

ANNUAL REPORT 2018/2019

Community Support Inc

Your Life. Your Way



**Community
Support
Inc.**

ABOUT COMMUNITY SUPPORT INC

Community Support Inc (CSI) are the South Australian experts in delivering one-to-one in-home and community-based support. Every day, we provide personalised, tailored support services to almost 1,000 people living with disability, autism spectrum disorder, mental illness, complex health conditions, recovery support needs, and the aged.

CSI has been delivering individual support to South Australians of all ages under an NDIS style model since 1991. Our team are experts at making sure that our clients receive the support they want, at the place and time that suits them.



ORGANISATION OVERVIEW

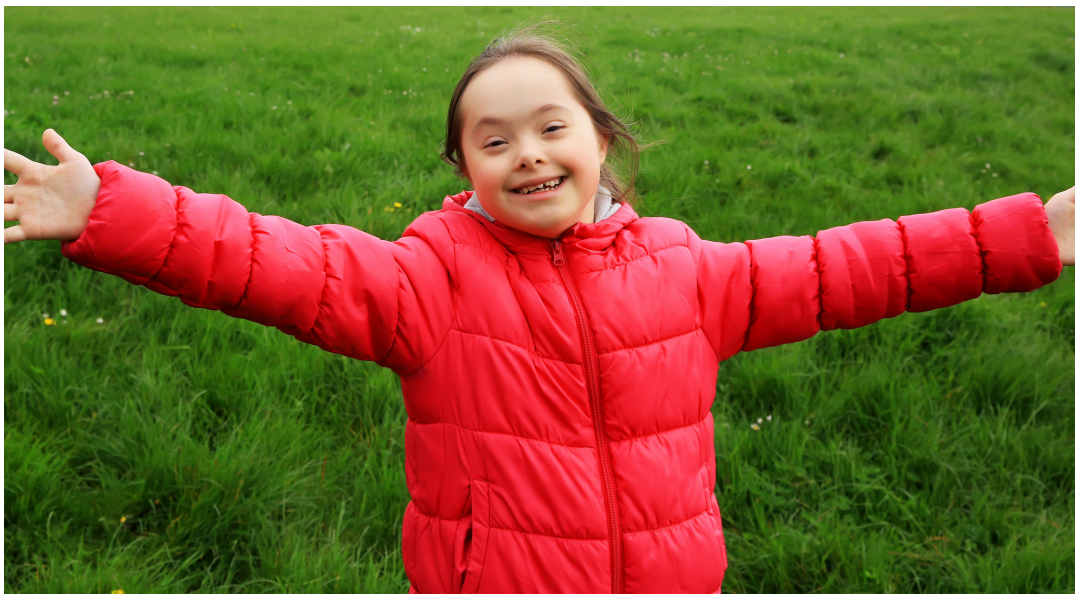
Our Vision - To be the preferred provider of choice for disability services in SA.

Purpose - To provide personalised and professional services so that you can lead your life, your way.

Values -

- Collaboration - We work together on our shared goals
- Strive - We reach above and beyond for success
- Innovation - We bring new ideas and welcome new things
- Recognition - We acknowledge and appreciate the value of each individual
- Accountability - We take responsibility for our actions
- Respect - We value people for their unique perspective and contribution

Brand Promise - We deliver tailored services with the right support workers for our clients and their specific needs. We provide a professional coordination of services and supports for clients who have a disability, mental health or aged care related need.



MESSAGE FROM THE CHAIR

Anthea LeCornu



I am pleased to present the 2018/19 Annual Report for Community Support Inc (CSI), highlighting a positive year with significant growth for the organisation. Community Support has embraced the NDIS rollout and has transformed its service delivery functions to help achieve a seamless transition for our clients, albeit with ongoing challenges.

The NDIS has transformed the way all organisations in the sector deliver services as it places the choice and control of supports back to the clients. This is a welcome outcome of the new scheme.

We have seen over the last twelve months ongoing changes across the sector, as disability service providers embark on changing strategies, mergers and acquisitions and transformation of their organisations to help embed the NDIS changes within service provision. CSI is no different and continues to evolve its business model to respond to the ongoing changes that the NDIS brings.

CSI continues to be in a strong position to ride this wave of change and has proactively taken on the NDIS opportunity, realigning our services to help the organisation remain financially sustainable.

Over the past year we made headway in delivery on our strategic priorities:

1. personalised, responsive support and services
2. an engaged and satisfied workforce
3. all business services and systems support sustainability, effectiveness and efficiency
4. sustainable service growth into the future

The Board, Executive Team and Employees of Community Support are excited about the organisation's future. I thank our wonderful staff for continuing to deliver a professional level of services for our clients and helping to make a positive impact on the lives of the people we support.

We welcome our new Chief Executive Officer, Angela Littleford who will help to lead the organisation into a new phase of change. Her background in aged care, disability, health and human services both here and in NSW, as well as previous board positions at scosa and the North Eastern Community Hospital, will provide CSI with much needed knowledge and skills to drive improvements and growth for our organisation.

I also thank the Community Support Board members for their focus on continued governance and leadership support to the Executive team. As a Board, we are proud to support a team that delivers excellent, quality services, and quality internal systems and processes which we will continue to improve every year.

Over the next year, CSI will begin to refresh its brand strategy and promote our services and offerings more widely. We will continue to work on our Employer of Choice brand and ensure our services and governance standards are exceeded across our service offerings. We want to attract the best staff to our organisation so we can continue to deliver exceptional client services and offerings.

We look forward to working closely over the coming year with all of our stakeholders, clients and families, supporters, partners and staff, to ensure we continue to provide excellent services to our customers to help them live their life their way.

Anthea Le Cornu
Chair



HIGHLIGHTS FOR THE YEAR



Employees - 500

Most requested services provided:



54.2% Assistance with self-care



Covered key areas across the state - metropolitan and regional



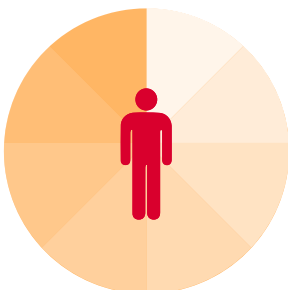
34.7% Social Support



Hours of Service delivered - 276,000 hrs



8.7% Support with independent living



Support clients - est.1000



Support clients from 0 - 90 years of age



kms travelled - 414,000 kms

BOARD MEMBERS



Anthea is an aged care specialist with 36 years of experience spanning seven different providers across the South Australian Aged Care Industry.

In 2011, Anthea established an aged care consultancy business, providing advice and support to aged care organisations across Australia including Board, senior management teams and front-line workers.

In her previous roles, Anthea worked as a registered nurse, clinical nurse consultant, site manager of large aged care facilities such as Resthaven and was the human resource executive for 5 years with Churches of Christ Life Care Inc.

Anthea holds a Bachelor of Nursing from Flinders University and has eight years' experience as a qualified assessor with the Australian Aged Care Quality Agency and as a nurse advisor and administrator panel member with the Department of Health.

Anthea is currently registered with the Australia Health Practitioner Regulation Agency and is a graduate member of the Australian Institute of Company Directors.



Sally is the Associate Director of Digital Research Services at Flinders University where she provides strategic and high-level operational leadership within Information Technology Services (ITS), driving service improvement initiatives that support the University's strategic plan and future vision.

She has worked in the Information Technology Industry in South Australia, with roles in both the private and government sectors. In her current role, she is leading the implementation of Inspire - Australia's first digital doctorate technology solution for higher degree research students and their supervisors. The platform allows the student lifecycle, from candidature management to thesis and examination, to be accessed electronically.

Sally is also working closely with the Research Development and Support team at the university, where she is leading a significant project that will transform research project administration and ethics applications, as it increases the discoverability of Flinders researchers and their research.

Sally completed the Governors Leadership Foundation course designed to develop wiser leaders for South Australia and is currently undertaking IECL executive coach training and certification.



Andrew holds a Bachelor of Economics, is a Fellow of CPA Australia, holds a Professional Practice Certificate with the Institute of Public Accountants and is a Member of the Australian Institute of Company Directors. Using his accounting skills, Andrew has worked in a variety of financial management and leadership positions for over 30 years. He works with an organisation to understand its key risks and main drivers of financial success, identifying and improving strategic and operational performance and systems and developing performance analysis reporting specific to the business.

Since 2002 he has worked in the aged care sector. Initially with a large mission-driven aged care provider as an executive leader, he went on to establish an aged care management consultancy in 2011. Andrew has provided advice and support to Boards and management of numerous aged care providers, to government and to industry associations.



Iain is a Director of Artisan Construct, a specialist building and development company based in South Australia. With over 20 years of experience in building and construction, Iain has accumulated an impressive understanding of the industry in all its complexity. He has worked on many multi-million-dollar projects, in both the UK and Australia, coordinating and managing extensive teams of skilled operators. His business acumen has ensured the success of these projects and the subsequent growth of the organisations he led. Iain is a highly motivated team player who mixes strong leadership with sharp minded strategic planning in all his understandings.

Throughout his career, Iain has prioritised pride and craftsmanship in all of his work. He values expertise and values people too. He has won several industry awards in recognition of the excellence of his project work. Iain is a proud father of a son who has cerebral palsy and he is committed to contributing to the disability sector.

Iain holds a Graduate diploma in Management, a Master of Business Administration and is a Fellow of the Institute of Managers and Leaders Australia and New Zealand. He is also a member of the Australian Institute of Company Directors.



Wendy worked at Flinders University for 10 years in an administrative capacity, with extensive experience in Work, Health and Safety, Human Resources, Meeting Management and Executive Support. She is now retired and spends her time with family and doing various volunteer work. Her previous roles have been in local government as well as private enterprise. She gained her Bachelor of Arts degree as a mature aged student at Flinders University, studying Psychology, History and Italian. Spending time with extended family, including two young grandchildren, is a valued and favourite activity. Wendy has a personal interest in disability support from family experience and is keen to contribute to this important and changing sector.



Diana has over 20 years of diverse legal and management experience in Australia and the UK. She is currently the Manager, Legal Practice at the Legal Services Commission of South Australia with oversight of legal aid representation. Prior to this role, Diana was the National Director, Legal Services and State Manager, South Australia for the Australian Health Practitioner Regulation Agency.

She was a Partner at the UK based Law Firm, Eversheds Sutherland LLP, where she was at the forefront of an award-winning legal management model introduced across Europe, the Middle East and Africa and a practice focused on regulatory compliance.

Diana's work has also included five years as a senior legal counsel with one of the UK's largest private hospital providers, General Healthcare Group. She holds a Bachelor of Arts/Bachelor of Laws and Master of Business Administration. Diana is admitted to practice in South Australia as a solicitor and is a Graduate of the Australian Institute of Company Directors.



Pusheela is the Project Manager at the SA Housing Authority. Since 2010, she has been leading and managing the delivery of multi-million-dollar housing developments for a broad demographic across the state.

As an Architect and Project Manager, she has managed many building projects over her 19-year career, including disability housing. Her experience and knowledge in social and disability housing, as well as her multi-cultural and overseas background contributes greatly to Community Support's vision and purpose.

Pusheela is passionate about making a difference in the life of others particularly the most vulnerable ones in our society. She is a Graduate member of the Australian Institute of Company Directors, holds a Masters degree in Business Administration from the University of South Australia, a Bachelor of Architecture degree and a Diploma in Project Management.

NDIS UPDATE

Community Support Inc was pleased to be able to provide increased supports and services to clients and their families across 2018-19, through the National Disability Insurance Scheme (NDIS).

The range of targeted individual supports has changed the way disability services are funded and delivered. At CSI our experience includes the management of complex and challenging needs and the flexibility to provide one hour supports. This gives clients greater freedom to choose services and supports that best suits their needs.

CSI has been working within an NDIS model of service provision since its inception, allowing the organisation to be well placed in helping clients to understand that choice and control are incredibly important in how they choose to be supported. This has helped CSI to grow and support around 1000 clients over the last 12 months.

We look forward to growing our service offerings and help more clients to live their life their way in 2020.



CLIENT ACHIEVEMENTS

Every day we are reminded by staff of the amazing progress that is made by so many of our clients, in their chosen goals and aspirations. Here are 3 amazing stories of such achievements by clients who have reached key milestones.

1. Michael

Our Support Worker Tammy has been working with Michael for a long time and had an exciting announcement to share. Tammy has been supporting him with everyday activities and working towards his future goals.

Michael has just reached one of the most incredible goals he has been planning and working towards for quite some time, which is moving into his own home. What an achievement!

This picture really sums up what an amazing milestone for Michael this has been. Michael and CSI are very excited about the new adventure he's about to embark on, thanks to the great work of our staff member, Tammy. She will continue to work with our client to ensure he strives further to reach his independence. Well done Michael!



2. Meredith

Meredith has always wanted a pet cat of her own to help keep her company and to play and have fun with, but she was worried she would not be able to take care of one on her own. With help from her support workers over a period of time, Meredith is now the proud owner of Sally, whom she has owned for over a year.

CSI staff work with Meredith to take Sally to the vet for her regular check-ups, help her to make sure the litter tray is clean and prompt Meredith to make sure Sally has food and water. Meredith's support workers were even able to help Meredith catch Sally when she got out the back and decided to visit Meredith's neighbours!

Meredith loves her best friend Sally and is very proud that she can take care of a cat with some help from her support workers. Since having Sally, Meredith feels more comfortable to be at home alone as she has her cat for company. What a fabulous achievement!



3. Tegan

Seventeen-year-old Tegan was a client of Community Support for a number of years and was supported by the same Support Worker up until 3 months ago. When Tegan's worker was unable to continue supporting her, both Mum Sherryn and Tegan became anxious about finding the right person to provide the support that Tegan required.

After a few weeks of working through the most appropriate options with CSI, a solution was found. Our Support Worker, Kylie, was teamed up with Tegan and was quickly brought up to speed in ensuring she provided the support Tegan needed.

It was wonderful timing, as Tegan was invited to attend the school formal in the coming months. She needed the right person to help her with preparations for the big day, including finding that perfect dress. As Tegan was completing her schooling online, being invited to the school formal was a huge deal and created some anxiety for the young teenager.

Through Kylie's dedication and understanding of the enormity of this event for Tegan, they found the perfect dress and most important of all for the budding make-up artist, found the perfect look to complete her outfit for the school formal.

Looking like a star Tegan!



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