

Annual Report

2017-2018





Acknowledgement of Country

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.

WHO WE ARE IS DEFINED NOT JUST BY HOW WE LOOK AND TALK BUT MORE IMPORTANTLY BY WHAT WE DO AND OUR VALUES. BY LIVING THESE VALUES EVERY DAY, WE WILL ACHIEVE OUR VISION AND MISSION.

Our Mission

To deliver personalised support enabling individual choice to improve people's lives.

Our Vision

The people we support; our staff and the organisation all thrive.

Our purpose

To promote peoples' independence, active participation and inclusion in the community to live a valued life.

Our Values

Respect for all
Integrity in all we do
Results for those we serve
Accountable in all we do

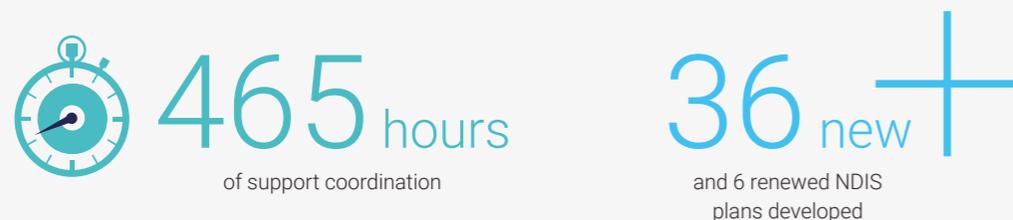


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YEAR IN REVIEW

2017-18 at ICLA:



WHAT WE DO

With over 30 years experience in mental health and disability support, ICLA understands the importance of flexible support which gives the people we support real choice and control. We provide a range of person-centred services that can be tailored to meet each person's individual goals.

We provide support to individuals who have or are experiencing a variety of psychiatric disabilities including schizophrenia, schizoaffective disorders, personality disorders, mood disorders, depression, acquired brain injury and intellectual disability. ICLA provides services for people aged between 18 to 85 years, and we specialise in working creatively with people with complex needs in Inner Sydney, the Eastern Suburbs, the Inner West and South East Sydney.

We provide a range of services and support to assist people in their recovery journey and to lead independent lives offering:

- Rehabilitation, recovery and skills-based learning through individual planning

and access to a wide range of activities, programs and services that assist people to participate in communities of their choice;

- Flexible services that are tailored to assist the people we support in their day-to-day living and involvement in the community;

We encourage and support people to take responsibility for their own recovery and wellbeing. We work closely with them to define their own goals and aspirations and provide hope for a fulfilling life.

Our philosophy is to deliver trauma-informed strengths-based and recovery orientated services. Each person is supported to access relevant community supports, develop and maintain relationships and explore employment options in order to lead a valued and engaged life as a community member.

Supported Accommodation

ICLA offers various levels of supported accommodation depending on individual requirements and preferences. We also provide support for transitions through different levels of supported accommodation

for those who may be increasing their independence, or those who may need additional support.

Our supported accommodation options include:

- Communal living in a shared house. This supported accommodation option provides services and support for individuals who require staff on-site 24h hours a day. Individual social opportunities and living skills programs are developed for each person.
- Shared living in units or houses. This option provides services and supports for individuals who require staff support on a drop-in basis. Individual programs are developed that ensure services are tailored to each person's specific circumstances.
- Supported living in your home. We work with people to determine the most appropriate days and times when assistance is required. A package of services and supports can also be developed to ensure that people's needs and goals are met.
- Respite service. We can tailor a short break away for people or come to their home to offer some respite during times of need.

Coordination of supports

As an NDIS provider, ICLA can deliver services within funding available in individual NDIS Plans. Our Support Coordination team assist with planning and managing NDIS packages. Our independent Support Coordinators are partners in supporting people to implement their individually tailored NDIS plan by:

- Helping people understand their plan, finding services and supports in their local area and assisting them to choose and connect with service providers;
- Working collaboratively to explore local community and mainstream services, and help coordinate these as required;
- Talking with each person and their family or loved ones about alternative options as the year progresses and facilitate the development of future goals for their next plan; and
- Acting as their NDIS contact person, available to discuss any questions or provide assistance to resolve any problems if they arise.

Assistance with daily living and skill building

With our person-centred approach to all we do, we work with each person's unique strengths, values and goals to deliver flexible, individualised support. Our staff are able to visit people at home and support them with necessary care at the times that suits them. Staff work together with the people we support to determine which daily living tasks require support, and what level of support is required. These daily living tasks may include showering, personal care matters, meal times, and other household tasks.

We also help people to develop skills by building capacity to undertake life goals such as living independently, making friends, engaging with community, improving decision making, and developing planning and budgeting skills.

Socialising and recreation

A key aspect of the work we do is supporting peoples' social lives and recreation time. We offer quality community programs to encourage people to engage with friends, make new social connections, and enjoy time out in the community participating in interesting activities. These might be group exercise classes, learning a new skill, or connecting with a local club.

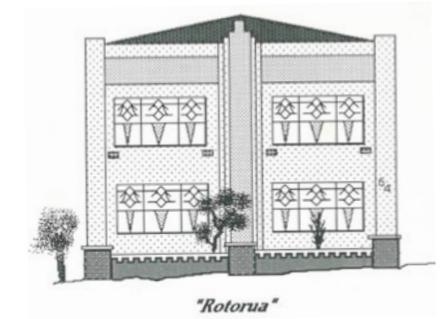
OUR HISTORY

ICLA was first established in 1984 to aid a group of boarding house residents in Bondi who were facing eviction. "Rotorua" was a privately-operated boarding house for more than ten years, providing secure, supported accommodation for up to 29 people with psychosocial disabilities. When the property was put up for sale, the residents again faced the insecure tenancy and lack of support experienced by many others with psychiatric disabilities.

A group of community health workers, students, family members and others from the community worked to form the Independent Community Living Association, and were able to negotiate with the NSW Department of Housing to secure appropriate alternative accommodation. The original mission of ICLA was to promote acceptance, interaction and participation in the wider community with the aim of supporting people with psychosocial disabilities to live in shared accommodation, and avoid people becoming homeless, institutionalised, hospitalised or living in sub-standard accommodation. Today, Independent Community Living Australia (ICLA) is a not for profit Australian company limited by guarantee. We provide a range of support services for people who live with mental health and/or other disabilities.

We:

- 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 individuals within their wider community.
- Assist the people we support to reach their full potential.
- Empower people to build independent happy and fulfilled lives.
- Provide long term secure and affordable accommodation.
- Embed continuous quality improvement in all we do.
- Provide our staff with support and the opportunity for growth and development.
- Maintain accreditation against the National Mental Health Service Standards and verification against the National Disability Services Standards.



MESSAGE FROM THE CHAIR

What a pleasure it is to introduce this report on what has been a busy, stimulating year for all of us here at ICLA, a year that we hope augurs well for a continuing bright future for all our people, supporters and supported alike.

Arguably a non-executive board's chief task is to appoint a chief executive and I can report that with the skill, focus and teamwork around our table we seem to have done very well for the second time in a row.

Our new CEO Rachel Green has grabbed the reins of a steady ship rebuilt by her predecessor Lynne Graham to lead us forward at a healthy clip - if you'll forgive the mixed metaphor.

History will look well on Lynne's two-year tenure helping us transition so successfully into the then new world of NDIS with a collective dedication to quality and person-centred care.

Rachel has quite a few more chapters to write for us yet.

However, in just a few months under her leadership we have already started commercially renting homes near hospitals to expand our services. Better still, we have exciting plans to develop a new transitional model of care in 2019 ... that hopefully we can report on next year.

We have also refashioned our branding to

ensure consistency of our voice and an acknowledgement of the voice and choice of those people we support.

Please enjoy our new logo and know it emerged from an engaging process involving distilling ideas about 'what is ICLA' with contributions from the people we support, staff and directors with the good people from Folk managing an excellent creative process to support the rebranding.

Research for it pleasingly found evidence of ICLA's previously mentioned DNA. In delving into the ICLA archives we found a late 1980's funding proposal which cited "ICLA's uncompromising philosophy of providing the best possible accommodation, service and support" .. "which encourages residents to function at their optimal levels" .. and "... experience themselves as being valued and important."

This philosophy still rings true in 2018.

Hearing one ICLA resident speak so passionately and eloquently at one of these sessions about the "life changing" support he has been receiving with us was very moving.

On a more practical note, we have also just gone live after many months of dedicated effort with three key new software systems covering rostering and reporting that should help us focus less on paper and more on care, a hi-tech backbone for the key personal work.

I would like to thank Kelly Lovely and Paul

Waddy for their fine work before retiring from our board earlier this year and also welcome both Jori Zeneli and Gina Block to our table. You will see the strength of their CVs but we see the quality and commitment of their voices to our conversation.

And so let me acknowledge and thank all my fellow directors for their time, work and intelligence so freely given to that important conversation.

As you will see, this year's numbers are fine. Next years will hopefully be even bigger and better, but that is only possible with continuing vigilance and care with our precious resources.

Rachel elsewhere thanks and acknowledges in more detail the broad support so crucial to our work. However, we too must thank them all, whether it be NDIS, the NSW departments of health and housing, the local health districts and service partners, our indefatigable auditor and many others. Thank you.

Obviously, our staff are key to whatever success we can help people achieve on their recovery journey and we thank them and maintain a commitment to being an employer of choice.

To everyone involved and especially those who choose our service:

GOOD JOB, WELL DONE, THANK YOU!

MESSAGE FROM THE CEO

I am delighted to present the 2017-2018 Annual Report, my first as Chief Executive Officer of Independent Community Living Australia (ICLA), having taken the reins from ICLA's previous CEO Lynne Graham in August 2018.

This period represents another extraordinary year of growth, change and maturation for ICLA as well as a return to the grassroots origins of the organisation. The past twelve months have involved substantial change as ICLA has transitioned fully to providing Supported Independent Living under the National Disability Insurance Scheme across the Eastern Suburbs, Inner West and South East Sydney, as well as maintaining our psychosocial supports for people living in the South East Sydney Local Health District.

We have continued implementation of the ICLA Strategic Plan 2016-2018 which was founded on the core values of integrity, accountability, respect and results.

Our goal is to deliver personalised support enabling individual choice to improve people's lives and this has provided clear direction for how we engage with the people we support. Our vision to ensure that the people we support, our staff and the organisation all thrive will have guided us well as we continue to transition to the NDIS. While this transition has been challenging and complex, the outcomes for the people we support has been very positive.

Some of the people we support have received individual plans which have positively impacted on their capacity to engage with their local communities, undertake individual and personalised development opportunities and have access to individualised supports. Given the profound nature of change delivered

through the NDIS to date, we look forward with enthusiasm to the next twelve months as the recently announced Psychosocial Stream is fully developed and implemented; ICLA has much to share in terms of experience in supporting people with complex needs.

To help deliver on the next chapter for ICLA I am supported by a restructured Executive Management Group, with the addition of two new roles; General Manager People Culture and Operations, and General Manager Quality Outcomes and Evaluation. I take great pride in welcoming Karen Grigg and Rebecca Kuhnert to those positions.

I want to take this opportunity to thank all of our staff across ICLA who have supported the many initiatives that have been undertaken throughout the year and continue to demonstrate their strong commitment to providing the best possible care for the people ICLA supports, our staff, volunteers and board for welcoming and supporting me as the incoming CEO, these are big shoes to fill and at the time of writing this Annual Report ICLA's journey of change continues.

We wish to thank our partners 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 ICLA provides the best possible quality support services to our clients.

ICLA BOARD

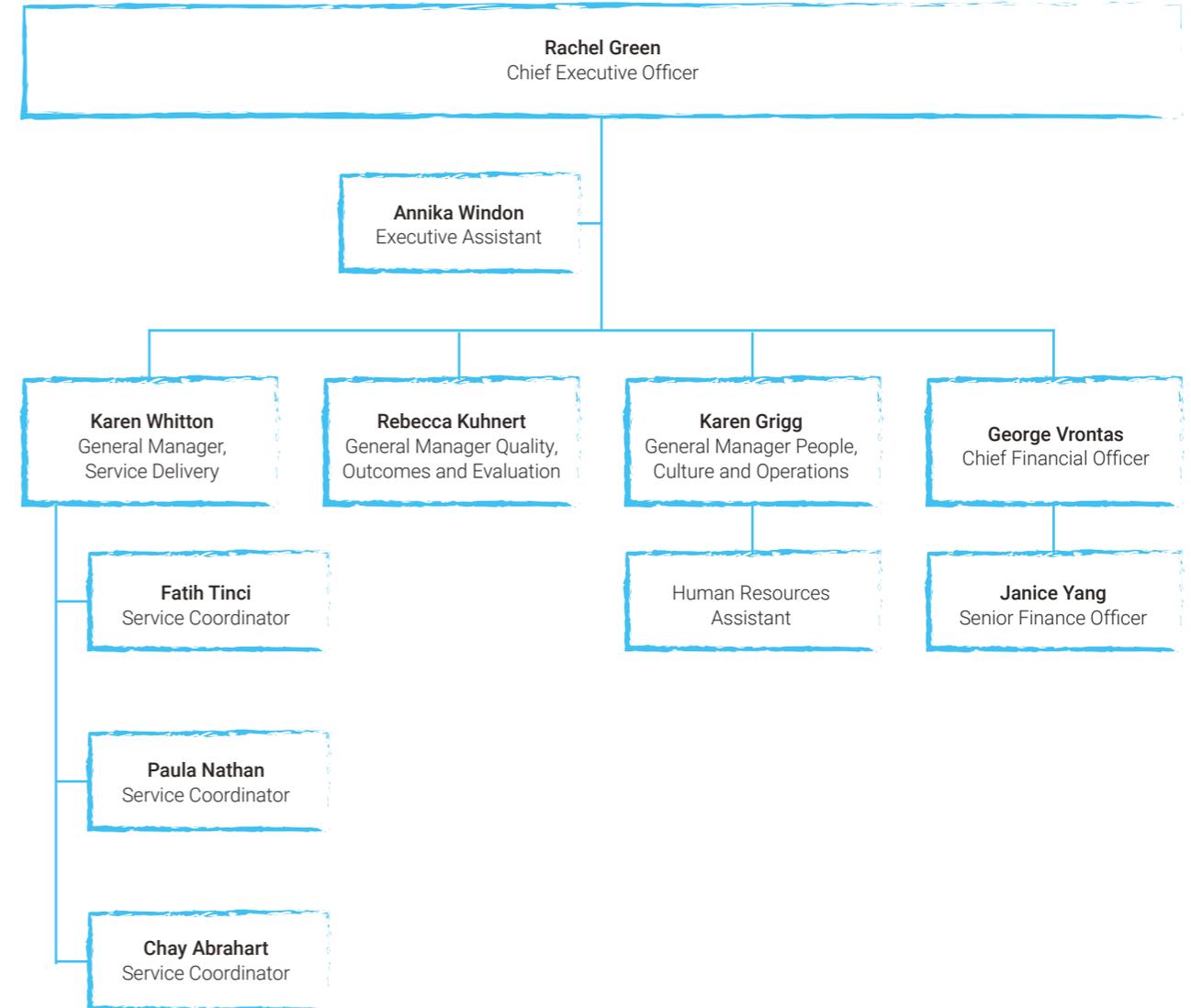
Independent Community Living Australia is an Australian company limited by guarantee.

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.

Two board members resigned in 2017-18; we thank them for their service as Directors. We welcome our newest ICLA Directors, Gina Block who joined on 19 December 2017 and Jorida Zeneli who joined ICLA on 21 May, 2018.

Nigel Harvey	2006	Chair (The Chair is an ex-officio member of all Committees)
Nicholas Coles	2002	Finance, Risk and Audit Committee Governance, Nomination, Remuneration Committee
Richard Crebbin	2015	Finance, Risk and Audit Committee Governance (Chair), Nomination, Remuneration Committee
Gaybrielle Robinson	2016	Governance, Nomination, Remuneration Committee (Chair) Clinical Governance Committee
Despina Langella	2015	Clinical Governance Committee (Chair) Finance, Risk and Audit Committee
Jorida Zeneli	2017	Clinical Governance Committee
Gina Block	2017	Finance, Risk and Audit Committee

OUR ORGANISATIONAL STRUCTURE



EXECUTIVE MANAGEMENT GROUP

Our Chief Executive is responsible for leading the Executive and ensuring organisational functions and objectives are realised; and is responsible for the ongoing management of the organisation in accordance with the strategy, policies and programs approved by the Board.

Our Executive is made up of the Chief Executive and our Executive members. It provides effective leadership to drive and monitor the strategic direction of our organisation and establishing business plans to meet our strategic goals.



Rachel Green - Chief Executive Officer

Rachel joined ICLA in 2018 and has a decade of experience in mental health and suicide prevention policy reform, evidence-based practice and service delivery. Rachel was previously the Director of LifeSpan, the Black Dog Institute's Systems Approach to Suicide Prevention program, Rachel led establishment and implementation of this world-first program across Australia.

Rachel brings to each role a personal commitment to mental health, disability support and suicide prevention as well as a passion for meaningful engagement with people who have a lived experience, mental health consumers, families and carers.

Some of her previous roles include establishing the National Mental Health Commission, and design and production of the first annual National Report Card on Mental Health and Suicide Prevention in 2012 as Director of Policy and Projects; and National Manager of Business Development with aged care provider Care Connect. Rachel has a passion for social justice and inclusion and is driven to ensure that ICLA provides quality and innovative services. She believes that every individual, regardless of their need, is entitled to a life of possibility and opportunity. With a background in recovery-oriented mental health service design and delivery, and a depth of experience in program implementation, Rachel is well positioned to lead ICLA in this new and challenging environment.

Karen Whitton – General Manager, Service Delivery

Karen joined ICLA in 2016. Karen comes with an extensive background having worked in the community services sector for 15 years. She has a passion for working with people experiencing social disadvantage and in particular individuals who require clinical support and intervention. Her most recent roles include working in the UK for 9 years in the youth justice services in positions of leadership and management.

Karen leads the ICLA Service Delivery team in delivering recovery oriented, person-centred contemporary best practice. Karen is a registered Psychologist.



Karen Grigg – General Manager, People, Culture and Operations

Karen comes to ICLA from NDIS provider ParaQuad where she was managing a workforce of 300 staff. Karen has 20 years experience in Human Resource Management, and brings a focus on employee wellbeing, work health and safety and a strategic approach to workforce needs.

Karen is passionate about working in an area that meets her core values of integrity and respect. Karen is skilled in refining and adding to systems and processes to ensure that both the responsibility and tools are provided to enable staff to be capable and confident in their roles.



Rebecca Kuhnert – General Manager, Quality, Outcomes and Evaluation

Rebecca comes to ICLA from the Black Dog Institute where she held the role of Research Manager, and previously worked for as a Research and Implementation Officer on the LifeSpan Suicide Prevention program.

Rebecca graduated from the University of Sydney with a B.science (hons) and a PhD in developmental psychology. She has co-authored several publications in peer-reviewed journals, and has presented her work at national and international conferences. Rebecca brings a strong dedication to working in the mental health and disability sectors, and has a genuine passion for community and stakeholder engagement.



George Vrontas – Chief Financial Officer, B Comm, CPA

George is a qualified accountant and has been working in the accounting field since 1980 with over 20 years in senior finance roles. He has worked in various industries including Professional Services, Education and Training, Manufacturing, Fashion and Recreation where he has gained broad experience in Business Management, Financial and Management reporting, statutory compliance and HR. George manages the Finance team and also acts as Company Secretary or the board of Directors.

PEOPLE AND CULTURE

Nick Baistow – Assessment Officer

Nick started working at ICLA in 2016 as a support worker before taking on the role of Assessment Officer in 2017. His role of Assessment Officer is aimed at assisting the people we support in setting out their goals, assessing their care needs, helping them access the NDIS and piecing together information that allows ICLA to provide quality, holistic and person-centred support.

Nick enjoys playing music, learning languages, dancing, yoga, outdoor adventures and staying active in various community groups and events.

Nick loves working at ICLA because his personality, passion and input are respected and valued. Being able to provide support for others in an environment which also supports and values its staff makes ICLA a nourishing and fulfilling team to be a part of."



Frazer Kerr - ICLA Support Worker

My name is Frazer, I'm 24, from England and have enjoyed working with ICLA for the past 10 months. My favourite part of the job is working day in day out, closely with all our residents, building trusting and therapeutic relationships.

I enjoy spending time with them in their units, either relaxing with a cup of tea with the radio on, or assisting them to access the community. I've recently been helping a few of our guys attend to their weekly grocery shop. It's been a real pleasure to watch them go from ordering food online to picking up their own food out in the community! Its involved building their confidence, using an Opal card and learning to access public transport, weekly budgeting and meal planning. It's been a pleasure to assist the people we support to achieve their goals no matter how big or small. From learning to drive, getting a job to cooking eggs! ICLA has allowed me to gain lots of experience working in the mental health sector and taught how enjoyable it can be to work as party of a team with staff and residents!



OUR PASSIONATE AND DEDICATED STAFF
ARE OUR GREATEST ASSET.

REBRANDING PROJECT



Although this Annual Report covers the period 2017-18 it is presented in a new format following a rebranding process undertaken in late 2018.

This process was more than just development of a new logo and style - it involved researching ICLA's history and 'DNA' as well as consulting with the people we support, ICLA staff, partners and Board of Directors. We are very pleased with the result, a fresh new take on ICLA that brings the organisation full circle – creating a modern look and feel that represents the original roots and purpose of the organisation.

A Sydney based brand identity and experience design consultancy, Folk partnered with ICLA on this process and developed the vibrant new ICLA brand identity.

The new ICLA look and feel is designed to represent the growth and evolution of the organisation, the retention of our grassroots history, and our skill in finding the extraordinary in everyday life. Our new logo draws on the themes of 'voice' and speaking out for human rights, which came through during our consultation process. We hope you like it as much as we do.



ICLA STRATEGIC PLAN 2016 - 2018

The notion of consumer driven care, where individuals have rights to voice, choice and control is the basis on which contemporary best practice is founded. It's this very practice that sits at the centre of the future development of ICLA and is reflected in our strategic plan.

Drawing on insights from the people we support, directors, staff and other stakeholders, the ICLA Board and executive management team developed the strategic plan to guide ICLA in the coming critical years. The dynamic plan with a clear vision and strategic aspirations is designed to be sensitive to our ever-changing sector.

Our strategic plan underpins every aspect of our organisation. It is the blueprint for all that we do and all that we aspire to achieve. We will continue to ensure our people and our organisation have the necessary resources and expertise in place to deliver on our key objectives as we work towards our mission – to deliver personalised support enabling individual choice to improve people's lives.

We have three key aspirations which drive our work:

1. Our workforce is engaged and accountable
2. We consistently deliver quality service and individual results
3. Community need drives our growth

Aspiration 1 Our workforce

The passion and commitment of our people is the foundation of our success. We value their focus and dedication and the significant contribution they make to our organisation. We will continue to encourage and support them, invest in their professional development, and foster a culture of integrity, results, accountability and respect.

Key achievements over the last year include organisational and workforce restructure, embedding person centred and recovery-oriented service models, implementation of a new HR management system and eLearning modules provided through National Disability Services.

Aspiration 2 Quality service and individual results

We are committed to the provision of quality services ensuring that the people we support have voice, choice and control. Our Clinical Governance Committee has supported the introduction of robust systems ensuring compliance with legislated standards and providing opportunities for feedback from the people we support.

Key achievements over the last year have included maintaining accreditation against the Mental Health Service Standards, verification against the Disability Service Standards and the introduction of ICLA Beneficiary Performance Indicator Service Evaluation.

Aspiration 3 Community needs drives our growth and development

We recognise that as an organisation, we need to continually develop and grow to ensure that we can meet community need. To achieve this, we have enhanced our social media presence, sought strategic alliances and begun a project to implement new, integrated IT systems.



REFLECTIONS FROM OUR GENERAL MANAGER, SERVICE DELIVERY



2017-18 has been another big year for service delivery at ICLA. We have seen the expansion of our team, completed the roll-over from ADHC to NDIS, established new Supported Independent Living (SIL) accommodation sites in the Eastern Suburbs and promoted our mantra – Active Engagement, Everyday Lives.

We have welcomed many new staff and residents, created a Support Coordination Team and also bid a fond farewell to people moving to the next stage of their journey.

We have focussed on embedding good practice and promoting individualised goals and supports. This has been aided by the NDIS roll-out, as staffing levels have increased and people we support have benefited from regular 1:1 supports which focus on personal goals and encourage skill development. The shared goal of “active engagement, everyday life” has created a sense of purpose, and centred our day to day practices around people we support.

With the impetus of the NDIS roll-over, ICLA conducted a strategic review of our Low and Medium Support Services in the East. We redesigned the service model, creating two discrete service areas; Community Drop-in Services (Low Support) and NDIS funded SIL Accommodation (High Support). We identified two properties, Daceyville and Bondi Rd, to transition into High Support sites, completed renovation work, reviewed and updated individual support plans and facilitated internal moves to ensure people we support are accommodated in the most appropriate service area. The redesign is now complete, with both Bondi Rd and Daceyville now providing 24/7 staffed support services to our residents with higher needs, and the Community Drop-in services operating in our remaining Eastern Suburbs sites. We have also opened up our Roscoe St site to male residents and are close to capacity across the Service Areas. In 2018-19 we will look to build our staff teams to best meet our people’s support needs.

2017-18 also saw us commence the transition to our new electronic Client Information Management System – Enrite. Our Senior Workers have been systematically migrating data from paper case files into the new electronic system, which will launch and integrate with our new rostering system (Skedulo) in 2018-19. This is a significant advancement for ICLA, which will enable us to better share information and support delivery of quality services.

I am grateful to Lynne Graham, our CEO who stepped down this year, for her leadership and support in transitioning our Services, championing the rights of people we support and promoting a positive team culture. Moving forward, I am excited to welcome our new CEO, Rachel Green and am confident that we will continue to thrive and grow into the future, refine our practices and roll-out our new systems which will provide quality and sustainable services for people we support.

THE PEOPLE WE SUPPORT

In the period July 2017 – June 2018; ICLA provided support to a total of 93 people. In July 2017, we supported of 68-people in ICLA accommodation services and 5 people in private accommodation (funded by IASP packages).

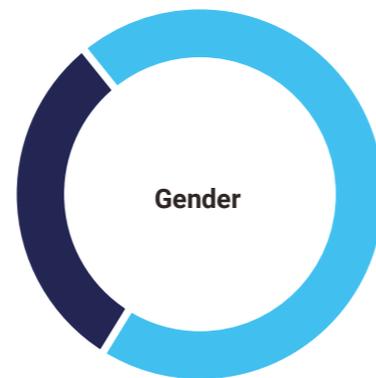
At end June 2018, we were supporting 73 people in ICLA supported accommodation, 1 person in private accommodation (NDIS funded) and providing Support Coordination to four people.

During the period we had 19-new intakes to ICLA services and 15 people left our Services; two people sadly passed away and 15 people were supported to move to Aged Care or other Health services.

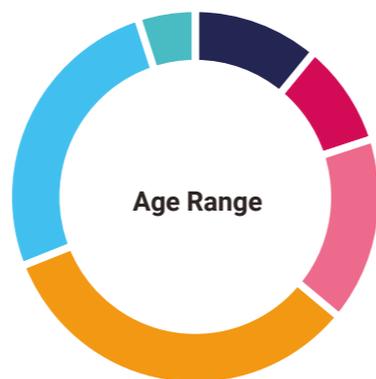
Phillip

Phillip is 58 and is a Sydney man, born and bred. His only family is an older brother Michael who also lives in supported accommodation. Phillip has been living with ICLA since 1994, first independently in the Bondi area and then in 2015, when he required a higher level of support Phillip moved to ICLA's Petersham residence. In January 2018 Phillip's support needs changed again so he moved into a higher support ICLA accommodation site in Mascot.

Phillip has been diagnosed with Schizophrenia, Autism and non-insulin dependent Diabetes. His everyday hot topics of conversation are; being a breach birth, identifying as bisexual and loving attending Buckhouse activities. On occasion Phillip will tell us snippets of stories about his family history.

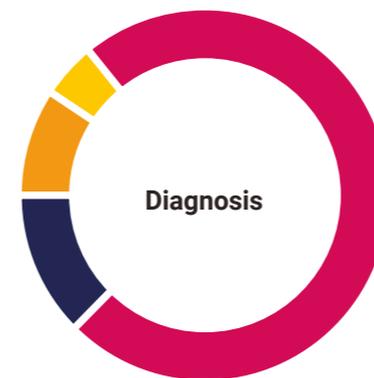


Male - 62%
Female - 38%



18-29 Yrs 50-59 Yrs
30-39 Yrs 60-69 Yrs
40-49 Yrs 70+ Yrs

INDEPENDENT COMMUNITY LIVING AUSTRALIA SUPPORTS INDIVIDUALS WHO HAVE INTELLECTUAL DISABILITY AND/OR EXPERIENCE A VARIETY OF PSYCHOSOCIAL DISABILITIES INCLUDING SCHIZOPHRENIA, PERSONALITY DISORDERS, MOOD DISORDERS, DEPRESSION, ACQUIRED BRAIN INJURY AND CO-MORBID DEVELOPMENTAL DELAY.



Mental Health - 77%
Intellectual Disability - 11%
Autism Spectrum Disorder - 8%
Acquired Brain Injury - 4%



Phillip enjoys trips to McDonald's for lunch with his housemate Melissa.



SNAPSHOT OF OUR SERVICES IN 2017-18



Lowami at her Art class

Mental Health Support

We provided a range of services to support people in their path to rehabilitation and recovery and leading independent lives by:

- Supporting people to participate in communities of their choice
- Involving the people we support, their families or carers in the planning of service provision at all levels
- 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
- Supporting people with psychosocial disabilities to engage in education and employment.

Accountable for all we do

During the year ICLA Support Co-ordinators have implemented over 30 NDIS Plans, delivering results for those we are accountable to, such as:

Our Participants

- Ensuring choice and control in the implementation of NDIS plans
- Delivering effective and Economical use of NDIS funding budgets
- Transparent billing against plans
- Promoting hope and capacity building for life long independence and self-management.

The NDIA

- Upholding the Principles of the NDIS such as the concepts of Reasonable and Necessary and adhering to the NDIS pricing guides
- Reframing from Advocating on behalf of our Participants with regards NDIS funding
- Maintaining currency in the skills and knowledge required for the Role of Support Co-ordinator
- Upholding the principles set out by the NDIS Quality and Safe Guarding Framework,
- **such as;**
 - *Minimisation of Red Tape*
 - *Presumption of Capacity*
 - *Protecting Human Rights*
 - *Choice and Control*
 - *Continuity of Support*
- Upholding the Service Providers Code of Conduct (NDIS SGC)



In memoriam Malcolm Gisbourne

Malcolm moved into Searl St in July 2017. He had complex medical needs, an intellectual disability and late onset schizophrenia. On moving in, Malcolm immediately chose to be the tea and coffee maker of the house. He loved having a cuppa and telling stories about his life. One of six siblings, Malcolm was closest to his Brother Ron and sister Karen. Karen was his Enduring Guardian. She supported Malcolm with his finances and

decision making. Karen and Ron often dropped in to say hello, take Malcolm out for a coffee. Malcolm lived at Searl Street for a year.

During that time, he communicated his goals, then worked towards achieving them. Malcolm learnt to make pancakes and regularly cooked meals for his housemates. He was able to trust staff and increase his capacity to go out into the community. He practiced his writing every day and, was offered a part time job. Malcolm's complex medical needs meant that a lot

of Malcolm's time in 2018 was spent attending various specialist appointments. Because, as Malcolm said, "I've had a gut full of it." Sadly, in May 2018 Malcolm had a Colonoscopy and was diagnosed with bowel and liver cancer. He had bowel surgery two weeks later, however unfortunately, due to many complications he never recovered from the surgery. Malcolm passed away on June 7, 2018. Staff and several other people we support attended his funeral to pay their respects. Rest in Peace Malcolm.

PEOPLE ACHIEVING THEIR GOALS



Goal: One of My NDIS Goal is to try new things.
Nabil out on Sydney harbour fishing with his 1 to 1 NDIS support worker



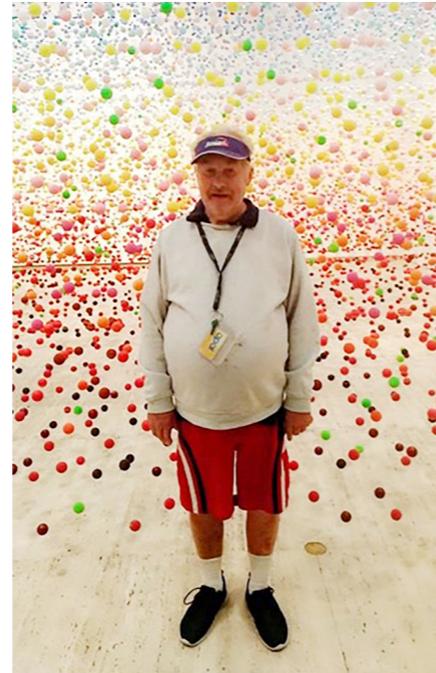
Goal: My Goals are to do more singing and dancing.
Ben singing and dancing at his Friday night social group funded by his NDIS plan.



Goal: My NDIS Goals were to Study at TAFE and do more things on the weekends.
Alumita visiting the Featherdale wildlife park, Vivid and enrolling in her Foundations Skills Course at TAFE.



Goal: My long-standing Goal was to go back and visit Sandon River, where I grew up with my boyfriend Michael.
Julie-Ann and Michael at the Airport.



Lincoln identified 'being happy' and 'wanting to get out more' as goals on his NDIS plan. He has been embracing the increased level of staff support and going out daily. Lincoln is pictured here on a visit to the Museum of Contemporary Art. "I love this photo. Lincoln looks so genuinely happy"
- Chay Abrahart, Service Coordinator.

SUPPORTING SOCIAL INCLUSION, INDEPENDENCE AND HUMAN RIGHTS

ICLA is strongly committed to a rights-based approach to supporting people across our services.

The UN Convention on the Rights of People with Disabilities promotes a shift in understanding that recognises the limitations created by

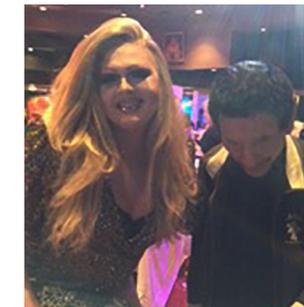
disability not as a problem of a person but as a problem of barriers created by society. It also recognises that people with disability are holders of the same rights as everyone else including sexual and reproductive health rights¹. ICLA respects peoples' individual right to be informed about and make decisions in relation to their

sexual and reproductive health as part of independent living. We demonstrate this by supporting them to seek information and discuss their needs and goals with relevant services.
¹Family Planning NSW, 2018: Acting on the reproductive and sexual health and rights of people with disabilities 2014-2018

Nabil

Nabil set a personal goal in relation to his needs around intimacy. ICLA Support Workers supported Nabil to work towards this goal by:

- Investigating Nabil's level of understanding re: sexuality and consent by employing a specialist in this area.
- Taking Nabil to the sex shop when he asked to go. Nabil likes to buy DVD's and magazines.
- Taking Nabil to a disability and sexuality expo 'Feel the Vibe'.
- Providing training and support to the Senior Support Worker through attendance at a talk regarding the rights of people with a disability right to express themselves sexually.



Nabil at the 'Feel the Vibe' Sexpo



Guy visiting the pet sanctuary

Guy

With increased support (thanks to NDIS and SIL funding) Guy's capacity to engage in his day to day life, and with the wider community has significantly increased. Guy goes fishing every week, goes out with his housemates, does the grocery shopping, helps cook meals and assists with tasks around the home.

After a medication review Guy's Clozapine medication was reduced by 12.5mg. This decision was made after noting that Guy was taking his medications regularly and that he was mentally well. There was a lot of smiling from Guy that day. It is his number one goal that one day he won't have to take any medications.

Guy attended a decision-making guardianship review in early 2018. The panel decided that Guy no longer needed a decision-making guardian. Which, Guy was very happy about saying, "I can make decisions for myself".

OPERATIONS

The main focus of our operations in 2017-18 was the commissioning of a new Client Information Management System built on the salesforce platform, using a system called Enrite Care.

Use of the new platform ENRITE Care to record individual details, case notes, goals, actions and next steps is part of ICLA living up to our core value of accountability and feedback from ICLA staff has been very positive.

This is a major change for ICLA, moving from a paper-based system of recording client information to electronic record keeping. When fully implemented, all rostering and daily support work will be assigned and managed via a smartphone app. It is expected that this will have a number of benefits, including more timely access to detailed care notes for the people we support, which will lead to improved care as well as a reduced amount of administration required by the paper-based system. This in turn means that ICLA can

invest the time and effort saved back into practice improvement and training in recovery-oriented service delivery. As with the previous twelve months, other highlights for corporate services have included:

- Ongoing review and improvement of the policies and procedures that guide delivery of services.
- Continuing refurbishment including plans for kitchen upgrades at a number of ICLA residences.

"THIS HAS BEEN A VERY USEFUL PLATFORM TO COLLECT, RECORD AND GATHER NECESSARY INFORMATION"

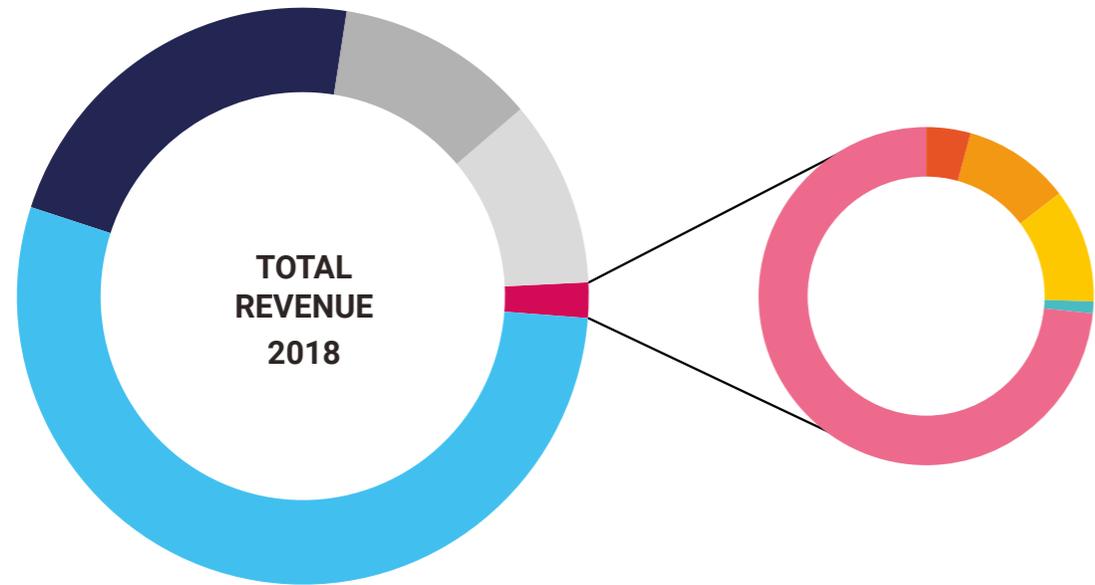
Stressy Ramos, NDIS Support Coordinator.



FINANCIAL REPORTS

Our Total Revenue for the year was \$6,159,817.

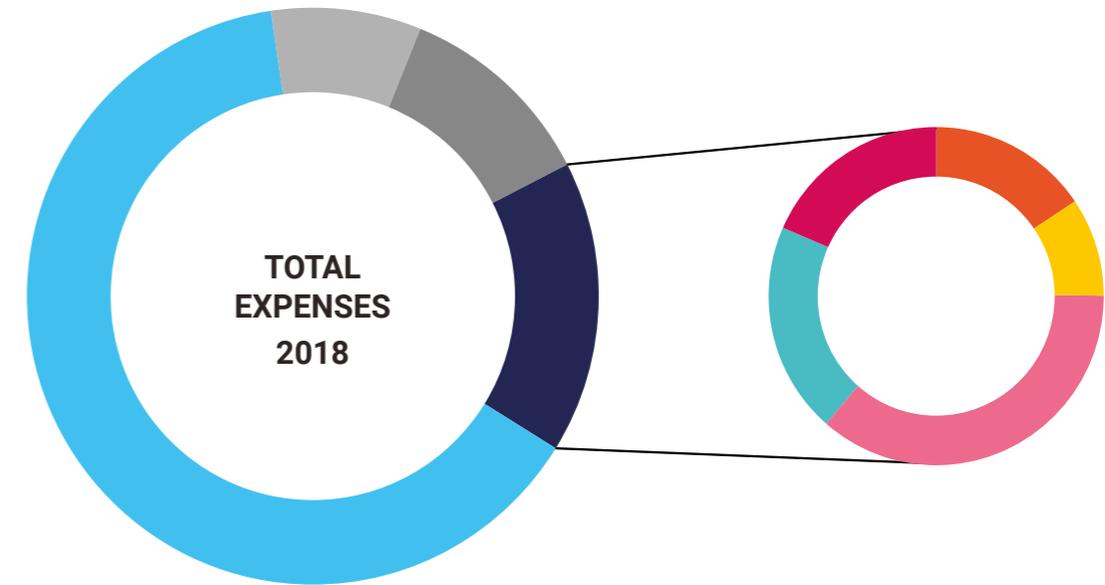
The main sources of revenue was NDIS (54%), fees from the residential People We Support (22%) ADHC Funding (11%) and NSW Health Funding (10%).



- NDIS - \$3,312,987
- Rent & Service Fees - \$1,383,548
- ADHC - \$696,994
- NSW Health - \$644,445
- \$121,842
- COS - \$90,583
- Donations - \$5,224
- Interest - \$12,590
- Gain/Loss on Disp - \$13,265
- Membership - \$180

Our Total Expenses for the year were \$5,690,240.

The main expenses were Staff Salaries (64%) and Residential Expenses (13%)



- Salaries & Wages - \$3,631,199
- \$933,079
- Residential - \$716,188
- Administration - \$409,774
- Software & Equipment - \$173,543
- Contractors - \$188,084
- Superannuation - \$336,070
- Motor Vehicles - \$88,449
- Insurance - \$146,993

OUR SUPPORTERS

Independent Community Living Australia is grateful for the generous support of many individuals and corporate partners.

Our Auditor: Hymans Feitelberg and our legal advisors: Norton Rose Australia and Ashurst Australia.

Fundraising is important to us and we would like to thank Bunnings at Alexandria.

PARTNERSHIP AND COLLABORATIONS

Over the past year we have worked hard to develop and nurture partnerships and collaborations. Some of our valued partners include:

St George Community Housing

Bridge Housing

Land and Housing Commission

Family and Community Services

Being

NSW Council for Intellectual Disability

Mental Health Coordinating Council

Suicide Prevention Australia

Randwick Community Transport

National Disability Insurance Agency

St Vincent's Hospital

Prince of Wales Hospital

National Disability Services

Matthew Talbot Hostel

OZ Harvest

Disability Services Australia

St Vincent De Paul (Mary Mackillop)

Ozanam Learning Centre

Ozanam Industries

Wayside Chapel Kings Cross

South Eastern Sydney Local Health District

After-Care

Eastern Sydney Partners in Recovery (PIR)

Beaumont People

MayDay

Fat Digital

Danet

Folk

Brad Campbell

Mental Health Carers NSW

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.

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.

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.

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