







TONY NEGRI

As we reflect on the successes of this last year, we must begin this report by honouring our past and thanking all those who built the foundations that have allowed us to launch the successes of today.

Kindilan Society has a proud history. Born of the vision and the need of a few families who resolved to build what they wanted for their children with a disability to receive an education and to live a good life. The ultimate celebration of their achievements came this year when we published our history *"From Vision to Reality – The Kindilan Story, 1972 – 2012"*.

This milestone story tells of their fortitude and determination to establish, against the odds, what in 1972 was a state of the art facility at Red Hill. A facility that continues to serve the organisation well to this day, however, we must acknowledge that small children's service they built has changed immeasurably in the ensuing years.

The **'focus'** of today has spread beyond Red Hill to cover much of the Mornington Peninsula. It has become a large client focussed service offering a range of services to a diverse group of adults with a disability.

The Kindilan Story has been written to provide a record for those families who were involved, whilst enlightening the families and friends of the people who have joined the organisation more recently. We encourage everyone to read what is a wonderful story of hard work and commitment to achieve their impossible dream.

Now more than forty years on from those humble beginnings, our reflections must also look at the reality of today. On 29th March 2013, both houses of parliament passed the legislation to implement the National Disability Insurance Scheme (NDIS). On 1st July the scheme commenced in four launch sites around Australia. The NDIS is not only the reality of today, it is the future.

The NDIS is a massive overhaul of the way disability services are funded and delivered in Australia. An independent statutory agency called, the National Disability Insurance Agency (NDIA) has been established to oversee the implementation of the scheme.

"The National Disability Insurance Scheme will reorient the funding and provision of Disability Support so that participants exercise choice and control in the pursuit of their goals and in the planning and delivery of their supports" – *Choice and Risk in the NDIS, National Disability Services, Policy Paper February 2013*.

The NDIS will introduce a standard, national system to assess and then deliver funding to people with significant and permanent disabilities. Once eligibility is established; the person with a disability will get to decide how they spend their funding. The NDIS

will provide people with a disability reasonable and necessary supports to live life their way, to achieve their goals, and to enhance their social participation. All decisions made will need to balance what support is 'necessary' to address the impact of a person's disability on their participation in the community, and what is 'reasonable' taking into consideration factors such as cost effectiveness, value for money of the support, efficacy of the support and relevant community standards. The NDIS will not mean that people with a disability and/or their family can ask for and receive everything they want.

There will need to be a seismic change in the culture of all disability service providers; historic models of care will no longer be acceptable.

For **'focus'** this will require a shift across to a market paradigm, where we will be required to compete for the clients that access our services. Never in our history have we had to talk about marketing or promoting our services, but that is the reality of today. We have had to come to the realisation that a strong market presence helps attract staff, service users and their funding. We need to learn quickly how to promote our identity and demonstrate why people should choose **'focus'**, above others, as their service provider.

It is estimated that the cost of a fully operational NDIS will be in the vicinity of 22 billion per annum, in contrast to the 6.9 billion that was spent nationally in 2011/12 financial year. With funding at this magnitude we know that there will be greater competition from commercial providers – they will enter the market in numbers not seen before.

It will mean that people with a disability and their families will be faced with choice in an increasingly complex system as more service providers compete for their business.

'focus' will need to ensure that we are prepared and ready to compete in the new market. We must maintain our quality and commitment to the people receiving services, while developing the sophistication to understand and manage the cost of every aspect of the business as we become more accountable to the people with a disability and their families. With the NDIS there will be a focus on tracking client satisfaction. The funding will go with the will of the client (or their family) as the model moves from service provision to client satisfaction.

**'focus'** remains in a strong financial position and we have again managed to complete 2012/13 financial year with a surplus. Considering economic conditions and a changing operating environment for Disability Service Providers this is a major achievement. The Department Human Services grants continue to be the largest source of income, however the funding received does not recognise the cost of providing good corporate governance, compliance and quality

systems or the huge cost to install and maintain the technology that is now required. This year we have had to replace all the computer servers that had come to the end of their life span, a very expensive exercise but an essential purchase given our reliance on technology to produce the evidence required to maintain certification.

Total expenses increased due to increased staffing costs, rising utility costs and the huge cost to deliver transport.

We are fortunate to also receive a substantial amount of income from our well managed investments; and we also have some very generous benefactors. Their donations allow us to add value to the services we offer by the purchase of equipment that we would otherwise not be able to have.

We were privileged again this year to receive a grant from the Marian and E. H. Flack Trust to purchase more iPads for use in the Community Support Service, and once again we express our gratitude to the William Henry & Vera Ellen Memorial Trust for their financial support of the Community Nurse Project.

The challenge in the short to medium term is to manage our cash flow with the introduction of the NDIS. For the past year our emphasis has been the analysis of operating costs, review of processes and implementing cost saving where possible without compromising service delivery to clients. This work will continue in the year ahead. Our aim is to improve overall financial performance which will allow us to support our clients well into the future.

The *Opportunity Shop* has completed another excellent financial year, raising a very inspiring \$176,265 to support the work of the organisation. Once again a fantastic result; to the staff and volunteers you constantly astound us with the results you achieve.

This year the work of the OH&S Committee has concentrated on three main areas; capitalising on the great work of the committee, the development of safe work procedures, and the development of a tool for internal near miss and injury reporting.

The OH&S Committee plays a vital role in ensuring employees are represented appropriately, the members offer valuable input into decisions and policies that promote safer work practices by using their working knowledge of specific equipment and work environments. The level of input and commitment from the members on the OH&S Committee has been very impressive, and we take this opportunity to acknowledge their great work.

Our ongoing research into Down Syndrome and Dementia is continuing. It is an undisputed fact that many people with Down Syndrome will develop dementia as they age. Six years ago **'focus'** adopted and implemented a Broad Screen Checklist to identify signs of physical and mental deterioration. Subsequently, that was enhanced through the use of video footage. We now have a comprehensive data collection of the observed changes over a number of years that will aid healthcare professionals to diagnose

dementia. Some of this research was presented at the 2012 ASID Conference in New Zealand. We congratulate the staff that have progressed this initiative.

The third and final house, in the CRU redevelopment project, has recently been completed. This project has been a mammoth financial undertaking by the Board to ensure that the clients have appropriate housing that will continue to be suitable and meet their needs as they age.

All these extra initiatives demand time and effort from staff who are already working very hard to provide the best support they can with the resources available. Their efforts are to be commended, and we congratulate them on what they have achieved.

Across the organisation, **'focus'** staff continue to demonstrate enthusiasm and professionalism everyday as they support the people they work with to achieve their goals and aspirations. We know our staff frequently deliver above our expectations. The work they do makes a positive difference in the lives of the people we support. We thank all the enthusiastic staff, and acknowledge that they make a valued contribution to the organisation.

Our Management team has once again benefited from the support and cooperation provided by our colleagues in the Bayside Peninsula Southern Division, Department of Human Services. On behalf of the whole organisation we wish to express our gratitude for your assistance.

As we move in to the next 12-months it is time once again to develop a new Strategic Plan to steer the organisation through the next phase of its history, as we again reorient the services to meet the 'Brave new World' of an NDIS. With a much more competitive environment ahead it will be vitally important that the Strategic Direction of the organisation is robust enough to allow us to face the many challenges ahead, while we continue to build on the solid foundation the original families constructed.

Finally we acknowledge the committed members of the Board who give freely of their time and their expertise to ensure that the organisation remains sustainable and relevant into the future. We thank our board for their support and their guidance in setting the direction of the organisation. We are also indebted to Andrea Heffernan, who managed the history project on behalf of the board. Andrea put in many hours to ensure we met the publication deadlines.

To this day, the vision of the original founders, to provide a range of quality services to those members of our community who have a disability, continues to inspire us to be the best we can be; we remain committed to guiding **'focus'** toward achieving its goals and upholding our Vision for every client to be able to say they are *living the life they want*.

TONY NEGRI  
Chairman

GAIL FOSTER  
Chief Executive Officer



NICOLE WILLIAMS

As I sit to write this report, I am so surprised that yet another year has gone by. There have been some wonderful outcomes for many of the people that we support; from seeing live shows to overnight stays in the city, from weekends away to holidays in QLD. There have also been a number of significant changes to all community service organisations in the disability sector.

From institutions to deinstitutionalisation, from charity and sympathy to respecting the human rights of people with a disability, from the Board of Directors, Management Team, Coordinators, Team Leaders and the staff on the floor, government legislation such as the *IDPS Act 1986*, the *Disability Act 2006*, these are but a few of the key changes that have affected the disability sector over the years, and now we are moving into the National Disability Insurance Scheme (NDIS). Change in the Disability Sector is everywhere and **'focus'** is not immune to all this change.

To ensure that we remain a viable business **'focus'** must make strategic decisions regarding our staffing model. As we constantly reassess our activities to ensure that we are providing a responsive service that continues to create positive outcomes for the people we support, we are, at times called on to make tough decisions. Part of these decisions is around workforce planning, we need to think strategically and match the staff member's qualifications and skill sets with the clients across the organisation. We need to give the staff opportunities to develop their skills and to create a career path for themselves. To achieve this we often need to move people around the organisation. The days of a staff member living or working in a 'cottage' for many years are well and truly behind us, the workforce is transient these days, and we have to work hard and continue to create new opportunities to keep people committed to the organisation.

**'focus'** Residential Services have faced a number of these changes over the last ten years. I am proud to announce that this year **'focus'** was finally able to move the last four houses that were funded under the 21-hour "cottage parent" model of service to the more contemporary 8-hour award. For the first time

in many years all of our staff are now paid under the same award. With these changes we have been able to provide staff with a number of new opportunities. It has also allowed for the employment of team leaders in these houses which have never happened before.

This is an exciting time at **'focus'**, and the staff that have had the opportunity to move to a different service have been extremely satisfied with the opportunities provided.

Over the last few years **'focus'** has also undertaken major relocations for three houses. Mt Eliza is now known as Balcombe, McCrae as Seaview and the latest move from Maysbury to Rymer Ave has been completed. Throughout the year we have also had the opportunity to complete reconfigurations in several of our houses and people have moved to another house that was able to meet their needs in a different way. This has proven to be extremely successful for the people involved.

The Community Support Services (CSS) continues to build relationships and partnerships with our local community. During the past year the CSS has been involved in 'sausage sizzles' at Bunning's Mornington and Frankston. An amazing \$11,495.85 has been raised this year with another two events scheduled prior to the end of November. Garden equipment, iPads and equipment for the men's group are some of the items that have been purchased with this money. This activity is not only a great fundraising event it provides an opportunity for people to develop a range of skills from cooking and money handling, to interacting directly with the public.

Last year the CSS team won the People's Choice Award in the Hinterland Scarecrow Festival. This year's theme, based on the story of Charlotte's Web, was spectacular and featured in the local papers.

Some of the programs that clients at CSS are currently enjoying are:

- Scott McPherson's Music program. Scott is a trained music therapist who works with all groups at the CSS.
- Salvation Army Music Program in Hastings which

all participants just love.

- Certificate 1 in work education. All participants are graduating in November

● Cirque Surroues: (Means circus on wheels) There are 12 participants involved in this program. As part of the "Internationally Day of Disability" on the 3rd Dec our participants will be performing at Federation Square to showcase their talents.

- CSS have purchased Plots in the Mornington Community Garden and Joy of Earth Community Garden in Frankston

- There are also a group of people that will be performing at Somerville's Carols by Candlelight on the 14th December.

There are a number of challenges that are facing workers across the disability sector. Over the last 20 years, the roles of the workers have changed from "doing it FOR people", to "doing it WITH people" to now "SUPPORTING PEOPLE TO DO IT" no matter what their abilities are. This is a significant shift in the way we support people, but one that was long over due. It has not been an easy transition for some staff to make and we know that many families have also struggled with the concept however, it is fundamental to creating a community in which people have real choice about how they live their life. Each and every day the staff are supporting people to reach their goals and pursue their dreams.

The Outreach Art Program held their Annual Art Exhibition at the Wine Rye Lounge in May showcasing a variety of art work created by the people who attend the program. Some outreach clients have also participated in the YMCA camps at Mt Evelyn, Howman's Gap Falls Creek and Anglesea.

We have celebrated some significant birthdays throughout the year...

Sadly we have also lost a number of family members and one of our residents who passed away in hospital earlier this year. On behalf of all at **'focus'** we say farewell, Nerilee; you will always be in the hearts of those who knew you.

We also take this opportunity to acknowledge the 20-years of wonderful service achieved by Judy Blucher earlier this year. Judy has been a truly committed staff member throughout her long tenure with the organisation. At the completion of her 20-years Judy decided to retire to spend more time with her family. We wish her well for a long and contented

retirement.

I cannot finish my report without acknowledging and saying a big thank you to all the people that have donated goods, equipment and time to our service over the last year.

- Bunning's Mornington have donated all materials and assisted in the construction on the raised vegetable gardens at Red Hill.

- Masters donated the material and erected a Bunny hutch. CSS Dromana now has two new additions to their group Houdini and Casper.

- The New Peninsula Centre at Craigie Road, Mt Martha for their generous support during the Annual Production.

- The Mornington Peninsula Aviculture Society (MPAS) assisted us in transforming the Red Hill Aviary. MPAS members not only donated their time to refit and restore the aviary, but donated perches, new breeding boxes, feeders and an array of beautiful birds. MPAS continue to provide us with regular educational advice and support on keeping birds and caring for them. Our aviary is now such a wonderful space for everyone to enjoy.

Lastly but most importantly, I say a big thankyou to the staff that are supporting our clients to strive towards saying "*I am living the life I want*". Without your tireless work we would not be able to provide positive services to the people that we are supporting.

NICOLE WILLIAMS  
Manager Client Support

