

COMMUNITY *News*

NOVEMBER 2021- EDITION 40



Our Opening Doors Project at Barry Street Echuca is underway. We are thrilled that construction has started and the project plans are coming to fruition. Make sure to follow along on the journey of not only the construction of the build but also the people and families that will be enjoying the benefits this project will deliver.

www.facebook.com/CLRSopensdoors

A Message FROM OUR CEO



Welcome to our Summer edition of our Community Newsletter.

As an organisation we have had a lot happening in the past few months. We held our AGM, which you can read all about in the next section, had an external audit completed, implemented some change in our organisation structure and continued our fundraising activities.

In the past few months we have completed our registration assessment for our Out of Home Care Services. The clients and staff in this area have been doing some incredible work. Our registration assessment requires us to meet both the [Human Service Standards](#) (HSS) and the [National Standards for Disability Services](#) (NSDS). These standards represent a set of service quality standards for Department of Families, Fairness & Housing (DFFH) funded service providers, which test the quality, safety and governance of the services we deliver. We need to meet these in order to be able to continue to provide Out of Home Care services. Our assessment is completed by an external Auditor and involves an assessment taking place every 18 months. We are delighted to be able to report that we completed our assessment with 100% compliance to the standards. This means that for us our systems and supports are delivering quality, safe and connected support to our clients and our staff.

Later this year we will undergo a midterm audit of our compliance with our [National Disability Insurance Scheme](#) (NDIS) registration requirements. We are required to complete this as a Registered Provider by the [NDIS Quality & Safeguards Commission](#). This means that we are tested to see if we are meeting the requirements of the [NDIS Practice Standards](#), comply with the [NDIS Code of Conduct](#), meet [Worker Screening Requirements](#), have [complaints management](#) processes and [incident management](#) processes in place. There are over 200 items against which we are assessed. This takes a whole team effort and provides us with the ability to ensure our clients safety and support needs are delivered by a well-supported and safe workforce. Click on the links to find out more about each area.

Thanks to everyone for your continued support of our [Mega Draw](#). We are now in the final few days of this great initiative so if you haven't yet bought a ticket you better get in quick!! Tickets can be bought [here](#) or in our office at 26a Percy Street, Echuca. Winners will be drawn on Tuesday 30th November 2021.

Thank you for your continued interest in and support of our organisation.

Leah Hoff



AGM Report

On the 21st October we held our 42nd Annual General Meeting. COVID restrictions meant that we were unable to get together in person and so this meeting was held virtually using Microsoft Teams.

Because of the virtual nature of the meeting, we recorded some of the reports and presentations so that we could share more widely our review of the past year and our celebration of the people whose contributions we acknowledged.

Our current President, Wayne Jenkin, spoke about the construction of the 4th Opening Doors Project at Barry Street in Echuca, our wonderful Johnno's Run event and community, our new Board member and those Board members who resigned during the year. He also spoke about the challenges faced by the organisation with COVID restrictions and with the discovery of underpayment of staff. You can watch a recording of his presentation [here](#).

Our Treasurer, Erin Langman, presented the financial report for the year. CLRS's revenue from operating activities remained strong at \$16.28M compared to \$15.9M in the 2020 financial year. There has been a loss recorded this year in the amount of \$2.4M. This loss is mainly due to the back payments which have been made to staff over the course of the past few months. You can also watch a recording of Erin's presentation [here](#).

You can read our full Annual Report [here](#). Next year we are looking forward to holding a face to face AGM with all of our members and friends in attendance.



Leah Taaffe,
Brendan Hogan,
and Wayne
Jenkin



Peter Gilmour,
Dave Callanan
and Wayne
Jenkin

ACKNOWLEDGEMENT OF SERVICE:

Brendan Hogan was presented with an acknowledgement of the years of service he has provided to the organisation. Brendan has been a member of the Board for nine years and has completed the maximum service allowed by our constitution. During that time he held the role of President for 5 years as well as Treasurer and Secretary for a year each. You can watch the acknowledgement being presented by Board President, Wayne Jenkin, [here](#).

THE CLETUS GILMOUR FUNDRAISING AWARD:

This is an award presented in memory of Cletus Gilmour who was a proud employee of CLRS, dedicated to fundraising and raising awareness of the supports people with disability need in our community. She passed away after a short illness in 2015. The award is presented to a person who has made a significant contribution through fundraising to raise awareness and improve outcomes for people with disability and has clearly made a difference to CLRS and the community.

This year David Callanan was presented with the award and you can watch that presentation [here](#).

STAFF YEARS OF

Service Awards

A highlight of the past year was the increase of permanent staff from 53% of our team to 84% of our team over the past year. Each year we love to acknowledge the service that staff provide to our clients and our organisation. This year we had 20 staff who have achieved the milestones of 5, 10, 15 and 20 years service over the past year. David Rutledge, our Corporate Services Executive Director, acknowledged these staff during our AGM. We had Deb Oswald achieve 20 years of service, Sue Ferres, Andrea Johnston and Cris Stevens-Todd achieving 15 years of service. To see all of the other staff and hear the lovely words shared about them you can watch the presentation [here](#).



Deb Oswald



Sue Ferres



Andrea Johnston



Chris Stevens

Introducing OUR BUSINESS SUPPORT OFFICERS



In the past few months we have developed a new position called a Business Support Officer. This role is responsible for delivering Reception services, rostering our staff and supporting our teams with administrative tasks. We are delighted to welcome Danielle Andrews, Mary-Anne Giovanetti & Maddison Seymour to the team with Angela Miller. We hope you enjoy chatting to them when you call the office.

Pictured from left to right: Maddison Seymour, Danielle Andrews, Angela Miller & Mary-Anne Giovanetti

A SNAPSHOT OF OUR Services



DEFINED PROGRAMS, SOCIAL ENTERPRISES & GROUP PROGRAMS **91**

