

NOTABLE ACHIEVEMENTS

The following notable achievements have been selected from the year's operational activities. They are not meant to be a comprehensive description of the entire activities, nor are they listed in any particular order of priority or importance.

GENERAL

Opportunity Shop Contribution: Through the hard work of the volunteers in the Opportunity Shop, we have once again received an exceptional contribution of \$176,740.

Audit Process: The audit process against the Victorian Disability Standards was successfully completed in February. Congratulations to all the staff who worked incredibly hard to ensure this achievement.

Additional Service Location: The Community Support Service opened a service in Frankston to take people back to their local community. This has been a remarkable success.

Conference Presentation: Once again, this year, we have been success in having our work accepted for presentation at major conferences. The following papers have been accepted for presentation: "Dementia diagnosis and accessing aged care services for people with Down Syndrome." A Siphorpe, B Adams. "Circles of Support – A training package to unite families and staff to provide Personal Outcomes. C Quinlan; and "A Success Story – From Institution to Supported Accommodation" D Ray, D Hope.

International Guest: We hosted Ms Darcy Elks MA, from the United States to conduct a staff development workshop titled; "Supported Decision Making". The workshop was offered to all other disability services in the Southern Metropolitan Region.

Website Upgrade: The website has had a total overhaul and upgrade to modernise and provide a website which will render well on a wide variety of screen sizes to support public viewing on desktops, tablet devices and smart phones. The information in a readily accessible format, is easy to navigate and use and the content able to be maintained in house.

Residential Development: The second of three houses to be redeveloped has now been completed and land purchased for the third. This represents a sizable investment by the Board of Directors to ensure facilities remain appropriate for the age of the residents.

Changes to the Model of Service: Recurrent funding has been secured to change the last remaining "Cottage Parent" model houses over to the more modern 8-hour model of service. All staff are now working under the same pay structure.

Bush Fire Preparedness: An External Water Supply System has been fitted to the E.A. Negri Hall to provide a Safe Haven, should a Bush Fire threaten the Red Hill site.

Occupational Therapy Students: Two fourth year Occupational Therapy students from Monash University worked with us to develop a resource DVD titled 'From School to 'focus'. This DVD provides valuable information about leaving school and commencing a day placement and will be distributed through the local schools, to people considering and adult placement at 'focus'.

ACTIVITIES

Birthday Celebrations: One person enjoyed a helicopter ride and a cruise on the bay to celebrate a significant birthday this year.

Outreach Service: Held a very successful Art Exhibition earlier this year, where several people sold their Art Work. Congratulations to our accomplished artists.

Moving On: We facilitated a young lady moving back into her own Jewish culture at the request of her family.

Additional Funding: Outreach have been successful in applying for funds through new funding streams, to increase support as people age.

Camping Holidays: Are being planned after a successful submission to buy camping equipment.

Staff Development: The Community Support Service facilitated a whole week of Staff development and Team Building. It was a very positive exercise that has improved staff knowledge, morale and motivation.

Bondi Ave: A new resident has moved in to Bondi Ave, this house is now at capacity.



FINANCIALS



ANNUAL REPORT 2010 - 2011

Directors
Tony Negri OAM (Chairman)
Peter Fischer
Sally Harrop
Andrea Heffernan
Alan Steart
David Wansbrough
Paul Williams

Management Team
Gail Foster
Chief Executive Officer
Nicole Williams
Manager Client Support
Peter Brookhouse
Consultant – Corporate Services
Lisa Owen
Coordinator Community Support
Suzanne Fary
Sally Gibbins
Lauren Carew
Coordinator – Residential
Brenda Underwood
Coordinator – Outreach
Ann Parry
Coordinator - Learning and Development
Deanne Ray
Coordinator - Behavioural Support
Annette Siphorpe
Coordinator – Quality
Cassandra Quinlan
Family Liaison Worker
Bernadette Adams
Community Nurse
Lynn Price
Administration Manager

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Current Assets	
Cash Assets	2,892,754
Receivables	194,666
Other	562,111
Total Current Assets	3,649,531
Non-Current Assets	
Other Financial Assets & Investment Property	3,685,733
Property, Equipment and Vehicles	11,277,962
Total Non-Current Assets	14,963,695
Total Assets	18,613,226
Current Liabilities	
Payables	116,104
GST liabilities	109,279
Provisions	525,630
Other	390,442
Total Current Liabilities	1,141,455
Non-Current Liabilities	
Provisions	407,010
Total Non-Current Liabilities	407,010
Total Liabilities	1,548,465
Net Assets	17,064,761
Equity	
Balance Brought Forward	16,095,731
Total Changes in Equity	969,030
Total Equity	17,064,761
Income	
Fees	1,730,664
DHS Recurrent Grants	11,265,933
Other Grants	67,011
Fund Raising & Donations	532,393
Investment Income	480,397
Consultancy Income	12,000
Other Income	89,652
Total Income	14,178,050
Expenses	
Salaries and Staff Related Costs	10,674,263
Client Services/Activities	813,929
Occupancy Costs	763,615
Depreciation	266,259
Provisions	87,921
Other Expenses	483,491
Total Expenses	13,089,478
Net Profit	1,088,572



TONY NEGRI

"It is not the strongest of the species that survives, nor the most intelligent. It is the one that is the most responsive to change."

Charles Darwin

When Charles Darwin uttered these words nearly 150 years ago, it was doubtful he was talking about Disability Services in Australia, but he may well have been.

The recent announcement of the National Disability Insurance Scheme (NDIS) will undoubtedly be the biggest reinvention of Disability Services in our lifetime. While the changes to legislation in recent years; and the introduction of the Disability Standards, has altered the way we have delivered services, the impact they have had on Kindilan Society will be minimal in comparison to the full scale introduction of the NDIS.

The 'Every Australian Counts' campaign across Australia; has been driven by people with a disability, their families and service providers, demanding the introduction of the NDIS, as recommended in the 2011 Productivity Commission report titled: ***"Disability Care and Support"***.

In this report the Productivity Commission determined that:

"The current disability support system is underfunded, unfair, fragmented, and inefficient, and gives people with a disability little choice and no certainty of access to appropriate supports. The stresses on the system are growing, with rising costs for all governments".

With current demand for services growing at between 5-7% per annum, the system is going to continue to deteriorate. It is already beyond the capacity of State Governments – they all have massive waiting lists for services. The NDIS is seen as a way to address these ongoing issues.

The NDIS is a Social Insurance Scheme that will cover the costs of long-term, high quality, care and support for approximately 4,100,000 people who have a permanent disability that significantly affects their communication, mobility, self-care and self-management.

It will be administered using an insurance approach to manage the lifetime costs of care and support in a financially sustainable way, and will share the cost of disability services and supports across the community. 'Reasonable and Necessary Support' is the term used by the Productivity Commission to describe what support people could expect from an NDIS. A clear statement of what reasonable and necessary support means is under development, so that the community can understand what to expect from an NDIS and to ensure that decisions made by the funding agency are equitable, transparent and rigorous.

There will be a considerable paradigm shift for all Disability Service Providers under an NDIS, there will be no regular government funding, as we have come to rely on, we are moving toward an Insurance Funded Scheme where the funding authority will operate on insurance/pooled fund, commercial principles and practices. It will create a very different way of operating for all disability services, including ***'focus'***.

The NDIS will change the way services are supplied, it will no longer be a service-led model, but one in which people with a disability and their families will make all the decisions. In a climate where individualised funding empowers people to make choices, for the first time, we are going to have to compete for clients.

'focus' will be challenged with redefining our service models and redesigning jobs to respond to this new environment. It will be the market forces that dictate what we do and how we do it. If we do not provide what people are looking for we will not survive.

There is little doubt we will have to be far more corporate in our thinking, as we move from the charitable sector to an insurance funded sector.

There will be mergers and acquisitions along the way as some disability agencies endeavour to adjust to the competitive market.

It is anticipated that legislation to establish the scheme will be introduced into parliament before the end of this year, with the full roll out of the system nationally to be completed in the 2018-2019 financial year. An independent review is scheduled for 2020.

Throughout these changes it is imperative that we remain authentic to our vision and mission and continue to staunchly advocate for each persons right ***to live the life they want***.

While this is all in front of us, we must reflect on our successes of this last year, and there have been a number of noteworthy accomplishments, many of which would not have been possible without the work of our dedicated staff.

The major accomplishment was the achievement of Certification under the Quality Framework for Disability Services (Victoria). Skillfully lead by our Quality Coordinator, every staff member excelled throughout the audit process, there were no non-compliances noted and the report stated: "The audit of Kindilan Society (focus Individualised Support Services) identifies a commitment by management and staff to the provision of services that meets the requirements of the Standards for Disability Services in Victoria. This is supported by a well-articulated and service delivery culture that guides staff practices." This triumph serves as a wonderful acknowledgment to the staff that they are doing an outstanding job providing services to the people we support.

The Community Nurse Project continues to add significant value to the organisation. With the ageing of many of our clients their health requirements are becoming more complex and hospital admissions far more frequent. We thank the William Henry and Vera Ellen Houston Memorial Trust for their support of this ground breaking project.

It has also been another very successful year in the development of our OH&S practices and culture.

There are signs of positive actions occurring amongst staff; communication and reporting of issues continues to improve but it remains as an area to strive for progress and innovation over the next year.

From the financial perspective, the introduction of two new workplaces and an indexed wage increase over the last financial year would, in most circumstances, lead to an increase in our WorkCover insurance premium. One of the markers taken into account when WorkCover premiums are calculated is our OH&S performance comparative to other organisations. This is where the hard work put into OH&S across the organisation, is translated into a quantitative dollar amount. In 2011-12 our performance was so strong that it actually resulted in a decrease in premium, saving the organisation a substantial amount of money.

Clearly, the employment of an OH&S Manager to oversee this important area of the organisation has made a considerable contribution to the strength of that performance, and the work that has been done must be recognised.

Over the next 12-months our commitment to OH&S performance will continue, with new initiatives being developed around risk management of transport, occupational violence and bullying, and manual handling.

We have once again completed the 2010/11 financial year with a healthy surplus; however that surplus was largely achieved with income from investments and donations. The funding received from DHS was as always used in a very prudent manner but it is a challenge to cover costs relying solely on these funds. All disability services have been advised that the indexation rate for the next 3-year Funding and Service Agreement will only be 2% per annum. This is the lowest it has been for over 10-years and will mean we need to reduce our spending in all non-essential areas. Looking to the future we must continue to provide exceptional services to our clients and at the same time adapt to the economic changes.

The ongoing success of ***'focus'*** is reliant on the generosity of our supporters, we once again thank the volunteers in the Opportunity shop who deserve our lasting gratitude for their dedication to support the work of ***'focus'***; they have once again finished the year with an excellent financial result of \$176,740.

We are also grateful to our other benefactors, the individuals, community groups and businesses who understand and appreciate the work we do and ensure

that we are able to continue to support people with a disability. A special thanks must go to Lucy Nicolson who, through the year has used her enormous talent to stage two magnificent recitals to raise funds for the purchase of additional equipment in the Day Service. We must also acknowledge Maureen Crawford who put forward a successful application to the Marian and E.H. Flack Trust to purchase computers and i-pads to enhance the clients ability to communicate with their families.

After thirty-two extraordinary years, Peter Brookhouse has announced his retirement. When Peter commenced at Kindilan in 1980, it was a small struggling entity, through his dedication and hard work, he leaves behind a well regarded, financially sound organisation and a remarkable legacy. Throughout that time he has earned the respect and admiration of staff, families and colleagues alike, he leaves us with a solid platform to work from and the knowledge that few others could have accomplished what he has achieved.

In February Mr Dan Heffernan was honored with a Life Governorship in recognition of his immense and selfless contribution to the work of Kindilan Society over a great many years. Dan worked tirelessly for the Opportunity Shop, as well as in other fundraising activities, he also served on the Board of Directors for 15-years. Sadly Dan passed away in March.

We thank all our board members for their commitment and diligence. We want to acknowledge and thank our retiring board member Alan Steart, for his many years of service to Kindilan; his contribution over 25-years has been invaluable.

The management and staff of the organisation have once again benefitted from the support and cooperation provided by the staff within the Southern Metropolitan Region of the Department of Human Services and, on behalf of all at ***'focus'*** we wish to express our gratitude for their advice and assistance.

In closing, we thank our team of staff who, regardless of their role within the organisation, continue to move ***'focus'*** forward with great determination, energy and an untiring emphasis upon the people we support.

We are very optimistic for the future of ***'focus'***, we are a strong and resilient organisation that is in a solid position to take on the many challenges ahead.

Some information sourced from: Disability Care and Support – Productivity Commission Inquiry Report (Executive Summary)

'Every Australian Counts' campaign website
everyaustraliancounts.com.au

TONY NEGRI
Chairman

GAIL FOSTER
Chief Executive Officer



NICOLE WILLIAMS

It is my pleasure to present to you the 2012 Annual Report. I've always believed that change is something to embrace, while acknowledging; at times it can be quite frightening. The fear of the unknown brings uncertainty not only to the people that we support here at ***'focus'*** but to their friends and family members. However change does not mean that there is doom and gloom on the horizon, change provides excitement, new experiences and opportunities and as the Disability Sector is moving towards a National Disability Insurance Scheme (NDIS) the changes are indeed different to what we have known in the past.

The NDIS is based on a social insurance model similar to Medicare. Empowerment, control and choice is all part of what the NDIS is promoting along with a lifetime approach in providing care and support to people with significant disabilities.

All funding will be based on reasonable and necessary support needs. It will be up to the individual and their families what they chose to spend their funding on, ensuring autonomy. We will do our best to keep you all updated on the changes as they come to hand, so please ensure that you read our newsletters for the most recent information on the changes ahead.

Having said all of that there are some wonderful things being achieved at ***'focus'*** and some amazing outcomes for people across the organisation.

The Down Syndrome and Dementia Study, being undertaken by Annette Siphthorpe (Quality Coordinator) and Bernadette Adams (Community Nurse) continues to evolve. After the initial phase of identifying individuals and obtaining base line data they are now at the stage of obtaining video footage of the identified group to provide a visual record of any changes. These assessments provide evidence that in the future will enable a doctor to make a firm diagnosis. Research over many years indicates that people living with Downs Syndrome, age at a faster rate than the general population and at some time, most will present with dementia. It had become apparent that there was a need for ***'focus'*** to adopt a consistent approach to assessing and recording these changes.

The data collected to date will be presented, later this year, at the ASID Conference in Wellington NZ, in a paper titled: *"Dementia diagnosis and accessing aged care services for people with Down Syndrome."* Congratulations must go to Annette and Bernadette for their time, passion and commitment to this project, and acknowledge that the invitation to present their

findings in New Zealand is worthy recognition of this vital work.

Our Community Nurse has been working on developing a website designed to provide health related information to People with an Intellectual Disability, their families, carers and health professionals. It is also designed to provide people with the opportunity to make contact, ask questions and seek assistance. Bernadette has posted articles on the CHAP, medication management and how to support a client to the doctor. This website is www.idah.com.au Take a look, any feedback is very welcome.

Our Family Liaison Officer (Cassandra) has been working to increase the already successful "Circle of Support" program. A big thank you must go out to Holly and the Rees Family who allow us to produce a DVD on Holly's "Circle of Support" demonstrating how the support from her circle has given Holly the confidence to move forward in her life and to start ***living the Life she wants***. With the development of the DVD comes a training package that will be widely distributed throughout the Disability Sector. This package can be used as evidence to support the Recognition of Prior Learning (RPL) when studying Certificate IV in Disabilities. This has been a very exiting project with great outcomes and thanks must go to the Department Human Services for providing the funding. Cassandra will also be presenting this project at the ASID Conference in New Zealand, so congratulations are indeed required.

With Cassandra's support, three additional families have now established their own "Circle of Support". They report that they are already deriving benefit from the support the circle provides.

Last year Cassandra worked with Mark Ritchie to deliver a series of information sessions for families with adult children living at home. These sessions ran for 6-weeks with all participants finding the information provided very beneficial. The families then decided to continue meeting on a regular basis. As part of the meetings they have attended expos, had guest speakers, visited other groups and information sessions in relation to other disabilities services. This has been a great way to disseminate information and help the families understand the legislative changes and information from the organisation.

'focus' Community Support Services (CSS) has gone through some changes over the last year with the employment of a new Coordinator, Lisa Owen and a wonderful group of team leaders and support

staff. The service is definitely moving forward and some remarkable outcomes are occurring for everyone.

New opportunities include:

- Horse Riding at RDAV Balnarring
- Drumming sessions with the Cook Island Drummers
- Balloon Football
- Gardening on site and at Hummingbird Eco Retreat
- Soap Making; and, many more activities

We also have people completing Certificate 1 in work education and others exploring voluntary work in the community.

The staff have been very innovative in getting local organisations involved, they hosted a 'Biggest Morning Tea' fundraiser for the Cancer Council this was a huge success, and everything was donated by local retailers.

All the CSS sites are out and about in their local communities building and developing relationships. A huge thank you must go out to:

- Hummingbird who donated 6 raised garden beds for the Red Hill gardens.
- Bunning's Frankston and Mornington who have supported ***'focus'*** in providing equipment/supplies throughout the year. We have been able to develop several vegetable gardens across three locations. We also had a sausage sizzle at Bunning's Frankston which raised funds to purchase equipment.
- Frankston High School – "Hands on Learning Team", who have designed and built a chicken coop for our Frankston site. The next project they will be working on is the renovation of the aviary at Red Hill.
- Lucy Nicolson who staged two extremely successful luncheons that raised approx. \$5,000.00 to purchase new equipment.

We have previously reported on our program to replace some ***'focus'*** owned properties. Last year Mt Eliza was sold and the client group moved to Balcombe Dve, Mt Martha. The second house has just been completed and the McCrae people have moved to Seaview Ave, Safety Beach. I am pleased to report that land has now been purchased to complete the third and final relocation of Maysbury Ave. The house will commence in January and they will move to Safety Beach late next year.

'focus' Residential Services have been very effective in gaining some small grants to assist with the upgrading of facilities. One house established a walking track, another

purchased camping equipment and in some raised garden beds were a huge success in enhancing the lives of people in their home environments.

There have been a number of holidays with the most popular destination being Queensland; other destinations include Geelong, Phillip Island and Echuca. Some people are also opting for holidays using services such as Oz Mates and Leisure Options which have been extremely successful.

A few houses have introduced the "Biggest Loser" or similar programs to support people in taking more control over their lives and learning to understand their diet and exercise choices. Those that have been involved have had some amazing results and I absolutely take my hat off to them all. We all know how hard it is to shed those excess kilos.

In a couple of houses the introduction of social stories has improved communication for people, while others have had Communication assessments providing the information required to develop communication aids for those that require them.

Significant birthdays have occurred; and sadly we have also lost a number of family members and two of our residents who passed away in hospital. On behalf of all at ***'focus'*** we say farewell, you will always be in the hearts of those you knew.

The Outreach service has also undergone some changes, with a new Coordinator; Brenda Underwood the service has been restructured to ensure the clients are receiving a continuum of care and support. The new team is working hard to ensure the changes occur fluidly with as little disruption possible. The Outreach staff are now supporting people to participate in art classes, TAFE courses, enjoy camps and holidays, attend conferences, begin employment, enhance independent living skills and to actively participate in their local community.

The holiday house has once again enjoyed excellent occupancy rates with several new families, from all over Victoria, using the house for the first time. There have been occasions where a group of clients have used the house to enjoy a "girls weekend" away.

In closing, I can not finish without taking this opportunity to thank our wonderful staffing team at ***'focus'*** for the outstanding contribution they make day in day out. Exceptional outcomes are possible because of the support and dedication you provide and your passion to empower people to ***"live the life they want"***.

NICOLE WILLIAMS
Manager Client Support

