly as they became available. We always enjoy getting to know and spending time with the people coming to our services, but

we also have great pleasure, particularly this year, supporting clients to move into alternative living arrangements. This generates a sense of satisfaction in the knowledge that people who have been otherwise homeless have found safety and security in their own long-term and permanent home.

Transitioning to the NDIS has created a shift in thinking across the organisation.

We have realigned how we operate and how we can support clients to use their funding to truly embrace and enjoy the choice and control that is rightfully theirs. This includes selecting the support services they need and want, identifying what is reasonable and necessary to assist them day-to-day, as well as identifying and working towards achieving their personal goals.

WE continuously review our team structure, to respond to newly identified needs, and ensure we have planned our human resources for increased services and support.

- We have broadened the management team with four Lifestyle and Support managers now operating a blended portfolio. This creates capacity for more clients to receive support, as well as cultivating a shared understanding of service delivery across all programs. It also facilitates a stronger, interchangeable support network.
- We have flattened the hierarchical tiers of management by building Team Leadership roles across the services. This responds to the feedback we received about increased access by clients and staff to on-site leadership presence and support. It also aligns our management structure with the NDIS framework.
- We have expanded our Developmental Educators Specialist Support (DESS) team. Now, with their range of skills, expertise and capacity we are not only equipped to support clients currently accessing services provided by disAbility Living, but can establish presence in the community and broaden our scope by supporting many more clients and their families.

We remain flexible to ensure the services we offer evolve with changing demand, are continuously re-evaluated and adapted to the changing needs of the people who choose our services.



ADULT TRANSITION & RESPITE SERVICES



ADAPTING TO CHANGE

EVERY day we are learning more about the types of services people living with disability are looking for. This includes long-term housing and accommodation, choices about where to live and with whom to share, in-home support options, skills development support programs, developing and implementing behaviour support plans, building personal capacity and resilience and maintaining independence and control. Furthermore, both clients and families continue to seek 'respite' support.

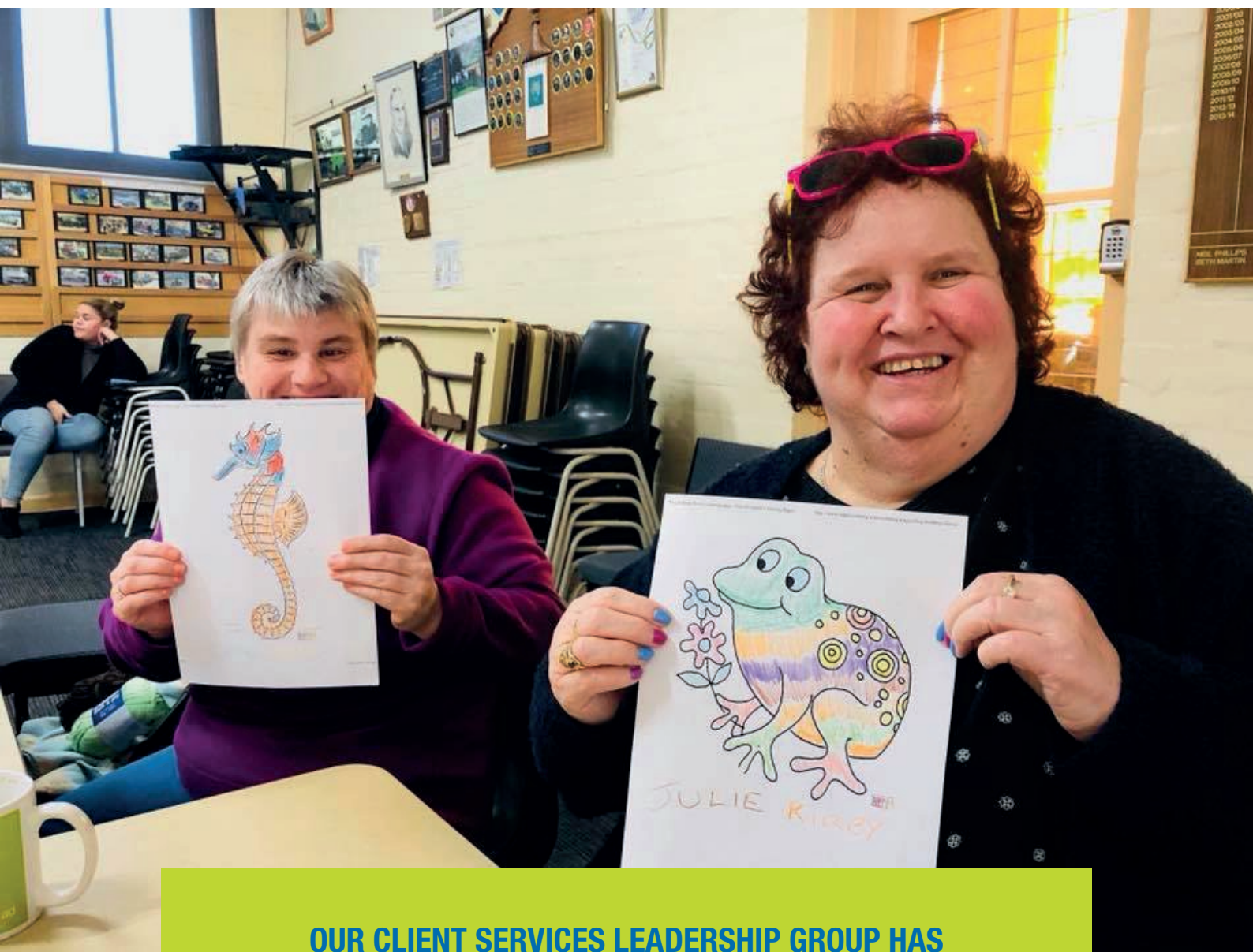
Although not funded as 'respite' through NDIS, goal focused, short-term accommodation is an identified service type. We aim to maintain our ability to provide services to children as well as adults to meet the high demand for this type of support.



TRIBUTE TO KELLY GOWLING

(15/06/1959—21/04/2018)

“Inspiring and insightful, a creative artist, with a great sense of humour. An original and founding client of disAbility Living, considered family by so many and a special friend to more. Kelly has physically left us but his legacy lives on in so many wondrous ways.”



OUR CLIENT SERVICES LEADERSHIP GROUP HAS CHAMPIONED SPECIAL PROJECTS INCLUDING:

Team Leader induction to systems and support

Transition to our new integrated client management system

Supported Independent Living (SIL) NDIS plan preparation

Seaside short term accommodation service development

NDIS Toolbox Working Group to review documentation and system efficiency

Gawler accommodation development

Safeguarding and Least Restrictive Practices process alignment with changing legislative requirements

Healthy Living Project

THIS year started by completing the transition of four clients from our short-term accommodation services at Semaphore and Campbell House to independent living units at Broadview. We also celebrated the successful transition of three clients to their own units in Gawler. The timing coincided with a fabulous and long-awaited opportunity for one of our clients to enjoy a visit from her young son who travelled from interstate to spend a short holiday and quality time with his mum.

We welcomed our newest resident to the disAbility Living family. Having spent the last 18 months at Hampstead Rehabilitation Centre, she has embraced moving to her own home and is now enjoying new beginnings with her housemates.

Our remarkably patient 'Tarcoma Family' continue to stay in temporary alternative housing, and desperately await their new homes. This group moved out of their Housing SA leased property in May 2017 and have witnessed the demolishing of their homes of over 30 years. They now eagerly anticipate returning to their old address to live in newly built Specialist Disability Accommodation. This is scheduled for completion in April 2019.

We appreciate and acknowledge Julie Gunn and her team at DCSI (now DHS)—Disability Services for their support and assistance in offering temporary accommodation.



A YEAR OF HIGHLIGHTS





LIFESTYLE & SUPPORT LEADERSHIP

WE remain mindful that with growth comes demand for more staff and effective leadership. We have and always will continue to prioritise strong leadership and support for our teams.

This year we established our Emerging Team Leader Program. This initiative has delivered great outcomes with three staff successfully promoted to permanent Team Leader roles.

An innovative suggestion shared by one of our Team Leaders initiated a successful trial of a video-link for supervision of key competency checks. This has enabled quality measures and full supervisory support for staff working in isolation. Use of technology has created financial efficiencies in rosters and support associated with supervision of induction, particularly at our smaller sites/services.

The Lifestyle and Support Team embraced our Healthy Living Project with key team members undertaking additional studies and instructor training in nutrition, healthy eating and food groups. All staff have completed a tailored training program with clear guidelines that encourage healthy alternatives when supporting clients with meal time planning and food preparation.

Base-line data was captured from volunteers as part of the project to assess impact on weight, general health and wellbeing, use of medication and supplements, and BMI measures. We look forward to tracking the outcomes of this project through our Health and Wellbeing Committee and have planned a range of exciting and empowering initiatives to encourage both staff and client participation.



MEMBERS of the DESS team also updated their Crisis Prevention Institute (CPI) Instructor's training in Non-Violent Crisis Intervention and accredit the team as skilled trainers in CPI's 'Management of Actual or Potential Aggression'. This program includes additional positive behavioural support strategies which align with our Zero Tolerance approach to restrictive practices.

Other personal development and organisational learning undertaken by key staff within the Lifestyle and Support team has included:

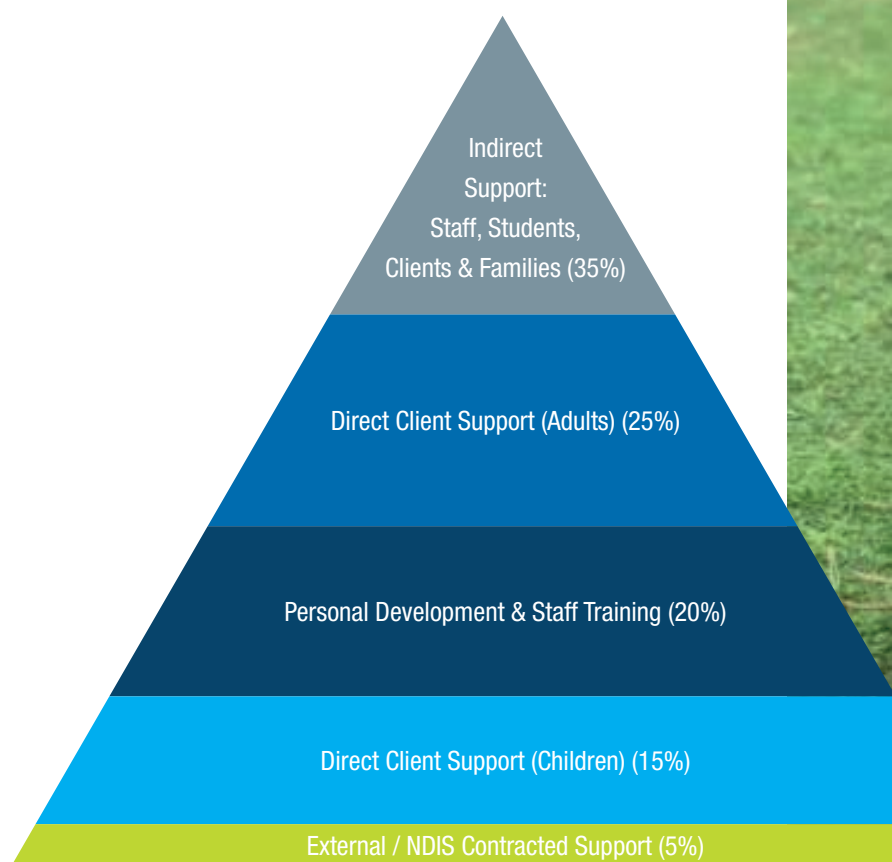
- National Disability Services Capacity Building
- DSP—Virtual Conference
- DEAI—Assessments (Sensory Profile 2 and Vineland 3)
- Tatra training—Effective approaches for successful change in client with borderline, narcissistic and antisocial personality disorders
- ACIA—workshops—Recognise & Reassess and Refine and Realign for NDIS Providers
- Mythbusting the NDIS Quality and Safeguarding
- Diploma Counselling
- Diploma Nutrition and Food Coaching

A number of staff have embarked on their professional journeys, furthering their knowledge and qualifications by studying for their Certificate IV Disability.

THE DESS team has continued to cement the value and importance of their professional qualifications to our service delivery. They excel in maintaining consistency, providing exceptional support and service to clients and staff, and have celebrated many positive outcomes for clients as a result of their specialist intervention.

In addition to core services, the DESS team has also supported the Flinders University Developmental Educators' Field Placement program by offering support and supervision of over 300 hours to three undergraduates throughout the year. Students were supported to engage in various developmental activities targeting personal goals and interests to build personal and professional skills. These included 1:1 coaching/mentoring in developing independent living skills and developing tools for learning. 'Chef's Club' involved planning, coordinating and delivering a skills-based food and nutrition program to children. The program was funded through the Marion & E.H. Flack Trust.

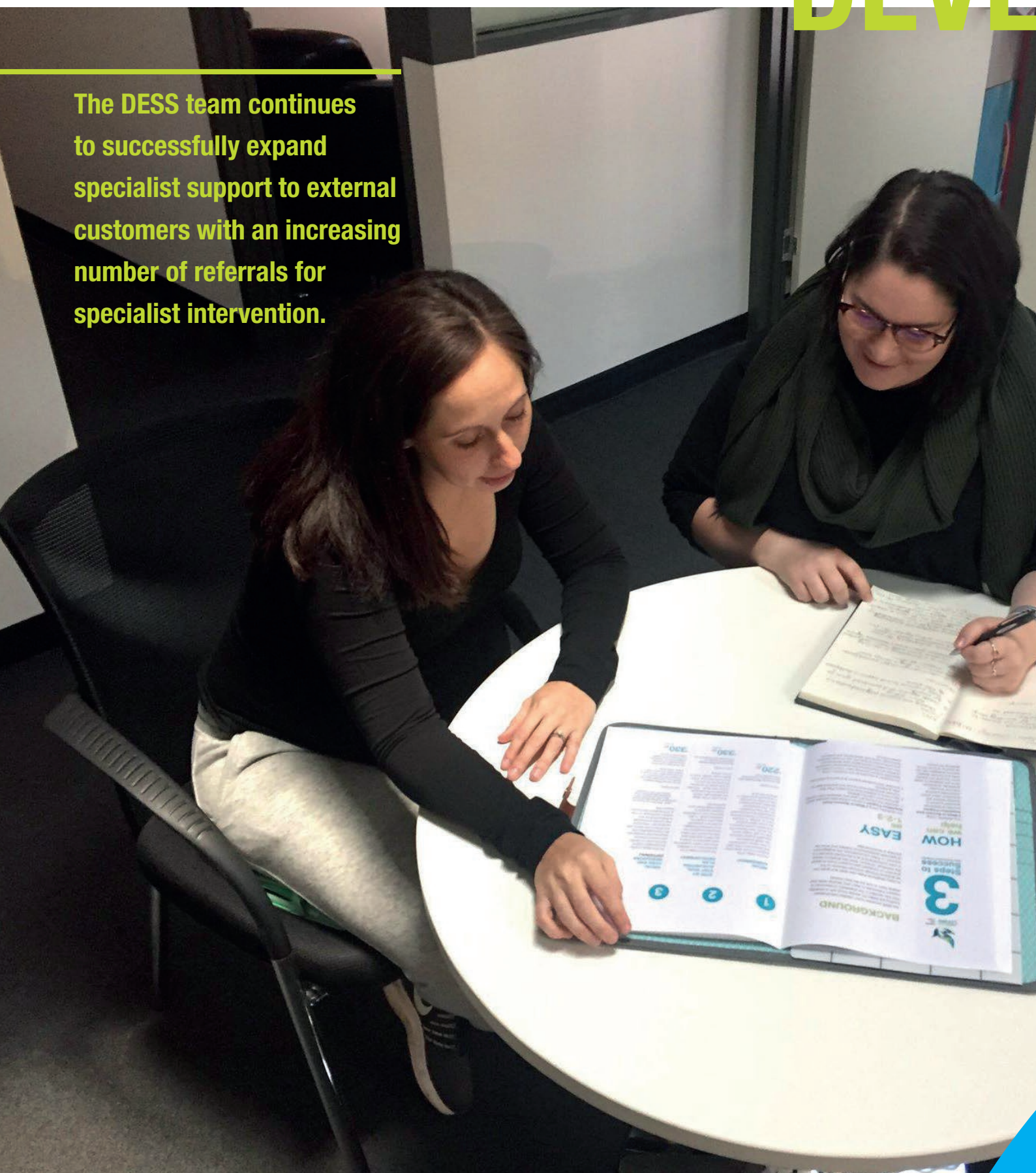
Another positive outcome of the Field Placement program has been the appointment of one of the graduates to the disAbility Living team.



DEVELOPMENTAL EDUCATOR SPECIALIST SUPPORT (DESS)



The DESS team continues to successfully expand specialist support to external customers with an increasing number of referrals for specialist intervention.





DEVELOPMENTAL EDUCATOR SPECIALIST SUPPORT (DESS)

THE team continues to assist with a range of operational support including:

- **CLIENT DEVELOPMENT** includes the development of individually tailored specialist support plans, goal plans, mentoring opportunities and independent living skills programs to assist with core support provision and capacity building. They have developed alternative communication techniques, as well as sensory toys and games to assist clients. The team has also provided invaluable support to clients transitioning to long-term accommodation services.
- **NDIS PLANNING** involves conducting a range of functional assessments to assist in identifying and implementing skills development and behaviour supports. This provides critical, evidence-based documentation for NDIS planning meetings.
- **TRAINING** includes facilitating a range of internal training including, our values based CREDIT training and the Crisis Prevention Institute's Management of Actual and Potential Aggression training.
- **IN HOME SUPPORT** includes providing expertise and coordination support to establish this very popular service.



DURING the 3rd Term of the 2017 school year, the DESS team ran the Chef's Club—a program funded by a grant through the Marion & E.H. Flack Trust. The program supported 12 children to develop independent living skills in the kitchen as well as expanding social networks. Delivered over 10 weeks, the focus was on topics including kitchen safety, the five food groups, healthy treats, making vegetables fun, the importance of breakfast, healthy lunchboxes, planning a menu and cooking for others. The children really enjoyed coming to classes, learning and sharing their knowledge and skills with their families.

CHEF'S CLUB



THE role of the Consumer Reference Council (CRC) is to provide an important link between the people we support, the management team and the Board. The CRC receives support from the Developmental Educators Specialist Support team. Information is provided in a format each council member can access and understand. In its second year, the council members have increased their skills and understanding of how meetings operate effectively and developing a structure and routine for each council meeting.

CHAIRPERSON
STEPHEN JACKSON
SECRETARY
CLIVE HILTON

DESS SUPPORT
SUSAN/MICHELLE

COUNCIL MEMBERS
KRYSTAL HART
MARK BARANOWSKI
WARRICK JONES (RET)
COREY HOOPER
SIMON MISIAJLO

CONSUMER REFERENCE COUNCIL



CONSUMER REFERENCE COUNCIL

OVER the past 12 months, the Consumer Reference Council have focused on increasing our understanding of disAbility Living's values by working through each element (Communication, Respect, Empowerment, Dignity, Insight and Trust) and thinking about what each word means to us and to other service users. We have talked about how we can put the CREDIT values into our own lives, and how we can talk with housemates about the role CREDIT plays for them and for support staff. Members of the Council believe CREDIT is really important to service delivery, particularly as we move into the NDIS.

We welcomed several guest speakers. Members appreciated the usefulness of information shared by the NDIS guest speakers, Adrian from Advocacy of Disability, and Maggie from Disability Advocacy and Complaints Service of SA. We also played an important role in the development of disAbility Living's next Strategic Plan with Jon Martin who asked us about our thoughts on what direction we think the organisation should be. Next year we want to have more events so we can connect with a wide range of people and make new friends. We also want to learn more about the National Disability Insurance Scheme.

STEPHEN JACKSON
CHAIRPERSON

CLIVE HILTON
SECRETARY







UNDERSTANDING THE NDIS



DURING the year, we have embraced every opportunity to learn about, prepare and plan for the NDIS. We have applied our learning from the initial state rollout of the NDIS to children's services, to assist us to support our adult clients and their families through the process. We have also supported staff to prepare for the biggest change the disability sector has seen in over 30 years.

In July 2017, we started supporting clients to prepare for their NDIS Supported Independent Living (SIL) planning meetings. Substantial hours were invested in research, assessment and collating information as well as client education. In December 2017 we supported 11 clients through the first planning meeting. This set the compass in terms of the level of resources required to collate the documented evidence which

is necessary for clients to be successful in receiving the funding they need. We are particularly grateful for the commitment and efforts of Lifestyle and Support Manager, Mark Acierto, who took the lead in this project. We are very pleased to advise that the first five SIL plans have been returned with full approval.

During the year, we welcomed **Sam Paior from The Growing Space**, to provide NDIS pre-planning forums and information sessions to ensure independent advice is available to everyone. Sam has worked in the disability sector as an advocate, parliamentary advisor, family educator, board member and consultant for fourteen years. She is a strong believer in building inclusive communities and her work with our clients and families was greatly appreciated.



N working with clients to prepare for their NDIS planning meetings, insightful conversations have assisted clients to expand their horizons, dream bigger and plan for greater choice and control. Although we eagerly await plans to be created, the motivation has started to shine through in the everyday actions and activities in which clients choose to engage.

We have observed greater interest in decision making, self-management of personal finance, moving from planned programs to self-directed community participation and integration, jobs, volunteering, and increased engagement with various community groups.

Just about every day a good news story is shared through our internal social media which creates a sense of achievement for everyone working at disAbility Living—we all celebrate in the knowledge that in some way we have each played a small but important part in supporting an individual to feel good about themselves, to achieve a personal goal, to smile and feel a sense of self-worth and value to others.

CONTINUITY OF SUPPORT (COS) PROGRAM

THE Continuity of Support program (CoS) has been fully implemented by Department of Health. All eligible clients over 65 years of age who are using disAbility Living's services and are not eligible to register for the NDIS, now have funding confirmed for the provision of ongoing support. We are committed to ensuring clients are not 'disadvantaged' due to these changes in funding source. However, it is very clear that with deterioration of health and increased supports that attract additional funding, clients will be required to undertake assessment for support through 'My Aged Care'.



ADAM'S STORY SMALL BUSINESS

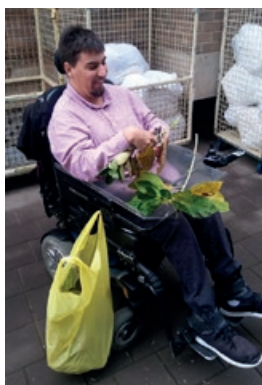
Adam officially launched his own photography business, beginning with a Facebook page and creating calendars to sell online. He is working closely with his key worker and the Quality and Communications team to continue growing his brand and expanding his range of products.

EXPANDING HORIZONS



COREY'S STORY

VOLUNTEERING



COREY decided he would rather have 1:1 support for community participation than attend a Day Option program. His support team helped him to investigate what he could do to achieve personal goals. He was successful in his interview to become a volunteer gardener at a nursing home and as a result his

confidence has grown dramatically. He is making friends with the locals and has volunteered more of his time to help pack meals for the homeless. Corey also took the time to plan and host a very successful Fishing Day and pub lunch for his friends—no fish were caught but a great day was enjoyed by all!



GENE'S STORY

COMMUNITY CITIZENSHIP

GENE received special appreciation from neighbours Bob and Margaret for assisting 85 year old Bob when he needed help most. Gene alerted Emergency Services when he found Bob had collapsed at the shops. He provided care and support for his friend whilst staying by his side until the paramedics arrived.

CELEBRATING MILESTONES



50TH WITH THE POWER TEAM





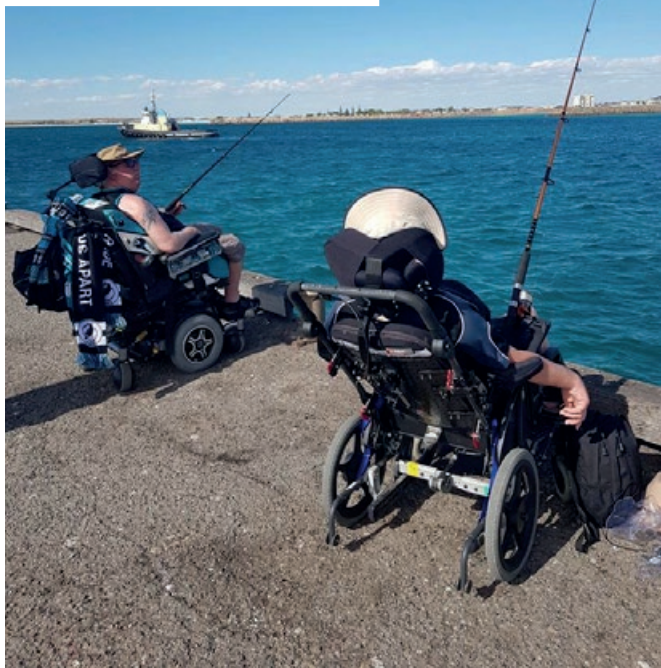
ENJOYING THE GREAT
OUTDOORS. QUEENSLAND

JUST CRUISING!



DOING WHAT YOU LOVE,
FISHING IN WALLAROO

39



CATCHING UP WITH
FAMILY IN CAIRNS



A DAY AT THE RACES,
MELBOURNE CUP



HALLOWEEN 2017



BINGO 2018



CRICKET DAY

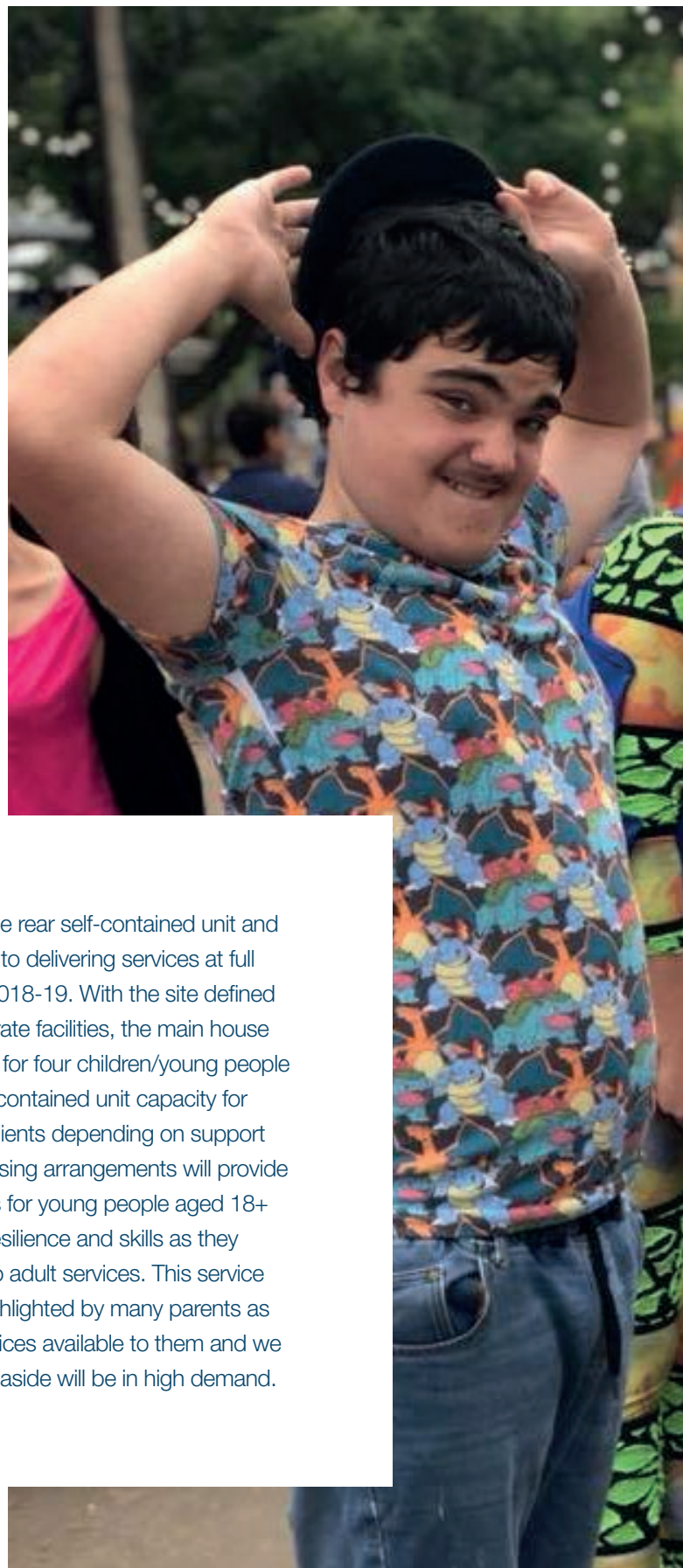




In response to feedback from families, we have expanded our Children's Services to a beautiful home in Somerton Park. This provides much greater access to families living in the southern and western suburbs.

Seaside offers a stunning ocean view with a flexible floor plan and great facilities in the local vicinity. It will no doubt be a popular location for children and families. The process of preparing the house for services took a little longer than planned, however we were pleased to commence

services in the rear self-contained unit and look forward to delivering services at full capacity in 2018-19. With the site defined as two separate facilities, the main house has capacity for four children/young people and the self-contained unit capacity for one to two clients depending on support needs. Licensing arrangements will provide opportunities for young people aged 18+ to develop resilience and skills as they transition into adult services. This service has been highlighted by many parents as a gap in services available to them and we anticipate Seaside will be in high demand.



EXPLORE ABILITY







WE have increased the number of 'Champions' dedicated to supporting the Charter of Rights of Children and Young People in Care with an additional four staff now registered to ensure the children we support have access to appropriate advocacy. The team of Champions are dedicated to ensuring children can feel good about themselves, are living in a place they feel safe and cared for, get the help they need or want and understand they have a say in discussions that affect them.

All programs delivered through ExploreAbility are developmentally based. We are committed to providing proactive, flexible and individualised support to each of our participants and their families. Our aim is to provide an environment where children and young people grow and develop, play, learn life skills, build friendships and engage in the community. Like other service providers, we have been consistently challenged this year to adjust our thinking, our operating models, our approach and our systems to fit within NDIS framework and maintain capacity to provide the necessary support requested by families. Despite these challenges however, we remain very excited by the opportunity to work closely with families and develop an individualised support plan for their child.



WE pride ourselves on our capacity to adapt our support programs to ensure a tailored approach to service delivery, which enables increased flexibility and freedom for families to engage in the important activities other families enjoy without hesitation. Here are some examples:

- We supported a Dad and his son to enjoy two weeks together on a camping holiday.
- We were entrusted to provide extended 24/7 respite to a young client while their Mum and Dad had a well-deserved holiday in Europe.
- A family started reusing services after a gap of almost two years, having received great feedback from other ExploreAbility families.
- Another client's family have decided to return to disAbility Living as their main service provider due to the success we had in supporting their child in the community.
- Our SeeSaw application has been a hit, with families reporting **'feeling less guilty on holidays without my child, while looking at the amazing photos of her having fun on Seesaw.'**



THE Community Visitor Scheme (CVS) is an independent statutory scheme that performs regular visits to various support facilities including supported accommodation. Their role is to promote proper resolution of complaints and advocate for the rights of individuals.

disAbility Living welcomes the CVS volunteers to meet and chat with clients as the information shared and the independent feedback we receive highlights opportunities to improve the support we provide to clients.

Usually, the CVS will schedule visits at each of the sites supported by disAbility Living to meet and chat with clients. However, the visitors provided exceptional and extremely responsive support this year, when a group of clients requested their involvement to resolve some tenancy issues.

Maurice Corcoran and his team worked with the housing providers to address concerns which resulted in positive outcomes for the clients. It is reassuring to know the CVS is doing the appropriate check-ins with clients, but it is important and extremely satisfying that the team uphold their commitment in advocating for clients when the need arises.



COMMUNITY VISITORS SCHEME



OUR PEOPLE ARE OUR STRENGTH

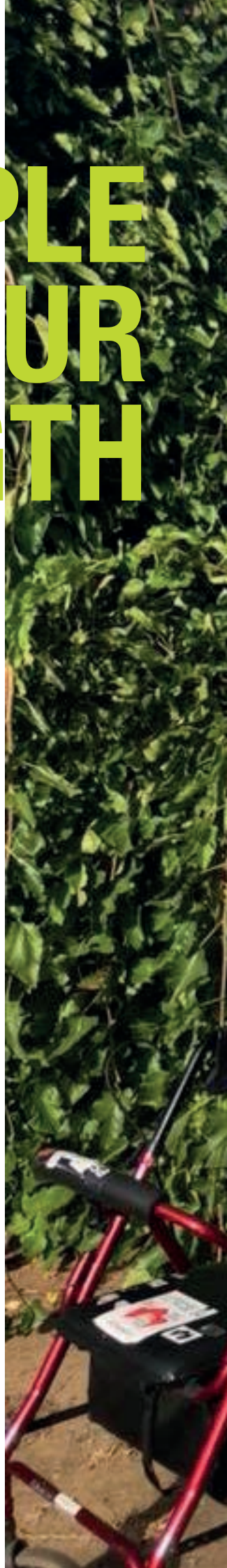
DISABILITY Living is only as good as the quality of work our frontline staff deliver. To ensure we continue providing a high standard of service, all staff are offered the opportunity to undertake a diverse range of client specific training activities.

As part of our continuous improvement initiatives, we regularly review the training and development framework to ensure staff skills are kept up to date and align with industry practices. Once again, we have spent close to four percent of wage cost to deliver 111 different training programs to 757 participants, totalling 4890 hours.

WE DELIVERED ON OUR PROMISE!

One of our strategic commitments for 2015—2018 was to build and maintain a great staff team that focuses on supporting clients to achieve great outcomes.

It gives us confidence to see a competent and consistent team offering great choices for living to our clients. We are pleased to see our CREDIT values innately present across the organisation, demonstrating passion and commitment to uphold a person-centred approach in supporting both our clients and staff.



TRAINING &
DEVELOPMENT

4%
OF WAGE COST

MORE THAN

111
DIFFERENT
PROGRAMS

757
ATTENDEES

TOTAL OF

4,890
HOURS

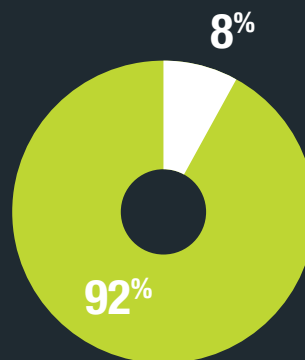
OUR STAFF PROFILE

DURING 2017/2018

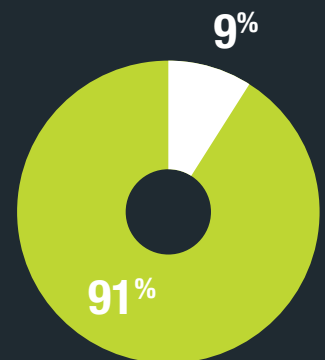
During 2017/18, Disability Living employed 108 Full-Time Equivalents (FTE) an increase from 90 FTE in 2016/17.

DisAbility Living's workforce is predominantly female (62%), with the majority employed in part-time and casual positions.

EMPLOYEE NUMBERS

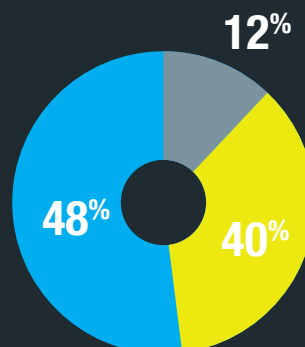


DIRECT CONTACT HOURS



● ADMINISTRATION ● CLIENT SERVICES

EMPLOYMENT TYPE



● FULL-TIME
● CASUAL
● PART-TIME

201,281
HOURS
**PERSONAL
SUPPORT**

PROVIDED TO
172
CLIENTS

10
YEARS

CAROLINE
BURTON

8
YEARS

DEARNNE
SINGLINE

LETITIA
PEEK

NATASHA
CLAVELL

SONYA
MILLER

5
YEARS

KYLIE
RAYNER

CHERYL
HUGO

HATIFAH
SMITH

TOM
CHALKLEN

JASMINE
DAVIS

MELANIE
ROSS

SANDEEP
KAUR

LISA
BEAVEN

3
YEARS

BARBARA
GUICO

STEPHEN
HANSBERRY

CRISTOPHER
RAMOS

CAROL
HAMMOND

NICK
CASBARRA

KELLY
BURFORD

ESTHER
EVERS

ANITA
FUSCO

ANTHONY
BABYSKA

CHARANJITH
SINGH

VIVEK
VENUGOPAL

TESSIE
JOHNSON

MARGARITA
ROGERS

PRINCELIN
RAJAN

NINA
GONZALES

OUR FOCUS REMAINS UNCHANGED,
WITH A GREAT EMPHASIS ON
STRENGTHENING A FAMILY-FRIENDLY,
SUPPORTIVE, CLOSE-KNIT WORKING
ENVIRONMENT. THIS IS DRIVEN BY
A STRONG SET OF VALUES DERIVED
FROM THE PRINCIPLES OF OUR
CREDIT CULTURE.



HUMAN RESOURCES REPORT



2^{017/18} has been a successful year with our continued focus on strengthening the capabilities of our workforce to become a service and employer of choice. This year we were pleased to offer Mental Health First Aid training across the organisation as another step forward in our commitment to staff wellbeing.

Through the review of our recruitment practices, staff retention has increased over the past twelve months. We have also focused on creating a safe work environment by reviewing and implementing a variety of WHS initiatives.

LOKU PRIYANTHA
HUMAN RESOURCES MANAGER

STREAMLINING SYSTEMS

OVER the last 12 months the Quality and Communications team have expanded our area of support to assist with the development and implementation of an integrated client/staff database. This new system not only provides a more effective way of recording important information about the people we support but also enables us to work more efficiently within the NDIS system. The project has required significant effort to design and test its functionality. We are very grateful to the group of ProSIMS Champions who have dedicated many hours of time learning the system and making sure it will meet our unique organisational needs. We are anticipating the new system will be fully functional in early 2019.

CAROL HAMMOND

QUALITY & COMMUNICATIONS MANAGER

TEAGAN WHITE

ADMINISTRATION AND COMMUNICATIONS
SUPPORT OFFICER

ODETTE LATACEVSKI

INFORMATION TECHNOLOGY SUPPORT OFFICER

QUALITY & COMMUNICATIONS REPORT

MAKING OUR MARK

WE continue to build our market position in the NDIS environment through social media and attendance at key exhibitions. In 2017 / 2018 we developed marketing and publicity materials to support the Lifestyle and Support Team at the Disability, Ageing and Lifestyle Expo held at Wayville Showgrounds in September; KYD-X held at the Priceline Stadium in October; Parent information presentations at various schools; NDIS Community Information Sessions.

We have successfully used social media to promote client achievements, service developments and issues of community interest. Our internal communication is maintained through the Workplace social media platform and our regular monthly newsletters, CREDIT Ability. We strive for continuous improvement and have recently completed a survey of staff and families seeking feedback on our performance against our CREDIT criteria. We have analysed the results and will continue to develop new strategies to improve the way we connect and communicate internally and externally over the next 12 months.

A NEW BLUEPRINT FOR QUALITY AND SAFEGUARDING

DURING the last 12 months we have continued to review and refine our systems and processes to align with the NDIS. On the July 1 2018, South Australian and New South Wales were the first two states to transition to the NDIS Quality and Safeguarding Framework under the auspices of the NDIS Commission.

This is an exciting move which has provided greater clarity regarding our organisational obligations in the NDIS. It has also provided a blueprint on which to build our quality checking systems and we are looking forward to the positive outcomes that will result.

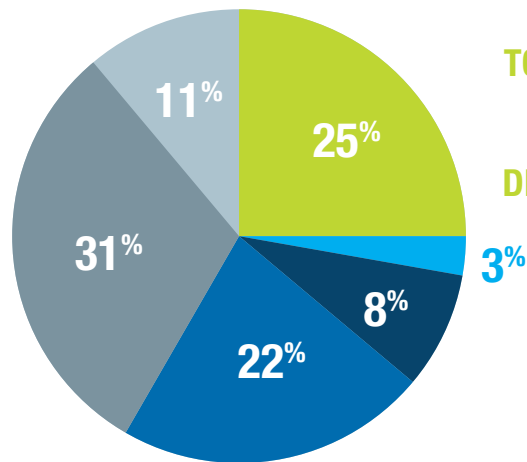
Did We Deliver On Our Promise?

Great communication across all levels of the organisation to make sure great outcomes for clients are achieved.

THIS year we surveyed various stakeholders including staff, clients and guardians in relation to how they felt we actioned our promises from the 2015-2018 Strategic Plan. Included in this survey were questions relating to marketing and communications in terms of information provision and engagement.

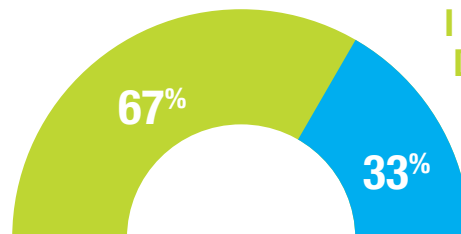
With feedback given about our various communication mediums, including the monthly newsletter (CREDIT Ability) we were able to identify changes to ensure we connect with our target audiences. Overall the survey results were very positive and we have already begun the process of actioning valuable suggestions.

Over the past 12 months, we have built our social media use primarily through Facebook. Our 'likes' have increased and our 'reach' is growing week-by-week. These indicators support the survey results demonstrating that stakeholders are regularly following or engaging with our organisation.



I USE FACEBOOK TO KEEP IN TOUCH WITH WHAT IS HAPPENING AT DISABILITY LIVING

- I don't use Facebook
- I use Facebook but I don't follow disAbility Living
- I check disAbility Living posts now and again
- I regularly follow disAbility Living posts
- I regularly like and/or comment on disAbility Living posts
- I share interesting disAbility Living posts with my social network



I WOULD RECOMMEND DISABILITY LIVING AS AN ORGANISATION THAT DELIVERS ON ITS PROMISES

- Definitely would
- Probably would
- Probably would not (0%)
- Definitely would not (0%)

QUALITY AND COMMUNICATIONS



THE year ahead will focus on developing marketing and communication initiatives for disAbility Living's ExploreAbility program, and the Developmental Educator Specialist Support (DESS) team. Now that ExploreAbility has had a rebrand, and our new Seaside site has opened, we can concentrate on marketing the service for new clients.

These services set us apart from other organisations in the NDIS environment, and we need to continue to promote the great outcomes that are achieved.



WOW what a year! With the principles of our CREDIT culture firmly at the forefront of our operational approach disAbility Living continues to grow in strength.

It has been a challenging year, especially during the continued transition to National Disability Insurance Scheme (NDIS) model.

Some of the many challenges and changes we faced were;

- Funding for clients moving to the NDIS has been very slow, with none of our long-term accommodation clients receiving NDIS funding during the 2017/2018 financial year.
- We have devoted many hours to provide information to clients and families about the NDIS. We have also invested time in developing Supported Independent Living (SIL) quotes to ensure appropriate funding levels are identified for clients living in shared accommodation arrangements.
- Internal changes are being made to ensure we have the appropriate processes in place to move to NDIS, and that the organisation is receiving funds as services are provided.
- We need to ensure we accurately charge for each service we provide and that the service is included in the client's plan. This has involved educating clients and their advocates to provide a copy of their plan or to ensure the services we are providing are covered in their plans with sufficient funds to cover the cost of their support.
- The delay in clients being assessed for NDIS funding under the SIL arrangement has created a major challenge, resulting in an attempt to predict the funding that the organisation could receive in 2018-2019.
- It is important that Service Agreements are established for our ExploreAbility program prior to services being provided; to insure that costs are appropriately covered. We also need to ensure that National Disability Insurance Agency (NDIA) service bookings are created to safeguard funding availability.

A review of our short-term accommodation for adults under the DHS model has been fruitful, however we will review this service in 2018-2019 under the NDIS model.

FINANCIAL SERVICES





FINANCIAL SERVICES REPORT



WE welcomed a new member to our team Jennifer (Jen) Gibbons who was appointed as Assistant Accountant. Jen's skills have proved invaluable especially when we implemented an improved accounting software program during the year. The transition ran very smoothly and I would like to thank the finance team for the work they did to ensure this occurred successfully and without negative impact for staff or clients.

The sign off of our annual financial statements has been delayed as we work with our auditors to ensure all the accounting standards are met. Due to this no figures have been published, however the full set of audited financial reports will be available upon request once finalised.

Please contact our Head Office or email admin@disabilityliving.org.au for your copy.

JOANNE MITCHELL
FINANCE MANAGER

EXPANDING HORIZONS

The new world is full of both opportunities and challenges.



DISABILITY
LIVING

CHOICES
FOR
LIVING

THE future has arrived! The National Disability Insurance Scheme (NDIS) is now available to all ages in all geographic locations in South Australia.

People with disability have the opportunity to exercise greater control over the design and delivery of their services.

Organisations have the opportunity to grow and innovate and help people with disability achieve their dreams and goals.

Staff have the opportunity for better career pathways and job diversity.

The biggest challenge is for us all to work together to maximise these opportunities.

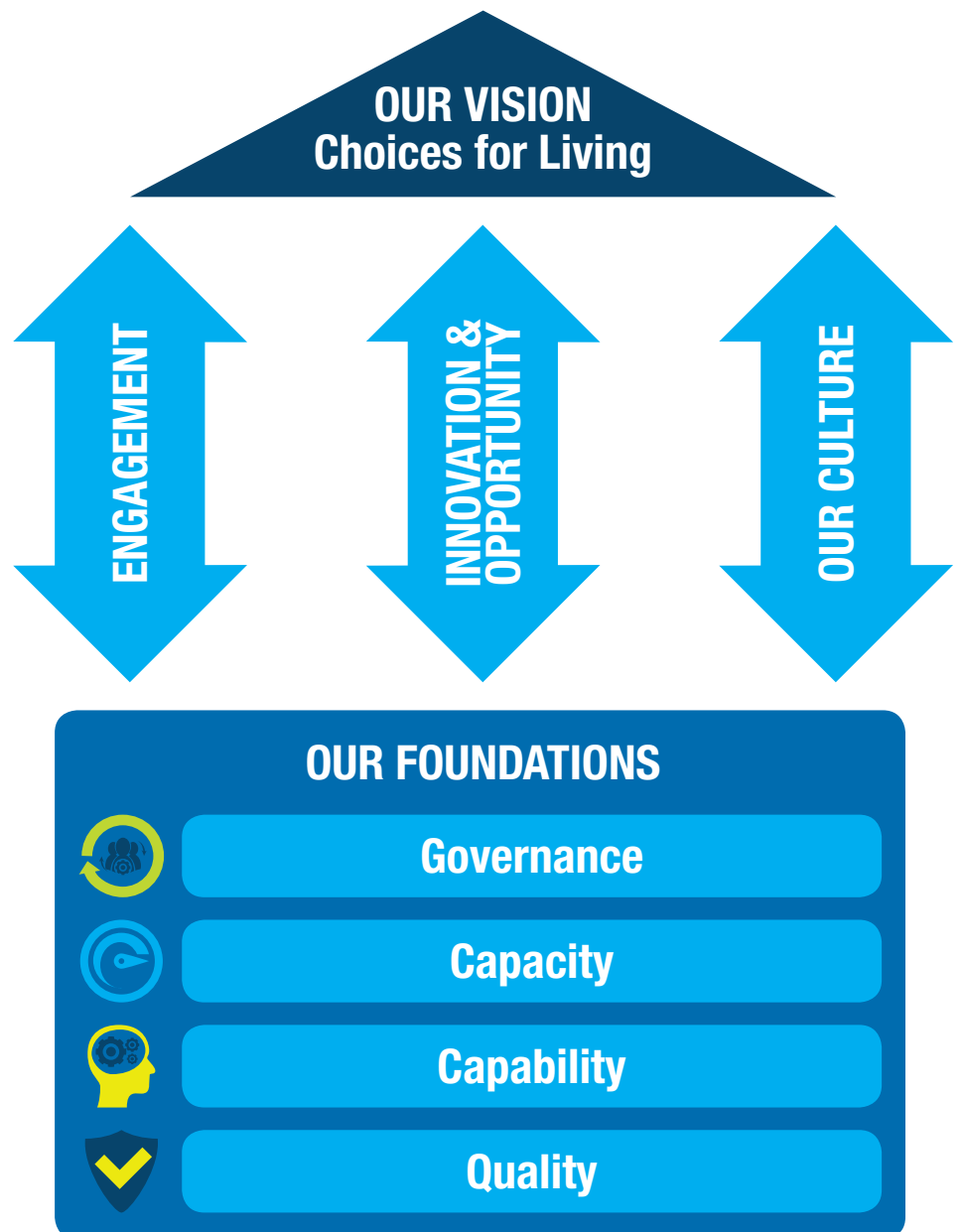
The development of the disAbility Living Strategic Plan 2018—2021 focused on getting feedback from staff and clients.

We wanted to know what was working well and what we needed to improve. We used surveys, reviewed client goals, reviewed staff goals and used a consultant to talk with all our staff and the Client Reference Committee.

We discovered that it is a critical time for disAbility Living and the new strategic plan will ensure that we can expand horizons for our clients, our staff and our organisation.

We will be Expanding Horizons for the people we support. Our passion is all about the rights of people with disability to have choice and control in their lives. We will continue to develop options and opportunities for people as we grow and diversify under the National Disability Insurance Scheme (NDIS).

STRATEGIC PLAN 2018-2021



WE are Expanding Horizons for our services. disAbility Living Inc. has provided quality supported accommodation for people with disability for more than 25 years. Under the NDIS, we are delivering a range of supports to assist people with daily living activities in their home and in the community.

We will be Expanding Horizons for our staff. The people we employ are vital for the success of our organisation and the success of our clients. We will work closely with our staff, clients and the community to ensure the best possible outcomes for all.

To achieve our goals, support our staff and help clients achieve their dreams, we are focusing on a strategy to achieve the vision of 'Choices for Living.'

OUR ORGANISATIONAL PILLARS



ENGAGEMENT



INNOVATION & OPPORTUNITY



OUR CULTURE

GOAL

We will engage effectively with our staff, clients and the community to ensure the best possible outcomes for all.

GOAL

We will demonstrate innovation in our services and create opportunity for improved outcomes.

GOAL

We will be authentic and passionate about our values.

OUR ORGANISATIONAL FOUNDATIONS



GOVERNANCE

We will demonstrate best practice governance and management in all aspects of our service and organisation.



CAPACITY

we will ensure that the organisation remains viable, sustainable and dynamic.



CAPABILITY

We will attract, develop and retain the best talent.



QUALITY

We commit to quality and excellence in everything we do.









HEAD OFFICE: 6 GEORGE STREET, STEPNEY, SA 5069
T 08 8132 5400 F 08 8362 7435 E ADMIN@DISABILITYLIVING.ORG.AU

WWW.DISABILITYLIVING.ORG.AU