



**DISABILITY
LIVING**

CHOICES
FOR
LIVING

**2015
2016**

**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.



2015 2016

ANNUAL
REPORT

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2 015/2016 has been a year in which disAbility Living placed a major focus on its Strategic Direction and the alignment of that direction with our Corporate Philosophy and CREDIT Model.

This has required all levels of Governance and Management to relate each of the Key Result Areas of the Strategic Plan to an element of CREDIT and to regularly report on progress and achievements in each of those areas.

Insofar as the Board is concerned, Governance of disAbility Living is about Trust – the final and a key element of the CREDIT model.

Our membership must have implicit trust in the people they choose and vote for to fulfill the role of Board Directors. They must trust in the decisions they make to guide the organisation towards the achievement of the best possible outcome for our clients and, more broadly, for people with disabilities in South Australia.

To this end, the focus for the Board over the past 12 months has been to ensure that we operate in a way that provides value for money and delivers on our promises to the people who choose us.

A major project for the Directors has been a governance review and gap analysis which confirmed the Board's current strengths



A photograph of a person in a wheelchair on a playground path. The wheelchair has a prominent red frame. The person is wearing a dark jacket. The path is blue and green, leading through a park with trees and a brick tunnel in the background.

Chairman's Report

We operate in a way that
provides value for money
and **delivers on our
promises to the people
who choose us.**

CHAIRMAN'S REPORT

as well as identifying a number of areas for improvement. As a result we have:

- Clarified significant guidelines for the recruitment of new Directors
- Developed a detailed Governance Charter
- Established new Board Sub Committees to include:
 - Finance
 - Procurement and Assets
 - Quality and Compliance
 - Human Resources
 - Client Services
- Commenced a review of the Constitution
- Taken advice from Pitcher and Partners (our Auditors) on the prospective structure of disAbility Living in the competitive environment of the NDIS.

In addition to these strategies the Board supported the organisational restructure proposed by the Managing Director. This is designed to strengthen the management structure as we move into the full rollout of the NDIS. The new structure builds on the substantial skills of current Managers whilst introducing a stronger focus on Client Services, Quality and Communications.

As a consequence, we have welcomed Denise Wharldall and Carol Hammond to the Management Team.

Other significant organisational developments during the year include:

In April we won the tender for the provision of services at Campbell House, a respite service hitherto operated by Disability SA. This was the first

disability service to transition from the SA Public Sector to a Non-Government Organisation. Significantly we were able to secure the transfer of Campbell House staff in this transition, which has provided continuity of service delivery for clients and their families.

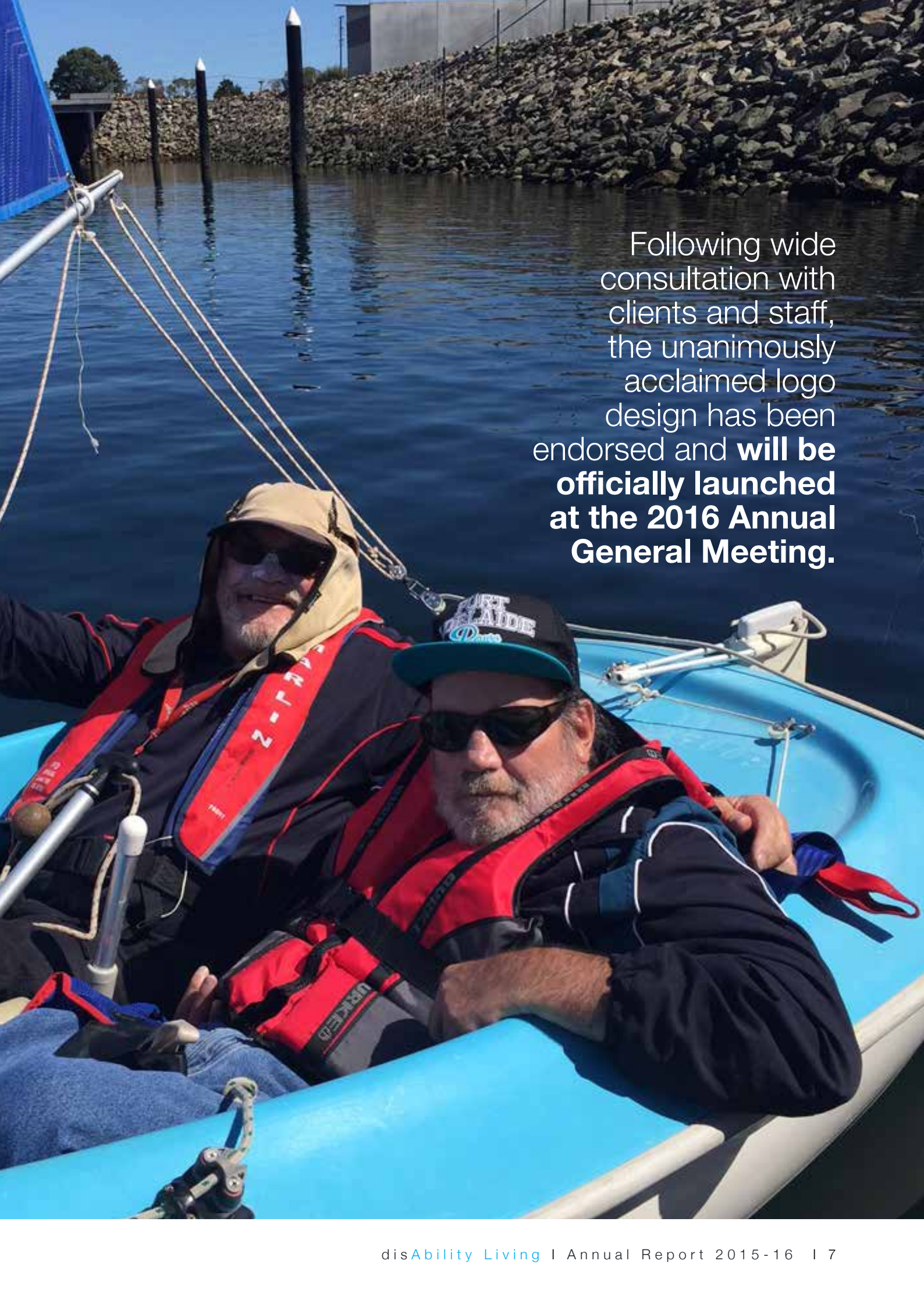
The Business Continuity Reserve was increased during the year to ensure we have financial security under the changes to NDIS and safeguard against delays in funding and program vacancies. This has proved a prudent decision given the recent significant delays in payments due to changes in the NDIA Payment System.

In April 2016 the Board approved the redesign of our logo and re-development of the organisation's website.

Following wide consultation with clients and staff, the unanimously acclaimed logo design has been endorsed and will be officially launched at the 2016 Annual General Meeting. Significant improvements to the website have been implemented, again based on consultation and feedback, making it more user-friendly and informative. I would like to acknowledge Carol Hammond and Sunita Miranda in their successful carriage of this important project.

Consistent with our responsibilities to clients, the Healthy Eating project was approved during the year and we await the outcome of a partial funding request in the New Year. The organisation's Enterprise Bargaining Agreement was finalised during 2016.



A photograph of two men in a blue kayak on a body of water. The man in the foreground is wearing a black cap with 'PORT CHARLOTTE' and 'Dunes' on it, sunglasses, and a red life vest. The man behind him is wearing a tan hooded jacket, sunglasses, and a red life vest. They are both smiling. The background shows a rocky shoreline and a building under a clear blue sky.

Following wide consultation with clients and staff, the unanimously acclaimed logo design has been endorsed and **will be officially launched at the 2016 Annual General Meeting.**



Whilst these are
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Living's**
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on the clients
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CHAIRMAN'S REPORT

Once again this was achieved by close negotiation between Management and Staff and did not require the involvement of external advocacy. We await the Commission's approval of the Agreement.

Whilst these are some highlights of the year, it is fair to say that all of disAbility Living's services have continued to be provided with a focus on the clients we serve.

In the lead up to the NDIS we have redoubled our efforts to ensure the organisation and our clients get the best result from this major social change. This has provided challenges for the Board and I thank my fellow Directors for their time, effort and expertise in the sound governance of disAbility Living.

To Matt Collins and his team, I say congratulations on a job well done. The pressure in ensuring the ongoing viability of disAbility Living has been significant and you have all been up to the challenge.

The Department for Communities and Social Inclusion has continued its support to clients. We thank them and look forward to our continued partnership.

2015 / 2016 has been an exciting year in which we have strengthened the Governance and Management of the organisation with a view to future proofing our viability, developed new services and continued to provide our existing services with excellence. We look forward to the challenges of 2017.

I commend the 2015 / 2016 Annual Report to you.

Richard Hassam
Chairman

Managing Director's Report

We must promote opportunities for individuals with **disabilities and support their right to seek a better life.**



I have been watching with interest, the introduction of the National Disability Insurance Scheme (NDIS), trying to gain a better understanding of the implications for our clients and their families, and what it might mean for the types of supports they may choose to improve their lives.

I have followed discussions on social media, and sadly what I have discovered, is a significant disconnection between service providers and service recipients, and, in fact, a mistrust of the motivations of providers.

It saddens me to think that our industry, which was largely initiated by people with disabilities and their families, is evolving into a competitive business environment. There is a real risk that service providers may become more concerned about their own viability, than outcomes and genuine choice and control for people with disabilities.

As an incorporated association, we must always remember what our objectives are;

- To provide community based accommodation and support services for people with disabilities.
- To provide access to a range of supports and training to enhance opportunities to live in the community with dignity and independence.
- To ensure the individual's rights to privacy, confidentiality, self-expression and freedom to make informed choices are respected and protected.

Yes, we must ensure that this is done in a financially and sustainably responsible manner, but more importantly, we need to be as innovative and creative as those who first fought to bring change to the sector 30 years ago. We must promote opportunities for individuals with disabilities and support their right to seek a better life.

We have the building blocks to do this with our CREDIT model. This year we have incorporated this model into our operational plan by linking the various elements of the model to our key result areas. This annual report will highlight the work of the organisation and outcomes against these areas.

Key Result Area

Communication

The way we communicate ensures we are consistently in touch with the people who choose us

Strategic Intent

- Effective communication across all levels of the organisation to ensure quality outcomes for clients are maintained
- Develop & implement comprehensive Stakeholder Engagement strategies for all levels of the organisation

Our clients are the reason WHY we exist as an organisation and our staff deliver on the HOW. So our strategy for engaging with key stakeholders begins with



We need to support clients, their families and our staff to understand and **gain the best outcomes under the NDIS.**

clients and their direct support staff. We need to continue to find ways to engage with our clients to make their choices and empower our staff to deliver on them.

With this in mind we have undertaken a client satisfaction survey and a staff engagement survey this year. In the near future we will be establishing both – client consultative committees and staff consultative committees. In addition, we will be identifying individuals within the organisation who can become “champions for change”.

Key Result Area

Empowerment

The services & options we provide reflect the diversity of needs of the people who choose us

Strategy

- Staff & Board members are attuned to the NDIS environment & how it changes the way they do things
- Provide staff & Board members accurate information & training about the NDIS environment & our expectations to demonstrate a Person Centred approach
- Develop & deliver a rolling NDIS Awareness program for clients and stakeholders

It is often the case that service providers are the only conduit between people with a disability and the complex funding system. For many clients, we are the connection to the government system that supports them.

Therefore we need to support clients, their families and our staff to understand and gain the best outcomes under the NDIS.

To do this, we are investing in a project with Marie Dyson Consulting, to assist staff at a support level to understand the needs and goals of clients and to assist them to develop draft plans to take to the National Disability Insurance Agency (NDIA) to maximise their opportunities.

Key Result Area

Dignity

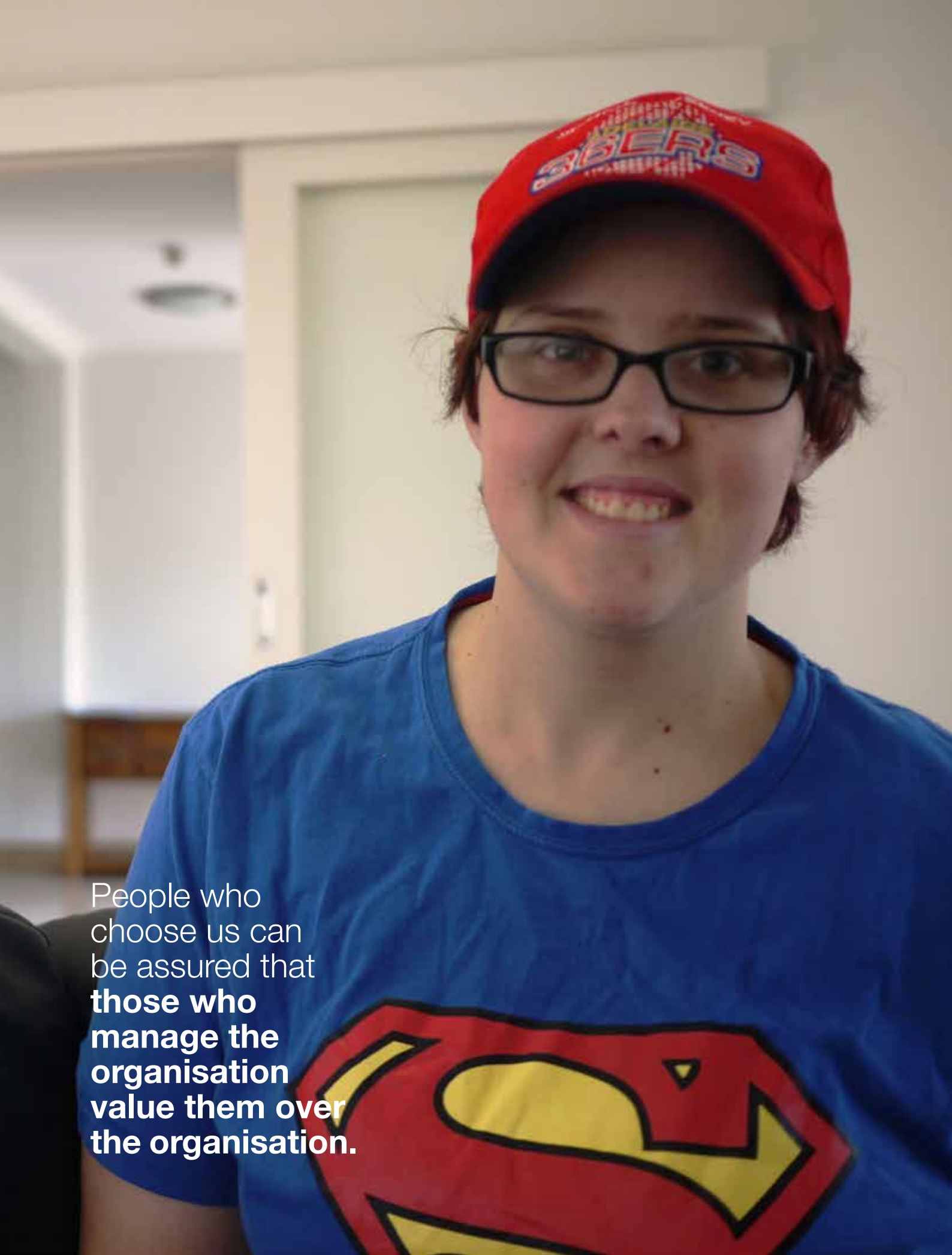
People who choose us can expect to be treated ethically and have access to high quality services and facilities

Strategy

- Expand appropriate community based housing options for people with disabilities
- Identify & implement an appropriate service development framework that builds our resource capacity for planned growth

What is important to all of us is not only the choice of how we live, but also where we live, in what we live and with whom we live. It is clear that the options for quality accommodation, and as a result, the choices for people with a disability, are severely lacking. Therefore disAbility Living intends to facilitate the growth of housing capacity, style and diversity for people with a disability.

We are looking to partner with individuals and organisations to grow the availability of appropriate accessible housing



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**those who
manage the
organisation
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the organisation.**

whilst maintaining a separation of landlord and support provider roles.

We are investigating the different ways in which we can help facilitate the growth in appropriate housing options for our clients through the options of direct ownership or an investment partnership model.

Key Result Area

Insight

Our corporate structure is supported by effective organisational & governance frameworks to ensure the people who choose us know what they can expect from us

Strategy

- Work within an organisational structure that supports the NDIS and individualised service arrangements
- Identify & implement an appropriate service development framework that builds our resource capacity for planned growth

We are ensuring that any role within the organisation can demonstrate a positive outcome for people with a disability whilst operating in a cost efficient manner.

We are currently trying to determine what size and structure we require to be sustainable under the NDIA, deliver the best individualised service to clients, provide an engaging and interesting workplace so as to retain

staff and also continue to influence the disability sector in developing increasingly better services for people with a disability.

Key Result Area

Trust

We operate in a way that provides value for money & delivers on our promises to the people who choose us

Strategy

- Accountability & responsibility reflected through efficient & effective planning processes across all levels of the organisation
- Develop, implement & maintain rigorous & inclusive planning processes across all levels

People who choose us can be assured that those who manage the organisation value them over the organisation. We have begun reviewing how we are to provide support services under the NDIA and are developing service models that will meet both the individual needs of our clients as well as the requirements of the NDIA. We are currently working to ensure our financial viability under the NDIS through internally reviewing all our budgets, and ensuring that into the future, we will maintain our administrative costs at 9% to align with the expectations of the NDIA without compromising our values and CREDIT culture.

The NDIS promises some fantastic opportunities for individuals to have much greater choice and control in their lives than ever before.

To be truly effective as a service provider we must strive to put the dreams and aspirations of the people we support before those of the organisation. We need to become a team of dream catchers, a team of people who are willing to work together to find a way to make dreams come true.

Matt Collins
Managing Director

The past year has seen a considerable investment in the Client Services Team to ensure our dedicated direct support staff have access to resources that enable them to provide high quality services to our clients.

Highlights for the Client Services Team have been:

- The appointment of Denice Wharldall as Executive Manager, Client Services
- The appointment of Mark Acierto as Lifestyle & Support Services Manager
- The appointment of Developmental Educators, Emily Anderson and Susan Connell to the newly established Specialist Support Team
- The successful transition of the Campbell House respite service from Disability Services
- The development of a new support service at Broadview

Our key focus over the last twelve months has been:

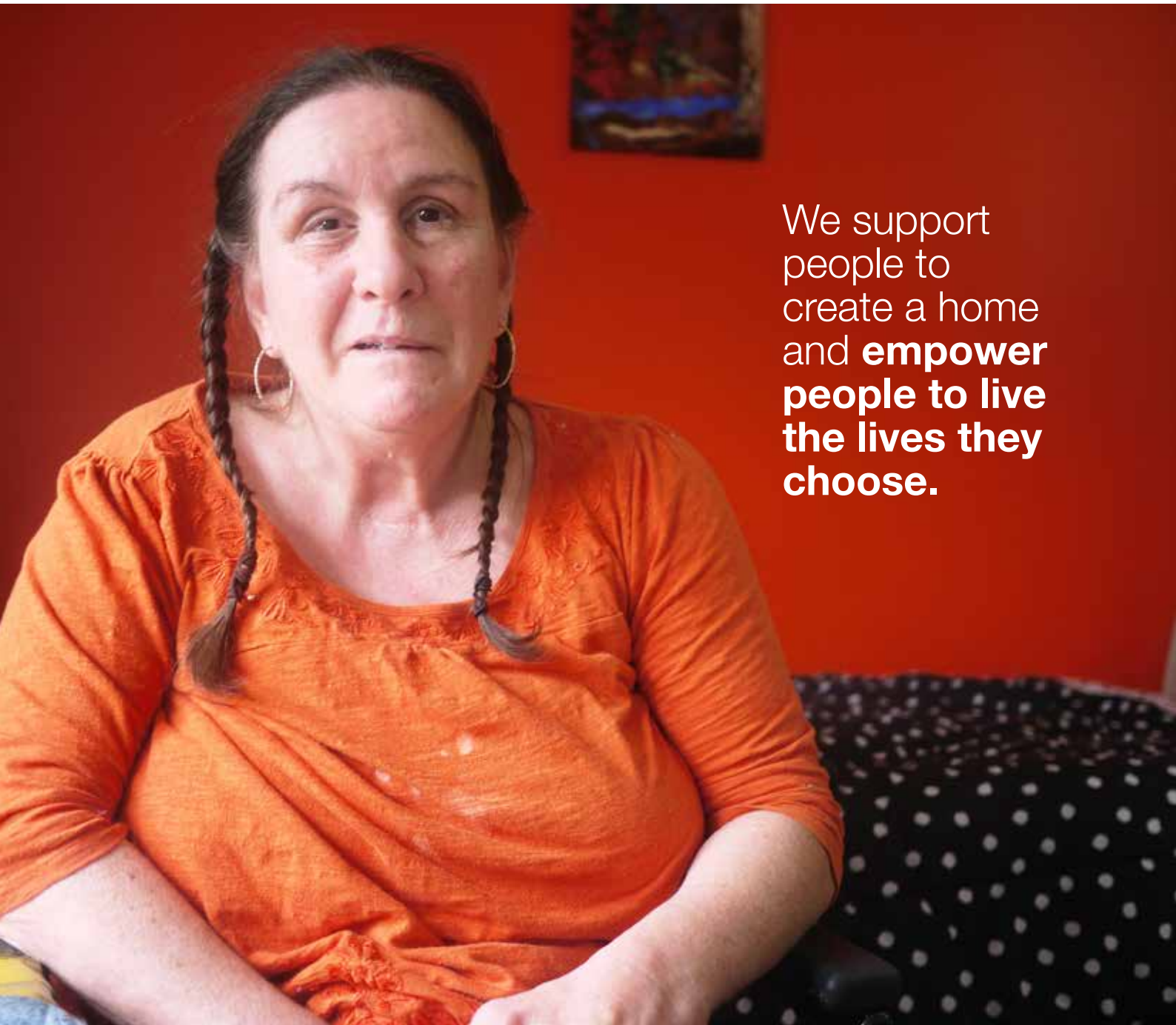
- Reviewing the diversification of services we provide based on client choices & demand within the constraints of individualised funding arrangements
- Reviewing & developing individual service agreement processes & documentation to clearly define the services & supports we are able to provide in the new NDIS environment
- Embedding Person Centred Practices into our day to day service delivery





Client Services Report

The past year has seen a considerable investment in the Client Services Team to **ensure our dedicated direct support staff have access to resources that enable them to provide high quality services to our clients.**



We support
people to
create a home
and **empower
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Lifestyle and Support Services

(formally Accommodation Support)

This continues to be the cornerstone of our service delivery and employs approximately 60% of our direct support staff. It is the area in which we have the greatest impact on the lives of the individuals we support. It is where we support people to create a home, empower people to live the lives they choose, and offer a springboard to each individual aspiring to achieve their own personal goals and dreams.

In late June we supported two individuals to transition from temporary support arrangements to their own individual units at Broadview with shared staff support.

This has allowed for a significant increase in autonomy and privacy for the individuals whilst at the same time ensuring access to support to live safely. Long term plans will enable four clients to be supported at the service.

Our personalised agenda continues to embed itself directly into service provision. At disAbility Living we are supporting our adult clients with the introduction of three important Person-Centred documents unique to disAbility Living, 'My Life', 'My Goals' and 'My Support'.

OVERVIEW OF SERVICES

Just a small sample of individual achievements this year include:

- Increased confidence to participate and engage with the community, such as involvement with other supported day options and mainstream community groups, art groups, drama groups and zoo membership, as well as embracing employment and volunteering opportunities. Paul G's investment and dedication to grow his vegetable and herb garden to support other community groups, numerous residents regularly inviting friends and family to their home and hosting afternoon teas, with Denise hosting a dinner party. Bob's passion reignited by revisiting his carpentry skills starting with much needed work on outdoor furniture and other residents investing time in their own personal interests and hobbies such as swimming, walking, art and photography to list a few.
- People facing their fears and testing their boundaries such as flying – a helicopter flight for both Danny and Helen celebrating their birthdays, increased independence in the community, self-empowerment to stay home alone, going on holiday to far away places - numerous

clients planning, co-ordinating and embarking on holiday destinations of their choice.

For example, Mark and Denise have been planning a trip to Berri to visit family for Christmas; Paul W has travelled to Canada to reunite with his family, numerous trips to Melbourne, Moonta, Yorke Peninsula. Day trips to a variety of local attractions and those further afield such as winery tours in the Barossa, visits to the Adelaide Hills, the Fleurieu Peninsula and the Iron Triangle.

- Clients working on personal goals such as weight loss, stopping smoking and other healthy living initiatives, and for our animal lovers – a menagerie of birds, cats and dogs calling disAbility Living home.



OVERVIEW OF SERVICES

Adult Transition and Respite Services

In April 2016, disAbility Living was successful in winning a tender for Campbell House, which is a planned respite service for over 30 individuals based at Mitchell Park. The client group comprises individuals who live with a physical or degenerative disability such as Multiple Sclerosis.

The service was previously operated by Disability Services, part of the State Government's Services. We were delighted that the dedicated staff team at Campbell House opted to take up offers of employment with disAbility Living, which allowed for minimal disruption to services and impact on the clients and families that use this service.

The two Semaphore services at Dudley Street and the Dunes continue to be very busy, primarily supporting individuals who, sadly, have no permanent home, as well as providing much needed emergency and planned respite for families.

The focus of our transition services is to assist individuals to live a good life and we are eagerly awaiting the roll out

of the NDIS across South Australia. This will ensure each person has a tailored, and most importantly, a funded plan that will provide for a home and lifestyle that meets their needs.

WHAT PEOPLE ARE SAYING

"Todd loves his time at Campbell House. Apparently he doesn't usually like going to different places but he keeps asking when he can go back to Campbell House. He says that he is made to feel welcome and cared for when he is there."

The focus of our transition services is to assist individuals to live a good life and we are eagerly awaiting the roll out of the NDIS across South Australia.



OVERVIEW OF SERVICES

Specialist Support Services

In May 2016, we established the Specialist Support Services team, which focuses on direct skills training with clients as well as tailored staff development and support.

This new team consists of the General Manager, Children's Services & Specialist Support, Cheryl Hugo, and two newly recruited Developmental Educators, Emily Anderson and Susan Connell.

Key outcomes for the Developmental Educators are to:

- Ensure person centred practices are understood and implemented by all direct support staff.
- Ensure staff have the skills they need to effectively implement and maintain individualised support programs for clients
- Ensure clients are supported to develop their independence and plan the lives they want to live.
- Ensure all clients understand their rights and are actively involved in decisions that affect their lives.

The valuable contribution of the specialist training and experience of our

Developmental Educators in achieving outcomes for our clients has already been demonstrated by increased self-esteem and independent living skills. Between May and September 2016 there were over 30 referrals to the Specialist Support Team.

WHAT PEOPLE ARE SAYING

"The person responded well to receiving one on one support, she was able to pursue things which had currently been put on hold due to lack of support.

- She developed social and technology skills using social media
- She became more involved in her home, she is enjoying cooking with staff, her confidence in this area has developed and she no longer needs staff to help her with basic meal preparation."





Referrals are steadily increasing and we anticipate this will continue as **outcomes detailed in NDIA Plans are achieved and families choose our service.**

OVERVIEW OF SERVICES

Children's Services

ExploreAbility

For children and young people

WHAT PEOPLE ARE SAYING

"True respite for the whole family, we are finally relaxed. We have gained a sense of normality. This is a very proactive service, with passion around learning and development.

We like the way you follow the child's lead, you know that different people need different things. We have gained confidence and comfort that the boys are in good hands."

"There is no other service that can provide the kind of home like service for my child as I get at Riverside"

This year has seen an increase in service delivery through innovation and expanding our service for children and young people. Weekend bookings for our respite centre, Riverside, continue to be in high demand and we are now actively supporting young people through school holidays and after school activities.

Understandably, an increasing number of young people in South Australia have goal plans and funding through the NDIA. These arrangements focus on how to support a young person to reach their goals, which is an ideal match with our developmental approach to service delivery. As a result we are able to offer much greater flexibility and creativity in the way we respond to requests from families.

Referrals are steadily increasing and we anticipate this will continue as outcomes detailed in NDIA Plans are achieved and families choose our service.

Families report that they choose our service because:

- Our developmental programs link with the NDIS, school and home goals.
- Our personalised referral process ensures we understand the needs of the young person and their family.
- We are person-centred and flexible.

- We maintain open communication and provide ongoing feedback to families.
- We actively engage in community based activities and nurture opportunities to build real friendships and social networks.

Denise Wharldall
Executive Manager
Client Services

Anita Bayford
General Manager
Lifestyle & Accommodation
Services

Cheryl Hugo
General Manager
Children's Services & Specialist
Support



We all play an important role in ensuring that our services and supports are **continually delivered at an exceedingly high level to meet the many and varied needs of our clients.**



Assets & Property Report

As I look back and reflect, it is hard to believe that yet another year has passed us by and what we have achieved. disAbility Living can again celebrate another sensational year in providing support and care for individuals who trust our organisation to provide a service which is flexible, individually-tailored and inclusive. A service that is delivered with passion and underpinned by our CREDIT culture, values, vision and strategic plan.

In an effort to pursue choices and goals of our residents for individualised and shared accommodation, 2015 / 2016 saw the acquisition of a further four independent units at Broadview through Housing SA.

These homes were exchanged for two homes we had in Campbelltown that were earmarked for redevelopment. The homes are all new builds, a higher standard of accommodation and are located in close proximity to public transport, shopping centres, medical facilities, and in an ideal location.

An additional respite facility was acquired through a successful tender process and is located at Mitchell Park providing a much needed service. Capital works and maintenance and

repairs are continually being undertaken and monitored, in an effort to constantly improve and ensure our facilities are kept to an exceptionally high standard and meet the changing needs of individuals.

I would like to thank our Board of Directors for their personal support and contribution they have made to the success of disAbility Living. I would also like to acknowledge the support of the Department for Communities and Social Inclusion and thank our hardworking and dedicated management team and employees. We all play an important role in ensuring that our services and supports are continually delivered at an exceedingly high level to meet the many and varied needs of our clients.

I look forward to the year ahead with excitement, in further providing and maintaining a high standard of accommodation choices for our clients and introducing innovative and assistive technology in our facilities to enhance the lives of the people in our care.

We will make it happen and we will achieve the best accommodation facilities for people with disabilities.

Frank Ghion
Assets & Property Manager





Human Resources Report

Person Centred Engaged Workforce

“We are what we repeatedly do.
Excellence then, is not an act,
but a habit.” – Aristotle

2 015 / 16 was been another year during which disAbility Living continuously focused on building staff capabilities through excellent training and development opportunities.

We believe that the resources we allocate for staff training and development is an investment resulting in quality outcomes for the people who choose us. disAbility Living aims to recruit, retrain and retain (R3) staff who truly believe in the Person Centred Approach (PCA), in supporting our clients to make choices and live the lives they want.

At the end of 2015 / 16, disAbility Living employed 125 staff who provide services across 10 facilities in Adelaide. This indicates a 20% increase in our workforce compared to the previous year.

Staff Milestones and Years of Service

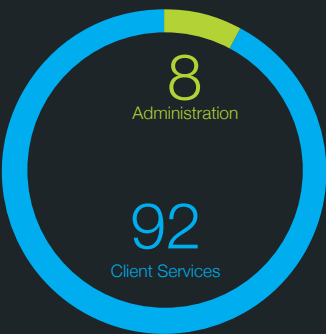
Staff Members	Years of Services
Matt Collins	15
Karen Mulders	10
Caroline Burton	8
Joanne Mitchell	5
Gurpreet Singh	5
Tahnee Brookes	5
Kylie Rayner	3
Cheryl Hugo	3
Arif Savas	3
Hatifah Smith	3
Jasmine Davis	3
Tom Chalklen	3
Melanie Ross	3
Sandeep Kaur	3
Lisa Beaven	3

Our Workplace Profile

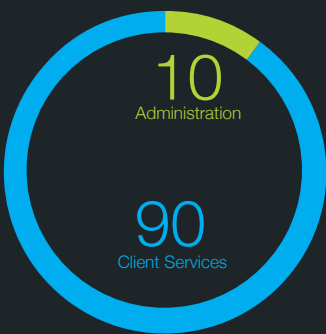
During 2015/16, disAbility Living employed 85 Full Time Equivalents (FTE), an increase from 64 FTE in 2014/15.

disAbility Living's workforce is predominantly female (63%), with the majority employed in part time and casual positions.

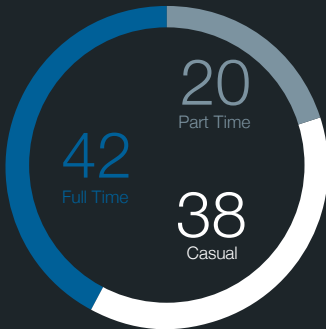
Employee Numbers



Working Hours



Employee Type



Training & Development

In line with disAbility Living's strategic objectives, our commitment to staff training and development has taken top priority. Two full-day training sessions on our CREDIT culture has ensured that all staff understand why we are different from other service providers, and why the role of a support worker is more than just a job.

During the financial year, disAbility Living spent close to 2% of its overall income on providing training and development to our employees. Over the year, there were 30 separate training courses conducted, with over 450 attendees in total.

EmpLive System Implementation

The successful implementation of an automated Time & Attendance, Rostering and internal process Payroll System has been achieved. The outcome has been positive, as the system has enabled the monitoring of service delivery, through to management information. Anticipating the industry transformation under the NDIS, disAbility Living is planning to invest in IT infrastructure, which will establish efficient and effective use of systems, resulting in a better outcome for our clients.

Work Health and Safety

A full review of disAbility Living's Work Health and Safety (WHS) Management Systems was undertaken this year, whilst working collaboratively with the Health and Safety Committee. Our purpose was to achieve identified WHS strategic objectives and to

actively promote a culture of safety and well-being across the organisation through effective consultation and communication. disAbility Living aims to continually improve its WHS performance in all areas.

Staff Engagement Survey

For the first time, disAbility Living used the NDS Employee Engagement Survey, which reported that disAbility Living sits well above the industry benchmark and we are among the best performing (top 10% organisations) in the industry, across the country.

All three Key Indexes measured in the survey, which are Passion/Engagement, Progress and Person Centred Approach, reported well above the industry benchmark. Job satisfaction recorded at 93% which is 4% above the benchmark while Intention to stay recorded 81% which is 13% above the benchmark.

We are delighted to know that staff believe in our CREDIT model and the values and principles that underpin our organisational culture.

Loku Priyantha

Human Resources Manager



**TIME TO
PARTY!!
IT'S MY
BIRTHDAY**

**HAPPY
BIRTHDAY
PAUL !**

Quality & Communications Report

The Quality and Communications Area was established as part of the organisational re-structure in August 2015. Our primary focus is to ensure the streamlined operation of organisational systems and processes so that outcomes for our clients can be achieved.

In February 2016, we welcomed Sunita Miranda as the Communications and Marketing Coordinator, and more recently, our Administration Officer, Letitia Peek, has joined the team.

Our key objective over the past 12 months has been to support the achievement of three strategic initiatives identified in the Positive Future Plan 2015 – 2018.

Communication

The way we communicate ensures we are consistently in touch with the people who choose us

Strategic Intent

Effective communication across all levels of the organisation to ensure quality outcomes for clients are maintained

Feedback from the Strategic Planning process and the 2015 staff survey highlighted the need to have a more consolidated approach to how we communicate internally and externally. Our first initiative to address this has been the

production of a regular monthly internal newsletter *Inside Connection*, which is sent via email and printed copies are distributed to each site. The response to the newsletter has been very positive and each month we are receiving interesting photos and stories from our clients and staff.

We also include relevant organisational information and sector updates to keep everyone informed. Our readers have told us:

“What a lovely newsletter that was in its entirety. Some real heart-warming moments that happen often throughout your organisation.”

“I appreciate the monthly *Inside Connection* – it’s good to know about the other sites, clients, staff and activities.”

“I loved the August issue, especially the pictures of Damien and Nathan shopping. So often people with disabilities are not shown doing ‘everyday stuff’ – it’s nice to see them out and about.”

Later this year, we will be producing the first edition of an external newsletter designed to provide more general organisational and sector updates for our families, sponsors and other interested parties.

Another communication initiative has been the setting up of our corporate Facebook page. Although this has only been operating for a few months we are delighted by the number of people who have liked our page, as well as the number of people who are following our posts. Our aim is to build our social media presence over the coming 12 months through Twitter and You Tube.

Dignity

People who choose us can expect to be treated ethically and have access to high quality services and facilities

Strategic Intent

Provision of high quality services demonstrates our commitment to providing person centred services & support to people with disabilities

Two other exciting projects that have been undertaken are the rebranding of the organisation with the new logo and the redevelopment of the corporate website. Both of these initiatives are intended to confirm our presence as a provider of quality support services within the NDIS environment.

During each of these projects we have actively sought feedback from our clients and staff to ensure the corporate message and image accurately reflects our unique approach to the way we support people with disabilities. We would like to acknowledge the time and efforts of one of our clients, Philip Brown, in helping us to achieve our goals.



**DISABILITY
LIVING**

**CHOICES
FOR
LIVING**

During each of these projects we have actively sought feedback from our clients and staff to **ensure the corporate message and image accurately reflects our unique approach to the way we support people with disabilities.**

Our new logo has been well received and some of the feedback has been:

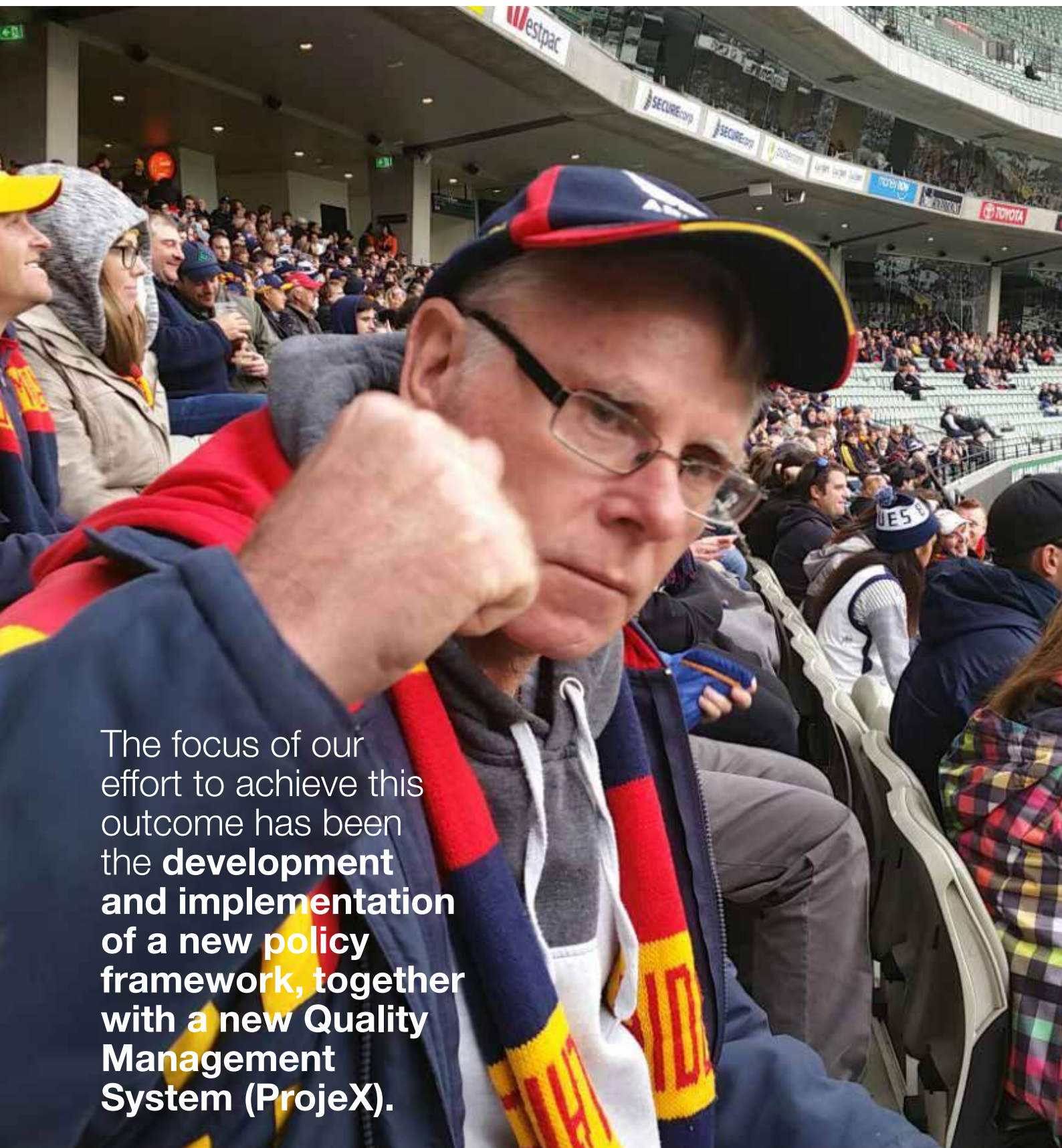
“I see people dancing together”

“Anyone can fly”

“It makes me feel free, like a bird that can go anywhere”

“Creative and empowering”

“The design has the capacity to draw one in”



The focus of our effort to achieve this outcome has been the **development and implementation of a new policy framework, together with a new Quality Management System (ProjeX).**



The focus of our effort to achieve this outcome has been the development and implementation of a new policy framework, together with a new Quality Management System (ProjeX).

We believe these components are pivotal to an effective structure for the delivery of quality services by providing clear guidelines for staff whilst ensuring that we meet our legislative and contractual obligations.

Insight

Our Corporate structure is supported by effective organisational and governance frameworks to ensure the people who choose us know what they can expect from us.

Strategic Intent

Implement and maintain internal monitoring processes that ensure all policies and procedures lead to positive outcomes for clients

Once the policy framework is fully implemented, we will use the Quality Management System to support a quality checking process that ensures we consistently deliver person centred support for each of our clients. This process will actively engage staff, clients and families to ensure we are delivering on our promises.

We believe we have achieved a number of tangible outcomes over the past 12 months. We are grateful for the support of our clients and staff in each of our projects, and we are looking forward to continuing our efforts to enhance and promote the quality services provided by the disAbility Living team.

Carol Hammond

Quality & Communications
Manager



Through prudent financial management we have achieved another operating surplus that has allowed us to **continue to deliver quality services to our clients and provide a stable environment and a secure organisation leading into the future.**



Financial Services Report

We are always looking at ways to stream line our services and provide efficiencies to make our dollar go further. Through prudent financial management we have achieved another operating surplus that has allowed us to continue to deliver quality services to our clients and provide a stable environment and a secure organisation leading into the future.

The small finance team continues to provide a range of support services to our clients and other parts of the business. We are committed to achieving disAbility Living's strategic objectives. Our current objective 'To complete a costing & pricing analysis that informs the development of a Service Schedule which is communicated to clients and stakeholders' has seen the team work on reviewing our financial structures and systems.

Our exposure to NDIS funding through services we provide to children has given us insight into financial resources we require leading into the full rollout of the scheme. It is important that our financial systems are able to meet our future

business objectives and the requirements of the NDIS.

Our strong operational and financial performance has been achieved with the strategic guidance and governance of our Board, and the committees and teams that support the Board.

The extract of statements from the audited financial report can be found in the following pages.

Copies of the full set of audited financial reports will be available upon request by contacting our Head Office or emailing admin@disabilityliving.org.au

Joanne Mitchell
Finance Manager

FINANCIAL REPORT

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2016

	Note	2016 (\$)	2015 (\$)
Revenue and other income			
Service revenue	5	8,776,525	7,648,024
Other revenue	5	545,331	577,479
		9,321,856	8,225,503
Less: Expenses			
Administration expenses		(772,381)	(664,010)
Household expenses		(629,044)	(603,347)
Capital Expenditure - minor		(59,845)	(66,222)
Depreciation and amortisation expenses	6	(122,576)	(113,727)
Employee benefits expenses	6	(5,956,061)	(4,523,474)
Professional Fees		(136,536)	(139,943)
Interest expense		-	(1,410)
Bad debts		(5,771)	(5,124)
Provisions		-	(301,633)
Other expenses		(25,225)	-
		(7,707,439)	(6,418,890)
Surplus for the year		1,614,417	1,806,613
Other comprehensive income			
Items that will not be reclassified to profit and loss			
Revaluation of property, plant and equipment, net of tax		917,510	-
		917,510	-
Other comprehensive income for the year		917,510	-
Total comprehensive income		2,531,927	1,806,613

This statement is an extract from the audited financial report, available upon request from the Association.

STATEMENT OF FINANCIAL POSITION

AS AT 30 JUNE 2016

	Note	2016 (\$)	2015 (\$)
Current Assets			
Cash and cash equivalents	8	4,538,018	2,633,386
Trade and other receivables	9	443,458	570,848
Total Current Assets		4,981,476	3,204,234
Non-Current Assets			
Property, plant and equipment	10	6,512,465	5,513,692
Total Non-Current Assets		6,512,465	5,513,692
Total Assets		11,493,941	8,717,926
Current Liabilities			
Trade and other payables	11	583,031	414,982
Provisions	12	509,844	403,369
Revenue in advance		236,491	303,833
Total Current Liabilities		1,329,366	1,122,184
Non-Current Liabilities			
Provisions	12	156,016	119,110
Total Non-Current Liabilities		156,016	119,110
Total Liabilities		1,485,382	1,241,294
Net Assets		10,008,559	7,476,632
Member Funds			
Reserves	13	4,739,553	4,122,294
Accumulated surplus	14	5,269,006	3,354,338
Total Member Funds		10,008,559	7,476,632

This statement is an extract from the audited financial report, available upon request from the Association.

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 30 JUNE 2016

		2016 (\$)	2015 (\$)
Cash flows from operating activities			
Receipts from clients and funding agencies		9,322,326	8,411,745
Operating grant receipts		-	41,973
Donations received		10,800	26,000
Payments to suppliers and employees		(6,969,865)	(5,846,317)
Interest received		47,982	37,557
Membership		80	184
Interest Paid		-	(1,410)
GST received / (paid)		(303,608)	(243,759)
Net cash provided by operating activities	15(b)	2,107,715	2,425,973
Cash flows from investing activities			
Payments for property, plant and equipment		(204,284)	(93,016)
Net cash provided by / (used in) investing activities		(204,284)	(93,016)
Cash flows from financing activities			
Repayment of borrowings		-	(269,989)
Net cash provided by / (used in) financing activities		-	(269,989)
Reconciliation of cash			
Cash at beginning of the financial year		2,632,923	569,955
Net increase in cash held		1,903,431	2,062,968
Cash at end of financial year	15(a)	4,536,354	2,632,923

This statement is an extract from the audited financial report, available upon request from the Association.

Directors' Declaration

In the opinion of the directors, the extract of the financial report of disAbility Living Inc for the year ended 30th June 2016, as set out on the previous pages, has been derived from and is consistent with the full financial report of disAbility Living Inc.

This statement is made in accordance with a resolution of the directors and is signed for and on behalf of the directors by:



Chairman

Richard Hassam



Treasurer

Peter Basedow

Dated 27th September 2016



PITCHER PARTNERS

ACCOUNTANTS AUDITORS & ADVISORS

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PRINCIPALS
JEFFREY D ALLEN
THOMAS H VERCOS
MICHAEL J LANE
MICHAEL D EPOCK
MICHAEL O EASEDOWN
BEN V SPAZIER
ANDREW P FALGOUT
ANDREW C BENTZ
LEIGH O FROTH

**DISABILITY LIVING INC.
ABN 48 028 049 217**

**INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF
DISABILITY LIVING INC.**

We have audited the accompanying financial report of Disability Living Inc., which comprises the statement of financial position as at 30 June 2016, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the committee's declaration.

Responsibility of Those Charged with Governance

The committee is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards and the financial reporting requirements of the Associations Incorporation Act 1985 and the Australian Charities and Not-for-profits Commission Act 2012 and for such internal control as the committee determines is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the association's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the association's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.



DISABILITY LIVING INC.
ABN 48 028 049 217

INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF
DISABILITY LIVING INC.

Independence

In conducting our audit, we have complied with *Associations Incorporation Act 1985* and the *Australian Charities and Not-for-profits Commission Act 2012*.

Opinion

In our opinion the financial report of Disability Living Inc. has been prepared in accordance with *Associations Incorporation Act 1985* and *Division 60 of the Australian Charities and Not-for-profits Commission Act 2012*, including:

- (a) giving a true and fair view of the registered entity's financial position as at 30 June 2016 and of its financial performance and cash flows for the year ended on that date; and
- (b) complying with Australian Accounting Standards and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.



A P FAULKNER

Principal

Date: 29 September 2016



PITCHER PARTNERS

Adelaide



Board of Directors

Richard Hassam – *Chairman*

Peter Basedow – *Treasurer*

Geoff Edwards – *Secretary*

Frances Browne – *Director*

Matt Collins – *Managing Director*

Our Strategic Objectives

Communication The way we communicate ensures we are consistently in touch with the people who choose us

Respect Quality services are efficiently delivered to meet the needs of the people who choose us

Empowerment The services and options we provide reflect the diversity of needs of the people who choose us

Dignity People who choose us can expect to be treated ethically and have access to high quality services and facilities

Insight Our Corporate structure is supported by effective organisational and governance frameworks to ensure the people who choose us know what they can expect from us

Trust We operate in a way that provides value for money and delivers on our promises to the people who choose us

“disAbility Living provides flexible and innovative services”



POSITIVE FUTURE 2015 - 2018

**What will people be saying about
disAbility Living in 2018?**

“disAbility Living
has evolved
to meet the
challenge of
change”

“disAbility
Living delivers
on what they
promise – they
are a service of
choice”

“disAbility Living
understands the
new way of service
funding and are
proactive in planning
and delivering
services within that
environment”



disAbility Living Inc was established in 1984 to provide lifestyle and independent living support for young adults with disabilities. Over the years, we have extended our services to include:

Lifestyle & Support Services
—
Respite & Transition Services
—
Children's Services
—
Specialist Support Services



REGISTERED PROVIDER

