



Annual Report 2021 / 2022

Your Life. Your Way.



**Community
Support
Inc.**

About Community Support

Community Support delivers home care and in community services across South Australia. Every day, we provide personalised, tailored support services to around 500 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 clients to 'live their life, their way'.

We are passionate about customising the right services to meet client needs and connect individuals to our Support Workers that are best suited to their requirements. We work hard to ensure that we provide a great client experience every time.

Organisation Overview

- a. Vision** – Our vision is to be a 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** –
 - Care – At the heart of everything we do is care for our clients
 - 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 staff most suited to our clients and their specific needs. We provide a professional co-ordination of services and supports for individuals who have a disability or those who require aged care services at home.



Message from the Chair – Anthea Le Cornu

I am pleased to present the 2021/22 Annual Report for Community Support Inc, without doubt a significant year of challenges for the organisation however, also a year that includes vast improvements both operationally and structurally.

Community Support has undergone much change over the last 12 months with a new leadership team, a refreshed operational team and a major focus on transforming our organisation to help streamline and significantly improve our services to the people who trust us to deliver them.

The implementation of a new leadership team and support network led to forensic reviews of our systems and processes. These reviews identified some fundamental issues which impacted our service delivery and the organisation's ability to improve and grow. Subsequently we have as an organisation paused, reflected and learnt from this experience and focused our concentration on improving these systems and processes and building internal capacity.

Over the past year we have particularly made headway in delivering on most of our strategic priorities:

- 1 Connection** – building relationships with our clients and their families and expanding our contacts with other providers and organisations
- 2 Care** – personalised support for all clients by matching staff to their needs as best as possible and ensuring we kept them safe
- 3 Growth** – a considered approach to growth by first ensuring we have the resources in place to be able to take on new clients
- 4 Agility** – an engaged workforce by providing ongoing training and development to improve skills and knowledge

Most importantly we strengthened our resolve to ensure that everything we do is for our clients and with our clients. To that end we have embarked on our first Co-Design Project closely looking at our Home Care and NDIS services through our clients' eyes, by engaging clients and staff in regular and ongoing review of our processes and our clients' experience.

The Board and Executive team thank our wonderful staff for continuing to deliver a professional level of service for our clients across the state and for helping to make a positive impact on the lives of the people we support every day.

I also thank the Community Support Board members for their focus on continued governance and leadership support to the Executive team. The Board is looking forward to supporting our new and truly professional leadership and operational teams that are focused on our clients and are working hard to deliver quality services which we will continue to review and improve.

Anthea Le Cornu
Chair



Board Members



Anthea Le Cornu – Chair

Anthea is an aged care specialist with over 35 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 Research Partner, Engagement Director at Flinders University responsible for developing and managing engagement with the University's key external research partners and related stakeholders, contributing to achieving the strategic goals of the University as described in the Towards 2025 Strategic Plan.

Sally has worked at Flinders University since August 2012, most recently from June 2020 until December 2021 as the Director, Research Development and Support responsible for leading, managing and enhancing the delivery of research development and support services for the research community.

Sally previously held the role of 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. Key achievements during this time included:

- Leading the implementation of Inspire – Australia's first digital doctorate technology solution for higher degree research students and their supervisors. The platform enables the student lifecycle, from candidature management to thesis and examination, to be accessed electronically.
- Working closely with the Research Development and Support team at the university, leading a significant program of projects to transform research administration and ethics applications, and increase the discoverability of Flinders researchers and their research.

She has worked in the Information Technology Industry in South Australia, with roles in both the private and government sectors. 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.



Diana Newcombe – Director

Diana has over 20 years of diverse legal and management experience in Australia and the UK. She is currently the General Counsel for Workskil Australia.

Prior to this role, Diana was the Manager, Legal Practice at the Legal Services Commission of South Australia with oversight of legal aid representation. Her previous roles include National Director, Legal Services and State Manager, South Australia for the Australian Health Practitioner Regulation Agency and work as a Partner at the UK based Law Firm, Eversheds Sutherland LL.

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 Director of College Services for Business, Government and Law with Flinders University. Sarah has worked in Finance and Finance centric roles for over 17 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 and managed expenditure budgets ranging from \$40m to \$800m.

Sarah is extremely passionate about the health sector and CSI's vision to support people living with a disability to live life the way that they choose. 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 and 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 are 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 supports 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

Sue Krake

I am both honoured and excited to have joined Community Support in the role of the Chief Executive Officer during 2022 and feel very privileged to be given the opportunity to lead CSI into the future.

Over the past 12 months, although we have still experienced some challenges with the COVID pandemic, we have also experienced some wonderful interactions and positive outcomes for many of our clients, largely attributed to the wonderful commitment and hard work from the CSI team. Our support workers are committed to providing great care and support to each of our clients to enable them all to 'live their life their way'.

Over the past few months, we have built a committed corporate team to support and lead our support workers, ensuring that they are well trained and appropriately skilled to undertake their role. We have also reviewed our processes and systems to ensure that they align with the requirements of both the NDIS and Aged Care standards, which will enable us to set clear goals and direction for our staff.

Not unlike other organisations across the sector, recruitment can be a little challenging particularly when we are looking for high calibre staff to ensure our care is optimal. For this reason, we are exploring some exciting initiatives involving schools and universities to encourage people to consider Community Care as a potential career path for them, along with an incentive program for current staff who might refer a suitably qualified and successful friend.

In January 2022 Community Support achieved full accreditation status in our NDIS governance and we continue to work hard to ensure that our Quality and Safeguarding practises not only meet compliance requirements, but in many cases exceed them. Feedback and engagement from clients and staff is crucial to the success of CSI and will certainly be an ongoing focus for the organisation throughout 2023.

As mentioned, the 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. The organisation has many great opportunities to look forward to in the coming year and I am confident that we will achieve this as a cohesive and supportive team. We want to attract the best staff to our organisation so we can continue to deliver exceptional client services and provide innovative solutions.

I look forward to working closely over the coming year with our clients and families and service partners and staff, to ensure we continue to provide excellent services to our customers to help them 'live their life, their way'.



Sue Krake
Chief Executive Officer

Year in Review – 2021–2022



Employees – 312



Supported clients 2yrs – 85yrs



Covered regional and metropolitan areas across the state



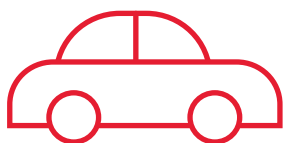
Staff training hours – 3,865



Hours of service delivered – 216,350 hrs



Clients supported – 483



Kms travelled – 223,512

Most Requested Services



1. Daily Life Assistance



2. Social Support



3. Independent Living



NDIS

Community Support Inc was pleased to be able to provide increased supports and services to clients and their families across 2021–22, 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 the supports required to assist them.

Community Support rolled out the Social, Community, Home Care and Disability Services Industry Award (SCHADS), which came into effect on 1 July 2022 for all service providers. This meant all service providers would have to pay their staff for a 2-hour minimum shift. Whilst this was challenging to implement, the organization managed to minimize the impact to clients and staff during the rollout of the changes.

My Aged Care Home Care Packages

Community Support launched its Home Care Packages in 2020. We have had an increase in enquiries for these services over the last 18 months, but due to staff shortages across the sector we have not been able to onboard as many clients as we would have liked. As we focus on our attraction strategy for staff, we are confident that we will be able to grow this service type for the organisation over the coming 12 months. Our Co-Design project with some Home Care Package clients will help inform a more streamlined client experience and better processes internally to deliver this service type.



Client Stories



Emilson

Emilson loves to play various musical instruments and sings to our staff regularly when he calls in. Last year he visited Copper House Court Aged Care Facility in Whyalla and held a mini concert for the residents, singing and playing his guitar, harmonica and other wind instruments. He also sang an original song that he composed and kept the staff and residents highly entertained during his show. Community Support provides access to community settings for Emilson. This is a wonderful example of supporting clients to live their life, their way and help them to use their many talents to bring joy to others.



Craig

Another client, Craig, receives social support, community access and transport assistance. Craig's Support Worker, John, assists Craig to get out into the community to do the things he loves, such as playing tennis and fishing. John has been working with Community Support since 1997 and has supported Craig for over 10 years. He enjoys assisting his clients to improve their well-being and life skills enabling Craig and others to achieve their personal and NDIS goals which may otherwise not have been possible.



Suzanne

Suzanne has been involved in a singing group for several years now and in that time has performed multiple concerts at various locations, as well as releasing a CD titled 'Infinity'. She attends her singing classes every week with her Support Worker, who also joins in and sings with Suzanne.

Suzanne has formed friendships within the group and continues the connections outside of singing classes enjoying outings, sharing a cup of tea after her hydrotherapy sessions, and going to her local café for lunch. She also attends art and craft groups and has been a volunteer for Neighbourhood Watch for over 10 years helping to deliver newsletters in her suburb. Suzanne even donates stationery items for children who may need them at her local schools.

Suzanne's Support Workers assist her to be able to connect and participate in the community and allow Suzanne to lead a full and happy life. She refers to them as her angels and feels very blessed to be supported by such a great team.



Our commitment is to deliver Great Support and Care

Great care that is:

- ♥ **Safe:** You feel and are safe with the support and care we deliver.
- ♥ **Professional:** The support and care we deliver is the right way, at the right time, supporting the right outcomes for you, every time.
- ♥ **Personalised:** We provided support and care that is based on your needs, goals and preferences and that you participate fully in decisions that affect you.
- ♥ **Connected:** We connect you to the support and care that you need in a smooth and integrated way.







**Community
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