



Annual Report 2018-2019



Independent Community
Living Australia
Everyday life changing



Our Values

**RESPECT FOR ALL.
INTEGRITY IN ALL WE DO.
RESULTS FOR THOSE WE SERVE.
ACCOUNTABLE IN ALL WE DO.**

Acknowledgement of Country

Independent Community Living Australia acknowledges the traditional custodians 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 and Torres Strait Islander Australians.



Heather and Regina enjoying a stroll through Centennial Park in the winter sun



Phillip soaking up the sun near Maroubra Beach



Robin and Douglas both very happy with how their home-cooked meals turned out

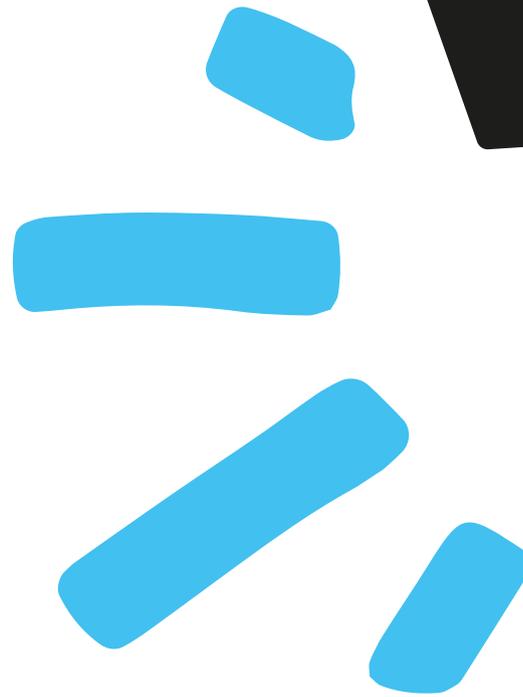
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Melissa appreciating the beauty of nature on her day out



MISSION, VISION AND PURPOSE

Our Mission is to deliver personalised support, enabling individual choice, to improve people's lives.

Our Vision is the people we support, our staff and the organisation all thrive.

Our Purpose and role is to promote people's independence, active participation and inclusion in the community to live a valued life.

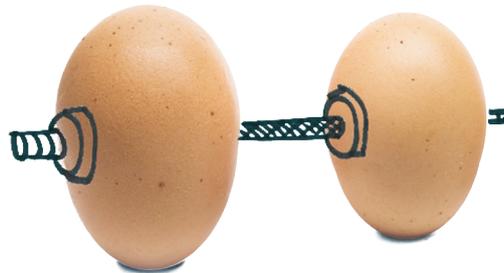
OUR HISTORY

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

We provide a range of support services for people who have challenges with their mental health and/or other disabilities.

We aim to:

- Provide specialised support services tailored to each individual's choices and needs within flexible programs that assist each individual in their day-to-day living and involvement in the community.
- Promote acceptance, interaction and participation for people 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

Our Annual Report is filled with highlights from the year, and what a year it has been! It provides a glimpse into our world, and the people who make ICLA everything it is: our staff, the people we support, our supporters and partners.

Key highlights include:

Solidifying our new branding to better represent our DNA: voice, choice and control.

Appointing our very first Patron – Ms. Janet Meagher AM.

The purchase (and mortgage) of our very first home.

Establishing the framework for our Suicide Prevention and Recovery Centre (SPARC); a Commonwealth funded Australian first, with invaluable co-design partners, Roses in the Ocean.

Project Embark – creation of the first solidly documented inroads to help people experiencing homelessness access the NDIS.

Opening more ICLA supported-living homes this year than ever before, with welcomed renovations and ongoing updates on lease agreements.

Improvements to the IT and tech behind the human touch of our support.

Growing workforce and changes to management structures to better support and empower our teams.

Finances sustaining well enough for our first A\$9M+ revenue year, with an appropriate surplus, and with the opportunity to grow and do more.

Unquestionably, our tireless CEO, Rachel Green, has been a key ball of energy, intelligence and enthusiasm behind much of this transformation. We must thank her for it – and look forward to her return from maternity leave in early 2020.

Considerable amounts of virtue can also be attributed to our General Manager – Service Delivery, Karen Hall, who is currently superbly acting as CEO, and, in turn, Rebecca Kuhnert, George Vrontas and the entire Leadership Team for their willingness to ensure ICLA can continue with business as usual.

Behind all this energy and change is an organisational depth, culture, capability and enthusiasm that has been built from accumulated experience over a third of a century. Through the year, ICLA brings the talents of as many as 140 people to bear on our mission. From occasional contracted workers all the way through to support workers, managers, executive management and our board, their dedication and talents are clear keys to our progress and that of the people we support.

Those we support must, of course, be pre-eminent in our world. Well do we know that they choose to access ICLA services and continue to strive to exceed their own expectations.

Externally and on the ground, a host of organisations and operational partnerships

are critical to our work. All of which warrant great thanks as we look forward to continued work and expansion into new initiatives.

The NDIS has become a dominant source of our funding and will be a key partner for us in the decades ahead. With the evolution of our founding ministerial grant from the Commonwealth Department of Health for SPARC, ICLA is developing innovative new services. Such funding has been the bedrock of our ability to evolve from our ADHC roots and work alongside the NDIS whilst continuing to support many people.

While buying our own property has been an exciting and strategically helpful threshold for us to cross, owning a handful of beds out of the many dozens we currently operate shows why our housing partners will continue to be so critical for ICLA and our residents. The NSW Land and Housing Corporation is a critical partner for us here but essential too are our partners in the community-housing sector, St George Community Housing and Bridge Housing.

Last but not least, please note a special thanks for the long-standing pro bono legal support we continue to receive from Norton Rose Fulbright. Uniting Way also continues to organise invaluable volunteer supports to undertake garden renovations and maintenance projects on our homes. We also wish to thank our auditors, Hymans Feitelberg, for providing their services at a modest fee.

MESSAGE FROM THE CEO

It is a privilege to present the 2018–2019 Annual Report as Acting CEO, and to acknowledge the leadership of Rachel Green, ICLA's CEO throughout this period of significant growth and development.

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Throughout the year, our work has been guided by the aspirations established in ICLA's 2016–2018 Strategic Plan and our core values of integrity, accountability, respect and results. Our vision is to deliver personalised services, promote individual choices, ensure workforces are accountable and engaged, and to grow to meet community needs. This has been reflected in our service expansion and new project innovations.

The NDIS rollout in Sydney has now entered its third year, and we have continued to refine our processes and build our capabilities in supporting people to access and navigate this system. Through Project Embark we have shared our learning and expertise in supporting people with psychosocial disabilities to access the NDIS. We have undertaken assertive outreach programs, facilitated workshops and developed resources that have been distributed throughout the sector to assist Services to support eligible people to gain access to the scheme.

Our goal to expand to meet community need has seen ICLA significantly increase our Supported Independent Living placements in 2019. We have expanded our accommodation

options and opened new sites in the Sutherland Shire, Inner West and Eastern Suburbs of Sydney to support more people transition from hospital and remain within their local area, close to established networks and services. We have continued to support people to transition into the NDIS, make progress towards their personal goals and actively participate in their community.

The new year brings many exciting developments for ICLA, with new initiatives to launch and opportunities to lead innovation and provide quality, personalised supports.

Our staff, volunteers and board are the foundation of ICLA. I would like to thank them for their continued dedication, passion and tireless work to promote and support people each and every day.

I would also like to thank our partners and acknowledge the significant role they play in supporting ICLA to deliver the best possible support and services to people we support. We are grateful to have associations and partnerships with many external agencies, hospitals, medical providers, community service providers, case workers, government bodies and corporations.

I would particularly like to acknowledge and thank the people we support, their families, carers and advocates for supporting ICLA and allowing us to be a part of your lives.

BOARD OF DIRECTORS

The Independent Community Living Australia Board plays a key role in ensuring that the organisation's 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.

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
Despina Langella (Resigned 27.05.19)	2015	Clinical Governance Committee (Chair) Finance, Risk and Audit Committee
Richard Crebbin	2015	Finance, Risk and Audit Committee Governance, Nomination, Remuneration Committee
Gaybrielle Robinson	2016	Governance, Nomination, Remuneration Committee (Chair) Clinical Governance Committee
Jorida Zeneli	2017	Clinical Governance Committee (Chair)
Gina Block	2017	Finance, Risk and Audit Committee (Chair)

OUR PATRON JANET MEAGHER AM



ICLA is very proud to have invited Ms. Janet Meagher AM to take on the role of ICLA's first Patron of the organisation. Ms. Meagher has had a long association with the mental health and disability sectors. From 2012 to 2013, she was an inaugural Mental Health Commissioner for the National Mental Health Commission.

Janet is a teacher and librarian by profession, and a founding member of several mental-health consumer organisations. She has lived with schizophrenia since the early 1970s, and, as a result of institutionalisation, she became an activist and advocate and has worked for rights and equity, participation and respect for people living with mental-health issues.

Ms. Meagher was the foundation co-chairperson of the Mental Health Consumer and Carer Forum, Board Member of World

Federation for Mental Health and, previously, General Manager, Inclusion, for Richmond PRA (now Flourish Australia). She has been appointed to many Ministerial and National Advisory bodies in Health, Mental Health, Suicide Prevention and Disability areas over the past 37 years and is a member of the National People with Disabilities and Carer Advisory Council. Ms. Meagher was honoured as a Member of the Order of Australia (AM) in 1996 and, as a Churchill Fellow, in 1994 investigated Consumer Empowerment and Self Advocacy, subsequently authoring *Partnership or Pretence*. Ms. Meagher has been an early champion of the development of the peer workforce and in 2018 co-authored *Peer work in Australia*.

Ms. Meagher's role will see her championing ICLA's work at key events and providing mentoring to the organisation on our development of consumer leadership and peer work programs across ICLA.

LIGHTING THE WAY

Suicide Prevention and Recovery Centre (SPARC)

In 2019, ICLA was funded to develop and trial a new service that aims to deliver support and care for people who are experiencing a suicide-related crisis. With \$1.25 million in funding from the Commonwealth Government through the Community Health and Hospitals Program, design is well underway and ICLA will open the doors of this Australian-first Suicide Prevention and Recovery Centre (SPARC), delivering an empathetic model of non-clinical, residential care in early 2020.

Currently, people experiencing suicidal thinking often present to a hospital emergency department or psychiatric facility. For many, this experience does not address the complex social care required for recovery. Research from overseas has shown that non-clinical residential models of care can be highly successful in giving people the tools and support needed.

Providing people with safe, supportive places to be when they are experiencing suicidal crisis and follow-up aftercare is absolutely critical to recovery. Many people in the Australian community report that they simply will not present to an emergency department when in crisis, and that the busy, clinical environment actually escalates their distress.

ICLA and partners Roses in the Ocean have commenced the co-design of the operational

model and will deliver training to a new workforce of Peer Workers who will support people accessing SPARC with compassion and friendship. Co design of the SPARC service model with people who have a lived experience of suicide and bereavement by suicide will help ensure that it accurately meets community needs and expectations.

SPARC will deliver quality care and support within a comfortable, homelike environment, emphasising that people in crisis deserve a safe space to be valued, heard without judgement and supported by people who have had similar experiences. For families and friends with loved ones in crisis, we hope that knowing there is a place like this to take them to will provide enormous relief.

Diagnosis Grouped	Facility Name	ED Presentations	Admitted Patients
Suicide Related Diagnosis	Prince of Wales	517	194
	St. George	448	167
	Sutherland	246	69
	Sydney & Sydney E	14	0
Self Harm	Prince of Wales	76	13
	St. George	54	10
	Sutherland	42	2
GRAND TOTAL		1397	455



Robin watching the Kite Festival preparations in Bondi

**EMBARK -
increasing access to the NDIS for
people experiencing homelessness**

In 2019, ICLA received funding from the NDIS through the NSW Ministry of Health under an Information, Linkages and Capacity Building (ILC) grant to deliver Project Embark. This project ran from April to July 2019 and aimed to improve access to the NDIS for people experiencing homelessness and psychosocial disabilities.

With the project targeting eight Local Health Districts across NSW, Project Embark

engaged with nearly 400 people experiencing homelessness! This was done through outreach activities, including community BBQs and visits to homeless hubs. Having this kind of engagement meant that we were able to further identify the barriers and challenges people face when trying to access the NDIS.

It was also a great way to generate awareness and understanding of the NDIS. Individuals who were interested and potentially eligible for the NDIS were supported to take their first steps for an application and were then referred to organisations that could provide further support!

Over 70 stakeholder organisations were engaged to map the barriers and challenges encountered

by people experiencing homelessness and psychosocial disability in accessing the NDIS. We were able to achieve capacity building for homelessness and health service providers to navigate the NDIS by sharing information and delivering workshops in each of the target regions across New South Wales.

Project Embark was a fantastic opportunity to produce a suite of resources to help people to understand and navigate the NDIS, as well as support those experiencing psychosocial disability and homelessness in accessing it.

For more information regarding Project Embark, look to our website:

www.embark.icla.org.au



Embark Project Manager Annika
Windon filming resource videos



Nick, Megan and Chay hosting a BBQ in Woolloomooloo
for rough sleepers as part of Project Embark



The official launch of the Project Embark website and e-resources

Nick and Ali sharing tips and tricks about accessing the NDIS at the Embark Launch



Lincoln displaying his creative and musical side playing the piano

A home of our own

In 2019, ICLA undertook a monumental step in offering the people we support a stable and homelike environment.

In April 2019, we purchased our first ever home to add to our portfolio of supported accommodation for people experiencing mental-health-related disability. Having supported people for over 30 years in rented accommodation, purchasing a property was an incredible step towards ongoing sustainability and supporting people experiencing mental illness and disabilities to live valued lives in the community.

Our first property is a cosy three-bedroom house, with a spacious granny flat attached, located on a quiet residential street in Sutherland. We acknowledge the support of Bank Australia in achieving this important organisational goal.

ICLA's Sutherland home opened its doors in May to two women transitioning from Sutherland Hospital and one woman transitioning from an ICLA property in Bondi. Our close partnership with South East Sydney Local Health District and the Sutherland Hospital aided in supporting the residents to transition into their new home.

Now quite settled in, the women residents of our Sutherland home continue to take strides towards achieving their NDIS goals as well as integrating and establishing themselves in their new community.



Work Experience Program

In 2019, ICLA established a work experience program for students wishing to gain skills and get a taste of working life. To achieve this, ICLA is proud to be partnering with Eileen O'Connor Catholic College (EOCC) to provide a safe working environment for students to gain skills in employment.

Eileen O'Connor Catholic College (EOCC) provides quality Catholic education for students with a moderate intellectual disability and other complex learning needs.

The work experience program aims to provide opportunities for students to gain life experiences through interacting with a diverse range of people and performing a range of work-related tasks suited to their individual needs and abilities.

Our first ever work experience student, Hugo, successfully completed his placement at ICLA with the assistance of his support worker, Denise.



HUGO IS A STAGE 6 STUDENT WHO PARTICIPATED IN WORK EXPERIENCE WITH ICLA. HUGO ENJOYS LISTENING TO MUSIC, WATCHING MOVIES AND TRAVELLING. HE IS VERY SOCIABLE AND IS ALWAYS READY TO TAKE ON NEW CHALLENGES. HUGO SPENT EIGHT WEEKS WORKING AT ICLA. HE CAME EVERY THURSDAY AND WAS INVOLVED IN A VARIETY OF INTERESTING TASKS. HE FELT VERY WELCOMED IN HIS NEW ENVIRONMENT AND ENJOYED THE WORK CHALLENGES AND FRIENDLINESS OF HIS CO-WORKERS. HIS EXPERIENCE AT ICLA HAS HELPED HIM DEVELOP HIS SKILLS IN AREAS SUCH AS INDEPENDENCE, INTERPERSONAL RELATIONSHIPS AND RESILIENCE, VALUABLE LESSONS THAT WILL HELP HIM ENTER THE WORKFORCE WITH CONFIDENCE ONCE HE COMPLETES HIGH SCHOOL.



Hugo with some of our ICLA Head Office staff

Prevention and Recovery Centre

In 2019, ICLA began discussions with St Vincent's Hospital Network to pilot a Prevention and Recovery Centre (PARC) in Sydney's inner city.

Prevention and Recovery Centre services are well-established in the Victorian Mental Health system and provide a short-term residential program for people experiencing mental-health issues.

The PARC initiative seeks to deliver a community-based, residential, mental-health treatment program for people experiencing mental-health issues. It will offer integrated clinical, non-clinical and lived experience supports to assist people in their mental-health recovery.

The PARC will accommodate up to ten people and will offer step-up and step-down treatment options, which will expand mental-health services in the local area. The step-up program

will seek to divert people in the community experiencing a mental-health crisis from hospital into the PARC, and the step-down program will offer a graduated and supported return to home by transitioning through the PARC following a hospital admission.

ICLA's Woolloomooloo site is proposed as the location for PARC, and throughout 2019/20, we will continue discussions and plans to redevelop this site and work in collaboration to establish new mental-health services in the Inner City.



Michael going for a board walk along the beach

RENOVATIONS + REFURBISHMENTS

At ICLA we know well the difference a home environment can make to mental-health recovery. A year of unprecedented growth and change within ICLA could not be truly celebrated without passing on the success to the people we support.

Bondi Garden Project

With a successful grant from the Social Housing Community Improvement Fund delivered by NSW Family and Community Services, we delivered on a project to design and build a brand-new deck, garden and outdoor space at one of our Bondi sites.



Ben and Anthony planting the new Bird of Paradise flowers



The concept design for the new outdoor space



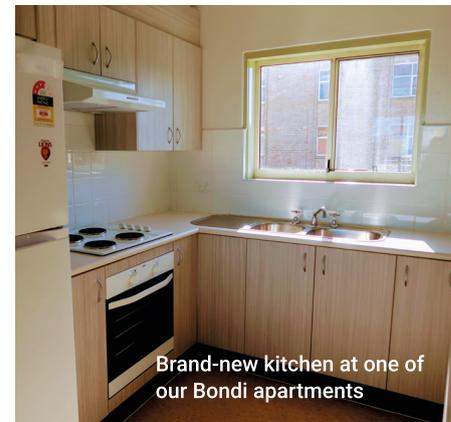
Close to completion

Apartment refurbishments

ICLA finished the financial year off by finalising major renovations to ICLA apartments in Bondi. With each of the four apartments comprising new floors, new kitchens, curtains and furniture, it was a great way to top the year off.

Looking ahead, we will continue our refurbishing project across all ICLA properties.

Renovations are also underway to prepare for the opening of SPARC. ICLA has received generous donations to help improve the site, including the gracious contribution from Grosvenor Engineering Group to replace and transform the lighting in the property. In addition, Broad Spectrum has also removed many of the kitchenettes to create a more open and inviting space for the people we service.



Brand-new kitchen at one of our Bondi apartments

Volunteer activities

ICLA has partnered again with Uniting Way in 2019 to renovate gardens and improve outdoor spaces in our Marrickville site for the residents to enjoy. Uniting Way coordinated a large group of volunteers from Dell computers to repaint our Marrickville home and rejuvenate the front and back yards. It was a day full of joy as our volunteers, support workers and those we support worked in the sun and filled their bellies with a delicious BBQ cooked by our staff. Thanks to their wonderful work, the residents now have a beautiful garden that can be enjoyed for many years to come.



Volunteers from Dell at the Uniting Way garden makeover event

The little things

At ICLA we know that often it is the little things that improve the quality of life for the people we support.

Our site supervisors and support workers have the ability to put forward any thoughts for improvements in each house as well as contribute their ideas through a suggestion box that is located in each of our homes.

Across the more than 40 supported-living homes at ICLA, we have invested in a number of developments throughout the year to improve living circumstances, such as upgrading technology, ensuring telecommunications are running efficiently, creating sensory spaces, planting flowers, improving accessibility, upgrading furniture and bedding, upgrading fixtures, improving accessibility, retrofitting flyscreens or replacing a single, shared letterbox with 12 new individual letterboxes at our North Bondi apartments to ensure privacy for residents.



Getting their hands dirty maintaining the yard and mowing the lawn



Stephen gardening the produce of his thriving new vegetable garden



Michael enjoying the sun whilst sitting on his newly renovated garden bench

CHIME

Part of the ongoing journey of growth and change at ICLA is focused on deepening our commitment to recovery-oriented practices. As part of this, we have adopted the CHIME framework to help guide our practices and are working to develop an identifiable model of service aligned with the theme of Connectedness, Hope, Identity, Meaning and Empowerment (CHIME) to ensure we stay focused on supporting recovery. Here are some examples of CHIME from across ICLA.



Connectedness

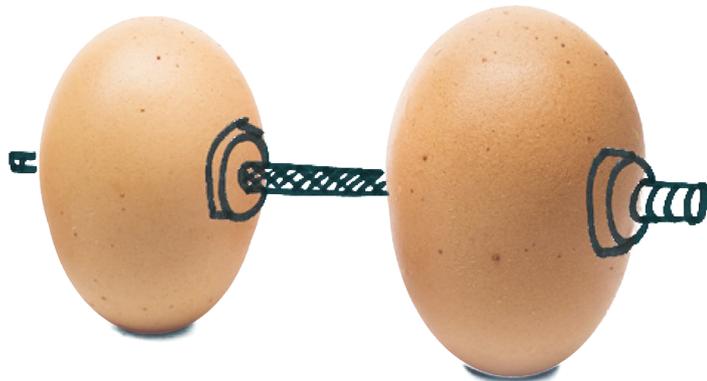
Ali El-Ahmed – Belfield

Ali is 56 years old and enjoys spending his time learning how to become more and more connected to his community.

With the help of ICLA, and a range of NDIS-funded services, Ali finds a sense of **connectedness** by always pushing himself to learn new things that will assist him to connect with his community.

His one-to-one support with ICLA has enabled Ali to learn how to navigate public-transport systems as well as understand and use Opal public-transport cards. It has increased his sense of self-worth and independence as it has allowed him to feel more and more connected with the community that surrounds him.

Ali also enjoys feeling connected through group outings with his housemates in Belfield. He continues to learn new skills and has also been able to connect himself directly with the community by becoming a supported employee of Eureka Packaging.





Hope

Stephen Tran - Hurstville

Stephen Tran is a 26-year-old who has been doing work experience at Coles Supermarket.

Through completing this work experience, Stephen finds hope in becoming more and more self-sufficient and independent with his daily routines.

Stephen normally works in the fruits/vegetable section, helping Coles staff in packing vegetables and fruits in their display tables. He does this once a week on Wednesdays and enjoys it very much!

With the help of ICLA staff, he has gained many skills in the Coles workplace and it has made his time there very enjoyable. ICLA staff assist Stephen in going to and from work, motivating and encouraging him in all he does, as well as assisting and helping him to arrange the fruits and vegetables in the produce section.

Stephen says it has given him **hope** that he will get a full-time job with Coles in the future.

“I have many goals to achieve and working full-time at Coles is one of the most important ones, as I believe I’m improving each time I work there.”

Stephen hopes that, with the help and encouragement of ICLA staff, he can achieve his goals.



Identity

Guy Rosello – Petersham

Guy Rosello is a 55-year-old swimming enthusiast who has lived in a home supported by ICLA for two years.

Over the past year, Guy has moved into a new permanent placement with ICLA and has formed connections with his housemates and support staff. This has helped Guy establish his **identity** by assessing who he is and how he interacts with others. Guy actively contributes to the daily

running of the house, especially meal planning and shopping for ingredients that reflect his Sicilian heritage. Having support staff in the house 24/7 allows Guy to be actively engaged in these activities throughout the day.

Guy has also received one-on-one support to participate in community recreational activities such as going to the same beach he would go to in his youth and swim. Guy has commented on how much Sydney has changed over the years, but the beach remains much the same and having the opportunity to swim in the water clears his mind and keeps his body healthy.



Meaning

Regina Purnani – Randwick

Regina Purnani is a 47-year-old cooking enthusiast who has lived in a home supported by ICLA for five months.

Over the past few months, Regina has achieved several goals related to having more **meaning** in her life. Some of these goals include watching one of her favourite shows, *The Bold and Beautiful*, going on daily outings to the beach or to her favourite jewellery store or even going to Starbucks to grab a nice hot chocolate!

Regina also finds meaning through cooking. Regina has been more and more involved in participating with the weekly house grocery shopping, deciding what to buy for the meals and involving herself more fully with the cooking process.

For Regina, having more meaning in life is very important and helps her to feel more independent and confident. Support provided by ICLA to achieve her goals includes constant and active engagement, which helps Regina to feel motivated, happy and independent.



Empowerment

Jake Humphreys – Hurstville

Jake Humphreys is a 23-year-old toy-automobile enthusiast who has lived in a home supported by ICLA for six years.

Over the last year, Jake has achieved several goals in relation to empowerment, his main achievement being a very exciting trip to the Gold Coast. Jake identified in 2018 that he wanted to attend the upcoming holiday to the Gold Coast with his day program, Civic. Jake approached ICLA with the idea and started the

ball rolling. Jake began to raise funds himself by recycling old plastic bottles for money and, in 2019, Jake's vision became reality, with him celebrating his 24th Birthday on the Gold Coast!

For Jake, **empowerment** means identifying his goal and achieving the necessary steps to make it happen and being supported to make his dreams a reality. Support provided by ICLA to achieve this goal included coordination between ICLA and Jake's day program around the logistics required to support Jake to go on the holiday, and assistance from Support Coordinator Jesika advocating on Jake's behalf.

DELIVERING QUALITY SERVICES

Our Service Delivery team has been restructured and expanded with the introduction of two new lines of leadership: Site Supervisors and Team Leaders. This new structure has provided opportunities for staff development and career progression as well as onsite coaching for support workers. It has also allowed a more detailed focus on quality documentation and case management processes.

We have completed the historic transition from a paper-based service to electronic records, with all staff now using mobile applications to access our Information Management System (Enrite). This new system has supported the delivery of individualised, outcome-focused work and information sharing.

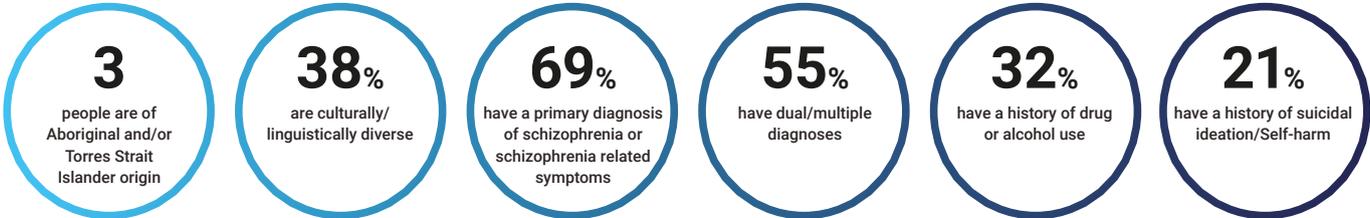
In November 2018, ICLA appointed our General Manager of Quality, Evaluation and Outcomes, Dr. Rebecca Kuhnert, to lead continuous quality improvement. This has led to significant developments in our reporting frameworks, internal audits and staff training.

ICLA is partnering in the pilot of the YES (Your Experience of Service) survey, a standardised and evidence-based outcomes measure that is used across the Health network. We are on track to launch the pilot program in 2020.

Independent Community Living Australia supports people 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.

We currently support around 90 people ranging in age from 22 to 74 years.

Ages	30-39 YRS:	8 PEOPLE	50-59 YRS:	32 PEOPLE
	18-29 YRS:	6 PEOPLE	40-49 YRS:	19 PEOPLE
			60+:	18 PEOPLE



PEOPLE + CULTURE

Paula Nathan – Service Manager (Community Region)

In November 2018, one of our most loyal and dedicated employees reached her 10-year work anniversary with ICLA!

Paula Nathan has been with ICLA since 2009 and has been witness to a decade of changes and positive growth as well as experiencing career progression herself. With Paula's skill set, experience and adaptability, she has worked her way from Support Worker through to her current role as Community Region Service Manager.

Paula knew that making a career in the mental health sector was the right choice as the decision has always been one made from the heart. Having family members experiencing the struggles of mental health, Paula decided to join ICLA, stating, "Having family members living with mental health, I witnessed the success of their transitions back into the community when other institutions closed down. I have been interested in support work ever since."

Whilst working as a Support Worker, Paula found absolute joy in engaging with the people we support. It allowed her to focus solely on active commitment and to ensure everyone's

goal was being met. Less than 12 months later, in 2010, Paula advanced her career and became the Assistant Manager, a role in which she assists in the management of our employees and those we support to enable efficiency and effectiveness.

Through the years, Paula has established herself as someone who has the capability to diversify her duties throughout Service Delivery to ensure best practice and to ensure we support people to reach their goals. This is one of the reasons why Paula has chosen to stay with ICLA for the last decade.

As the years have progressed, Paula has been able to cultivate her expertise in staff management through working as one of our Service Managers. Paula's passion to help others flows through our organisation and her objective never strays from ensuring that those we support are reaching their goals. "It's very rewarding to support the people we support to achieve their goals. Most of the people in low support would like to move into their own place and have independent living skills, and we are able to provide support to develop those skills."

ICLA would like to take this opportunity to thank Paula for her dedication and hard work for our organisation.



Aimee Sheehy – Team Leader (South)

When Aimee began working with ICLA in October 2018, we knew we had struck a pot of gold. Aimee moved to Australia from a small town in Ireland called Feohanagh to expand her qualifications as a Social Care Worker, moving from aged care to the disability sector. As mental health has always been an interest of Aimee's, when she noticed ICLA's advertisement for a Support Worker position, Aimee knew our organisation would be the right fit as it covered her strengths and passion across the board.

Starting out as a Support Worker in our Eastern Region, Aimee found satisfaction in being able to assist those we support in achieving their goals, no matter how big or small. Aimee explains that "being a part of their day-to-day lives, and being able to help them with the things that most people probably wouldn't see as an achievement, even though to them it was!" is a defining reason as to why being a support worker with ICLA is so rewarding.

From there, Aimee has progressed alongside ICLA, as it was only months later that she

was offered the Site Supervisor position for one of ICLA's homes located in Bondi, NSW. It was here that Aimee was able to utilise her organisational talent. "I was driven in knowing that having a plan and a structure would help our Support Workers with getting what needed to get done, done."

Since May 2019, Aimee has been working as ICLA's Team Leader for our South Region. This was Aimee's biggest yet most exciting challenge as she faced working with multiple homes and people. Aimee's favourite part of her role is trying to set an example for the Support Workers and Site Supervisors as well as being able to be there when there is uncertainty or concerns. "At the end of the day, it comes down to the people we support, so I always make sure I am visiting our homes and ensuring that our support workers are getting the support they need to do their job."

Aimee has found working with ICLA has bought a new form of confidence and self-awareness regarding her newfound skills and capabilities. The progression and notable achievements Aimee has made along the way have proved what an asset she truly is to our organisation.



**Hayden John – Support Worker/
Project Embark (NDIS) Peer Navigator**

In January 2017, ICLA had the pleasure of introducing Hayden John as one of our Support Workers in our Community Region (located in Bondi and the Inner City). Before working for ICLA, Hayden was a university student studying a Bachelor of Law and a Bachelor of Arts majoring in Politics.

With the boundless confidence in knowing that working within the community sector was his main objective, Hayden chose to work with ICLA, recognising that he would have the ability to give back to people in need of a helping hand. As ICLA works practically with people experiencing challenges in mental health, Hayden states, "Coming from a family history of mental illness, I was inspired to understand more."

As our community region has the wonderful ability to provide drop-in, one-to-one support, ICLA has been fortunate enough to have Hayden there to assist people with their daily goals and to help them achieve specific ambitions. This has been Hayden's favourite aspect whilst working with ICLA, stating, "My favourite part of my job is witnessing

individuals reach their goals and improve their quality of life when provided with the right support. Whether it's getting up out of bed in the morning, learning how to cook an egg or finally securing independent housing. It's phenomenal seeing what someone can achieve, despite how impossible it once may have seemed. With the right tools, people can accomplish anything."

Hayden's passion for social welfare and his dedication to educating others enabled him to be a part of ICLA's Project Embark. As one of the main highlights whilst working with ICLA, Hayden was able to engage with individuals experiencing homelessness and mental illness in order to improve their access to the NDIS. "From backyards, to under bridges, from Broadway to Byron, working with Project Embark to improve access to the NDIS was life-changing in more ways than I have words to describe."

Outside of work, Hayden enjoys expressing himself artistically with a youthful perspective: "I love to dance like nobody's watching, sing at the top of my lungs and play – because you are never too old to be a kid!" It is personalities like Hayden's that bring a light to ICLA.



MORE HOMES, MORE PEOPLE SUPPORTED

For ICLA, this financial year saw an expansion of our accommodation options and extension of services into new regions. Over the past 12 months, we have opened four new homes and expanded our services into the Sutherland Shire, Randwick and Belfield.

New site projects are a collaborative effort, involving people we support and their support

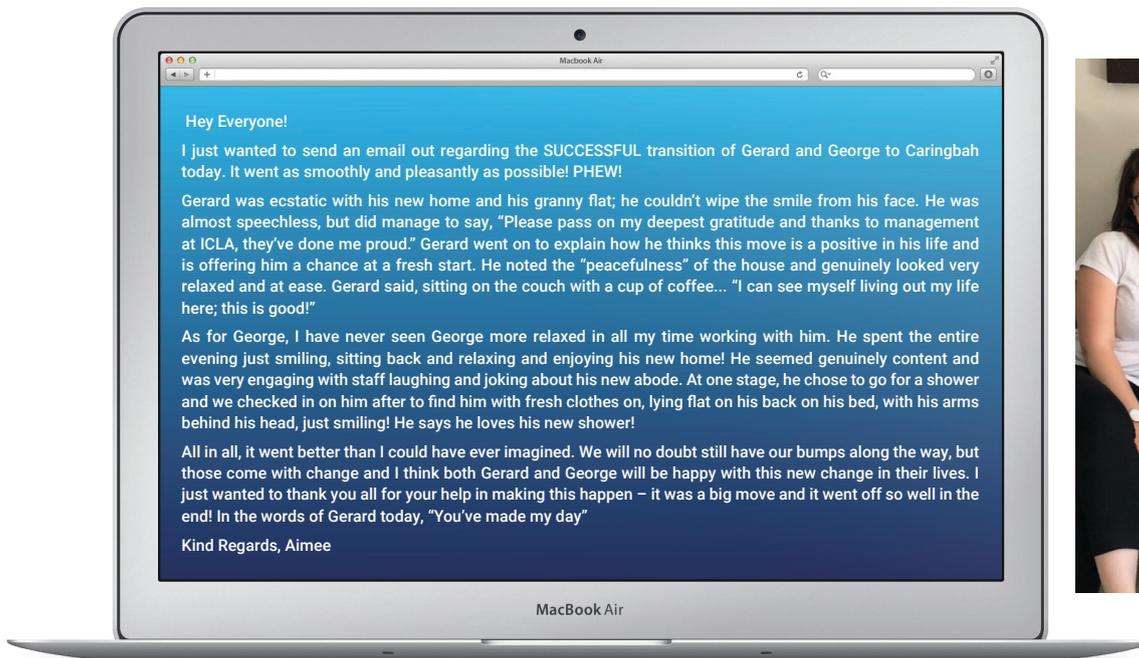
networks, and a holistic organisational approach. Each project is based on creating a homely environment, which meets each individual's needs and promotes connection to the community and opportunities to thrive.

Expansion of our accommodation sites has also created new placements for people to transition into ICLA from crisis services or long-term hospital stays.

In opening new sites, ICLA has maintained a focus on continuous improvement in our

transition process. Building our processes, engaging new stakeholders and seeking feedback following transitions into new sites will assist us to continue to expand our services and provide more homes for people who require our support.

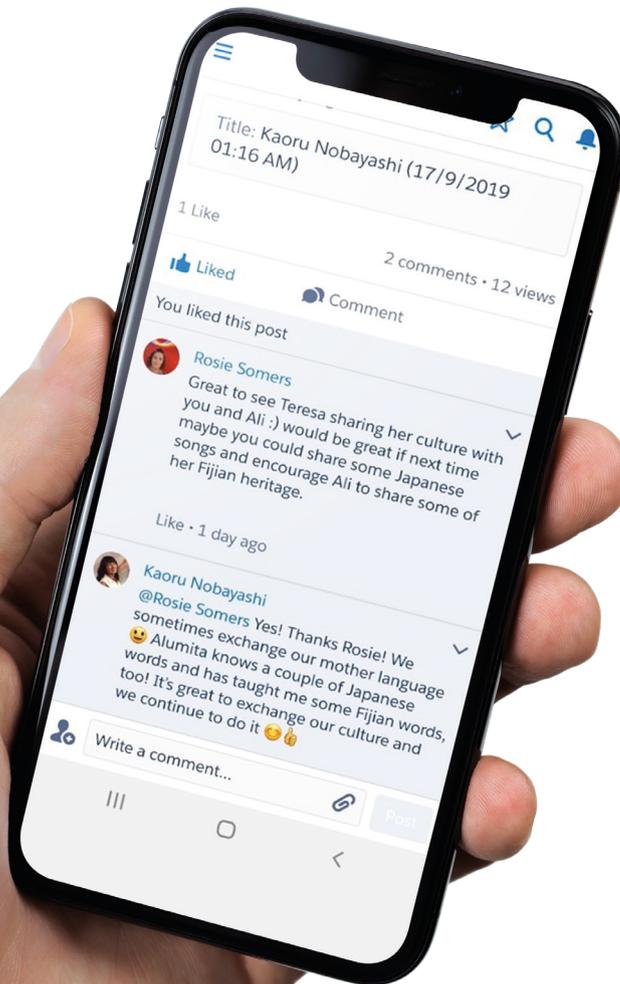
One of our biggest transitions was re-locating people we support from Bondi to our wonderful new home in Caringbah. Through careful preparation and amazing teamwork, ICLA was able to provide a smooth and positive transition.



Alex, Susan and Shai joining together to work at one of our residences in our Mascot Region

STAYING CONNECTED

It was just two years ago that ICLA made the decision to move from a paper-based system to using Salesforce as our online Information Management System. In 2019, this platform has ensured consistency of information, and has helped our workforce stay as connected as possible.



As ICLA expands throughout the Sydney regions, it can be hard to stay in touch and ensure quality communication is happening between each of our employees. Salesforce's Chatter function allows for exactly this whilst also maintaining responsible service of care for those we support.

With the ability to write progress notes for the people we support, the Chatter function allows for our employees to write comments and updates on such notes. It enables us to be more connected and to ensure there is a consistent flow of communication whilst simultaneously ensuring we are providing the best kind of assistance possible.

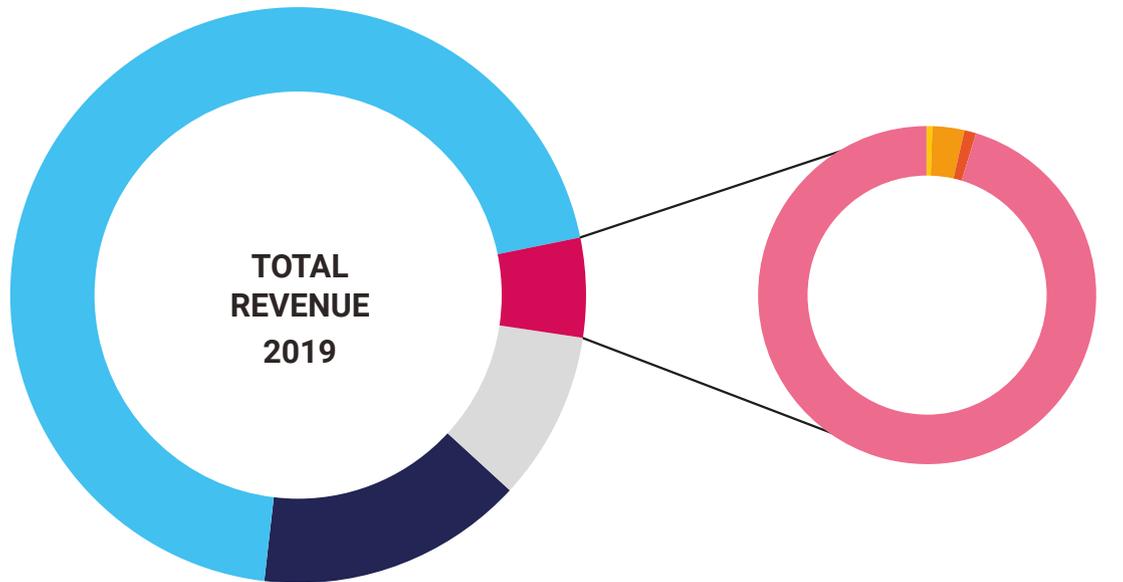
Rosie Somers, our Team Leader for our Western region, finds this especially helpful. *"Chatter is a great function of Enrite/salesforce as it allows me to communicate directly with my team across sites and shift hours. It helped to foster the team spirit by commenting/liking others' notes, inspiration for staff to try new things and provides opportunity for reflection on individual practice."*



FINANCIAL REPORTS

Our Total Revenue for the year was \$9,376,037

The main sources of revenue was NDIS (70%), Client Fees (15%) and NSW Health Funding (10%).



NDIS - \$6,572,869

Residents - \$1,408,824

NSW Health - \$961,171

Other - \$433,174

Dept of Health - \$412,409

Donations - \$4,264

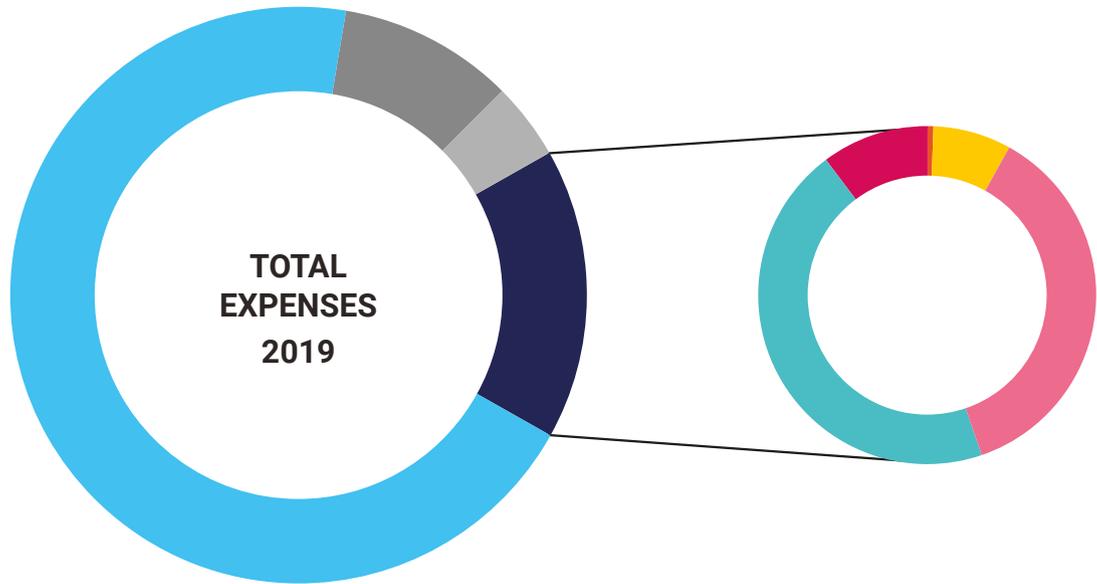
Interest - \$13,523

Gain/Loss on Disp - \$2,818

Membership - \$160

Our Total Expenses for the year were \$8,687,700

The main expenses were Staff Salaries (69%) and Residential Expenses (10%)



- Salaries & Wages - \$6,035,790
- Residential - \$846,267
- Administration - \$388,591
- Other - \$1,417,052
- Software & Equipment - \$147,007
- Contractors - \$638,314
- Superannuation - \$520,673
- Motor Vehicles - \$108,114
- Insurance - \$2,944



Teresa and Alumita playing Scrabble

OUR SUPPORTERS

Supporting ICLA is a great way to contribute to the local community and make a difference to people's lives. We are grateful for the generous support we have received from community members, local businesses and our corporate partners including Norton Rose Fulbright, Ashurst Australia and Bradfield and Scott Lawyers.

Generous donors

We would also like to thank our generous donors for their support this year. Your contributions make a real difference to our work and to the lives of the people we support. In particular, we would like to acknowledge and thank our top supporter, Ms. Emma McDonald, who has been providing ongoing support to ICLA for many years.

2019 Donors

- Emma McDonald
- Efraim Dasalla
- Anonymous donor 'Remembering Rod'
- Matthew Rasheed
- Chantal Bronkhurst
- Juli Henao
- Lisa Simpson
- Donald Brenden

By donating to ICLA, you are making a real difference to someone's life. All contributions help improve and expand the services we provide and help people with mental and physical challenges achieve their independence and feel part of the community. More information on supporting ICLA can be found on our website at www.icla.org.au

Partnership and collaborations

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

Australian Federation of Employers & Industries (AFEI)

- Aftercare
- All Hours Gas Repairs
- Allianz Roadside Assistance
- Bank Australia
- Beaumont People
- Being
- Blue Toro Mobile Mechanics
- Boxing Clever
- Brad Campbell
- Bradfield and Scott Lawyers
- BRC Recruitment
- Bridge Housing
- Church Resources
- Clean Abilities
- Danet Technology
- Disability Services Australia

- Eileen O'Connor Catholic College
- Ensol Systems
- Eureka Packaging and Assembly
- Family and Community Services
- Fat Digital
- Fire Extinguishers Australia
- Folk
- Generous and Grateful
- Grosvenor Engineering Group
- Homelessness NSW
- JB Hi-Fi – professional
- Jewish Care
- John Mackrell (Volunteer)
- Katberg Digital
- Connecting
- Land and Housing Corporation
- Matthew Talbot Hostel
- MayDay
- Mental Health Carers NSW
- Mental Health Coordinating Council
- National Disability Insurance Agency
- National Disability Services

HOW YOU CAN HELP

Independent Community Living Australia is a Sydney-based organisation. Supporting ICLA is a great way to contribute to the local community and make a difference to people's lives. There are a range of ways that people and organisations can support ICLA, including:

Volunteering

We provide interesting and flexible opportunities for volunteering in a positive and supportive environment. Our volunteers have fun meeting new people and help those we support to be more independent and connect with the community.

To see what opportunities are available or to register your interest, please call our head office.

Donating

All donations help improve and expand the services we provide and help people achieve their independence and feel part of the community.

A donation of \$2 or more is tax-deductible.

Small amounts of \$25–\$500 enable us to purchase items for the people we support, such as lamps and linen.

Larger amounts of \$500–\$2,000 enable us to purchase TVs or fridges or fund small improvement projects or group activities.

An easy way to contribute is to become a regular “supporter” and give monthly or quarterly.

Larger amounts will help us acquire more homes to help even more people.

Individual grants

“Individual grants” can be made to the people we support.

For example, funds can go toward supporting someone to take a holiday, complete a course or qualification or purchase an item to learn a new skill (e.g. a camera for photography).

Providing in-kind or discounted products or pro-bono services

We are grateful for the support we have received from local businesses over the last 30 years. However, there is always more we can be doing to improve and expand the services we provide.

Any in-kind or pro-bono support from the business community is always appreciated.

Some of our key needs include trades/maintenance, electrical and whitegoods.

Major partnerships

ICLA is looking for major partners to provide funding that supports new projects and helps us deliver ongoing, high-quality services.

Please contact our CEO with any enquiries about major partnerships.



Anthony feeding Harry Trotter the pig at The Grounds in Alexandria

THANK YOU

We're here to help.

Get in contact for more information.

T: (02) 9281 3338

E: info@icla.org.au

ABN: 97 146 618 733

ICLA  **Independent Community
Living Australia**
Everyday life changing

WWW.ICLA.ORG.AU



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