



Community Support Inc.



Annual Report 2017 - 2018

Our Vision, Mission & Values

Vision

Your Life, Your Way

Mission

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

Values

We strive to achieve the following six key values which form the corner stone of our service:

Collaborate

We work together on our shared goals

Strive

We reach above and beyond for success

Innovate

We bring new ideas and welcome new things

Recognise

We acknowledge and appreciate the value of each individual

Accountable

We take responsibility for our actions

Respect

We value people for their unique perspective and contribution



We had the pleasure of meeting the Unbreakable Terri Wales and hearing her story of incredible resilience and determination at the launch of Brain Injury Awareness Week at Adelaide Oval early this year.

It was a morning of amazing stories of triumph and achievement that motivated us to inspire our colleagues and customers.

Our Board



Anthea Le Cornu
Chair



Sally Wheldrake
Deputy Chair



Andrew Harris
Director



Iain Woollaston
Director



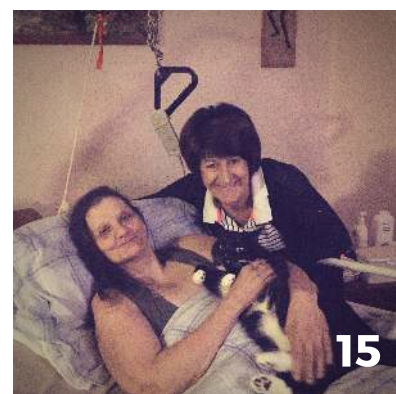
Wendy Williamson
Director



Dr Ruth Davey
Director

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About us

Community Support Inc supports a huge amount of people, but feels more like a big, caring family than one of the largest providers of in-home support in the State, and we want to stay that way.



Members of the Community Support office team

Providing in-home and community-based supports since 1991, we have built strong and meaningful relationships with our customers and support workers over a very long period of time in many cases.

Being in the business of one-to-one support means that relationships are at the heart of everything we do.

We often compare our service design team to a matchmaking service because we understand the importance of getting the relationship right between our customers and their support workers, above all else.

When the right people are connected, the success shines through for all to see.

We support people to live their life, their way, through a fully flexible support model that allows people to have support in sessions as short as one hour at a time, and often up to multiple times per day.

We provide support to people with a range of support requirements, including those who need help to get up in the morning, to maintain their home, to get to appointments, make meals, enjoy meals out, attend sporting and social events, and a whole range of activities that they may need assistance to complete.

We focus on helping people to learn new skills and to maintain existing skills, enabling people to be independent in their daily lives.

Our team of over 600 support workers are friendly, reliable and 100% committed to helping people. They are passionate about their work and love that they spend their day making a difference to people's lives.

We are incredibly grateful to be welcomed into people's homes, families and community and to build supportive relationships that improve both ours and our customer's lives.

Chair's Report



Community Support, like the rest of our industry, is dealing with a range of challenges that have arisen for not-for-profit providers grappling with the complexities of the National Disability Insurance Scheme (NDIS).

These challenges are impacting on many, and we are witnessing a range of strategies being employed to manage these challenges, including rationalisation, changes to the range of services offered and mergers with larger providers to realise economies of scale or to access the capital required to restructure and move forward. Some are even exiting the industry altogether.

The only promise is that this industry will look very different into the future.

Community Support continues to be in a strong position to ride this wave of change and has proactively taken on the NDIS opportunity, realigning our service mix to remain financially sustainable and developing new business models and exploring partnerships and exciting new opportunities with a range of like-minded entities and individuals, all while improving our customer focus and high quality of support.

This last year was also dedicated to further strengthening our performance and reducing our sustainability risks by delivering on our four 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 and Employees of Community Support are excited about the organisation's future.

Our amazing staff must be formally thanked for stepping up to the challenges and adapting to ongoing change while continuing to make a positive impact on the lives of the people we support.

Just as the NDIS has required the industry to adapt new business skills and capability at an operational level it also places new demands on Boards.

The Community Support Board has therefore focused on good governance, supporting strong leadership, taking a sound, systematic approach to decision making, robust communication with management, pursuing new opportunities and a clearly articulated and regularly reviewed strategic direction that responds to the external environment and serves our organisation's purpose.

As a Board, we are proud to support a team that delivers excellent, quality services, and quality internal systems and processes that have once again been ratified through an external surveillance process.

To be sustainable includes not only being financially sustainable but also means being relevant to the needs and choices of the people we support and their families.

With this in mind we look forward to working closely over the coming year with all of our stakeholders - customers 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
Board Chair

Chief Executive Officer's Report



We are so proud to have been given the opportunity to support so many amazing people this year.

I have loved meeting with you and I thank you all sincerely for the wonderfully warm welcome you have given to myself and to our whole team, every time you have opened up your home and invited us into your lives.

During the year, we connected with, talked with and listened to thousands of people across the State through our participation in NDIS Expos, sponsorship of the Disability, Ageing & Lifestyle Expo and at the International Day for People with Disability celebrations in Victoria Park.

We learnt how important it is for you to have a real person to engage with and to make a real connection with, for your support to be successful.

We heard and saw how much effort you have had to put in to manage the transition to NDIS, and felt your worry about whether you would have enough funding to maintain your supports.

We understood that you need extra support at this unique time when you are faced with questions and options that you have never had before.

It is clear that those who can advocate well for themselves, are more likely to get the support they need than those who don't have a strong voice.

We are here to help strengthen your voice.

In 2017-18, our team supported over 300 people to successfully transition to the NDIS and to navigate other funding streams, like aged care.

We also helped a huge number of people to have their plan reviewed and have supported dozens of customers to receive additional supports while their plans are being reviewed.

During 2017-18, we added Support Coordination to the services that we offer so that we can help connect you to the support that you need.

NDIS data shows that South Australians are struggling to use their supports with only 54% of funds spent during the year. We are working to help you to activate your plan and to connect you to the right services to meet your needs.

As an organisation, we have focussed heavily on advocacy during the year as we know that people are struggling with new funding models and are not receiving the support that they need from the relevant agencies.

This meant an expansion of our Coordination Team to ensure that you receive focussed and specific individualised attention to answer any questions you have, and to provide you with advocacy, support and advice whenever you need it.

We will continue to develop our capacity and linkages to ensure that the NDIS delivers on its promises to you and that all people with disability and their families receive the support they require.

Finally I would like to thank everyone who works for Community Support. Our dedicated team of mothers, fathers, sons and daughters, delivered nearly 300,000 hours of vital support during the year.

You had a massive impact on our customer's lives, each and every day. And your passion and commitment to supporting other people in your community and to delivering outstanding outcomes, makes you the best work family in South Australia.

Emma Hinchey
Chief Executive Officer



2017-18 was a fantastic year for events.

We had heaps of fun meeting awesome people!

Support Services Report



During 2018, the Support Services Team dramatically increased our face to face contact with our customers, to provide much-needed assistance during the NDIS pre-planning and transition processes.

We will continue to devote our time to helping our customers through these processes, and advocating for better outcomes with funders, planners and everybody else who can help make it easier for people to get the support they need. We are here to help.

Through our interactions with our customers this year, we have felt your pain in coping with the various funders that you have to deal with.

The NDIS and MyAgedCare are not easy to deal with and can be very stressful for our customers. As a result, we have changed the function of our Adelaide-based service coordinators to separate their role into two distinctly different roles of customer focused support coordination and a separate role for support worker coordination.

This allows our Customer Support Coordinators to ensure that your needs are being met and gives them more time to help you interpret and understand your funding, and to connect you to groups, other activities / supports, therapies or equipment that you might be interested in.

Our team has a wealth of NDIS / Mental Health / Aged Care knowledge and are dedicated to providing you with all the answers you need.

In the last year, we have helped hundreds of people through the transition from historical funding systems to the NDIS or to the Continuity of Support Scheme. This has been a long, hard journey for our customers and we are committed to ensuring that you get the most out this opportunity.

We have supported dozens of customers through the review process when they haven't been happy with the outcome of their NDIS plan. In most cases, customers have been successful in obtaining increased funding. We are fully committed to assisting our customers through the review process, and have maintained support levels for our customers whilst we have gone through the process together.

Our new Support Worker Coordinators are working with your support team to keep their skills up to date and to make sure that your support is delivered in the way that you like it.

Support Workers have warmly welcomed the change and are excited to meet regularly and take part in upskilling and wellbeing sessions.

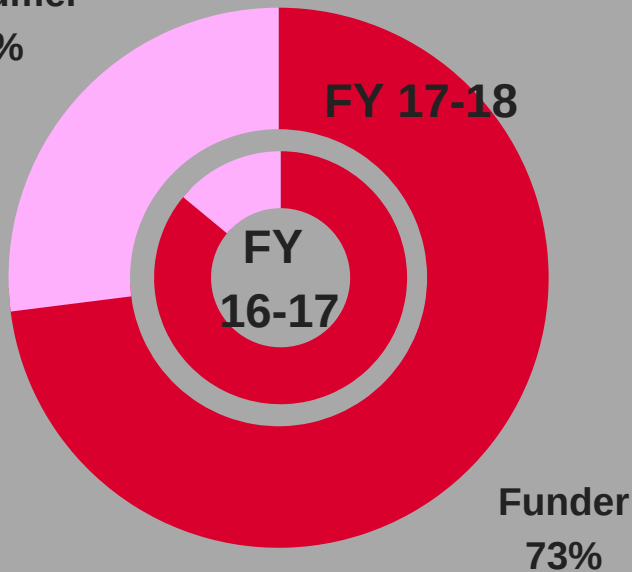
The Support Service team are further building our knowledge and expertise so that we can build a stronger voice for our customers and ensure that they are getting what they need from the various funding sources available to them.

For 2018-19, our main focus is on delivering improved supports to our customers through greater communication, improved technology and well-supported, better-skilled support workers.

Emma Calabro
Manager Support Services

2017-18 Service Statistics

Consumer
27%



CONSUMERS DIRECTED 27% OF OUR
WORK, COMPARED TO 14% IN 16-17

We answered over
500 calls each week



We made 94,588 home visits



We
delivered
over
280,000
hours of
support



We welcomed
over 100 new
customers



We helped
over 300
people
transition to
NDIS
successfully



WE TRAVELLED OVER
400,000 KM WITH OUR
CUSTOMERS

The Year in Review

At Community Support we aim to provide more than just support services.

We strive to make real connections and make a real difference in the lives of the people we support.

Our support workers have more than a working connection with our customers, they have meaningful relationships.

This year we have celebrated some amazing relationships between our team and our customers.

Alan has been a customer of Community Support for over 18 years and has been supported by David for the last two years. Alan says David is an all-round nice guy and he really enjoys his company.

"I love having David visit.
We have a cuppa and a chat
while we work on my goals."

Alan is really excited about the
future as he is working with
David on his goal to go fishing!

**"David is an
excellent
communicator
and an all-
round nice
guy."**



**ALAN'S REELING IN THE
YEARS!**

Friendships and Connections

Lucas, aged 14, joined Community Support as a customer this year and was matched by the Service Design Team to his Support Worker - Vanessa.

Lucas's mum says that Vanessa and Lucas are a perfect match and she is overwhelmed by the improvements that he has made since they began working together.

"She's my friend"

When asked about Vanessa, Lucas answered very simply and with feeling, saying that she is his friend. This is a huge achievement for Lucas and something that he is incredibly proud of, having struggled with making and maintaining good relationships.

Vanessa has been working to increase Lucas's confidence as well as his social skills. Lucas can now go up to a counter and purchase a drink for himself without the crippling fear that he used to face.

Vanessa has commenced travel training with Lucas and has taken the time to talk to his Mum about how they can make that a positive experience for him.

Each fortnight they go out for 3 hours and Lucas ALWAYS looks forward to this. They have real conversations and Vanessa genuinely cares about Lucas. Nothing is false or contrived.

She is a genuinely caring person and is skilled in the areas of working with teens with ASD and has excellent communication skills.

Vanessa understands that Lucas doesn't like to feel overwhelmed and she adjusts her own behaviour and communication skills to allow him to feel comfortable.

It is a joy when Lucas comes home at the end of his time with Vanessa as he is always smiling and has now taken

to either giving her a high five or a quick little hug. This is a big step for Lucas.

When Vanessa went away on holidays, she offered to find some alternative support for Lucas but he would not hear of it. He said he would wait for "his" worker to come back and he wished her well on her trip although he did state that he would miss her so much.

The value of Vanessa's friendship with Lucas is summed up wonderfully by Lucas' mum, "My son is truly flourishing with Vanessa. Vanessa is professional, friendly, kind, skilled, reliable and just genuinely good at her job."



Vanessa, Lucas and Evie

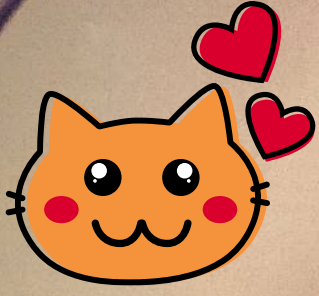
"Thank you Vanessa for showing my son what a positive friendship can look and feel like. This has been a massive step for Lucas and from the bottom of my heart, I truly thank you."

Mary and Jade

Mary loves spending time with her support worker Jade. They do the shopping together, pay bills, and more fun activities like going to the movies and out to lunch. Jade is very supportive of Mary when they are out and about, and acts as Mary's second pair of eyes.

Mary moved to Adelaide from the Far South of the State which was a huge event for her, but having someone like Jade who supported her from the beginning made the transition so much easier. Mary misses Jade as soon as she has to leave!

ANITA'S STORY



Anita, with her support worker Faith, and her cat Smokey

Hi, I am Anita from Murray Bridge. I have been paralysed for nearly 8 years and in the last year I have spent 3 months in hospital and another 3 months at home in bed due to complications. At times I get frustrated and anxious but with the help of my support workers and coordinators from Community Support, my day to day needs are met.

I really enjoy being home as I have a cat and a galah who provide me with company, along with my family, especially mum.

My goals are to be able to get back in my electric wheelchair regularly and go shopping each week and have lunch out.

I love going over to mum and dads for a visit, and tending to my pets on my own.

Thanks for hearing my story and I hope you all have a Merry Christmas and a happy 2019!



WINNERS ARE GRINNERS!



Scott is a prominent figure in the racing community and has fought hard for his independence.

Scott was a racing apprentice prodigy, recognised internationally for his impressive achievements. His career was cut short by a devastating injury in 2007.

Scott was left in a coma and for a number of years he was unable to speak. Scott was told by doctors that he would never walk again, but now almost 12 years later, through resilience and determination, Scott is walking, living independently, and is a regular fixture at the racecourse for every event and occasion. Horse Racing is his life and he thrives as a well-known member of his beloved racing community.

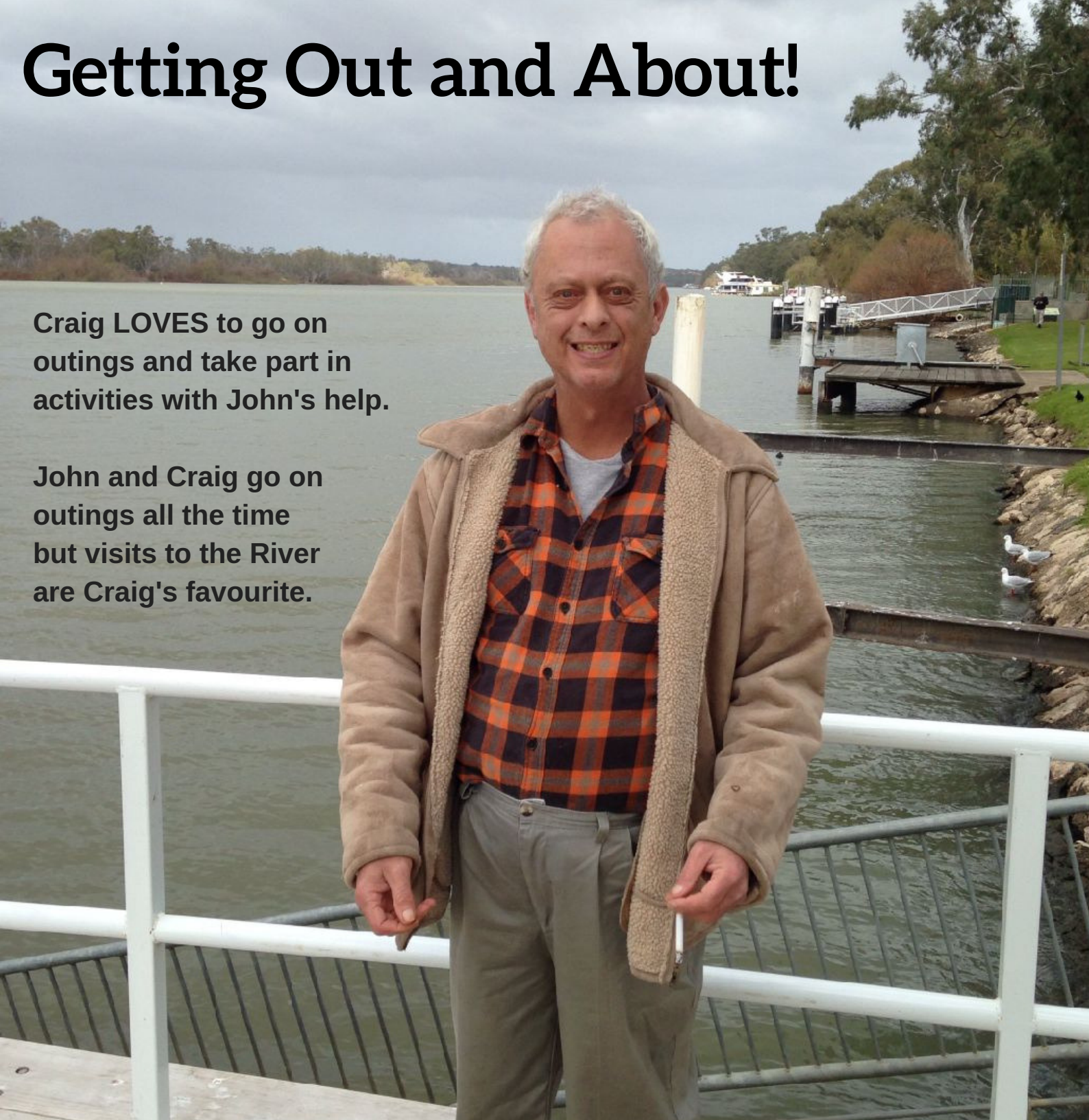
Despite everything, Scott says that the fall is the best thing that ever happened to him. It's changed how he treats others.

Scott's story is one of courage, perseverance and dogged determination.

Getting Out and About!

Craig LOVES to go on outings and take part in activities with John's help.

John and Craig go on outings all the time but visits to the River are Craig's favourite.



John supports Craig to visit his mum from time to time as he knows how much Craig misses her.

This year they made a special visit to see her for Craig's birthday.

Corporate Services Report



In the current challenging NDIS funding environment, we have continued to focus on our internal costs and efficiencies, with the entire team working together exceptionally well to achieve some excellent outcomes.

The corporate services team are the support team for the frontline services of the business.

During 17-18, we worked hard to make it easier for the front line team to access accurate and timely information.

We implemented SharePoint which enabled our Coordination Team to have access to customer information from our customer's homes. This has been really helpful in assisting customers through the transition from State based funding to NDIS and Commonwealth funded programs.

Our team have supported customers directly to help them understand the funding rules of new arrangements such as the NDIS. We understand that it's not easy to deal with funders and the team love being able to share our learnings so far, to make it easier for our customers.

Internally, we also completed several other projects during the year including the automation of some key processes which has resulted in better, faster reporting to management and the Board, enabling more robust analysis and better information for decision-making.

Implementing a key cloud based management reporting system has led to better and quicker decision-making capabilities across the organisation.

Several new projects are in the testing phase, including the automation of timesheets and other tools to assist us to support our customers in the service planning phase.

Other projects underway that will involve our systems include new customer records management tools, new incident management and compliance software, WHS reporting and new cloud-based Human Resources and Payroll software being sourced and implemented to make it easier for our staff to do their jobs and continuously improve our service to our customers.

Our HR team successfully inducted 86 new staff during the year, which reflects our increased activity and also our focus on recruiting quality staff. New workforce strategies will be one of our key focuses over the coming year as part of our focus on sustainability and improving our connections with our customers and staff.

Financial sustainability was a large focus in 2017 - 18 as we improved our operating effectiveness to ensure that we remain viable under the new funding models.

Moving from a deficit to a surplus was a key strategy to ensure the future for our customers and support workers is secure.

We have achieved our financial goals and will use our operating surplus to provide greater support for our customers to navigate the NDIS processes and also to invest in improving the customer experience for both our customers and our support workers.

During the coming year, our team will be working on further improvements to our back-office systems and processes to support our frontline team to deliver outstanding service to our customers.

Mark Elliott
General Manager Corporate Services

Financial Summary



During 2017 - 18, we continued to see the positive impact on our financial results from our previous year's efforts to improve our cost base and our operating efficiency.

We are continuing our efforts to streamline our operations to ensure our financial improvements continue in future years.

In the 2017 - 18 Financial Year, we achieved an operating profit of \$ 134 K, a turnaround of \$ 210 k or 276% on the previous year.

The improvements have resulted from stricter cost controls, and streamlining of our back-office processes to achieve operating efficiencies.

This has resulted in a reduction of our overhead costs to just 10.6%. This reduction is in line with the NDIA expectations that organisations will reduce overheads to 9% in the short to medium term to enable them to operate at the NDIS benchmark price.

With our expenditure on employee costs at 95.4% of total expenditure, we remain the highest proportional investor in staffing the South Australian disability sector.

This puts us at the forefront of consumer expectations of seeing their funding spent on staffing rather than corporate expenditure.

We are proud to lead the sector in our investment in our customer's workforce.

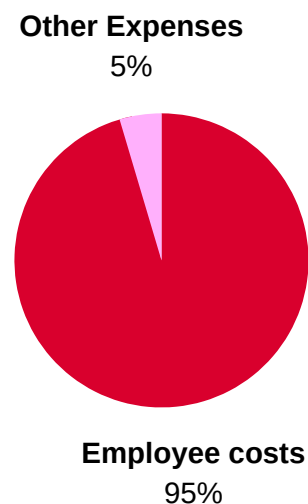
During the year, our revenue has grown by \$ 1.3 M or 10.6% as we continue to meet the demands of the NDIS.

Our cash position improved by \$ 243 k (15%) as a result of improved profitability with our cash balance closing at \$ 1.8 m.

Our focus for 2018 - 19 is to invest in our systems to further improve efficiencies and offer an enhanced experience to our customers and support workers, making information easily accessible.

The next 12 months will see Community Support invest in our future.

Expenditure breakdown



Statement of Profit or Loss and Other Comprehensive Income		
For the Year Ended 30 June 2018	2018 \$	2017 \$
OPERATING REVENUE		
Service Income	14,310,646	12,928,936
Finance Income	23,215	26,478
TOTAL REVENUE	14,333,861	12,955,414
OPERATING EXPENSES		
Employee benefits expense	(13,549,941)	(12,378,027)
Other expenses	(649,901)	(653,269)
TOTAL COMPREHENSIVE PROFIT (LOSS) FOR THE YEAR	134,019	(75,882)

Statement of Financial Position Extract		
As At 30 June 2018	2018 \$	2017 \$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	1,852,729	1,609,453
Trade and other receivables	987,613	973,401
TOTAL CURRENT ASSETS	2,840,342	2,582,854
NON-CURRENT ASSETS		
Property, plant and equipment	227,028	243,108
TOTAL NON-CURRENT ASSETS	227,028	243,108
TOTAL ASSETS	3,067,370	2,825,962
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	694,844	799,541
Employee benefits	440,976	247,316
TOTAL CURRENT LIABILITIES	1,135,820	1,026,857
NON-CURRENT LIABILITIES		
Employee benefits	763,005	764,579
TOTAL NON-CURRENT LIABILITIES	763,005	764,579
TOTAL LIABILITIES	1,898,825	1,791,436
NET ASSETS	1,168,545	1,034,526
EQUITY		
Retained earnings	1,168,545	1,034,526
TOTAL EQUITY	1,168,545	1,034,526



**Thank you to all of our supporters, staff,
volunteers and customers for another
amazing year.**



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