

ICLA

ANNUAL REPORT

2015-2016





OUR VALUES

.....
People have a right to:

be treated fairly

active participation in the community

have choices about when, what and how they want to do anything

comment on the service they receive

be able to access the service they need

expect that providers manage disability services in an acceptable level



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Acknowledgement

Independent Community Living Australia would like to acknowledge the traditional owners of the lands on which we work and pay our respects to elders past, present and future for they hold the memories, the traditions, the culture and the hopes of Aboriginal Australia.

MISSION & VISION

Independent Community Living Australia supports people with psychiatric disabilities by **providing living accommodation, support services and rehabilitation** to live a valued life in the community.

We manage a number of residential services, **providing long-term, secure and affordable accommodation** and support services for people who have psychiatric and other disabilities.

Our residential support services are funded through the NSW Department of Health and the Department of Human Services NSW (Ageing, Disability and Home Care).

Independent Community Living Australia believes that each of the people we support has the right to the **best care and support possible**, that services are delivered in a **safe and secure environment** and that management and staff are guided by the best principles of rehabilitation and recovery.

OUR MISSION

Providing the highest standard of support, services and residential accommodation to people with mental disabilities for their wellbeing, rehabilitation and recovery.

OUR VISION

Improving mental health, wellbeing, confidence and independence for the people we support together with increasing acceptance, support and tolerance from the community for people with mental health disabilities.

OUR FUNCTION

ICLA supports people with psychiatric disabilities by providing living accommodation, support services and rehabilitation to live a valued life in the community.

"I feel very fortunate in having really good support workers."

- Mark.

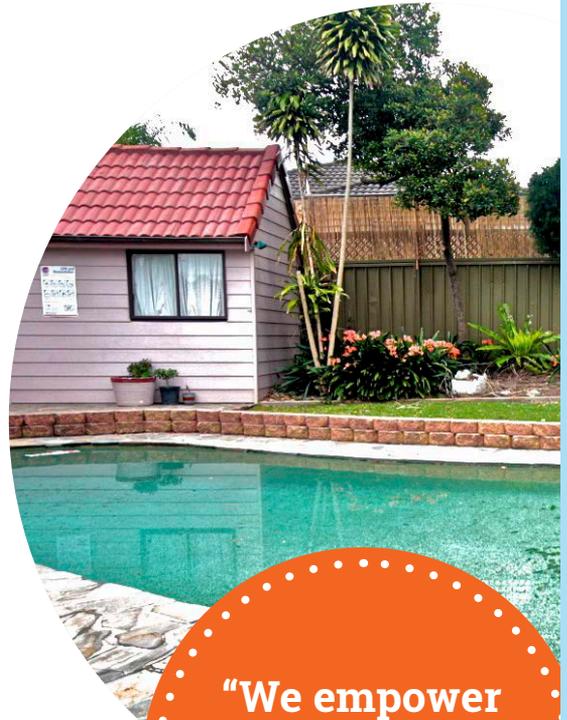


A LITTLE ABOUT US

Independent Community Living Australia is a community organisation established in 1987 and is an Australian company limited by guarantee.

We:

- Provide **long term secure and affordable** accommodation.
- Provide **specialised support services** tailored to each individual's choices and needs within flexible programs which assist each individual in their day to day living and involvement in the community.
- Promote **acceptance, interaction and participation** of individual's within their wider community.
- Assist the people we support to **reach their full potential**.
- **Empower people** to build independent happy and fulfilled lives.
- Embed **continuous quality improvement** in all we do.
- Provide our staff with **support and the opportunity for growth and development**.
- Ensure that services are provided according the **Disability Services Standards and the Mental Health Service Standards**.



“We empower people to build independent happy lives”



MESSAGE FROM THE CHAIR

“ICLA is progressing well towards a valued future for its clients.”



Dear Clients, Colleagues, Funders, Friends and Supporters,

Please may I commend this annual report to you and congratulate everyone involved.

It has been a particularly busy year for governance and leadership at ICLA. We are delighted to have secured Lynne Graham as our new CEO to lead us through to providing even better services for our clients and more engaging opportunities for our people as the industry changes unfurl. Lynne has both a CV of formidable experience and an extraordinary commitment to care and social justice. The board is confident she will lead us brilliantly in the years ahead.

ICLA has a long proud tradition of serving its clients and it is interesting to note that slightly more than half of them have been with us for more than a decade. However, it has also been vigorously embracing the higher quality, person centred service models embodied in the NDIS that inevitably bring with them some change and disruption but ultimately better outcomes.

Please can we thank all our staff and clients and our precious funders for their continuing support – without them we are nought. ADHC has been our main funder for many years but

is of course rolling into NDIS. We are currently working with our clients to prepare them for transition to the NDIS and are eagerly looking forward to what opportunities this will bring for each of them. The NSW Dept of Health, under the Partnerships for Health funding, steadily provides a grant that underpins our work with many of our clients. Our clients themselves - as they know only too well - also contribute substantially from their personal resources. Thank you all. Thank you also to our indefatigable auditors and our amazingly generous pro bono lawyers and also of course the growing network of other service providers with whom we work.

May I also briefly thank my colleagues on the Board. We are a diverse and evolving bunch. Each brings different skills, insights and considerable time commitment to our important task and does so with humour, generosity, integrity and an effective collegiate style as we work towards sensible decisions and sound oversight. Neither space nor, really, boardroom tradition permit citing individuals or particular achievements. Suffice to say I have had fabulous support since taking the Chair. Thank you.

We are confident ICLA is progressing well towards a valued future for its clients.

Nigel Harvey

MESSAGE FROM THE CEO AND CO-HEADS

We are pleased to present this Annual Report for the year 2015-2016.

How often have you been part of significant social change? We can't remember ever been part of such change, potentially the most significant social change in a generation. Yet here we find ourselves, leading, driving and negotiating the introduction of the National Disability Insurance Scheme (NDIS).

The NDIS continued to be one of our main priorities for the year as we prepared for 1 July 2016 rollout. This reform is putting people with a disability in charge of their own lives, giving them voice, choice and control over the services they receive. This change, at first glance, appears as if it should be seamless however, it will require that we change all that we do, from administrative systems, to staff practices, to the supports that we provide. We look forward with great anticipation to working with the people we support and the National Disability Insurance Agency as we transition across to this bold new way of providing supports to people who have a disability.

We continued to provide person centred supports to people living in our supported accommodation services. Our main focus was supporting individuals to achieve their goals including greater engagement with community activities, improved living skills and overall increased enjoyment of life.

We have been focused on ensuring that the services we provide meet the National Disability Service Standards and Mental Health Services Standards and we anticipate achieving accreditation under the Mental Health Standards and renewing our Third Party Accreditation in 2017.

Our staff turnover during the year was minimal compared to previous years which contributed to the consistency of services provided to the people we support. We continue to be grateful for our staff for their dedication to their work and the supports they provide so that individuals can meet their goals. Also a special thank you is extended to our kind volunteers for their generous support throughout the year.

We wish to thank all the cooperation received from our many external agencies, hospitals, medical providers, community service providers, case workers and government bodies and recognise the important role they play in ensuring that Independent Community Living Australia provides the best possible support services to the people we support.

A final thank you to the people we support for providing us with the privilege of walking beside them in their life journey.

**John Diasinos & George Vrontas
Lynne Graham**



OUR BOARD

Independent Community Living Australia is an Australian company limited by guarantee.

The general purpose and direction of Independent Community Living Australia is set by the Board. **The Board plays a key role in ensuring that the organisation mission and vision are upheld** and that management is

effectively directing the ongoing operations of the agency in accordance with the strategic direction and that services meet the expectations set out in the Disability Services Standards and the Mental Health Services Standards.

Independent Community Living Australia Board Members:

Nigel Harvey	2006	Chair (The Chair is an ex-officio member of all Committees)
Nicolas Coles	2002	Governance, Nomination, Remuneration Committee Finance & Audit Committee
Richard Crebbin	2015	Governance, Nomination, Remuneration Committee (Chair) Finance & Audit Committee
Gabbi Robinson	Feb 2016	Governance, Nomination, Remuneration Committee Clinical Governance Committee
Christian Grieves	2013	Finance & Audit Committee (Chair) Clinical Governance Committee
Despina Langella	2015	Clinical Governance Committee (Chair) Finance & Audit Committee
David Allen	May 2014	Finance & Audit Committee Resigned March 2016
Christina Sinclair	March 2015	Clinical Governance Committee Resigned November 2015



OUR PEOPLE

Independent Community Living Australia has 49 staff and a small team of volunteers. We value the people who provide quality services and support throughout the year. Our supports services of finance, administration, HR and IT work in conjunction with staff across our disability and mental health service portfolios.

"I love working for ICLA as we are a team all focused on supporting our clients to achieve their personal goals. As the activities co-ordinator, I am kept very busy running our client's activities program and assisting our clinical staff. I also like the fact that ICLA values professional development and encourages us to build on our skills and knowledge so we can provide our clients with quality support that is both person-centred and evidence-based."



Our team of 40 staff provide approximately

1132 hours

of support each week

OUR VOLUNTEERS

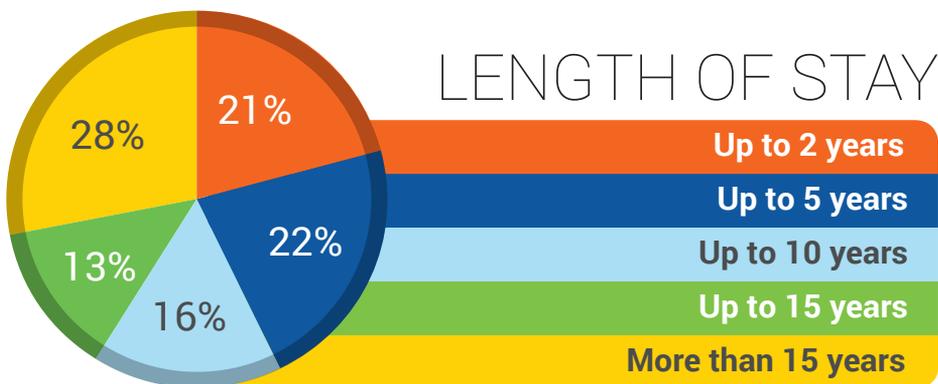
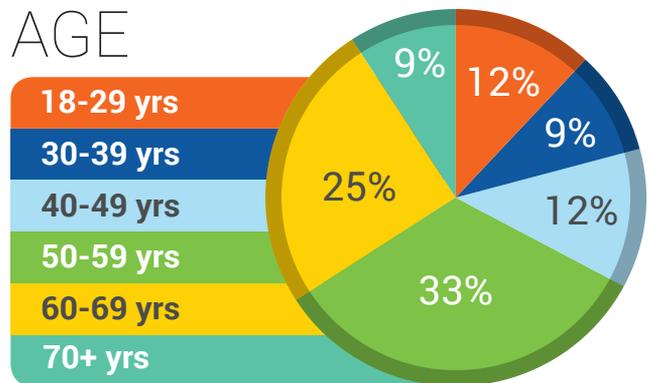
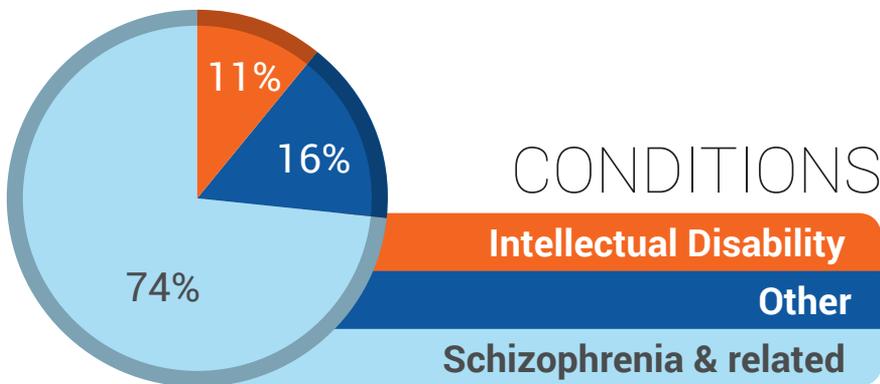
Providing the highest standard of support, services and residential accommodation to people with mental disabilities for their wellbeing, rehabilitation and recovery.



PEOPLE WE SUPPORT

Independent Community Living Australia supports individuals who have intellectual disability and/or experience a variety of psychiatric disabilities including schizophrenia, personality disorders, mood disorders, depression, acquired brain injury and co-morbid developmental delay. **We currently provide services to 80 people ranging in age from 21 to 85 years.**

Flexible programs are tailored to **assist the people we support in their day-to-day living** and involvement in the community. Where individuals live in supported accommodation they are encouraged to participate in the running of their home and to pursue individual interests, sports and hobbies.



MENTAL HEALTH

Independent Community Living Australia has a long and proud history of providing **mental health supports** through supported accommodation services and drop in supports. We provide a range of services and support to **assist the people we support in their path to rehabilitation and recovery** and leading independent lives by:

- **Rehabilitation, recovery and skills based learning** through individual planning and access to a wide range of activities, programs and services that assist the people we support to participate in communities of their choice
- **Improving planning of services** ensuring carers and the people we support have maximum opportunity to participate
- **Promotion of healthy lifestyle** through the provision of recreational and leisure activities that promote mental health and well-being
- **Service co-ordination** through partnerships with our funders, other service providers, support services and community organisations
- **Research** with partnerships from the sector, universities and other recognised establishments.

Jesus



Jesus Ramon has been supported by Independent Community Living Australia for many years. He originally was a refugee from Cuba. Jesus recently started working at DSA (Mascot). He loves his job and is excited to be making new friends. He has recently obtained his opal card and is negotiating Sydney's public transport. Well done Jesus!

We provide
**accomodation
and/or supports
to 70 people**

*with diagnosed
mental health*

Frank



Frank, or as he is affectionately known Seko, lives at Bondi and is a keen Rabbitohs supporter. He has made a number of close friends whilst being at Independent Community Living Australia.

Frank Says:

"I love the cooking and the help we get with cleaning and washing. ICLA is a good place to live."

DISABILITY

Independent Community Living Australia disability services offer flexibility, choice and support, as individual as the people we work with. We actively work to **support people to achieve their goals.**

Our disability services promote **a person centred approach** encouraging honesty, respect, and dignity whilst upholding the inherent value of each person.

Our social and recreational activities, independent living skills programs, personal and home care support combine to offer **multi-faceted support for people with a disability.**



We provide
**acomodation
and/or supports
to 12 people**
with diagnosed
intellectual disability

Ben lives with 4 other young men. He enjoys the range of activities that are offered at Independent Community Living Australia.

Ben Says:
"He loves the coffee Phillip (his support worker) makes in the mornings"
"Ben loves dancing"
"Ben's home is ICLA"

Jake Says:
"I love playing Pokémon Go with my support worker we have so much fun."
"I loved the Easter show this year, the rides were fun and I got some really good show bags."
"We all go out for tea together at ICLA as a treat and try different foods."



SOCIAL INCLUSION

Independent Community Living Australia provides an interesting and engaging social program for the people we support.

The program is underpinned by **person centred and recovery orientated philosophies**. Each month a varying program is developed that draws on the preferences of the people we support gained through regular feedback and annual surveying. As a result a **diverse calendar of activities is available each month** which provides opportunities for increased social inclusion. The people we support are encouraged to participate in as many activities as they wish.

The program recognises the need for the people we support to develop independent skills and offers three levels of participation;

- **Fully supported organised activities**
- **Access to activities by partner organisations** via registration and transportation support
- **Activities that individuals can independently attend** which support the achievement of their individual goals.



"Being with ICLA is a matter of survival for me. With the support I get I am able to live a satisfying life. I doubt I would be as well as I am now without ICLA in my life. I feel very secure in myself with ICLA."

- Reg.

Robin Says:

"I love going out on outings when my best friend Trevor also comes, I make sure we both order a healthy lunch at Danny's café on Lunch and Library. We have vegetarian omelettes and freshly squeeze orange juice. Debbie takes good care of both me and Trevor."

STORIES FROM OUR PEOPLE

Ralph's older brother Terry taught him to play chess when he was young, both brothers went on to play at a very high level, including playing against Grand Masters and World Champions. Ralph continues to play in Chess Tournaments within the Sydney basin. Ralph also teaches others to play each Wednesday afternoon at Buckhouse.

Ralph Says:

"I love the meals at ICLA and the staff are great."

"I love playing chess and enjoy giving back to the game by teaching others."





Colin

Colin lives in one of our Bondi properties. He is a keen Roosters fan. Before coming to ICLA he lived on the streets and in men's refuges. He is also the lead singer of the ICLA All-stars Band.

Colin Says:

"ICLA is home to me, it's a very comfortable environment with great meals."

"The staff are wonderful."

Lowami



Lowami says,

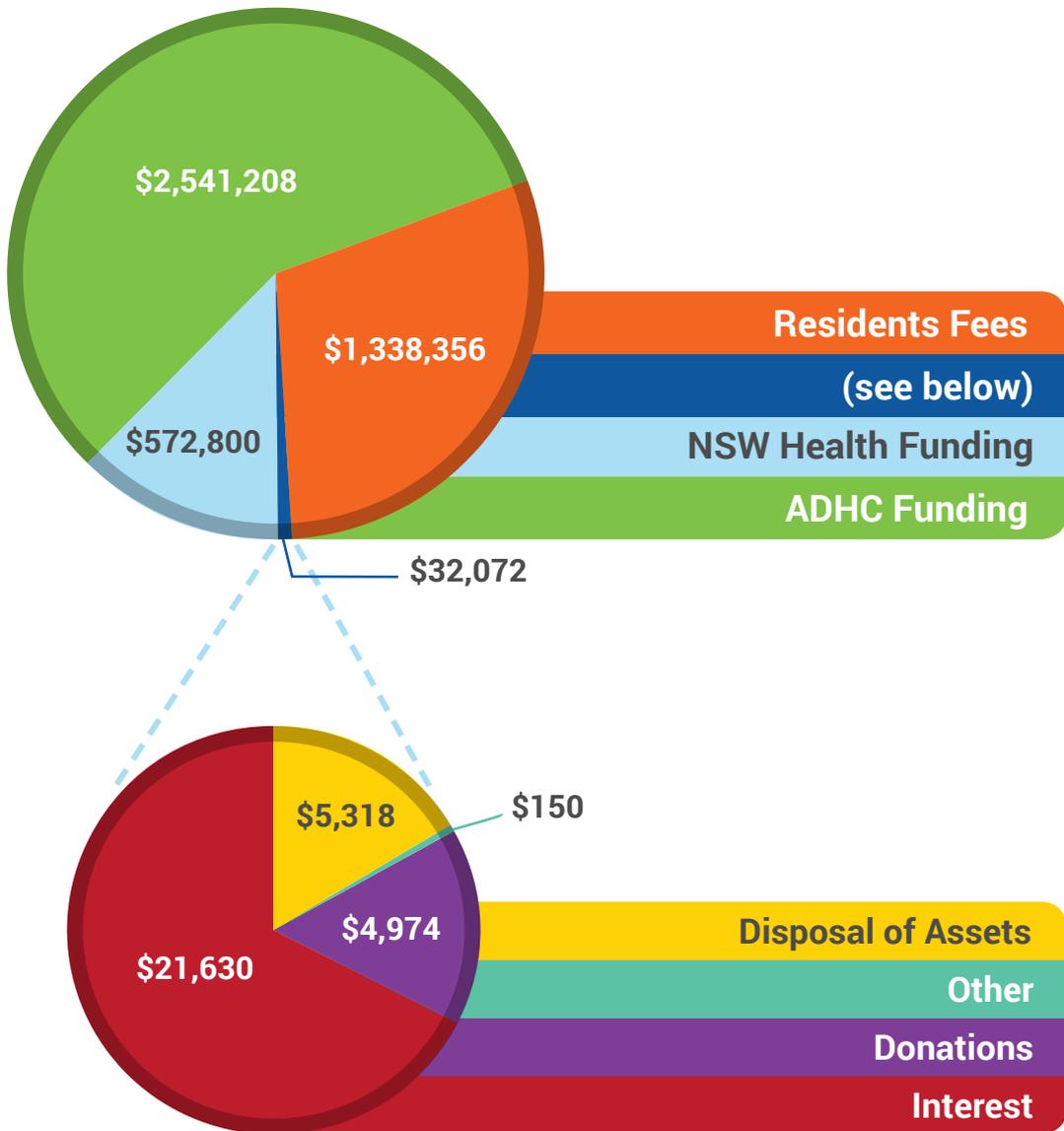
"I have been a client of ICLA for almost a year in October. When I started I came out of Rehabilitation in MHRU at the Prince of Wales Hospital. I had a lot of problems when I came to ICLA. I was recovering from being sick, having diabetes, smoking, gambling problems and suffering Anxiety. Since coming to ICLA I have stopped gambling, stopped smoking, and started eating healthier and exercising more. I am really proud of how far I have come since being apart of ICLA. I have started working two days a week as Receptionist assistance; I have also recently enrolled into a online TAFE course (Cert 4 Business administration).

One of the good things about ICLA is the regular activities, which I am looking forward to celebrating my 40th Birthday with some of my friends I have made through ICLA."



FINANCIAL REPORTS AND GRAPHS

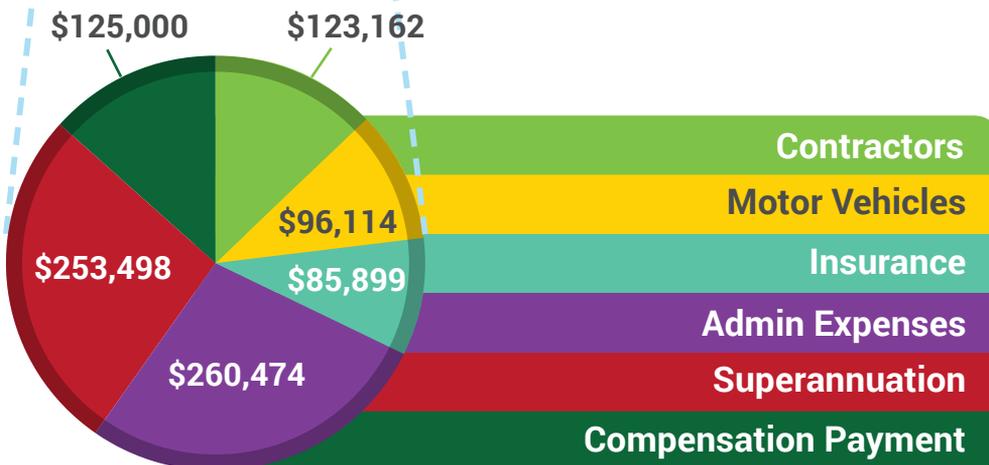
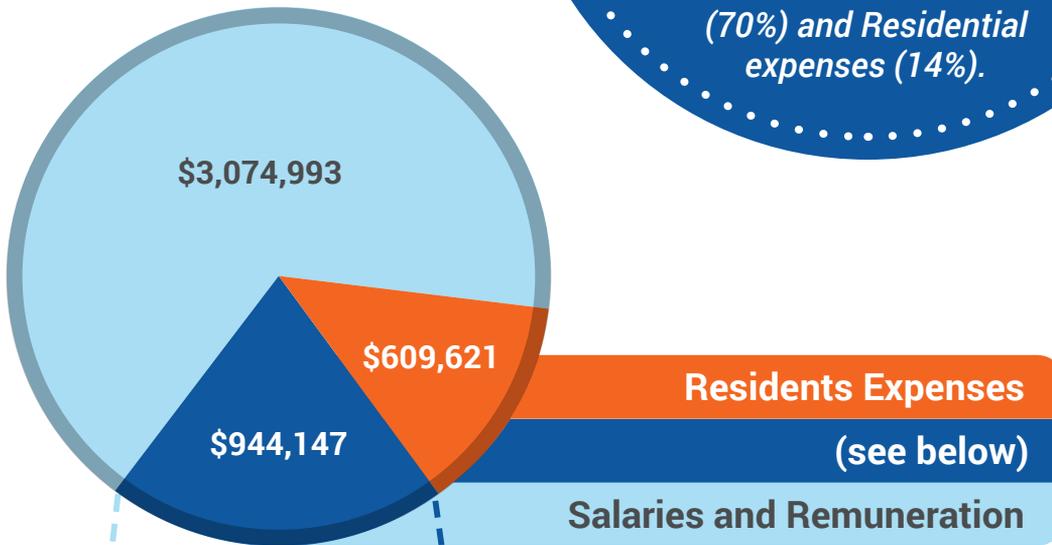
REVENUE 2016:



Our Total Revenue for the year was \$4,484,436. The main sources of revenue were ADHC funding (57%), Fees from the Residential people we support (30%) and NSW Health funding (13%).

Our Total Expenses for the year were \$4,410,108. The main expenses were Staff Salaries and Remuneration (70%) and Residential expenses (14%).

EXPENSES 2016:



OUR SUPPORTERS

Independent Community Living Australia is grateful for the generous support of many individuals and corporate partners including our Auditor : Hymans Feitelberg and our legal advisors : Norton Rose Australia for their probono legal services and Ashurst Australia.

Fundraising is important to us and we would like to thank Bunnings at Alexandria, and Dulux Botany for generous donations of paint.

Partnership and Collaborations

Over the past year we have worked hard to develop and nurture partnerships and collaborations with other organisations to better support our people, some of our valued partners include:

OZ Harvest

**Richmond
PRA
(Flourish)**

**Disability
Services
Australia**

**St Vincent
De Paul (Mary
Mackillop)**

**Ozanam
Learning
Centre**

**Ozanam
Industries**

**Wayside
Chapel Kings
Cross**

**Eurella
Packaging and
Assembly**

**Waves –
South Eastern
Sydney Local
Health**

District

After-Care

**Partners
in Recovery
(PIR)**

HOW YOU CAN HELP

Independent Community Living Australia is a Sydney based organisation. We work in partnership with many organisations and businesses in the area and are grateful for their commitment. If you would like to support Independent Community Living Australia you can do so in any of the following ways:

DONATE

A donation of \$2 or more is tax deductible. An easy way to contribute is to become a "supporter" and give monthly or quarterly. Independent Community Living Australia Limited (ICLA) is a community organisation registered with the Australian Taxation Office as a Deductible Gift Recipient.

BEQUEST

Offering a bequest to Independent Community Living Australia is an opportunity to leave a legacy that reflects your values. After considering your family and friends please consider helping people in our local community.

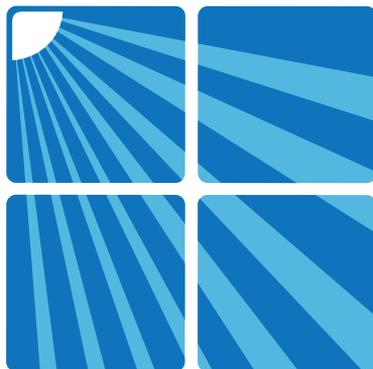
Email info@icla.org.au for more information about leaving a gift in your will.

VOLUNTEER

You can volunteer with Independent Community Living Australia in a variety of our services. To see what opportunities are available or to register your interest please call our head office.

Connect with us online today at:

icla.org.au  **[/independentcommunitylivingaustralia](https://www.facebook.com/independentcommunitylivingaustralia)**



ICLA

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