



**DISABILITY  
LIVING**

CHOICES  
FOR  
LIVING

# 2016 2017

ANNUAL REPORT



# Our Vision

Choices for Living

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# Our Mission

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

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# 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.

# Contents

|                                            |                |
|--------------------------------------------|----------------|
| <b>CHAIRMAN'S REPORT</b>                   | <b>02 - 05</b> |
| <b>ADAM'S PHOTO GALLERY</b>                | <b>06 - 09</b> |
| <br>                                       |                |
| <b>CLIENT SERVICES REPORT</b>              | <b>10 - 35</b> |
| ADULT TRANSITION AND RESPITE SERVICES      | 10 - 13        |
| SPECIALIST SUPPORT SERVICES                | 14 - 17        |
| EXPLOREABILITY CHILDREN'S SERVICES         | 18 - 27        |
| LIFESTYLE AND SUPPORT SERVICES             | 28 - 33        |
| CONSUMER REFERENCE COUNCIL                 | 34 - 35        |
| <br>                                       |                |
| <b>AGM 2016 PHOTO GALLERY</b>              | <b>36 - 39</b> |
| <b>HUMAN RESOURCES REPORT</b>              | <b>40 - 45</b> |
| <b>QUALITY &amp; COMMUNICATIONS REPORT</b> | <b>46 - 51</b> |
| <b>FINANCIAL SERVICES REPORT</b>           | <b>52 - 53</b> |
| <b>FINANCIALS REPORT</b>                   | <b>54 - 59</b> |
| <b>CHRISTMAS 2016</b>                      | <b>60 - 63</b> |
| <b>OUR STRATEGIC OBJECTIVES</b>            | <b>64</b>      |
| <b>POSITIVE FUTURE</b>                     | <b>65</b>      |

# CHAIRMAN'S REPORT

**2016** / 2017 has been a year in which our organisation has experienced many highs and some very deep lows.

Through it all, the management and staff have continued to make their priority the welfare and care of the clients.

The Board has again had a focus on the strategic and operational plans for disAbility Living. Several group forums proved to be very beneficial to the improvement of relationships between both groups and meant the Board were well informed of ongoing facets of the business.

We have continued to focus on the activities our clients require, and under the NDIS, will be funded to receive. In the past year, we have attempted to ensure our clients are fully aware of the structure of the NDIS and avenues available to them to fully maximise their plans under the scheme. This has also strengthened the focus of the organisation onto providing the services the clients require and has resulted in some changes to the procedures we will need to operate under.

With the now occurring partial roll out of the adult portion of the scheme, a real learning phase is in action for both the organisation, and the clients who will depend on the success of their application for the plans to meet all they wish to achieve in their community living experiences. We hope to be able to ensure they meet all their objectives.

**THE BOARD HAS  
AGAIN HAD A  
FOCUS ON THE  
STRATEGIC AND  
OPERATIONAL  
PLANS FOR  
DISABILITY LIVING.**

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# CHAIRMAN'S REPORT





I believe the Board has continued to act in the best interests of the objectives of the organisation and its actions maintain the Governance of disAbility Living. The final, and a key element of the CREDIT model, is trust, and the Board will continue to make decisions which ensure, you, as members, have trust, which will make disAbility Living even stronger over the coming year.

After long discussions with Renewal SA about the future of our first home in Tarcoma Avenue, where our initial plan was to purchase the site and redevelop it into a state of the art premise for our residents, an alternative track was undertaken.

Renewal SA decided not to sell the property but redevelop it to our specifications. In the end, which I hope will not be too far away, we will have a brand new complex in which the residents will live in more modern, accessible and pleasant surroundings.

Further to our objective of providing accommodation, we have recently undertaken an exercise to invest in the purchase of several apartments at a new development at Thebarton. This will provide a completely different aspect to our available accommodation.

I believe the organisational restructure outlined in last year's report has achieved the intended outcomes. The management team has operated well under sometimes extreme pressure to deliver the best results for our clients. ExlporeAbility Children's Services offers a service unparalleled and is the envy of other providers. It offers much more than respite for the parents, it provides a learning experience for the children who visit.

To Matt Collins and his team, I say congratulations on a job well done. The stress and ongoing pressure to adapt to the new environment under the NDIS is significant, and you have all been up to the challenge.

## THE BOARD WILL CONTINUE TO MAKE DECISIONS WHICH ENSURE, YOU AS MEMBERS, HAVE THE TRUST, WHICH WILL MAKE DISABILITY LIVING EVEN STRONGER OVER THE COMING YEAR.

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In this financial year the Board has unfortunately lost the services of three of our long term members. Peter Basedow retired after serving nine years in roles which included Treasurer.

Frances Browne, a founding member of the organisation, retired after 33 years on the Board, many as Treasurer. Richard Hassam retired after 15 years, the last seven as Chairman. We thank them for their outstanding service and their knowledge and experience will be missed. We wish them well in their chosen futures.

We look forward to the challenges of 2017 / 2018. I commend the 2016 / 2017 Annual Report to you.

**GEOFF EDWARDS**  
*Acting Chairman*

# ADAM'S PHOTO GALLERY















### ADAM WALKER PHOTOGRAPHY

Over the year, Adam has worked on his goal of snapping some amazing photos of Assiqua the tigress, Mujambi the lion, the pandas, the baby meerkats, and other fauna at the Adelaide Zoo. He has recently adapted a watermark on his animal photo collection and is clearly becoming a very skilled photographer. To purchase images, head to Adam's Facebook page:



<https://www.facebook.com/AdamPhotography>  
-115201639186080/







# **ADULT TRANSITION AND RESPITE SERVICES**



**Our** Respite Services provide opportunities for adults with disabilities to take a break from everyday life while meeting new people and expanding their social circle, trying new things, learning new skills and enhancing their independence. It also allows their families and regular carers to take a break.

Last year we reported that we had been successful in winning a tender for Campbell House. Located in Mitchell Park, this centre-based facility provides a planned respite service for over 25 individuals and their carers. The client group is primarily people who live with a physical or degenerative disability such as Multiple Sclerosis. We are very pleased to report the smooth transition of this new service and that clients and families are very satisfied with the support they receive from disAbility Living.

*Dear Trudy and everyone at Campbell House,*

*Thank you all for having me stay while workers put in flooring which looks marvellous.*

*Also for looking after me so well – for consideration in catering to my needs and for all the good food. As well I thoroughly enjoyed the interaction with you. It felt as though I had a good holiday in some top-rated hotel.*

*All the best to you.  
Sue Bastian*

Our two Semaphore services at Dudley Street and The Dunes continue to be very busy, largely supporting individuals who have no permanent home. Sadly, some clients have been living at the services for over two years due to a shortage of appropriate alternative accommodation.



# CLIENT SERVICES REPORT





Our focus in supporting individuals who are in transition is to build their confidence, stabilise their support needs and encourage their independence. We apply the same person-centred approach utilised across our organisation that empowers our clients to achieve their goals.

Through the use of our unique planning tools ('My Life', 'My Goals' & 'My Support') we have supported several individuals to find and keep a job, a number have enjoyed a holiday, and several play regular sport. All of our Transition clients regularly participate in mainstream community activities of their choice.

The Dunes service specialises in supporting individuals with complex behaviour support needs. The guidance and assistance provided by the Specialist Support Services Team has been crucial in building a skilled and competent staff team who are responsive to meeting the diverse needs of this group of clients.

Looking to the future, we anticipate individuals will be seeking a range of options in addition to traditional house based respite support. We eagerly await the full roll out of the NDIS so we can increase our suite of services to include recreation and independent living skills development programs as well as Getaway style holidays.

**DENICE WHARLDALL**

*Executive Manager,  
Client Services*



# SPECIALIST SUPPORT SERVICES

**Over** the past 12 months, the Specialist Support Services team has continued to implement a range of training and support initiatives, which have provided positive benefits to clients, families and staff.

The service consists of two Developmental Educators whose primary role is to promote the rights of individuals, train staff in person-centred approaches and develop plans and strategies for individuals in the areas of skills development, positive behaviour support and goal planning.







# CLIENT SERVICES REPORT



45%

OF  
DEVELOPMENTAL EDUCATOR  
TIME IS SPENT SUPPORTING  
LIFESTYLE AND SUPPORT SERVICES.

39%

OF  
DEVELOPMENTAL EDUCATOR TIME  
IS SPENT SUPPORTING RESPITE  
AND TRANSITION SERVICES.

DEVELOPED

21

POSITIVE BEHAVIOUR  
SUPPORT PLANS.

DELIVERED

272

HOURS OF TRAINING TO STAFF  
ACROSS THE ORGANISATION.

878

HOURS  
SUPPORTING CLIENTS  
ACROSS THE SITES.

The Specialist Support Services team has primarily worked with individuals accessing disAbility Living's accommodation and respite & transition services. In this time we have:

- Developed a systematic approach to client documentation with a strong client-centred focus.
- Developed comprehensive goal plans.
- Developed organisational policies, statements and procedures around restrictive practices and positive behaviour support.
- Created and implemented comprehensive positive behaviour support plans using a range of assessment tools.
- Developed and delivered training to staff across a wide range of areas including Management of Actual or Potential Aggression training, Healthy Eating, Active Support and our CREDIT culture.
- Developed and supported the Consumer Reference Council.
- Promoted the organisation at the Disability, Ageing & Lifestyle Expo and KYD-X.
- Developed learning programs for our newly established Independent Living Skills Transition Service and supported staff to implement these programs.
- Conducted assessments to assist clients prepare for their NDIS planning, for example: their Inventory for Client and Agency Planning assessments.

The Specialist Support Services team is registered to provide behaviour support and skills development training for individuals with NDIS packages. In the last year, the team has provided 144 hours of Specialist Fee for Service assistance to external NDIS funded clients.

**EMILY ANDERSON**

*and*

**SUSAN CONNELL**  
*Developmental Educators*



# CLIENT SERVICES REPORT

**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.**

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**The** programs delivered to children and young people through our ExploreAbility service are developmentally based. We are committed to providing a 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.







**ExploreAbility**

For children and young people









Brock

PIPING  
HOT  
SURFING CO.



# CLIENT SERVICES REPORT



36

CURRENT  
SERVICE USERS

26

FAMILIES WITH  
REGULAR BOOKINGS

51

EXPRESSIONS  
OF INTEREST  
RESULTING IN  
PROVISION OF NEW  
SERVICE  
TO

24

CHILDREN/  
YOUNG PEOPLE  
IN 2016/2017

PROVIDED SUPPORT  
TO OVER

70

CHILDREN AND  
YOUNG PEOPLE

11

IN-HOME  
SUPPORT



APPROXIMATELY  
**50%**  
REFERRALS COME  
DIRECTLY FROM  
FAMILIES



**TRIBUTE TO**  
**SOPHIA ALESSIA NISCO**  
(4/2/2001-11/2/2017)

**"We will always  
remember your smile,  
your laughter, the joy  
you gave to others just  
to be in your presence"**

The children and young people supported through ExploreAbility have delays in some or all of the developmental areas. A majority of participants we support have a diagnosis of Autism Spectrum Disorder. As a consequence, the most common goals we are asked to achieve are related to sensory, communication and social skills development, as well as general independent living skills. Goal progress is reported to families after each occasion of service. By using the digital app See Saw we are able to provide instant feedback to parents and carers and enable them to share in the fun and excitement of their child's learning.











# CLIENT SERVICES REPORT





This year, the full implementation of the National Disability Insurance Scheme (NDIS) for all children living with a disability has enabled families to have better access to funding to assist their child reach their goals. This has resulted in increased referrals and diversification of programs to meet service demands. We now provide a range of supports including in-home support, support to access the community and group recreation programs. Our capacity to offer regular overnight stays has increased with additional accommodation adjacent to our Riverside facility.

In January 2017 we were able to provide our first developmental camp for children and young people utilising grant funding from Grants SA, Kiwanis and 360 Private. Conveniently held at Warradale Campsite in metropolitan Adelaide, 18 young people enjoyed a variety of activities including Petting Zoo, Slip and Slide, Jumping Castle, Circus activities, barbecues and ball games. All of these activities supported each participant's personal growth in individual goals.

The generous support of 12 volunteers at the camp meant we had many helpers available to provide individualised support and ensure all of the children could fully participate in the various activities. We plan to run camps in school holidays in the future.

Our Supporting Sensory Success Project was funded by a grant from the Morialta Trust. This project focused on supporting children and young people to explore their worlds through their senses – increasing their sensory awareness and developing skills to regulate the sensory overload that can limit their learning, cause anxiety and lead to concerning behaviour. The funding has enabled us to purchase sensory equipment, games, toys and adaptive equipment which the children greatly enjoy.

We also appreciate the support of local business Grill'd Norwood. The funds raised through their 'Local Matters' promotion have supported the purchase of additional activity supplies.

**CHERYL HUGO**

*General Manager,  
Children's Services  
and Specialist Support*



A photograph of two men smiling and posing for the camera. The man on the left is bald with a goatee, wearing a purple button-down shirt, and pointing his right index finger towards the camera. The man on the right is bald, wearing a black t-shirt under a grey zip-up jacket, and has a gold chain with a cross pendant. They are in an indoor setting with a white wall and electrical outlets visible in the background.

**LIFESTYLE  
AND SUPPORT  
SERVICES**



## Our Lifestyle and Support

Services provide accommodation and lifestyle support for adults with varying levels of physical and intellectual disabilities and acquired brain injury.

We recognise that effective support systems enable people to live the life they choose and be as independent as they like. At disAbility Living, we are proud to offer a range of individual quality services. We support people in a range of accommodation settings from individual units to co-tenants to shared group home arrangements. In the past year, we have supported 31 individuals to live a good life.

As the phrase 'person-centred' suggests, a person-centred approach is about ensuring someone with a disability is at the centre of decisions relating to their life. It involves listening, thinking together, coaching, sharing ideas, and seeking feedback. With the support of the Specialist Support Services team, we utilise the 'My Life', 'My Goals' & 'My Support' planning tools to empower our clients to achieve their goals.

These templates ensure all support requirements are documented and consistent in terms of staff approach, and align with best practice principles. They are reviewed regularly with the client, both informally (day to day) and formally, at appropriate periodic time-frames.

These planning tools have assisted us to focus on what is important to each person.



# CLIENT SERVICES REPORT

The Specialist Support Services team has added value to our services by assisting with assessment and support for clients in areas such as independent living, managing communication and social norms, positive relationships, coping skills and resilience building. The professional assistance and training they provide to staff also ensures we continue to provide quality service delivery based on best practice and underpinned by our CREDIT culture.

Many clients have been assisted to access some very special events, go on a short holiday and/or purchase necessary therapy and equipment. A big highlight that took Helen out of her comfort zone was a helicopter flight to celebrate her birthday.

Internally organised events have also increased this year with Team Leaders supporting staff to drive opportunities such as a regular Ten Pin Bowling challenge, shared barbecues, fishing days, charity days (i.e. participation in hosting the Cancer Council biggest morning tea) and other activities of particular interest to our clients. This has strengthened relationships across the organisation and been a great vehicle to foster new friendships.



**TRIBUTE TO  
HELGA COTTON**  
(8/9/1938 -15/2/2017)

**“Many clients and staff were touched by the passing of Helga Cotton, a long term resident at Cressy who died in February at 78 years young. She was a wonderful character and continues to be missed by everyone.”**





# CLIENT SERVICES REPORT



## INDEPENDENT LIVING SKILLS TRANSITION SERVICE - LEARNING TO BE INDEPENDENT

Two young women, Chloe and Krystal, who were supported by our transition services at the Dunes and Semaphore are now sharing a unit at Broadview.

The focus of the service is to develop the two women's independence, resilience and autonomy. The long term goal will be for Chloe and Krystal to live the life they choose with diminished reliance on paid support.



There is much for Chloe and Krystal to learn including managing money, meal planning and preparation, household management and personal safety. There is considerably more to life however, than what happens in the home, and the two women are also receiving guidance and support in building effective and safe relationships and accessing the community.

We anticipate demand for our Independent Living Skills Transition Service will grow under the NDIS as it is a valuable and safe pathway for young people to transition to live independently.

### NDIS PREPARATION

Preparing for the roll out of the NDIS has been a major focus for the management team over the last 12 months. We are committed to ensuring our clients and their families are armed with the information they need to develop their NDIA plan.

As part of this process, we have conducted a number of standardised assessments to gauge support needs for now and into the future and gathered a range of information associated with each client's daily support needs. Staff have attended numerous workshops both here in SA and interstate. We have used this learning to ensure the organisation and clients are well-positioned for maximum support based on what is reasonable and necessary to build and maintain a good quality of life.

**ANITA BAYFORD**

*General Manager,  
Lifestyle and Support Services*





**CONSUMER  
REFERENCE  
COUNCIL**

**This** year, the Consumer Reference Council (CRC) has been established to provide a very important link between the people we support, the management team and the Board. Setting up the CRC involved many tasks for the elected members including establishing group rules, learning how meetings operate as well as agreeing on roles and responsibilities.

The CRC receives support from the Specialist Support Services team who assist the Chairperson and Secretary and ensure that information is provided in a format each Council Member can access and understand.

#### **REPORT FROM THE CRC CHAIRPERSON AND SECRETARY**

The (CRC) began early in 2017. The members are clients of disAbility Living. We talk about different things at each meeting – about good stories from houses, things that make people worried or upset and then we talk about how we can help that. We provide feedback to management.

We have also had invited speakers – Matt Collins, disAbility Living's Managing Director who talked about our CREDIT model and Adrian from Advocacy for Disability Access & Inclusion who talked to us about our rights and how we can know what our rights are.

Our role as committee members is to pass this information onto our housemates and other clients of disAbility Living.

## **THE CRC RECEIVES SUPPORT FROM THE SPECIALIST SUPPORT SERVICES TEAM WHO ASSIST THE CHAIRPERSON AND SECRETARY AND ENSURE THAT INFORMATION IS PROVIDED IN A FORMAT EACH COUNCIL MEMBER CAN ACCESS AND UNDERSTAND.**

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We hope to have a disco next year and to be part of setting that up. We are also looking forward to being part of the organisational events such as the AGM and the Ageing, Disability and Lifestyle Expo. Our plan is to continue to think of more exciting events in which everyone in disAbility Living can be involved.

**STEPHEN JACKSON**

*Chairperson*

**CLIVE HILTON**

*Secretary*

**OTHER COMMITTEE MEMBERS**

**KRYSTAL HART  
MARK BARONOWSKI  
WARRICK JONES  
COREY HOOPER**







# AGM 2016













# HUMAN RESOURCES REPORT

**disAbility** Living has people at its heart – both the people we support and people we employ. 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. We support each other to uphold CREDIT as a living concept that is reflected in our day to day dealings with all stakeholders.

2016/17 has been another year in which disAbility Living focused on strengthening its workforce capabilities to facilitate better outcomes for the people who chose us.

We have implemented a number of new initiatives that have resulted in higher staff retention.

We have maintained our commitment to staff safety and wellbeing with the ongoing review of our work practices and the establishment of a Staff Wellbeing focus group.

At the end of 2016/17, disAbility Living employed 144 staff to provide services across its 11 facilities in Adelaide. This indicates a 15% increase in the workforce compared to the previous year.







# HUMAN RESOURCES REPORT

15

YEARS

FRANK  
GHION

10

YEARS

LOKU  
PRIYANTHA  
RUWAN  
GUNARATNA

8

YEARS

FAITH  
CHEPNGETICH  
LILY  
BAJRACHARYA  
NAWAPIT  
JEFFREY

5

YEARS

DARREN  
KAWKA

3

YEARS

JANET  
MCCRACKEN  
ALEXANDER  
MAKAMI  
PAUL  
MIACO  
RUMBIDZAI  
FAITH KAPOTA  
AMAL  
THOMAS  
STEPHEN  
IBIWOYE  
MARIA  
KUMAKAUW  
MANPREET  
KAUR  
PSYCHE  
BRADLEY  
ELODIE  
KHAMPHOUKEO  
ANITA  
BAYFORD  
PUSHPESH  
BISHNOI  
BANDULA  
PRIYANTHA  
GRETCHEN  
SAVONOFF  
SAMANTHA  
CHIUTALE  
SELVARANI  
THILKANAM  
HEATHER  
GALE

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.

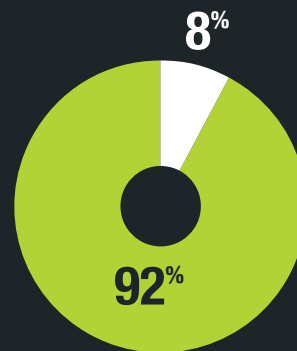
## OUR STAFF PROFILE

DURING 2016/17

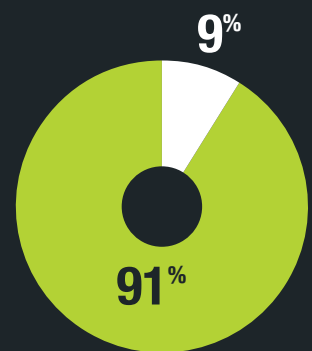
disAbility Living employed 90 Full-Time Equivalent (FTE) staff, an increase from 85 FTE in 2015/16.

disAbility Living's workforce is predominantly female (60%), with the majority employed in part time and casual positions.

### EMPLOYEE NUMBERS

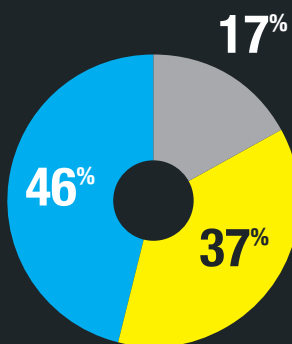


### WORKING HOURS



● ADMINISTRATION ● CLIENT SERVICES

### EMPLOYMENT TYPE



● FULL TIME  
● CASUAL  
● PART TIME

**178,000**  
HOURS  
**PERSONAL  
SUPPORT**

PROVIDED TO  
**143**  
**CLIENTS**









## TRAINING & DEVELOPMENT

# 4%

OF WAGE COST

MORE THAN

# 90

DIFFERENT  
PROGRAMS

# 713

ATTENDEES

TOTAL OF

# 5,718

HOURS

### TRAINING & DEVELOPMENT OF OVER 5,700 HOURS

disAbility Living has upheld the philosophy of investing in our most valuable asset – our employees. We have allocated approximately 4% of our wage costs to training. This provided developmental opportunities to not only upskill staff but also empower our team and enhance the quality of support offered to our valued clients.

### STAFF WELLBEING GROUP

The Staff Wellbeing group is set up to focus specifically on the health and wellbeing of staff working at disAbility Living.

Our goal is to promote healthy, supportive work environments, build organisational resilience, and to promote healthy lifestyles in our staff group. This important training has in turn enabled our staff to promote healthy lifestyle choices to our clients.

In closing, I wish to acknowledge the challenges we are facing with the transformation of the disability industry with the NDIS. However, we maintain our commitment to finding ways to strengthen disAbility Living's workforce capabilities to best support the people who choose us. We will continue to build the CREDIT culture, which distinguishes disAbility Living from other service providers in the industry.

**LOKU PRIYANTHA**

*Human Resources Manager*



# QUALITY & COMMUNICATIONS REPORT

**The** Quality and Communications area has made steady progress over the past twelve months, stabilised a number of processes along the way, and ensured that we meet the benchmarks set out in our operational plan.

Guiding this effort is our key result area: People who choose us can expect to be treated ethically and have access to high quality services and facilities.

## DOCUMENTS AND PROCESSES STREAMLINED

As with all other areas of our organisation, the Quality and Communications team has been preparing for the full roll out of the NDIS. This has involved supporting each department to review relevant policies and procedures to meet the new service delivery requirements. The task enables us to streamline our documentation and processes, as well as ensure our commitment to a person centred approach is reflected across the organisation.

Over the coming months we will be developing tools that will enable us to effectively monitor and report on the quality of services we deliver.

## COMMUNICATIONS AND MARKETING INITIATIVES SET UP

The focus of the Communications and Marketing area has been to build on engagement and connectedness throughout the organisation, whilst also promoting disAbility Living externally.

This has been achieved via various channels of communication to ensure that we deliver on our key result area: The way we communicate ensures we are consistently in touch with the people who choose us.







"Yeti" by  
Michael Camron  
Semaphore



# QUALITY & COMMUNICATIONS REPORT

## COMMUNICATIONS & MARKETING SUMMARY

### WE SURVEYED OUR INTERNAL AND EXTERNAL STAKEHOLDERS

These statistics reflect positive changes to levels of stakeholder satisfaction with the introduction of our Communications and Marketing initiatives.

#### SATISFACTION



# THE HIGHLIGHTS OF 2016-17

## 1 REBRANDING & ENGAGEMENT

NEW BRAND  
LAUNCHED  
AT AGM 2016  
BACKED BY  
BRAND GUIDE

## 2 PACKAGING AND POSITIONING OF BRAND

NEW SIGNAGE  
AND COLLATERAL  
CREATED

## 3 PROMOTION OF OUR BRAND

SOCIAL  
CHANNELS AND  
ORGANISATIONAL  
SOCIAL NETWORK  
ESTABLISHED

## 4 CREATING BRAND AWARENESS AND RECALL

INTERNAL &  
EXTERNAL  
COMMUNICATIONS  
ACHIEVED  
SUCCESSFULLY

# LOOKING AHEAD

The year ahead will focus on disAbility Living through different lenses (literally), as we set out to produce a series of promotional videos. These videos will back up the work we've done so far in packaging and positioning the brand, and present us competitively in a consumer-driven NDIS environment.



# QUALITY & COMMUNICATIONS REPORT



**BRANDING PAVED THE WAY**

disAbility Living officially launched the new branding at the Annual General Meeting in October last year. The new logo represents us as a vibrant, supportive and inclusive organisation.

**COLLATERAL PRODUCED TO PACKAGE THE BRAND**

Following on from the branding, we undertook the redesign and printing of our signage, banners, service brochures and related collateral. This marked the first step towards a professional set of Communications products for the organisation.

**CREATED BRAND AWARENESS**

We have continued to support all areas of the organisation in their communications, promotions or events related work. This has included two expos: KYD-X and Disability, Ageing & Lifestyle, both of which were well attended and helped us to promote our organisation and raise brand awareness.

**SOCIAL CHANNELS SET UP TO PROMOTE THE BRAND**

Facebook continues to be our external promotional social channel, with certain proactive posts having reached in excess of 5,000 people. Our followers have grown to 334 since launch less than 12 months ago. Posts that are boosted through Facebook marketing have resulted in client enquiries and direct participation in public-focused events. disAbility Living has also launched its own LinkedIn Company page.

**ENTERPRISE SOCIAL NETWORK RAISES LEVEL OF ENGAGEMENT WITHIN THE ORGANISATION**

In response to a need to connect all staff, we introduced social networking platform Workplace and instant messaging application Work Chat.

This solution has brought together the entire disAbility Living community on one social platform, with staff regularly sharing relevant information and program updates.

We have seen a marked increase in engagement between staff and management, and now Workplace and Work Chat are our primary communications tools.

**INTERNAL COMMUNICATIONS KEEPING US CONNECTED**

Our regular newsletter continues to be very popular with clients, families and staff. It is heartening to receive so many contributions each month and we use these to celebrate the achievements of the people we support. Importantly, these newsletters have been delivering on their purpose of keeping clients feeling connected and adding value to their lives.

Looking ahead, the next twelve months are already shaping up to be filled with activities that will consolidate all the foundational work undertaken by the Quality & Communications team. We look forward to another productive year of promoting our organisation and creating opportunities for our clients to 'make individual choices for living'.

**CAROL HAMMOND***Quality & Communications Manager**And***SUNITA MIRANDA***Communications & Marketing Coordinator*



# FINANCIAL SERVICES REPORT

**As** each year passes, disAbility Living continues to grow financially stronger, which is an important aspect in the continual success of the organisation.

In preparation for further roll out of the NDIS in late 2017, we have been working on building our finance team's capability and our financial systems to ensure we are ready.

This includes the work we have undertaken on our financial strategic objective 'to complete a costing and pricing analysis that informs the development of a Service Schedule which is communicated to clients and stakeholders'.

We are mindful of applying disAbility Living's CREDIT model in the services the Finance team provides to our clients and stakeholders. We do this by:



## COMMUNICATION

Providing reliable and timely financial information that complies with legislative requirements to keep interested parties informed and ensure the organisation remains financially healthy and stable.

## RESPECT

Acting in a professional manner, respecting each other's opinions, and the rights of decision makers.

## EMPOWERMENT

Providing the tools and information to empower clients and staff to make informed financial decisions and to take responsibility for the decisions they make.

## DIGNITY

Remaining mindful that people make financial decisions that allow them the freedom to lead the kind of life they value.



## INSIGHT

Constantly learning and seeking to understand people and their financial situations in a clear way.

## TRUST

Trusting that people will act with integrity, not abuse their position, and follow the financial processes to enable clients to have the confidence in the services we provide.

We have been able to achieve a strong financial performance through 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](mailto:admin@disabilityliving.org.au)

**JOANNE MITCHELL**  
*Finance Manager*



disAbility LIVING INCORPORATED

A.B.N. 48 028 049 217

**STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME  
FOR THE YEAR ENDED 30 JUNE 2017**

|                                                                                                                | Note | 2017 (\$)    | 2016 (\$)   |
|----------------------------------------------------------------------------------------------------------------|------|--------------|-------------|
| <b>Revenue and other income</b>                                                                                |      |              |             |
| Service revenue                                                                                                | 5    | 11,581,578   | 8,776,525   |
| Other revenue                                                                                                  | 5    | 605,384      | 545,331     |
| Other Income                                                                                                   | 5    | 500          | -           |
|                                                                                                                |      | 12,187,462   | 9,321,856   |
| <b>Less: Expenses</b>                                                                                          |      |              |             |
| Administration expenses                                                                                        |      | (851,176)    | (772,381)   |
| Household expenses                                                                                             |      | (783,347)    | (629,044)   |
| Capital Expenditure - minor                                                                                    |      | (77,301)     | (59,845)    |
| Depreciation expense                                                                                           | 6    | (143,219)    | (122,576)   |
| Employee benefits expenses                                                                                     | 6    | (8,484,499)  | (5,956,061) |
| Professional fees                                                                                              |      | (229,124)    | (136,536)   |
| Bad debts                                                                                                      |      | (15,448)     | (5,771)     |
| Other expenses                                                                                                 |      | (21,905)     | (25,225)    |
|                                                                                                                |      | (10,606,019) | (7,707,439) |
| <b>Surplus for the year</b>                                                                                    |      | 1,581,443    | 1,614,417   |
| <b>Other comprehensive income</b><br><i>Items that will not be subsequently reclassified to profit or loss</i> |      |              |             |
| Revaluation of property, plant and equipment, net of tax                                                       |      | -            | 917,510     |
|                                                                                                                |      | -            | 917,510     |
| <b>Other comprehensive income for the year</b>                                                                 |      | -            | 917,510     |
| <b>Total comprehensive income</b>                                                                              |      | 1,581,443    | 2,531,927   |

## disAbility LIVING INCORPORATED

A.B.N. 48 028 049 217

**STATEMENT OF FINANCIAL POSITION**  
**FOR THE YEAR ENDED 30 JUNE 2017**

|                             | Note | 2017 (\$) | 2016 (\$) |
|-----------------------------|------|-----------|-----------|
| <b>Current Assets</b>       |      |           |           |
| Cash and cash equivalents   | 8    | 1,681,704 | 4,538,018 |
| Trade and other receivables | 9    | 4,848,196 | 443,458   |
| <b>Total Current Assets</b> |      | 6,529,900 | 4,981,476 |

|                                 |    |            |            |
|---------------------------------|----|------------|------------|
| <b>Non-Current Assets</b>       |    |            |            |
| Property, plant and equipment   | 10 | 6,552,289  | 6,512,465  |
| <b>Total Non-Current Assets</b> |    | 6,552,289  | 6,512,465  |
| <b>Total Assets</b>             |    | 13,082,189 | 11,493,941 |

|                                  |    |           |           |
|----------------------------------|----|-----------|-----------|
| <b>Current Liabilities</b>       |    |           |           |
| Trade and other payables         | 11 | 543,286   | 583,031   |
| Provisions                       | 12 | 719,834   | 509,844   |
| Revenue in advance               |    | 100,671   | 236,491   |
| <b>Total Current Liabilities</b> |    | 1,363,791 | 1,329,366 |

|                                      |    |            |            |
|--------------------------------------|----|------------|------------|
| <b>Non-Current Liabilities</b>       |    |            |            |
| Provisions                           | 12 | 128,396    | 156,016    |
| <b>Total Non-Current Liabilities</b> |    | 128,396    | 156,016    |
| <b>Total Liabilities</b>             |    | 1,492,187  | 1,485,382  |
| <b>Net Assets</b>                    |    | 11,590,002 | 10,008,559 |

|                           |    |            |            |
|---------------------------|----|------------|------------|
| <b>Member Funds</b>       |    |            |            |
| Reserves                  | 13 | 4,661,921  | 4,739,553  |
| Accumulated surplus       | 14 | 6,928,081  | 5,269,006  |
| <b>Total Member Funds</b> |    | 11,590,002 | 10,008,559 |

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



disAbility LIVING INCORPORATED

A.B.N. 48 028 049 217

STATEMENT OF CASH FLOWS  
FOR THE YEAR ENDED 30 JUNE 2017

|                                                            |              | 2017 (\$)    | 2016 (\$)   |
|------------------------------------------------------------|--------------|--------------|-------------|
| <b>Cash flows from operating activities</b>                |              |              |             |
| Receipts from clients and funding agencies                 |              | 11,914,737   | 9,322,326   |
| Donations received                                         |              | 33,278       | 10,800      |
| Payments to suppliers and employees                        |              | (10,408,000) | (6,969,865) |
| Interest received                                          |              | 55,313       | 47,982      |
| Membership                                                 |              | 200          | 80          |
| GST received/(paid)                                        |              | (416,918)    | (303,608)   |
| <b>Net cash provided by operating activities</b>           | <b>15(b)</b> | 1,178,610    | 2,107,715   |
| <b>Cash flows from investing activities</b>                |              |              |             |
| Proceeds from sale of property, plant and equipment        |              | 500          | -           |
| Payments for property, plant and equipment                 |              | (183,760)    | (204,284)   |
| Loan to unrelated party                                    |              | (3,850,000)  | -           |
| <b>Net cash provided by/(used in) investing activities</b> |              | (4,033,260)  | (204,284)   |
| <b>Reconciliation of cash</b>                              |              |              |             |
| Cash at beginning of the financial year                    |              | 4,536,354    | 2,632,923   |
| Net increase / (decrease) in cash held                     |              | (2,854,650)  | 1,903,431   |
| <b>Cash at end of financial year</b>                       | <b>15(a)</b> | 1,681,704    | 4,536,354   |

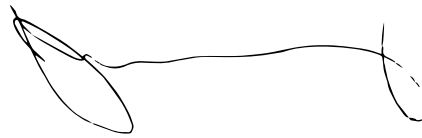
# DIRECTORS' DECLARATION

In the opinion of the directors, the extract of the financial report of disAbility Living Inc for the year ended 30th June 2017, 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:



**GEOFFREY EDWARDS**  
*Chairman*



**JADYNNE HARVEY**  
*Member*

**Dated 26th September 2017**



**TO THE MEMBERS OF disAbility LIVING INC.**

**OPINION**

We have audited the financial report of disAbility Living Inc., "the Association", which comprises the statement of financial position as at 30 June 2017, the statement of profit or loss and other comprehensive income, statement of changes in members funds and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the statement by members of the committee.

In our opinion, the accompanying financial report of disAbility Living Inc., is in accordance with Division 60 of the *Australian Charities and Not for profits Commission Act 2012*, including:

- (a) giving a true and fair view of the Association's financial position as at 30 June 2017 and of its financial performance for the year then ended; and
- (b) complying with Australian Accounting Standards Reduced Disclosure Requirements and Division 60 of the *Australian Charities and Not for profits Commission Regulation 2013*.

**BASIS FOR OPINION**

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Association in accordance with the *Australian Charities and Not for profits Commission Act 2012* "ACNC Act" and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* "the Code" that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

**RESPONSIBILITIES OF MANAGEMENT AND THOSE CHARGED WITH GOVERNANCE FOR THE FINANCIAL REPORT**

Management is responsible for the preparation and fair presentation of the financial report in accordance with the financial reporting requirements of the ACNC Act and for such internal control as management 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.

In preparing the financial report, management is responsible for assessing the Association's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless management either intends to liquidate the Association or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Association's financial reporting process.

## **AUDITOR'S RESPONSIBILITIES FOR THE AUDIT OF THE FINANCIAL REPORT**

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit 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.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the committee.
- Conclude on the appropriateness of the committee's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Association's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Association to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation. We communicate with the committee regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.



**A P FAULKNER**

*Principal*



**PITCHER PARTNERS**

*Adelaide*

**Date: 28 September 2017**





















## 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”





