

Community Living
& Respite Services

**2021 - 2022
ANNUAL REPORT**

OUR VALUES

Respect

We recognise & value individuality.

Wellbeing

We encourage healthy lifestyle choices.

Collaboration

We partner, connect and coordinate in support of our services, organisation and community.

Accountability

We are professional, ethical, honest & take responsibility for our actions.

AN OVERVIEW

This annual report is a brief overview of the achievements, activities and financial performance of the past 12 months. Every page and story reflects only a small number of the people we support, employ and partner with. It is written to provide an insight to our organisation for our members, the people we support, our staff, volunteers and the community.

WE ACKNOWLEDGE THE TRADITIONAL OWNERS

CLRS delivers services on the traditional lands of the Dja Dja Wurrung, Taungurung and Yorta Yorta peoples. We respect and acknowledge their unique Aboriginal cultural heritage and pay our respect to their ancestors, descendants and leaders as the Traditional Owners of this country. We acknowledge their living culture and their unique role in the life of this region.

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@CLRSINC



@CLRSINC

Inc. No. A0013878U

NDIS Provider No. 4050003963



Back Row: (l-r)Cliff Downey, Lewis Downey Front Row (l-r) Maree Downey, Fiona Raverty, Dylan Raverty, David McHardy

BARRY STREET OPENING

In late June 2022, we cut the ribbon and officially opened our fourth Opening Doors Project.

Cover Image: Barry Street Opening, June 17, 2022

Photographer: CLRS

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CEO & PRESIDENT'S *Report*

This year has been our fifth full year delivering National Disability Insurance Scheme (NDIS) funded services and we are continuing to grow and develop our organisation to ensure it is in a sustainable position into the future.

This year has been our fifth full year delivering National Disability Insurance Scheme (NDIS) funded services and we are continuing to develop our organisation to ensure it is in a sustainable position into the future. This is particularly challenging in an environment where NDIS pricing and compliance requirements are impacting the ability to deliver sustainable services.

We are very proud of the construction of our fourth Opening Doors Project on Barry Street in Echuca, which was completed in mid-June 2022.

This project developed four units, enabling people with disability to live on their own, supported by their family, our staff and our community. We are delighted that these homes have been completed with the generous support of our community.

In 2021 we made the decision to bring Johnno's Run home and had planned 5km and 10km routes to run, walk or wheel on 5th September 2021 in our beautiful Echuca Moama community. As a result of COVID-19 risks, we were unable to deliver a face-to-face event. We are very excited that in August 2022 we will finally be able to take advantage of the great opportunity to deliver an inclusive annual event in our local community, encouraging participation in exercise

and social activities and providing an opportunity for our community to come together to support building homes for people with disability. This will be a 5km, 10km & 21.1km event, taking in both of our wonderful bridges. Johnno's Run has been a major fundraiser for Community Living & Respite Services (CLRS) for the past 9 years and over this time we have raised approximately \$370,000 and have had over eight hundred people participate. All of this has been done in support of our Opening Doors Projects.

BOARD LEADERSHIP

Over the past year Brendan Hogan resigned from the Board. Brendan, who completed the full 9 years allowed by our constitution, was acknowledged in last year's annual report. In the coming months Leanne Cuffe will complete her 9 years of service with us and we acknowledge her service in this year's annual report. We thank them both for their support of CLRS.

HIGHLIGHTS

Continuing to respond to the COVID-19 pandemic has been a significant challenge for everyone in our community. The past year has been more challenging than the year before, which we had hoped would not be the case. Living with COVID has put our clients at significant risk but the work done by our staff to maintain safe work practices, wearing personal protective equipment and cleaning everything as often as possible has been incredible.

The way in which our team have worked together to ensure people are supported, are as safe as possible and positivity is maintained, has been a highlight. The way in which everyone responds, reflects the great relationships we have and dedication to delivering support to our clients.

We have operated our first full year with the modern award, Social, Community, Home Care and Disability (SCHADS) Award, as our means of employing staff. Enabling this change through updating systems and processes has been a great team effort. Our IT Manager, Human Resources team, Finance team and Business Support Officers have carried the bulk of this work. The SCHADS Award has further changes being made from July 2022 and this is impacting our ability to flexibly deliver individualised supports. We have been working through the impact of these changes with our clients and staff, and hope the NDIA supports clients with the funding they need as a result of these changes.

COVID also impacted our staffing and we needed to use Agency staff in the past year. We were delighted to work with On Call Group Australia who provided some great staff to us on very short notice. Despite On Call Group's great staff, we are looking forward to not having to use this resource again in 2022/2023 year as this is a significant additional expense that is not covered through NDIS funding.

PARTNERSHIPS

Our partnership with our clients and families is the most important pillar in our success. Our clients, who make it possible for us to deliver the many services and programs we have on offer, drive CLRS to continually improve. Because of this partnership, CLRS is able to support our clients and their families to live the life they choose, within their community. We thank our clients and families whose support of our fundraising efforts and our Social Enterprises enables us to continue to deliver supports to people in our community.

Our partnership with our staff has been strengthened in this past year. Our staff have demonstrated significant resilience and dedication to supporting our clients, while dealing with the continued impact of COVID.

Over the course of the year, we have maintained the level of permanent staff at 80% of our team. We value being able to provide certainty and consistency for our clients and staff. The work of our staff is the cornerstone of our success and for this, we say thank you!

Our strong relationships with sponsors, donors, local community, state and federal government bodies, local community groups and disability support organisations, is an integral part of our ongoing success. We also value our partnerships with the community services and corporate sector. This support enables us to have greater reach and impact in the provision of vital services for our clients and their families.



LOOKING FORWARD

Our 2021 – 2024 Strategic Plan was released this year. This plan is focussed on having an engaged, inclusive and skilled workforce, sustainability to enable responsible growth and safe, effective, connected and collaborative support with every person, every time.

As a Board we will continue to respond to the opportunities and challenges ahead with the same positive attitude, committed to providing the governance needed to ensure CLRS remains committed to its values and focussed on our vision of an inclusive community.

We thank our Board members and senior managers for their leadership, and thank our valued staff, volunteers and ambassadors for their continued commitment and dedication to meeting the needs of people with disability in our community, empowering them and their families to live the life they choose.

CEO: Leah Taaffe

President: Wayne Jenkin

Martyn's Story

"I was the first child at school to be in a wheelchair. It felt like I was one of the other kids."

Martyn Lawrence was born 10 weeks early at 1.76kg. Soon after birth, he stopped breathing. This led to his diagnosis of Cerebral Palsy.

Martyn started accessing CLRS services in 1997. "I was the first child at school to be in a wheelchair. It felt like I was one of the other kids."

Jo – Martyn's mum had to advocate very strongly for Martyn to be able to attend mainstream schooling at Echuca South Primary School and challenge some very outdated thinking of the school principal about Martyn's support needs.

Martyn graduated from Echuca College in 2011. In 2013 Martyn attended CCAE completing IT studies. In 2014 Martyn and his family travelled around Australia in a bus and had some wonderful life experiences.

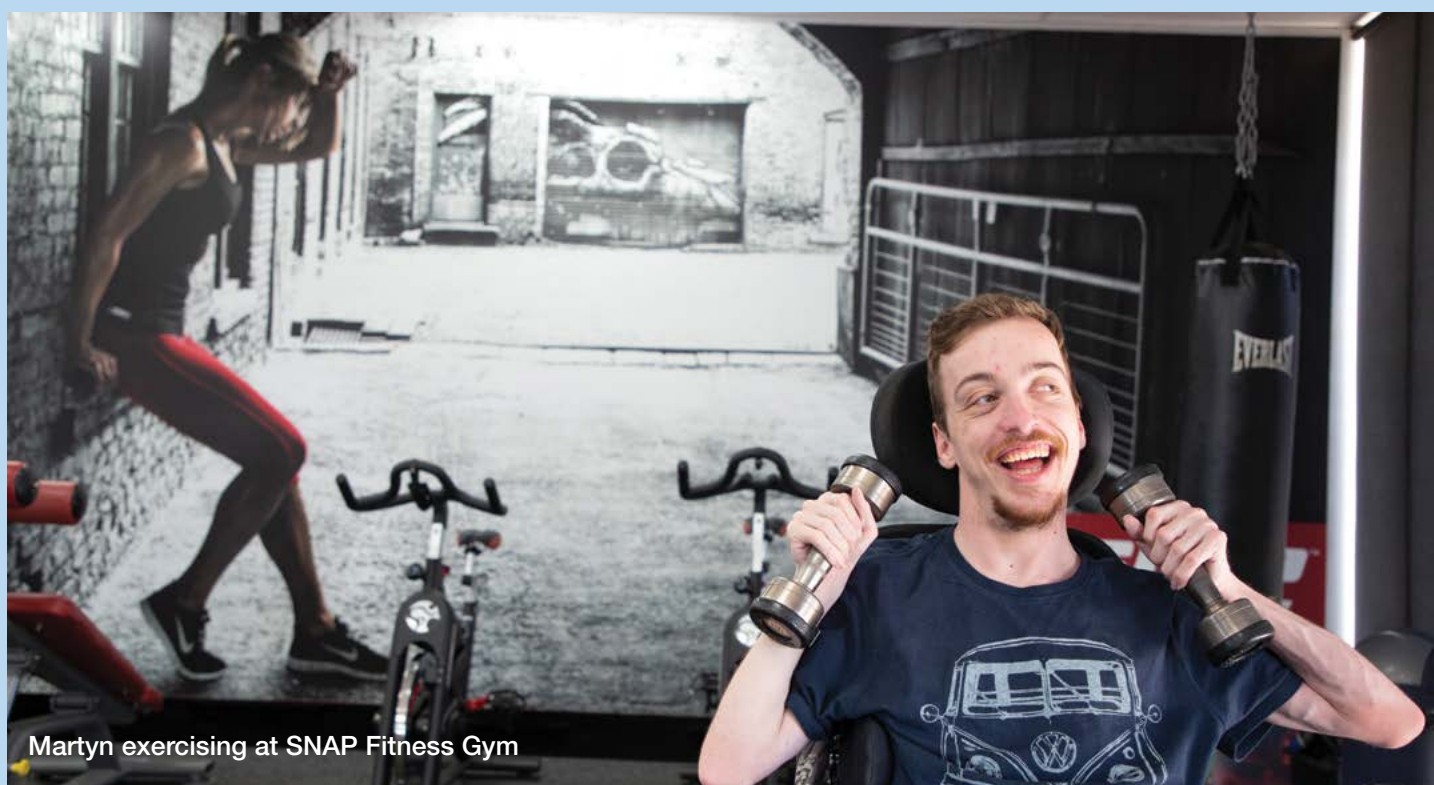
Martyn is motivated, committed, and passionate about going to the gym.

He has attended SNAP Fitness Echuca three to four times a week for the past 4 years. He aims to improve his flexibility, increase his skills and become more independent.

Due to regular attendance, Martyn's strength in his arms has increased to the point that he can now lower his arms to his wheel on his wheelchair and move the wheel himself for short distances. Previously Martyn was unable to lower his arms down very far at all. This is a huge achievement and shows where hard work and dedication can get you.

Working out supports his physical health, and mental health and increases his social connections within the local gym community as Martyn always loves to have a chat with other gym members.

Martyn has met Peter Hitchner and sat at the news desk next to him. Martyn uses social media to make connections with others who work in news and TV.



Martyn exercising at SNAP Fitness Gym

JEFF'S Story

Jeff Grady's health and physical wellbeing was impacted suddenly some years ago. Jeff's overnight health decline resulted in him requiring ongoing support to maintain his wellbeing and support his rehabilitation. Jeff was supported by his family who were new to the National Disability Insurance Scheme (NDIS). Jeff's family received guidance from CLRS staff to find their way through the funding applications and maze of paperwork for the NDIS.

Jeff had limited housing options when all these changes happened and he reluctantly moved into an aged care facility where he has lived since. Jeff was well supported in the aged care facility, but Jeff wanted to live more independently; aged care wasn't the place for him.

Jeff has always been a keen tinkerer with all things mechanical and he spends his days working on projects in his workspace.

Jeff works on all sorts of technical jobs, from vehicle restorations to adaptive technology for himself. Jeff also enjoys the river, fishing and outdoor activities.

Jeff has worked with his Support Coordinator, Shelley to gain support and develop options which support him to achieve his goals and independence, using his NDIS funding. In late May 2022, with the support of Shelley, and her commitment to Jeff's goals of independent living and lifestyle, Jeff moved from the aged care facility into his own independent specialist disability accommodation unit. The process to achieve this move has taken roughly 2.5 years with Jeff supported all the way. Jeff and his family could not be happier that it has finally happened and are grateful for Shelley's support of Jeff throughout this time. The family said the key was that Shelley took the time to learn and understand how Jeff ticks and to listen to Jeff.

Armed with Jeff's preferences, Shelley has linked Jeff to the right supports. Jeff has also discovered some new social connections with a support provider, where he enjoys his time going bush, barbequing and fishing.

It has been a long road for Jeff to rediscover independence and his preferred lifestyle. Shelley has been in Jeff's corner throughout the process, challenging assumptions, seeking support and funding with the NDIS, and managing perceptions of Jeff's ability to maintain his independence.



Jeff Grady

Shelley enjoys her visits with Jeff in his project workspace and is always impressed by Jeff's skills and ingenuity. Jeff is a can do guy and this coupled with Shelley's persistence and commitment to her clients means they have achieved a great result together for Jeff's support and independent living.



Jeff and Shelley

A SNAPSHOT OF *Our Services*

CLRS delivers a broad range of services across a large geographic area. Our services provide essential supports to our community.

SERVICES

National Disability Insurance Scheme (NDIS) Services

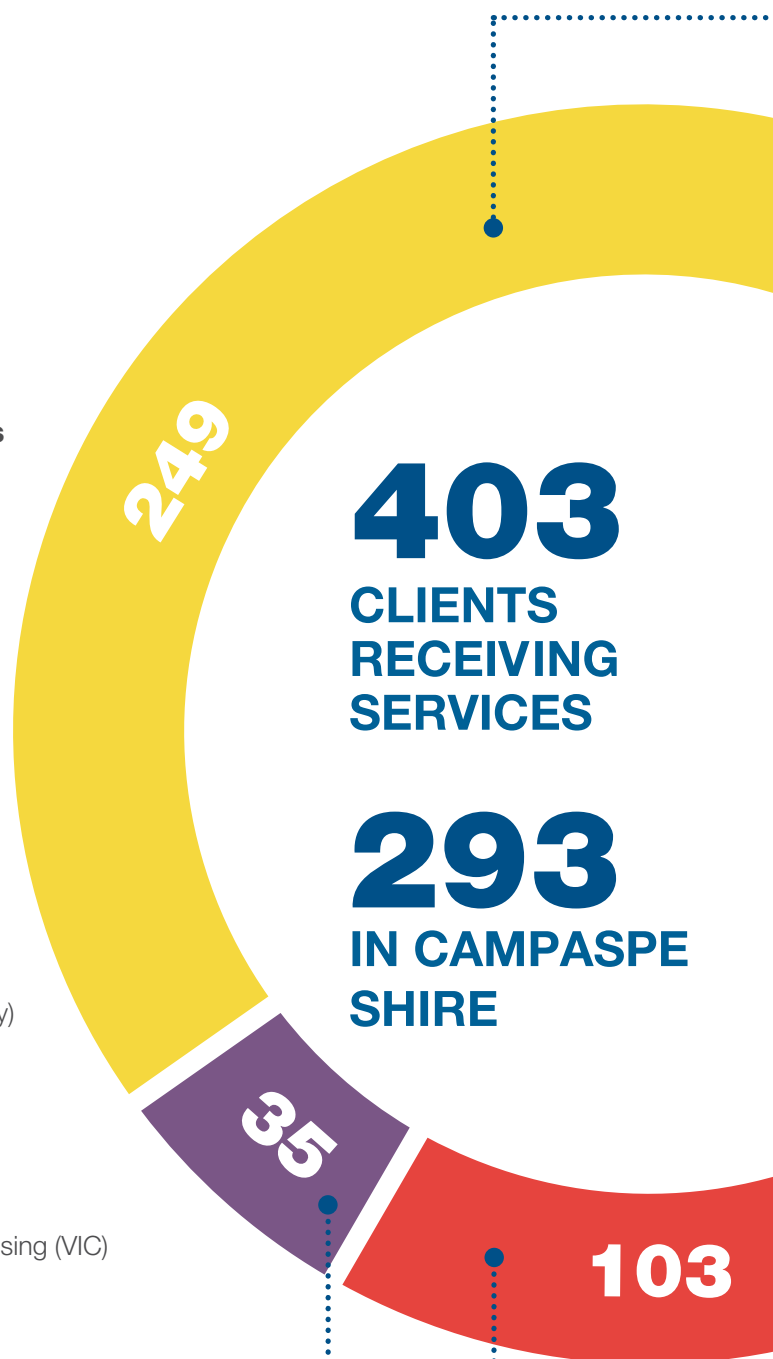
- Support Coordination
- Supported Independent Living
- Recyclability Social Enterprise
- Murray River Tea Rooms Social Enterprise
- Club Teen Outside School Hours & Holiday Program
- Community Activities & Social Groups
- Independent Living Programs
- In Home Support & Attendant Care
- Customised Employment

Other Services

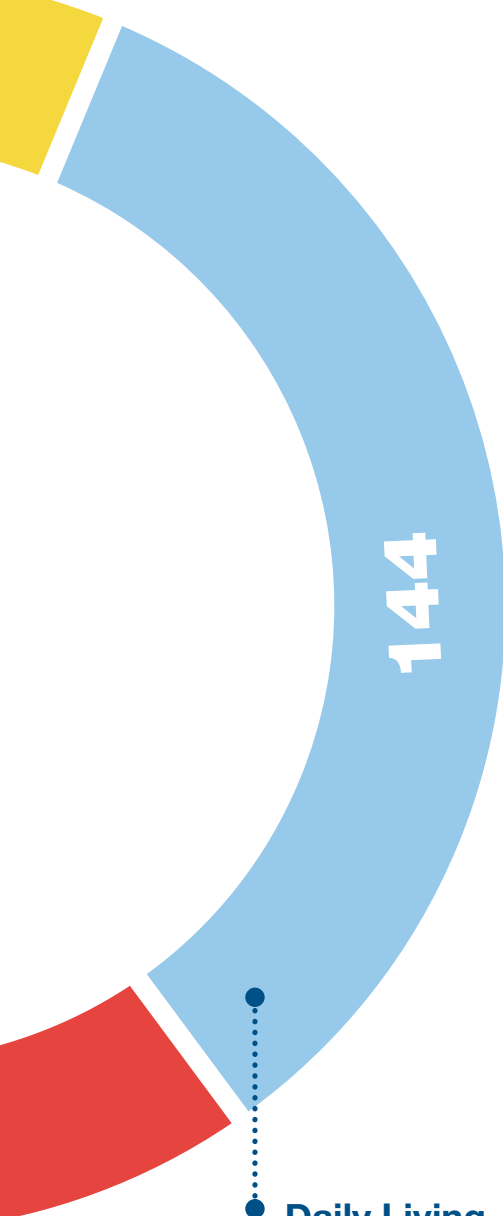
- Residential Out of Home Care Provider (Children with disability)
- Aged Care In Home Support
- TAC Provider
- Veterans' Affairs Provider
- Support Groups
- Registered Provider - Department of Families, Fairness & Housing (VIC)

Note: some clients access multiple services

**Residential Services,
Out of Home Care &
Disability Support**

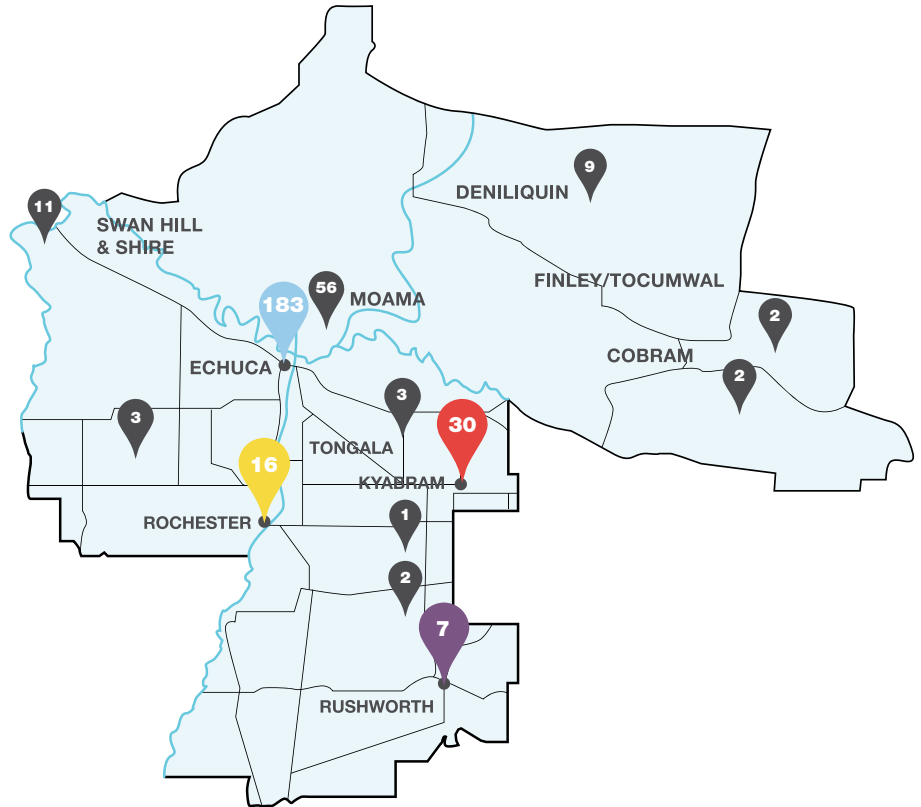


Support Coordination helping to implement NDIS plans



Daily Living - Individual Support Services

Defined Programs, Social Enterprises & Group Programs



Daily Living - Individual Support Services

- NDIS In Home and Community Support
- Short Term Accommodation and Assistance
- Transport Accident Commission (TAC) provider
- Aged Care In Home Supports
- Veterans' Affairs Provider

Defined Programs

- Recyclability
- Murray River Tea Rooms
- Club Teen - After School and School Holiday Program
- Community Activities and Social Groups
- Customised Employment

Residential Services

- Supported Independent Living
- Out of Home Care Provider (Children with disability)
- Specialist Disability Accommodation

Support Coordination - Helping to implement NDIS Plans

- Coordination of Supports
- Specialist Support Coordination

UPCYCLING BY *Recyclability*

The Upcycling Program first began on Monday 7th January 2019 at No.4 Percy Street.

To develop this new program, Community Living and Respite Services used funding from two successful grant applications. One from the State Trustees Australia Foundation Grassroots Grant Program, and the other was a Campaspe Shire Council 2018/2019 Community Grant.

The idea for Upcycling was to transform pre-loved materials or unwanted items into new products as part of the upcycled product range called Collaborate. Collaborate was launched in June 2019 and products in the range are sold from our Percy Street Op Shop and the Murray River Tea Rooms. The making of upcycled products provides opportunities for more people with disability to have active involvement and produce further revenue to sustain our Recyclability program.

Our clients who use their NDIS funding to be supported to volunteer, all completed a certificate of attainment in “sewing machine skills”.

One of the first items to be made by our volunteers was our upcycled fruit and vegetable produce bags. They are made from donated or preloved light weight fabrics. The aim was to contribute to an innovative environmental initiative that promotes reuse and recycling. They are still being made and sold today.

Other products the volunteers have created are - travel dog beds, cushions from blankets, dog jackets, stuffed animals for children, milk bottle planters and Jewellery / ring holders.

Upcycling meets every Monday from 9.30am till 3.30pm, at 26a Percy Street. We currently have four clients as part of ‘Upcycling’, supported by Direct Support Professional Jan Molluso.

Recently, local business Savoury Bite approached the Upcycling group to partner up to produce reusable food carry bags for customers to buy as Savoury Bite move to no longer using plastic bags.

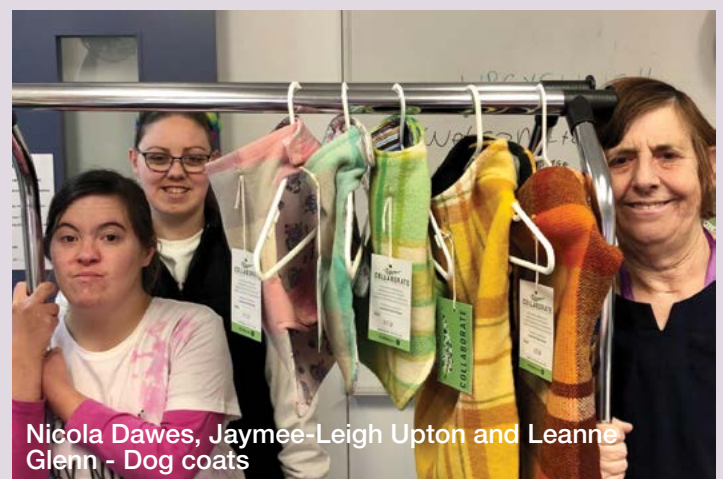
CLRS recently changed one of our values to ‘Collaborate’ which is what the Upcycling program is all about, working with the community and local businesses.

Leanne, who is one of the volunteers and is part of the Upcycling team, has started her own Microenterprise called ‘Leanne’s Precious Pots’ using skills Leanne learnt in Upcycling. Leanne gives old pots a new lease of life and sells her items from the Murray River Tea Rooms, where Leanne then receives payment from her sales. If Leanne is volunteering at the Murray River Tea Rooms, she uses her customer service skills in promoting and encouraging people to buy her pots.

Leanne, Nicola & Jaymee-Leigh, look forward to Mondays where they can be creative, upcycle and have a laugh with friends.



Nicola Dawes and Jaymee-Leigh Upton



Nicola Dawes, Jaymee-Leigh Upton and Leanne Glenn - Dog coats

MICHAEL'S Story



Michael cooking

Over the last 12 months, Out of Home Care (OoHC) has had some really great success with all our young people in care, in particular Michael Brown.

Michael has been with CLRS since he was 6 years old, he is now 17 years old. Throughout this time, we have seen many challenges in terms of behaviours from Michael. Particularly, leaving his home and running onto roads, in front of traffic, and displaying high risk behaviours of concern such as pulling at electrical wiring, breaking windows, kicking walls and physical aggression towards staff.

Staff have been working with Michael's behavioural therapist and we as a team have seen positive growth and outcomes regarding less 'running' from his home in an unsafe manner, less aggression, less destructive behaviours, more engagement and interaction not only with staff but the community of Echuca too.

Due to a decrease in behaviours of concern, we are now seeing new skills being developed by Michael.

Michael is communicating in a positive way regularly. We are seeing a dramatic change in the types of communication Michael is now using. Michael is able to ask staff verbally

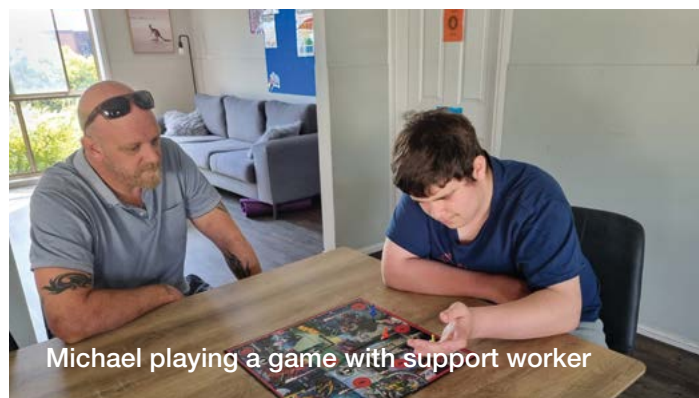
about their day, tell them about his day, call Candii (Residential – Team Leader) to discuss his day and ask if he can see her today, and plan a weekly menu with assistance from staff.

Last month's focus for staff was to support Michael in becoming more independent. Michael has met every challenge set out with him to achieve success in this area. Michael is now independently using the washing machine, scraping his plate and washing his dishes, emptying the rubbish bin, pegging out the washing and taking care of his own personal hygiene.

This month's focus is positive play. Staff will be working on creating activity boxes for Michael to use each day. This will incorporate all his favourite things such as Passwords, Disney, and of course games!

Michael is meeting milestones each day and is always doing so with a smile on his face.

Staff have done some amazing work with Michael, and this is showing, not only a decrease in behaviours, but most importantly a very happy young man.



Michael playing a game with support worker



Michael watering the garden

LEWIS'S Story

Lewis Downey has been supported to live independently by CLRS since 2008. When Lewis moved out of his parents' home, he moved in with two other men, with whom he shared a home until October 2021.

In October 2021 Lewis was supported to move out of his home and into an apartment at Quest Echuca as a short-term solution until a more permanent location could be sourced. This was brought about by an increase of behaviours of concern within his home and within the community, which was placing his house mates and himself at significant risk of harm.

One of the units at 64 Eyre Street became vacant and it was decided that Lewis moving into the unit would be a safer support option for Lewis and enable him to trial having no onsite overnight support. Lewis was supported to unpack and set up his own unit and was very excited to complete the process and purchase some new items for his space.

Lewis' behaviours have decreased dramatically since this move occurred. He presented with more than thirty behaviours of concern in September 2021, which reduced to less than 10 in October and 1 in November!! These behaviours usually included physical assault which placed Lewis and others at significant risk of harm.

Lewis has increased his skills since living on his own and no longer requires an onsite sleepover person. He independently hangs out and brings in his own washing, completes his ironing, has become more involved in his meal preparation and is overall more actively involved within his home.

As a result of this successful trial, Lewis was successful in his application for a unit at our Opening Doors Project on Barry Street in Echuca and has recently moved in.

Lewis also began searching for the type of work he would like to do with the help of CLRS Customised Employment program in 2021. He was not enjoying the activities he was doing during the day and wanted to complete more active tasks. This led to the creation of "Leave it to Lew".

Lewis is supported to complete a number of tasks for CLRS which include internal mail runs between buildings, washing tea towels for Murray River Tea Rooms, Club Teen and CLRS office locations and completing the banking for Murray River Tea Rooms.

Lewis is also supported to take CLRS vehicles to GoodYear Autocare Echuca every month for their monthly checks.

This enables CLRS to make sure our vehicles are safe to use. The staff at GoodYear Autocare now look forward to Lewis's visit each month.

Lewis has invested in his own uniform which is a high visibility top with 'Leave it to Lew' embroidered onto it. Now everyone can see that Lewis is engaged and employable, with skills that he has gained with the support of the Customised Employment program.

Lewis is also regularly working on his parents' farm, helping his parents' complete jobs including collecting firewood, feeding the animals, collecting and moving the hay, cleaning up the duck houses and fertilising the lawn. This work is essential to the running of the farm and provides paid employment for Lewis.

Over the last twelve months, Lewis has developed his skills in communication, planning and completing routine tasks, and accessing the community while building relationships.



Lewis collecting Johnno's Run medals from Woottooii

A SUPPORTIVE *Community*

Not for profit organisations like Community Living & Respite Services (CLRS), rely on the generous support of individual donors, trusts and foundations, corporate partners, community groups and the community to enable us to deliver the services and activities we do. The support we receive has enabled us to continue to deliver our Social Enterprises, Club Teen and Community Activities programs. The support we receive also enables us to deliver fundraising initiatives, which in the past year have included our Car Raffle and Mega Draw, raising \$100,625 with all the proceeds going to the next Opening Doors Project.

32% of staff employed in this financial year contributed to CLRS through our workplace-giving program.

This fortnightly contribution by staff, demonstrates their understanding and commitment to the work that they deliver and the additional support our organisation needs in order to continue to deliver supports to people with disability in our community.

This past year has again been very challenging for everyone because of another year of COVID-19 restrictions and impacts. Every area of our community has been impacted and we are even more grateful to those who have continued to support us.

Thank you to each person who has volunteered at events, sold Mega Draw and Car Raffle tickets, assisted with Recyclability, the Murray River Tea Rooms, Club Teen and administration.

Thank you to every business that has donated and supported us in any and every way they could.



Riverboats Music Festival Managing Director, David Frazer with CLRS CEO Leah Taaffe

TRUSTS AND FOUNDATIONS

Elsie Murray Trust
Roy Ogden Foundation
State Trustees Australia Foundation

CLUB GRANTS

Moama Bowling Club
Moama RSL
Rich River Golf Club

GOVERNMENT

Department of Education and Training
Department of Families, Fairness & Housing
Commonwealth Department of Social Services
Murray River Council

JOHNNO'S RUN

Participants, sponsors and donors

OPENING DOORS PROJECT MEGA DRAW & CAR RAFFLE

Partners, major sponsors and ticket buyers

WORKPLACE GIVING PROGRAM

78 CLRS staff members

MAJOR DONORS

R & N Barker, K L'Huillier, A & L Morrison, Echuca Toyota, Echuca Metaland, Echuca Workers Club

Community Living & Respite Services acknowledges the support of the Victorian Government.



OPENING DOORS *Project*

In late June 2022, we cut the ribbon and officially opened our fourth Opening Doors Project.

This latest project has delivered four units; 2 x two-bedroom units and 2 x one-bedroom units on Barry Street Echuca. These homes are providing four opportunities for people with disability to live more independently in their community, with the support of two staff overnight and other staff supports during the day.

These homes have been developed for people who have a need to live on their own and can be overwhelmed if expected to live with others.

The design of the interior and exterior has been based on ensuring that these units deliver a calming environment with a sense of safety and security.

An internal project control group, whose members were Rosemary Hermans, Kylie Bruns, Damien Hogan, Leanne Cuffe and Leah Taaffe, oversaw the design and delivery of the project, supporting the organisations vision for the project to be delivered.

CERNO worked with us as Project Managers and their role has been invaluable in ensuring the project kept to strict timelines, stayed within budget, and met the required Specialist Disability Accommodation standards. CERNO worked hard with Bourke Builders and Ecotecture Design Group (EDG.Space) to get the development completed by June 2022.

EDG.Space were our Building Designers for this project and they were a pleasure to work with in designing these units. The design process included feedback and input from clients and their family members, to ensure the design met the needs of each person and that we captured the perspective of how people live. The team at EDG.Space did an excellent job of capturing this feedback and incorporating it into the design and we are all delighted with the buildings which are simple, practical and beautiful.

Bourke Builders delivered another high quality build. They had to deal with COVID outbreaks, supply chain issues and the usual challenges of any build. The way in which they engaged and communicated with CERNO and with us

made the whole process much easier. Bourke supported our clients attending on site to see progress and really understood who they were building this development for.

Jason Clymo from J2 Creative has worked with us to capture the story and the journey of the Opening Doors Project. The videos, blogs and social media posts have kept our community involved in and informed about the project. Jason will continue to work with us to capture the impact of moving into these new units has on our clients. We are delighted to have created a resource that captures why and how we are developing these projects and provide an opportunity to share what we learn with others.

The Opening Doors Project has been in existence for eight years and has now delivered three shared homes and ten individual units, which are providing 20 opportunities for people with disability to live independently in our community.

These developments are building Specialist Disability Accommodation (SDA) homes in our community. These SDA homes are built to specific standards which meet the identified needs of people with disability. There are rules which limit the amount of rent that can be charged and this also makes these homes more affordable.

The Opening Doors Projects continues to enable people to live in their community, move out of home, Aged Care, and out of group homes for people with disability. The increased independence, safety and security, engagement with the community and the choice and control these projects have provided, is invaluable to people with disability, their families, and our community.





Transition of Recyclability to 26A *Percy St*

Some exciting changes have occurred this year at 4 Percy Street and the Programs which run from there; the No4 Op Shop, Recyclability & Collaborate – Upcycling.

Due to the sale of 4 Percy Street these programs have all now transitioned to their new temporary home of 26A Percy Street Echuca. 26A Percy Street has been Community Living & Respite Services main office for the past 11 years.

The main office moved mid-March 2022 to the new location of 490 High Street. This allowed Recyclability and the Op Shop to move and become our pop-up shop at 26A Percy Street.

Our aim was for our clients to help take part in the move during their program support as a process of closure from the No4 building and the exciting task of setting up the new pop-up location.

The Recyclability sorting & Collaborate – Upcycling program transitioned to the new location first from mid-March, with one week of packing and preparing and one week of set up in the new location. Programs resumed to normal from the 4th of April 2022.

The Recyclability Op Shop transitioned early April to 26A Percy Street, which included one week of packing and preparing and one week of set up in the new location.

The new pop-up Op Shop opened on Tuesday 19th of April 2022. It was a massive team effort to coordinate such a huge move.

A big thank you to Damien, Cris, Bec, Mel and all the wonderful staff and volunteers who helped make it happen.



Farewell Number 4



All set up in 26A Percy Street



David & Ash painting a hutch for the new pop-up op shop

OUR *Team*

The Community Living & Respite Services volunteer Board includes the President, Vice President, Treasurer and six ordinary Board Members. The Board provides governance and approves the strategic direction of the organisation. The Board works with the senior leadership team to ensure the delivery of high quality services.



President: Wayne Jenkin

Appointed to the Board 2016

- Treasurer: Nov 2016 - Nov 2017
- Vice President: Nov 2017 - Nov 2020
- President: Nov 2020 - current
- Member of CLRS Governance Committee
- Admin at Preston Rowe Peterson - Shepparton



Vice President: Dr Claire Goodman

Appointed to the Board 2017

- Vice President: Nov 2020 - current
- MBBS
- Fellow of the Royal Australian College of General Practice
- DRANZCOG (Advanced)
- Registered with AHPRA (Australian Health Practitioners Regulatory Authority)
- Director - Echuca Moama Family Medical Practice



Treasurer: Erin Langman

Appointed to the Board 2016

- Treasurer: Nov 2017 - current
- Chair of CLRS Audit & Risk Committee
- General Manager Echuca Workers
- AdvDip Hospitality Management
- Active Certified Club Manager, Club Managers Association of Australia



Leanne Cuffe

Appointed to the Board 2013

- Appointed to the Board 2013
- Secretary: November 2014 – 2020
- Member of CLRS Audit & Risk Committee
- Bachelor of Creative Arts (BCA)



Michelle Allan

Appointed to the Board 2018

- Member of CLRS Governance Committee
- BA (Hons) LLB
- Corporate Counsel - Murray Primary Health Network
- Law Institute of Victoria Member



Elaine Hamilton

Appointed to the Board 2020

- Member of CLRS Audit & Risk Committee
- BAppSc (Family Studies)
- Dip Disability
- Dip Community Services (Case Management)
- Rotarian

LIFE MEMBERS

Mr Jack Squire

Mrs Fran Galvin OAM

Mrs Glenys Kennedy

Mrs Jan Rankin

Ms Ann Bennett

PATRONS

Mr Noel Maughan OAM



Echuca Workers Staff with CLRS HR Support Officer Amanda Kay
Back L-R - Tracee, Crystal, Leica and Gemma

THANK YOU *Leanne Cuffe*

Leanne Cuffe – Board Member 2013 - 2022

Leanne Cuffe joined the Community Living & Respite Services (CLRS) Board in August 2013.

In 2014 she took on the role of Secretary and held this role until November 2020. Leanne held roles on both the Fundraising and Audit & Risk Committees and her insight, sharp focus and financial acumen has been a great addition to the team. Finance Manager Kylie Bruns in particular appreciated Leanne's support which helped to develop improved reporting and processes within the organisation.

As a board member, Leanne provided leadership, support and guidance to the organisation through a significant period of both industry change and organisational change. She has supported the introduction of the National Disability Insurance Scheme (NDIS), the development of several Strategic Plans and a new CEO, all of which have guided the organisation well through this change.

As she retires from the Board, after the nine years of service permitted by our constitution, Leanne is planning to continue her support of CLRS through attending the Annual Fundraising Dinner, supporting the Opening Doors Project and Johnno's Run.

All the team at CLRS would like to thank Leanne for her contribution and the work she has done in guiding the organisation over the past nine years.

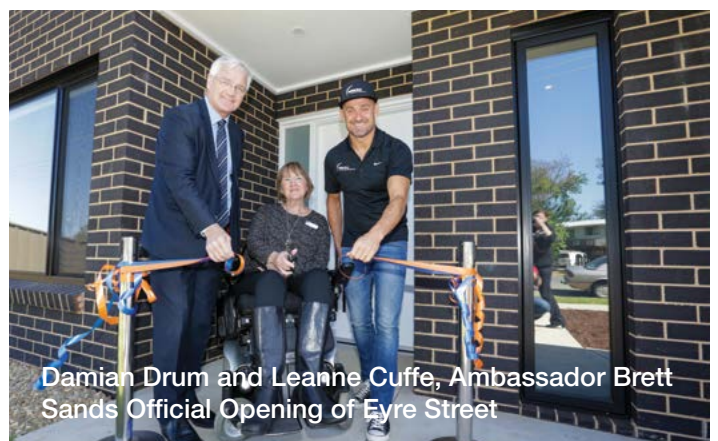
Her work in supporting the organisation to continue to deliver services to people with disability in our community into the future has been invaluable.



Leanne Cuffe, board member 2013 - 2022



Leanne Cuffe, participating in Run Melbourne 2019 for Johnno's Run



Damian Drum and Leanne Cuffe, Ambassador Brett Sands Official Opening of Eyre Street

SENIOR LEADERSHIP *Team*

The Community Living & Respite Services senior leadership team consists of 10 people who work collaboratively with staff to ensure safe, effective, high quality support and positive outcomes for clients and their families. We now have an Executive Director – Operations, which supports our continued focus on delivering quality support which meets the needs of clients, supporting our staff and ensuring our organisation is operating as efficiently and effectively as possible.



Leah Taaffe

Commenced with CLRS: April 2016

Position Title: Chief Executive Officer

Qualifications/Training: BA (Hons) Applied Social Care & GAICD

Experience: Community Services Sector in Ireland & locally

Highlight of the last 12 months: “The establishment of our new team structure and the improvements this has enabled in the quality of support to our clients and our staff. I am looking forward to seeing the long-term impact of this change over the coming years.”



Rosemary Hermans

Commenced with CLRS: October 2001

Position: Services Manager - Residential

Qualifications/Training: Advanced Diploma in Disability, Diploma in Business

Experience: Disability sector for 40+ years, having worked and trained in an institution to sourcing and setting up homes for people with disability within the community

Highlight of the last 12 months: “The continued work with clients, families, staff, Allied Health and the community to enable clients to see a reduction in restrictive practices placed on them”.



Kylie Bruns

Commenced with CLRS: June 2007

Position Title: Finance Manager

Qualifications/Training: Financial Management

Experience: 32 years in Finance/Management roles

Highlight of the last 12 months: “2021-22 has seen the construction of our 4th Opening Doors Project at a cost of just under \$2 million dollars. CLRS has transitioned to a new financial management program that will provide cloud-based access to all relevant Management staff.”



Lauren Davy

Commenced with CLRS: June 2012

Position Title: Executive Director - Operations

Qualifications/Training: Diploma in Community Services and Business Management, currently studying Graduate Certificate in Business Administration

Experience: Business leadership, quality systems and innovation, positive behaviour support and project management

Highlight of the last 12 months: “Seeing the amazing outcomes clients and families have achieved and working to find community-based solutions to complex situations such as the COVID-19 pandemic. It never ceases to amaze me the resilience of regional communities.”



Anna de Vrieze

Commenced with CLRS: June 2015

Position Title: HR Manager

Qualifications/Training: Bachelor of Business (HR/Marketing) Certificate IV Investigations, MBA (currently studying)

Experience: Over 10 years’ experience in Human Resources, not-for-profit & community and over 7 years’ experience in disability services & leadership

Highlight of the last 12 months: “Transitioning to the SCHADS Award from the CLRS Enterprise Agreement in collaboration with the implementation of work teams across all program areas: both resulting in better off overall outcomes for clients and staff.”



Brittany Molloy

Commenced with CLRS: November 2013

Position Title: Services Manager – Residential

Qualifications/Training: Diploma of Community Services (Currently Studying Graduate Certificate of Applied Business)

Experience: Disability Support across 15 years’, Child Protection - DFFH, Out of Home Care Team Leader, Support Coordination, Services Manager for Defined Programs and Residential

Highlight of the last 12 months: “To have supported staff and clients to achieve positive outcomes despite great challenges and change throughout the past year, as well as learning and growing within a new role in the organisation”.



Rod Cairns

Commenced with CLRS: February 2017

Position Title: IT Manager

Qualifications/Training: Bachelor of Theology; Graduate Diploma Computing; Cert IV Government Investigations

Experience: 15 years Minister of Religion/Chaplaincy; 22 years IT Engineering/Consulting/Systems Support & Admin

Highlight of the last 12 months: “Supporting the CLRS team as we have adapted to the challenges brought on by the impact of the pandemic on our staff and services. One of the challenges was to switch to an integrated online phone system. This was a big team effort supporting better communication for staff working remotely.”



Alison Halloran

Commenced with CLRS: November 2020

Position Title: Services Manager – Support Coordination

Qualifications/Training: Graduate Certificate in Public Sector Management, Bachelor of Applied Science in Hospitality Management, Cert IV in Training and Assessment

Experience: Over 20 years' in leading teams in customer service community based roles

Highlight of the last 12 months: "Working with a committed team who have managed all the challenges of the last 12 months' and remained focused on their clients. We have seen some terrific outcomes this year and I cannot wait to see what we can do in the next 12 months to support our clients in working towards their goals."



Cris Stevens-Todd

Commenced with CLRS: February 2006

Position Title: Services Manager – Defined Programs

Qualifications/Training: Diploma Community Services

Experience: Diploma Community Services Experience: 16 years working across different divisions, Residential, Respite, Quality & Safety, Community, Aged Care & Disability Services.

Highlight of the last 12 months: "Seeing a client progress towards their employment goals, learning new skills of serving customers, and making coffee at the Murray River Tea Rooms which will be transferable into their role at the Moama Bowling Club".



**Our people are
incredibly resilient
and dedicated to
the people they
support.**

- Leah Taaffe, CLRS CEO



Sally Brennan

Commenced with CLRS: November 2020

Position Title: Services Manager – Daily Living

Qualifications/Training: Bachelor of Arts (Youth Affairs) & Diploma of Leadership and Management

Experience: 15 years' senior leadership in local government and not-for profit services supporting children, youth, family and persons with disability across Melbourne and Regional Victoria

Highlight of the last 12 months: "Working with an incredible team of people who are 100% focused and committed to ensuring all people involved in the CLRS community are supported to live the life they choose with the best quality care".

WORKFORCE STRUCTURE & *Recruitment*



Transition to the Social, Community, Home Care, and Disability Services Industry Award (SCHADS)

On 27 June 2021, CLRS Enterprise Agreement 2010 was terminated by the Fair Work Commission following an application made by an employee in late December 2020. In consultation with staff and the union, staff covered by the Agreement moved to the Social, Community, Home Care, and Disability Services Industry (SCHADS) Award 2010 conditions of employment on 28 June 2022. The Award acts as an employment conditions benchmark for disability and community industry employees. The move to the Award provides a better off overall outcome for staff, a test the Fair Work Commission uses to assess registered agreements against awards.

The transition to the Award aligned with our move to a Work Team structure, which was in response to COVID-19 in 2020/21; ensuring requirements of the Care Directives and the risk of contracting the virus was minimised. Work Teams is a structure which provides a consistent group of staff in a specific area of work. These work teams are in place in our residential homes, defined programs and daily living. For our staff this means that they are now employed to work in a specific area and no longer move between teams. This has provided improved support and consistency for both clients and staff.

To ensure Work Teams aligned with the requirements of the Award, we worked with staff to establish appropriate rosters to meet the needs of clients. As a result, we have a greater understanding of workforce needs and the capability to recruit to support staff positions.

In response to the transition to the SCHADS Award, PayCat Key Pay, an all-in-one workforce management and payroll software, was implemented in November 2021. PayCat integrates with accounting platforms and automates the entire payroll journey. It also provides automated award interpretation to assist us to remain compliant with Award changes while maximising efficiency in the payroll process.

In February, the Fair Work Commission announced changes to the SCHADS Award following the completion of its four yearly review which is effective from July 2022. We continue to work with staff regarding these changes to ensure we remain compliant while meeting the needs of clients.

Disability Career Pathways

Careers in the care and support sector has never been stronger. We are embracing the opportunity to offer pathways and progression at all levels. This year we have seen eight staff progress internally to new roles including Senior Leaders, Team Leaders, Support Coordination and Administration. This is in addition to the twelve staff who have progressed in previous years.

Four staff are currently being supported to complete a Certificate IV in Disability traineeship. Traineeships provide vocational training under a supervisor while earning a wage and learning about the industry on the job.

With the easing of restrictions, we have enjoyed welcoming students back to the workplace, providing two Victorian Certificate of Applied Learning (VCAL) students with hands-on experiences in employment.

We continue to support local students through the Echuca Moama Beacon Foundation, including participating in mock interviews and the Careers Expo; assisting young people to develop an independent will to achieve personal success for themselves, especially in the areas of further study, education and employment, and their community.

Over the next few years, we look forward to continuing to grow opportunities for disability career pathways, providing meaningful lifelong careers in partnership with the local community.

STAFF Profiles



Cris Stevens-Todd

In 2006, fresh out of school Cris commenced with CLRS as a Direct Support Professional, completing a Certificate III Disability traineeship during his first year of employment. In 2017 Cris was awarded a scholarship to complete a Diploma of Community Services. After four years as a Direct Support Professional Cris progressed to Team Leader- Short Term Accommodation. Since then, Cris has taken on various roles and opportunities to advance his career in the disability sector, including Team Leader in Residential and Daily Living, Support Coordination, Quality and Safety Practice Leader and most recently Services Manager – Defined Programs.



Teresa Norris

Teresa joined CLRS as a DSP in 2002 whilst working at the Echuca Specialist School, having previously volunteered at the school and Tongala Aged Care Complex. At the time, Teresa was raising her three young children and living on a dairy farm; the flexibility of the work offered a work-home balance that would work for Teresa's family. It wasn't long and Teresa's passion for supporting young people grew.

Teresa has worked across various CLRS settings with children, including Club Teen, Short Term Accommodation, Daily Living and Out of Home Care. CLRS has supported Teresa to complete various training and development, including a Certificate IV in Children Youth and Family Intervention.



Annie Peat

Annie commenced with CLRS in 2017 as a Direct Support Professional (DSP), having studied a Bachelor of Health Science before pursuing a career in disability services. The DSP role provided Annie with the opportunity to support her children while still maintaining a career in the sector. During Annie's time with CLRS she has taken on additional duties in Defined Programs to broaden her skills and knowledge whilst maintaining a level of flexibility in her life. In 2020 Annie was ready for the next challenge and greater responsibility progressing to Team Leader – Daily Living.

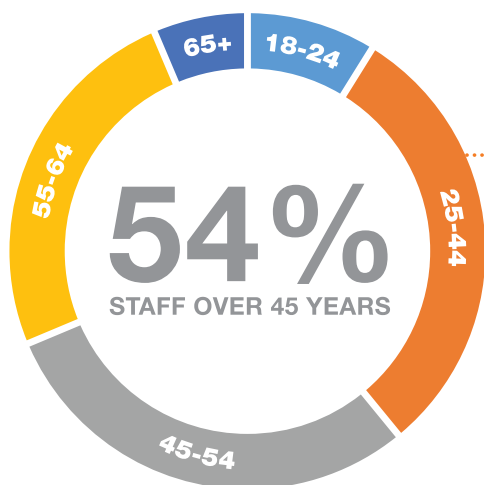


Andrew Williamson

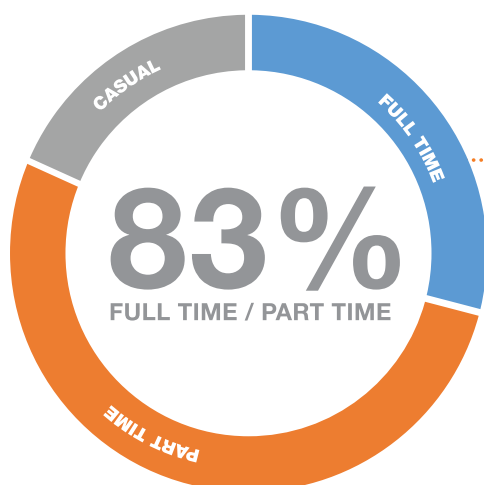
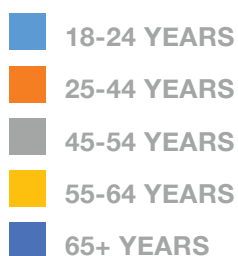
Andrew joined CLRS as a DSP in 2019 after working in machinery and agriculture. After 40 years in the industry, Andrew was looking for a career that was more than just a job but provided a purpose. While working as a DSP, Andrew has completed a Certificate III in Individual Support and Certificate IV in Disability.

Andrew is a key member of the team at Victoria Place who brings enthusiasm, positivity and a desire to enrich the lives of the people we support. Like most new people in the industry, Andrew didn't know if the job was for him, however with the right support from his Team Leader and fellow staff, he quickly realised he had found his place.

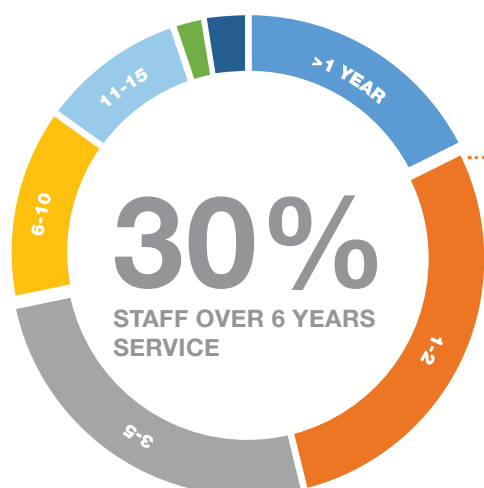
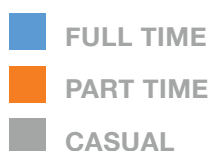
2021 - 2022 STAFF *Facts*



STAFF AGE PROFILE



EMPLOYMENT STATUS



LENGTH OF SERVICE



**EMPLOYED
STAFF AS OF
JUNE 30, 2022**

54%
Staff with over 3 years service

4.9 Years
Average length of service

8%
Staff under 25 years

84%
Female staff

110
Direct Care

46 Years
Median age

OUR DEDICATED Volunteers

Community Living & Respite Services (CLRS) says thank you to our volunteers for their continued support and the contribution they have made during the past twelve months.

Volunteers have a valuable role within the organisation whether being part of the Fundraising Committee, Ambassador for the Opening Doors Project, Recyclability Social Enterprise (includes the Op Shop), Murray River Tea Rooms and the Board of Management. CLRS staff, students, family and friends also volunteer throughout the year at various events. ANZ Bank Echuca is a corporate volunteer in the Op Shop.

COVID-19 and mandatory vaccination requirements has impacted our numbers however with restrictions lifting people are getting out and about again and looking to volunteer once again in our community.

The Fundraising Committee, along with staff, clients, family and friends have made an enormous contribution, especially on weekends selling the Mega Draw and Car Raffle tickets. Due to everyone's effort these two fundraising activities were a great success. The Riverboats Music Festival returned in 2022 and volunteers once again contributed throughout the whole weekend either in the Op Shop or selling raffle tickets at the festival gates. Johnno's Run is also another event each year that volunteers are involved in either participating or helping out and along with the Ambassadors promoting the Opening Doors Project.

During the year we celebrate and acknowledge our volunteers via newsletters, social media, National Volunteer Week and National Student Volunteer Week. We held a morning tea during National Volunteer Week in May.

CLRS encourages and supports students to volunteer within our organisation. The Murray River Tea Rooms and Recyclability have opportunities for these students to learn and share skills. We celebrate these students annually during National Student Volunteer Week in August.

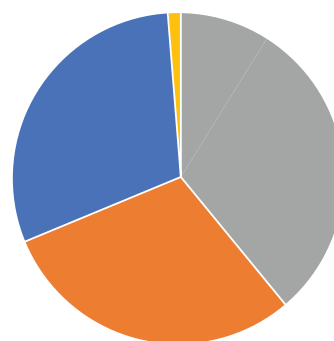
CLRS has been a member of the Campaspe Primary Care Partnership Vibrant Volunteers Network since inception which provided support to Volunteer Coordinators and Managers and volunteering organisations in our region. Unfortunately due to funding the network has now ceased. Members have elected to continue to meet regularly to keep abreast of changing regulations, support each other and our community volunteers. Achievements of the Network over the years have been a volunteer handbook, volunteer

induction, various training for coordinators and volunteers, wellbeing days and most recently a My Volunteering Story exhibition.

Volunteer roles include:

- Hospitality, retail, maintenance and administrative support at the Murray River Tea Rooms
- Retail assistance in the Op Shop at 4 Percy Street Echuca
- Support with fundraising activities and events
- Various aspects of the Recyclability Social Enterprise including Upcycling
- Assisting with Club Teen transport to enable children from the Kyabram area to attend holiday programs in Echuca
- Office administration support
- Fundraising Committee
- Ambassadors for the Opening Doors Project
- Board Members

If you or someone you know is interested in volunteering or would like to know more, contact Volunteer Coordinator, Liz Rowsell, on 5480 2388 or via the website www.clrs.org.au/job/volunteer/



- COMMUNITY VOLUNTEERS
- SUPPORTED VOLUNTEERS (INCLUDING RECYCLABILITY)
- OTHER (BOARD, AMBASSADORS, FUNDRAISING COMMITTEE)
- CORPORATE VOLUNTEERS

VOLUNTEER *Profile*

ANZ Echuca started corporate volunteering with CLRS in 2016. A staff member attends the Op Shop each week on a rotational basis.



Corporate Volunteers ANZ Bank
Sheryl Campbell - ANZ Manager



Corporate Volunteers ANZ Bank
Sheryl Campbell and Joy Duggan

ANZ encourages staff to be involved in the community and provide each staff member with paid time to do this. ANZ established a corporate volunteering program 21 years ago and the Echuca Branch was looking for a new project that the whole team could get involved in. CLRS approached ANZ to see if they would be interested in volunteering and after a team meeting the staff agreed this was something that they could all do and were on board.

Sheryl Campbell, Branch Manager says the benefits to staff through corporate volunteering are too many to count; being involved in the community, giving back, time out during the work day to help others, getting involved in local events such as Johnno's Run and fundraising for the Opening Doors Project. One staff has now retired and still helps out in the Op Shop and selling raffle tickets. Volunteering is something that keeps you involved in the community.

“I have always been an advocate for helping people to help themselves, especially those less fortunate than myself. When the opportunity arose to volunteer at the Op Shop I was more than happy to help out. By volunteering I was not only able to assist the shop but I was able to work alongside some wonderful people”.

Sheryl is also a valuable member of the CLRS Fundraising Committee. She was invited to a meeting by the CEO with the view of joining and she hasn't looked back. “It has been very rewarding. Working with such a worthwhile group that has been giving and continues to provide so much support to our local community. I am very proud to be volunteering for CLRS and being an active member of the Fundraising Committee, and this works nicely with my role in ANZ with their purpose being: ‘Our purpose is to shape a world where people and communities thrive.’”

We thank ANZ staff for the valuable contribution they make to CLRS and to our community.

JOHNNO'S *Run* 2021

On Sunday 5 September 2021, Johnno's Run ran again as a virtual event. We had been planning on delivering a face-to-face event in Echuca Moama but sadly this was put out of reach thanks to COVID-19.

Once again, we made the decision not to focus on the fundraising activities and events because of restrictions, but really wanted to maintain the sense of team spirit and community engagement. We released routes for people to complete virtually on both sides of our river and we put up some flags and banners along these routes to encourage those who chose to get out and about.

Participants ran, walked or wheeled on their side of the river. They took to the pathways on Sunday to show their support for CLRS and to help build homes for people with disability in our community. 2021's main colour was a vibrant yellow and it was uplifting to see so many people out walking, running and wheeling through the community on the morning in their bright yellow singlets. We had some volunteer photographers based in both NSW and VIC to capture the participants in action.

We were thrilled with a response from our community and to have 165 people registered to participate was a brilliant result. We would like to say "Thank You" to everyone who registered, took part in the event and to everyone who donated. Just over \$24,000 was raised which is a fantastic result in a challenging climate for so many people.

To keep up to date with what's happening, follow our Johnno's Run Facebook page www.facebook.com/johnnosrun

Thank you to our generous sponsors; Moama Bowling Club, Riverine Herald, Worklocker, Brett Sands Watersports, Cosgriff Lawyers, Echuca Moama Print and Design, Edge FM, Radiant Media Productions, Squires Air Conditioning Electrical & Refrigeration and Fast Finish Event Timing.



Kellie McIntosh, Kim Boland and Maryjo Piggott



Vanessa Bush and sons



Tracie Pearson and Suzanna Barry

Thank you to our generous sponsors; Moama Bowling Club, Riverine Herald, Worklocker, Brett Sands Watersports, Cosgriff Lawyers, Echuca Moama Print and Design, Edge FM, Radiant Media Productions, Squires Air Conditioning Electrical & Refrigeration and Fast Finish Event Timing.



Pictured: Dr Peter Nesbitt and Bridget Millar

CLETUS GILMOUR 2021 FUNDRAISING AWARD *Nomination*

In October 2021 David Callanan, or Dave as he is known to his friends, was awarded the Cletus Gilmour Fundraising Award.



Cletus Gilmour was very proud to be an employee of Community Living & Respite Services. She joined the organisation in February 2008 to work in administration, and in her first week attended the 2nd Annual Fundraising Dinner. From that day forward, Cletus developed a strong passion and

commitment to raising funds to further the work of CLRS to improve outcomes for people with disability.

Cletus was appointed as the PA to the CEO in 2009 and worked closely with the community, developing important relationships and partnerships. She also enjoyed grant writing and securing support from philanthropic organisations.

In September 2015, due to ill health, Cletus sadly tendered her resignation and passed away three months later, on 6th December 2015. During her illness, Cletus kept in close touch with some of her colleagues and regularly checked in with Suzanna (CEO at the time) to ensure that she was following up opportunities that Cletus continued to identify.



Cletus Gilmour Fundraising Award - George Santos and Dave Callanan

It was decided, that due to this incredible passion and commitment, an appropriate tribute to Cletus would be the establishment of an annual award, recognising others that shared a similar passion. This was discussed with Cletus and she was very enthusiastic and set about to write the criteria.

Cletus specified that nominees should;

- Have made a significant contribution through fundraising to raise awareness and improve outcomes for people with disability.
- Have clearly made a difference to CLRS and the community.

Dave is very active on the Fundraising Committee since 2014, as an Opening Doors Ambassador and has been an incredible support in the delivery of our Opening Doors Project MEGA DRAW in 2021 and every other year, our Annual Dinner and any fundraising activities that are occurring. Dave puts in a huge amount of his personal time into getting auction items donated and introducing new people to the opportunities that CLRS offers. Dave regularly assists with raffles and events including local Farmers Markets, the annual Johnno's Run launch, Riverboats Music Festival and never misses an opportunity to discuss with a potential supporter how they could also get involved. He supports us with proofreading our annual report, adverts and flyers, speaking to local schools and other groups about getting involved in Johnno's Run and other events and being MC wherever and whenever needed. Dave's thoughtful approach and willingness to share his knowledge, experience and views are invaluable.

If there is anything needed, all you have to do is ask and Dave will do his utmost to help out. He is a wonderful support and resource, always willing to help. His support as a fundraiser for CLRS has been invaluable, but his support to our community is also immense, through his involvement in a myriad of local organisations and activities, including the Winter Blues Festival and the Echuca Dance group.



CLETUS GILMOUR FUNDRAISING *Award*

This award recognises a person who has been exemplary in their contribution to raising awareness and improving outcomes for people with disability through fundraising.

Peter Gilmour presenting Dave Callanan with the 2021 Cletus Gilmour Fundraising Award

MURRAY RIVER TEA ROOMS REVAMP

Project

The Murray River Tea Rooms (MRTR) commenced operations in May 2017 with strong community support.

The building was converted for the purposes of the Tea Rooms and was previously operated as a news agency. Since that time, the MRTR have combined a Café in an upmarket Op Shop setting, serving great coffee, tea and cold drinks and a range of delicious cakes supplied by the best restaurants in Echuca and Moama.

Initially being set up via donations through very generous local business owners, the MRTR has now been in operation for five years and has required both maintenance and quality improvements to maintain and extend its vision of being a vibrant and valuable community hub in the Moama township.

In 2020 a plan was developed to seek funds to launch a MRTR Revamp Project, which would focus primarily on refreshing the uniforms for each person who volunteers, improving the front counter space to make it more accessible to people with physical disability, updating the Point-of-Sale system and adding additional air conditioning for the front of house.

This project required funds of upwards of \$11,000 to complete. CLRS is exceptionally grateful to the Echuca Moama Community Enterprise and the Elsie Murray Trust who have come to our aid to make the completion of this project a reality.

The Echuca Moama Community Enterprise (EMCE) is a community, not-for profit incorporated organisation, established by a committee of Echuca Moama business professionals, community organisations, Council representatives and individuals who see an opportunity to help make community projects happen in Echuca Moama. EMCE, in partnership with Bendigo Bank (Echuca branch) and Bendigo Telco, generates income to be distributed throughout the greater Echuca Moama community, via its Community Grants Program.



Brittany Molloy and Glenn Rogers with Steve Stubberfield from EMCE



Will Hillsley - service with a smile

The EMCE very kindly donated \$3,000 towards the project in May of 2021, which was held over to this financial year when the project was set to be completed.

The Elsie Murray Trust is a private charitable trust established by the late Elsie Murray, to provide financial assistance to institutions and organisations in Echuca and surrounds. CLRS has been fortunate to be in receipt of support from the Elsie Murray Trust for a number of years, for various projects. In the 2021 financial year-round, the Elsie Murray Trust provided \$8,962 towards the Murray River Tea Rooms Revamp.

Together, these two grants have entirely funded the project which is nearing the end of its quoting and implementation phase.

The funds provided by the Echuca Moama Community Enterprise (EMCE) and Elsie Murray Trust has meant that CLRS have been able to provide a more comfortable, inviting and inclusive space for the community of Moama to use on a daily basis. This enterprise also demonstrates clearly to the community the skills of our clients and has encouraged other businesses to employ people with disability in our community.



Melissa Williams, Glenn Rogers and Charlie Gough - Murray River Tea Room's new uniforms



Murray River Tea Rooms new counters and cabinets

ACCREDITATION

CLRS is a registered provider for services and support in Out of Home Care to young people, and Disability Supports to people of all ages. As a registered provider of both services, we have to be assessed against standards by an independent auditor. There are different standards which apply to both these types of services which means that over the course of a 3-year assessment cycle we have 4 different visits by auditors. We are required to pay for these audits from our own funds.

As an Out of Home Care provider, we support four young people in residential care. All of the young people we support have a disability. We have a team of staff who provide round-the-clock support, in partnership with Behavioural Therapists, Occupational & Speech Therapists and the schools the young people attend.

To be an Out of Home Care registered provider we must be compliant with 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. Our assessment is completed by an external Auditor and involves an assessment taking place every 18 months.

In July 2021 we completed our recertification 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.

As a disability support provider registered to receive funding through NDIS, we have many compliance requirements with one of these being assessed against the NDIS Practice Standards.

The Practice Standards are a set of client focused outcomes, with 274 quality indicators that need to be met to ensure we are delivering supports that are safe, respectful, effective and coordinated. Regular assessments are just one of the ways we make sure this is happening.

In December 2021 we completed our midterm assessment against the standards and received 100% compliance again. During the assessment, our clients reported feeling well supported with comments such as: "They address any issues of concern when I have raised them.", "They are good for my self-esteem and help me get out." and "Always treated with dignity and respect."

Our staff also gave some fantastic feedback during the process: "Seeing clients achieve more than they ever expect, even the small achievements, keeps me working here.", "Support from leadership is amazing. I feel very supported and able to build relationships within my team and with clients." and "Success is driven from top management. I feel that I can reach my full potential and assist clients to meet their full potential as well."

It's safe to say we are feeling very proud of this achievement and look forward to continually improving our practices in partnership with our clients and families in 2022 and beyond.

FUNDRAISING *Activities*

Throughout the year we have delivered on some fundraising initiatives which raised \$100,625.

These fundraising activities provide funds to support our Opening Doors Project. The Opening Doors Project is enabling 20 people with disability to live independently in our community, in homes that meet their needs.

Both of these activities were put in place as we have been unable to host our Annual Fundraising Dinner in both 2021 and 2022. We are very excited to be planning a return to the Annual Dinner in 2023!

Our first fundraising initiative was the Opening Doors Project MEGA DRAW and this was launched in February 2021. This initiative offered monthly bonus prizes and the MEGA DRAW prize of a \$10,000 home improvement package. The package consisted of:

- \$1,000 worth of concrete from Mawson's Concrete & Quarries
- \$1,000 worth of Insurance with AUSURE Insurance
- \$1,000 voucher at Echuca Carpet Court
- \$1,000 voucher at S & J Furniture
- \$1,000 voucher at Echuca Betta Home Living
- \$1,000 voucher at Forty Winks Echuca
- \$1,000 voucher with Echuca Moama Plant Farm/The Garden Planners
- And \$3,000 worth of vouchers at Harvey Norman Echuca.

All of these prizes were generously donated by each of the businesses.

The winning ticket for the MEGA DRAW was drawn on 30 November 2021 and Melissa Prewett was the lucky winner. With the support of local business and our community this raised \$44,500.

The second fundraising initiative was the Opening Door Project Car Raffle. This initiative offered a fabulous Eclectic Blue Toyota Corolla Ascent Sport Hatch valued at \$27,350 including on road costs as the prize. It was launched on 12th January 2022.

Echuca Toyota, Edge FM, Riverine Herald and Moama Bowling Club supported this initiative as partners, each providing \$10,000 worth of funding and in-kind support. Echuca Workers, Moama RSL, Rich River Golf Club, Murray River Council, Riverboats Music Festival and Echuca Printers joined as major sponsors, providing \$3,000 worth of funding and in-kind support.

The winning ticket for the Car Raffle was drawn on 17 June 2022 and Morley Auto Group were the winners.

In both of these fundraising activities, 100% of the ticket sales supported the Opening Doors Project, thanks to the support of our partners and major sponsors.

We are incredibly grateful for the support of all our local businesses and people. Your support is creating greater opportunities for people with disability in our community.



OUR Collaborations

Involvement with community, health, disability, youth and aged care providers has included:

- Aboriginal Health Disability Reference Group
- Aboriginal Health Partnership Group
- Acquired Brain Injury Network Meeting
- Aged Care Service Providers Network
- BEACON
- Campaspe Cohuna Local Learning & Employment Network - Board representation
- Campaspe Family Violence Action Group
- Campaspe Murray Mental Health Network
- Campaspe Primary Care Partnership Management Group and Committees including:
 - » Service Integration Steering Committee
 - » Health Promotion Leadership Group
 - » Vibrant Volunteers Coordinators Network
- Campaspe Youth Partnership
- Communications Access Network Meeting
- DFFH Campaspe COVID Working Group: Locality Testing Promotion & Community Engagement
- Echuca Community Mental Health
- Echuca Moama Alliance - an alliance with Echuca Community for the Aged and Echuca Regional Health
- Echuca Moama Tourism
- Kyabram Community Leadership Forum COVID-19 Response
- Loddon Mallee Disability Service Provider Network
- Loddon Mallee Mental Health Network
- Loddon Mallee Public Health Unit – Local Government Area Huddle
- Loddon Campaspe Regional Partnership
- Network of Disability Service Providers
- Njernda Aboriginal Corporation
- Out of Home Care Operations Group



FINANCIAL 2021/22

Highlights

ASSETS

- CASH & CASH EQUIVALENTS
- TRADE & OTHER RECEIVABLES
- RIGHT OF USE ASSETS
- PROPERTY, PLANT & EQUIPMENT

\$11, 027, 363

LIABILITIES

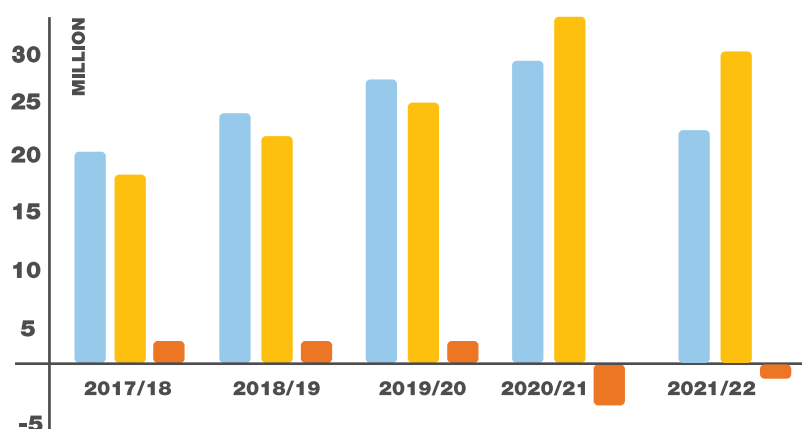
- TRADE & OTHER PAYABLES
- EMPLOYEE BENEFITS
- LEASE LIABILITIES
- BORROWINGS

\$4,690,938

BALANCE SHEET

- TOTAL ASSETS
- TOTAL LIABILITY
- EQUITY

\$6,336,425
EQUITY



PROFIT & LOSS

- INCOME
- EXPENSES
- OPERATING PROFIT

\$14.7M TOTAL REVENUE
\$6.3M NET ASSETS
\$9.9M NDIS REVENUE







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