

Annual Report 2019/2020

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Community Support Inc



Your Life. Your Way.



About Community Support Inc

Community Support Inc deliver one-to-one in-home and community-based support across South Australia. Every day, we provide personalised, tailored support services to almost 900 people living with disability, mental illness, complex health conditions, recovery support needs, and those with home care packages.

We have been delivering services to South Australians of all ages since 1991 and our team work hard to make sure that our clients receive the support they want, at the place and time that suits them. Our purpose is to deliver great care and support that enable our client's to 'live their life, their way'.

We customise the right package of services to meet client needs, we connect individuals to support from people that are best matched to their needs and we and work hard to ensure that we provide a great client experience every time.

Organisation Overview

- a. **Vision** – Our vision is to be the preferred provider of choice for disability and aged care home care services in SA
- b. **Purpose** – To provide personalised and professional services so that clients can 'live their life, their way'.
- c. **Our 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

Community Support delivers tailored services with the right staff for its clients and their specific needs. We provide a professional co-ordination of services and supports for individuals who have a disability, mental health, or aged care related need.



Message from the Chair – Anthea Le Cornu

I am pleased to present the 2019/20 Annual Report for Community Support Inc, highlighting a positive year with significant growth for the organisation.

Community Support has evolved over the last 12 months with a new leadership team, new staff and a focus on transforming our service delivery functions to help achieve a seamless provision of services for our clients.

The last 12 months have not been without challenges. COVID-19 has certainly brought with it changes, disruption and innovation to help providers improve their approaches to care at home. Community Support responded immediately and ensured staff were re-trained in infection prevention control, droplet transmission and the correct use of Personal Protective Equipment (PPE). The organisation did not have any client or staff cases of COVID-19 and we were extremely fortunate to provide ongoing information and communication to our teams and clients.

Community Support continues to be in a strong position to grow and reshape our services to help the organisation remain financially sustainable for the long term.

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

1. personalised support and services – matching staff to clients' needs as best as possible with an overlay of strong clinical governance
2. an engaged and satisfied workforce – ongoing training and development to improve skills and knowledge
3. business services and systems support sustainability, effectiveness and efficiency via the introduction of a new end to end client management system
4. growing our presence and services for 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.

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 internal systems and processes which we will continue to improve every year.

Anthea Le Cornu
Chair



Board Members



Anthea Le Cornu - Chair

Anthea is an aged care specialist with 34 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.

She began her career as a personal support worker for 12 years, which cemented her commitment to working with elderly people with physical disabilities and mental health challenges. 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, has 8 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 Australian Health Practitioner Regulation Agency and is a graduate member of the Australian Institute of Company Directors.



Sally Wheldrake - Deputy Chair

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.



Iain Woollaston - Director

Iain has 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 undertakings. 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.



Diana Newcombe - Director

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 Jummun -Director

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 Master's degree in Business Administration from the University of South Australia, a Bachelor of Architecture degree and a Diploma in Project Management.



Sarah Taylor -Director

Sarah is the Senior Finance Business Partner for Portfolios with Flinders University. Sarah has worked in Finance and Finance centric roles for over 16 years, with experience across State and Local Government, Higher Education and the Private sector.

Sarah's passion for Health Care and Disability services stemmed from her role as the Manager Business Management Services with SALHN, where she held responsibility for business support and finances across Flinders Hospital, GP Plus centres, the Repat, Noarlunga Hospital, Mental Health and Primary Health areas. This is where she first began to work with others to look at improving the interconnectivity between Primary and Acute care settings and the supports offered to people to navigate health settings from intermediary to acute care.

Since leaving SALHN Sarah has worked as the Manager Financial Services for the Faculty Medicine Nursing and Health Sciences (Flinders University), Finance Manager Unley Council and now holds the role of Senior Finance Business Partner for the Vice Chancellor, Deputy Vice Chancellors and Vice-Presidents at Flinders University.

Sarah is highly skilled in Budgeting, Business Partnering, Change Integration and Management, Financial Management and Reporting, Strategic Planning, Analytics and Procurement. She has led a diverse range of teams with responsibilities for Payroll, Human Resources, Financial Management and Business Management. Sarah is Certified Practicing Accountant (CPA) and holds a double degree in Commerce and Business Management.



Simon Drew -Director

Simon comes to the Board with a wealth of experience in health and aged care. Simon is the General Manager at Allity Residential Aged Care Walkerville. Simon has 13 years' experience working in Health, Aged Care organisations across SA and NT, both as a clinician, manager and member of executive.

Prior to working at Allity Simon was the ACFI Manager at Southern Cross Care and prior to that, the General Manager Operations at W&L Aged Care Services. Simon has qualifications in Science, Physiotherapy and a Master of Business Administration.



Our Commitment to our clients

Providing highly personalised and quality professional services

A focus of our service delivery is to ensure that we adopt a person-centred approach in the design and delivery of supports. Individual choice and control is the key to quality services and outcomes.

Working with partners to ensure successful outcomes

Community Support works in partnership with the people we support, their families, our staff and other service providers to develop a range of networks to ensure people can enjoy the lifestyle of their choice.

A vibrant, progressive and responsible organisation

Community Support is a dynamic organisation that seeks to continually improve based on feedback from our clients. Our focus is on governance and improving our systems, policies and procedures to ensure that we continually develop as a great organisation with great staff delivering great services.

Message from the Chief Executive Officer

Dr Angela Littleford



It has been a privilege to lead Community Support over the last 14 months and I am proud of what we have achieved as a team during this time. It has been a challenging year with the coronavirus pandemic thrust upon the world, but we were prepared and I am proud of the team for mobilising into action to ensure our clients were safe and had the ongoing support they required.

We introduced Telehealth and zoom therapy options and undertook extensive check ins and communications with both clients and staff and sourced all appropriate PPE and other resources required to deliver safe care.

We passed our NDIS Accreditation and established the Restrictive Practice Review Panel. We implemented changes to our service delivery model and are focused on ensuring we work with clients to achieve their goals. We reviewed and updated our Operational and Strategic Risk Registers.

We refreshed our brand and promoted our services and offerings more widely than in the past. We also launched our My Aged Care Home Care Packages and rolled out our new Quality and Safeguarding Framework to all staff. We established and grew our Support Coordination Services and launched our mental health Recovery Coaches service.

My Leadership team is made up of experienced professionals who have worked across corporate, government, aged care and disability sectors. We have evolved as a team and have recruited some excellent staff across all levels of the organisation. 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 provide innovative solutions.

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'** .



Year in Review – 2020

Employees – 520



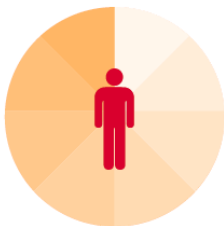
Covered regional and metropolitan areas across the state



Hours of Service delivered – 280,000 hrs



Clients supported – 900



Kms travelled – 385,000



Most Requested Services

Self-Care – 45.4%



Social Support - 40.3%



Independent Living – 5.9%



Supported clients 2 - 85yrs



Staff Training Hours - 4726



NDIS

Community Support Inc was pleased to be able to provide increased supports and services to clients and their families across 2019-20, through the National Disability Insurance Scheme (NDIS).

We are known in the sector for the skilled management of clients with 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.

Community Support 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 the organisation to grow and support around 900 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 2021.



My Aged Care Home Care Packages

In May this year, Community Support launched its Home Care Packages. We have onboarded a few clients for this service offering and will continue to promote our offering across the home care sector and to prospective clients. Whilst it is early days, we are confident that our experience in home care services will be requested more broadly by this client group.



Client Stories

Matt

Matt has been receiving NDIS funded in-home and in the community services from Community Support Inc for the last 5 years. His main Support Worker is Nick, who encourages Matt to reach his goals and be the best he can be. They have a great relationship and there is a trusting bond between the two.

Before Matt chose Community Support, he never went out much, he was isolated and tended to stay at home all the time. The Social Support service that Matt accesses, provides him with the opportunity to get out into the community and talk to people. His dedicated Client Services Co-ordinator, Sarah, ensures that he receives everything he needs to be as independent as possible.

Our Support Worker, Nick takes Matt to the gym, swimming, and shopping. He also helps Matt to choose ingredients and prepare his meals at home. "My favourite things to cook are chicken patties and creamy pasta salad," said Matt. I chose Community Support because I like the staff. The rostering team are fantastic and they always do what I ask. We always have a joke and they are really helpful. Nick is a fantastic Support Worker and is always cheerful. We joke around and have so much fun. I'm really lucky to have Nick support me."

Community Support worked with the client to put in place the goals and objectives he had to help him live his life his way. Finding the right Support Worker to match the client's needs is something we aim to do as best as we can. It is rewarding to see the support have a wonderful outcome for the clients like Matt, so they can be as independent as possible. "I love coming into the head office. Everyone is so nice and friendly. You make me feel very welcome every time. CSI is great. I have told everyone", said Matt.



Caleb

When Caleb was about to embark on his Vocational Education Training course (VET), his mum Emma was concerned as to how this would occur. It was already difficult for young people with a disability to get work. He needed to get transport to and from the course and required help whilst there. After approaching Community Support, we were able to match Leonard with Caleb.

Leonard has been extremely helpful and a great match with Caleb. He works closely with the family and ensures that communication is the key to ensuring the support needed actually occurs. "Leonard is funny, caring and nice and helps me if I'm struggling at the course," said Caleb. The two work well together and Leonard ensures that the transport support he provides is safe and gets our client to his course on time. He also helps Caleb with reading and writing tasks if required. "We wouldn't have been able to do this if we didn't have the support of Community Support," said Emma.

Community Support worked with the client to put in place the goals and objectives he had to help him live his life his way. Finding the right Support Worker to match the client's needs is something we aim to do as best as we can. We are pleased to see the support we can provide make a difference to the lives of young people like Caleb.



Contact Details



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