



OUR VALUES

Respect

We recognise and value individuality

Flexibility

We provide innovative and responsive services to meet individual needs

Accountability

We are professional, ethical, honest and responsible

Collaboration

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

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 of 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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CLRS 15th ANNUAL DINNER

Major Sponsors

Cover Image: Johnno's Run participant Rosie

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WELCOME TO



Community Living & Respite Services

OUR VALUES

RESPECT

We value and celebrate individuality

FLEXIBILITY

We provide innovative and responsive services to meet individual needs

ACCOUNTABILITY

We are professional, ethical, honest and responsible

COLLABORATION

We partner, connect and collaborate across services, organisation and community



President: Wayne Jenkin, CEO: Leah Taaffe

CEO & PRESIDENT'S

Report

In this last 12-month period we have had some really fantastic achievements and continued to deal with a lot of change and challenges.

We are delighted that Community Living & Respite Services (CLRS) has returned a surplus this financial year, which will enable us to reinvest into our organisation to continue to deliver on our vision of empowering individuals and families to live the life they choose in a community enriched by the inclusion of all.

HIGHLIGHTS & CHALLENGES

This year we received a very generous donation which has enabled us to begin construction of our fifth Opening Doors Project. This project is being further generously supported by our local businesses and trades. We have 36 local businesses that are supporting the Opening Doors Project in various ways with their support reducing the cost of the development.

We opened our fourth Opening Doors Project in June 2022.

We have been really thrilled to see our four participants grow and develop some great skills and independence as they have settled into their new homes.

We also delivered our first ever Johnno's Run at home, which was our ninth Johnno's Run event. Over 200 people participated in the 21.1km, 10km and 5km event across our twin towns and two bridges. We had 60 people very generously support us as volunteers on the day and Brady Threlfall did an amazing job of creating the courses for these events. We are looking forward to celebrating our 10th anniversary of Johnno's Run, in early August 2023.

As the community requirements and response to COVID-19 has been reducing, the requirements and responsibility on our service to maintain high levels of vigilance and safety have continued.

From June to December 2022, we continued to experience a lot of disruption with COVID-19 infections and have continued to be amazed by the resilience of our staff in managing the work they do while wearing masks and all the required PPE. I'm happy to report that in the January to June period, we have seen a significant reduction in the impact of COVID-19 and we really hope this trend continues. We also encourage each of you reading this report to keep up with your COVID-19 vaccinations as this is the best way to keep you and everyone in our community safe.

The experience our organisation had during the floods in October 2022 and beyond was one we have reflected on quite deeply. We evacuated 29 people from our residential homes in Echuca for a period of two weeks and supported clients who live in the community to evacuate to various locations. The residential clients and staff who were evacuated had a wonderful experience at Rich River Golf Club and we are very grateful for the Golf Clubs support and willingness to work together at the time. We are very grateful to our staff who once again, demonstrated their commitment to supporting our clients and ensuring their safety and support is their highest priority.

We were also really pleased to be able to support clients from other organisations and their staff to find a safe place to go.

We had community members who supported us through the flooding event, with people coming and cooking up a storm on the BBQ at the Golf Club and the fabulous team at Moama Washhouse taking our clients laundry every day to help reduce the burden on our staff and the team at Rich River Golf Club.

We provided a safe place for some community members who were evacuated to the Evacuation Centre in Echuca but couldn't remain there overnight due to their own support needs because of their age or mobility. We also transported a group of people to the Bendigo Evacuation Centre in our accessible bus as there was no other accessible option available to them.

We worked hard advocating for the needs of people with disability to be considered and included in the emergency response. It was clear that no planning had included people with disability and this was very disappointing. We are continuing to work with both Murray River Council and Campaspe Shire Council to change this and ensure that the Municipal Emergency Management plans and processes have our most vulnerable community members at the forefront of their thinking when planning and responding. We will also be looking for opportunities to do the same work with the SES, CFA and all of the other agencies responsible for planning and response for emergencies and disasters.

Change continues to be a constant in the NDIS, with compliance requirements being regularly increased. Three new practice standards were announced and implemented in November 2022, with compliance of these new standards required within a very short timeframe. At the same time as these new standards were announced, there were also changes made to the quality indicators that show you have met the standards in 12 other areas of practice. We now have 178 quality indicators we are required to meet under our NDIS registration. We are delighted that in June 2023 we underwent our recertification audit against these standards and have been assessed as having met the requirements to continue being registered.

SUSTAINABILITY

In the past year we have worked hard on reducing our administrative costs. We have returned to having one office location at 26A Percy Street. This was made possible thanks to our landlord completing an extensive renovation of 26A Percy Street which now can comfortably accommodate our administrative staff teams, team leaders, support coordinators and managers.

We now also provide some roles the opportunity to work in a hybrid model and so need less office space.

We leased a new building on Murray Valley Highway which has become the home for our Recyclability program and other group programs. This lease is considerably cheaper than the building we were leasing at 4 Percy Street and we have seen a significant increase in customers at the new location, which is supporting the program to be more sustainable.

To remain sustainable is particularly challenging in an environment where NDIS pricing is not covering our costs and compliance requirements are continuing to increase, but we are working to ensure we are doing all our back-office functions as efficiently and cost effectively as possible.

In the coming year to continue our drive for sustainability, we will be investing in a new client management system, new rostering system and new HR system.

BOARD LEADERSHIP

Over the past year we have welcomed two new members to the board, David Wilkins and Jacinda Herrett. David brings both sales and management skills to the board and Jacinda brings strong finance skills, having worked in the finance industry for a number of years.

PARTNERSHIPS

Our partnership with our clients and families continues to be the most important pillar in our success.

Our experiences during the floods really highlighted these close and collaborative relationships. We were also delighted by the feedback given to the NDIS auditors, who visited us in early June, by the clients and families who spoke with them. They were told that our clients and families feel that they are heard, listened to and respected. The auditors also commented that they could see that our culture is all about supporting our clients to live their best lives after seeing what we do, talking to our clients and our staff. We know it is a privilege to be trusted by our clients and families and we will continue to work very hard on respecting that privilege into the future. We thank our clients and families for trusting us and enabling us to deliver supports to people in our community.

Our partnership with our staff is also integral to our continued sustainability and success. Our staff were amazing during the flood and again demonstrated significant resilience and dedication to supporting our clients.

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 and look forward to continuing to strengthen this. This continued 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 will be reviewed this year and we will set our plan for the next period. 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. We hope you enjoy reading an update about what we have achieved in this plan period later in this report.

As a board, we continue to respond to the opportunities and challenges ahead with the same positive attitude, commitment to providing the governance needed to ensure CLRS stays true 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

Vale *Ann Bennett*

1933 - 2022

Ann Bennett – 1933 - 2022, Life Member

Life Member Ann Bennett played an integral role in laying the foundations for the delivery of services to people with disability in our community.

She first became involved in disability service provision in Echuca in 1981, working for Tehan House and was employed by CLRS for a short time in the mid 1990's, assisting the Outreach program.

Ann passed away on 5 August 2022, in Geelong, where she had moved to be closer to her daughter.

Ann joined the CLRS Board in 1996 and retired in October 2013, after an outstanding contribution of 17 years. Ann was a member of CLRS sub committees, contributing to the establishment of quality frameworks and policy development. This often involved attending multiple meetings in a month.

Ann also helped with CLRS fundraising activities and assisted with the fundraising for the Minor Street project which was completed mid-2014.

Following her retirement from the CLRS Board, Ann continued to have a keen interest in the organisation and was a strong supporter of the Opening Doors Project. Ann encouraged the current board to consider the needs of young people at risk of entering nursing homes when planning the Opening Doors Projects. She provided mentoring and support to our staff and was always committed to ensuring people with disability in our community received high quality support.

As a result of the work that Ann did, CLRS has continued to grow and deliver extensive supports across our community for people with disability.

All of us following in Ann's footsteps, hope that her family are proud of what has been built from those very solid foundations she laid.



Ann Bennett with her Life Membership Award and good friend Life Member Fran Galvin (Left)



Life Members Jan Rankin, Ann Bennett and Fran Galvin



Ann Bennett making her speech at the 2017 AGM after being awarded Life Membership

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 After School Hours & Holiday Program
- Community Activities & Social Groups
- Daily Living and Community participation support
- Customised Employment

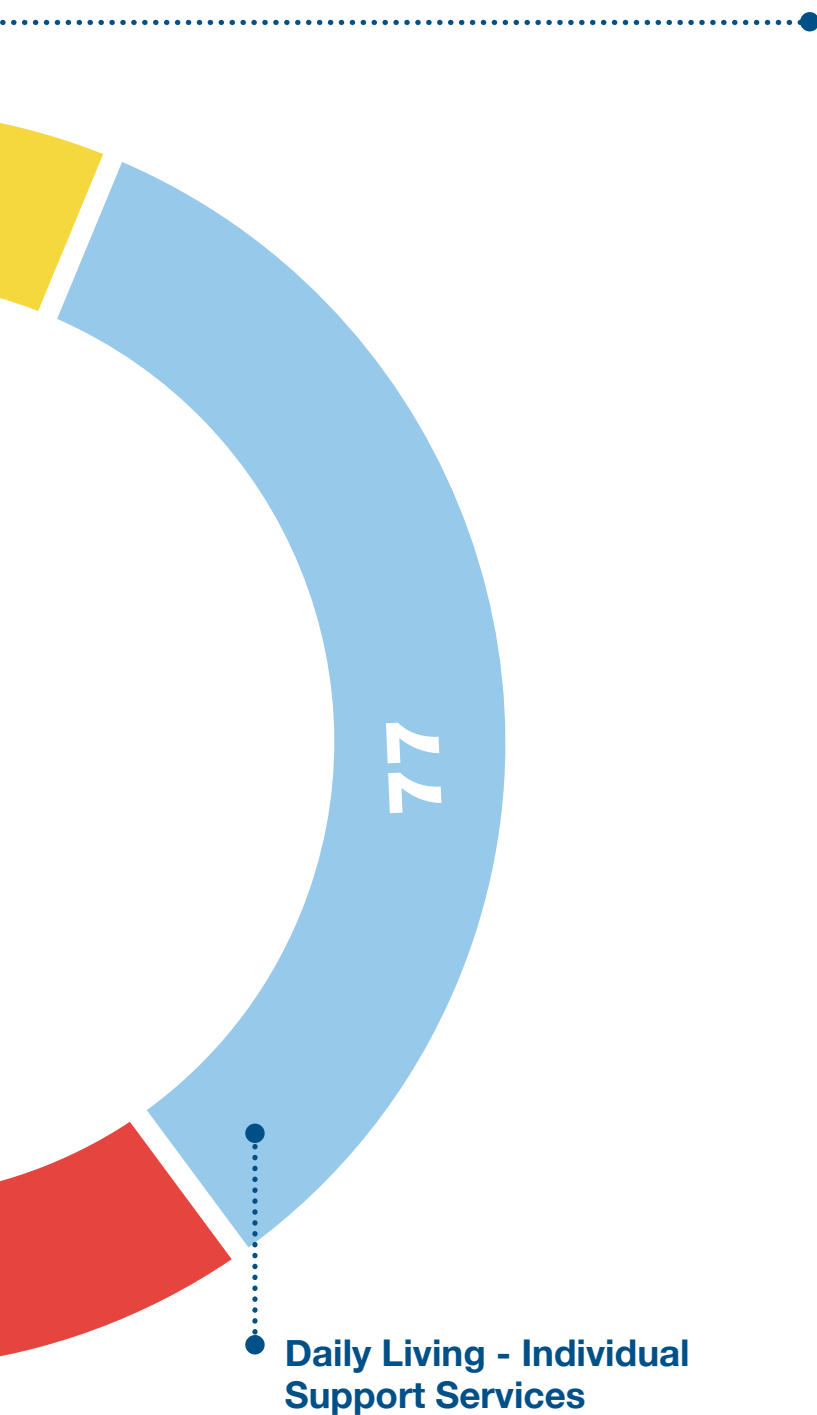
Other Services

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

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

- 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

● **Daily Living - Individual Support Services**

● **Defined Programs, Social Enterprises & Group Programs**

RELOCATION OF *Recyclability*

In September 2022 the Recyclability Op Shop moved to its new home at 3/5 Murray Valley Highway in Echuca. It's the new home for Defined Programs, Recyclability and Community Activities. Club Teen is now running from Apex Hall.

Recyclability Program activities include:

- Op Shop
- Upcycling
- Kerbside flyer delivery
- Kerbside donation collection
- Donation bin collection
- Sorting donations

Community Activities Programs include:

- Out and About Groups
- Pamphlet delivery
- Healthy Cooking
- Exercise

The fit out of 3/5 Murray Valley Highway was a planned process to make sure we considered all the areas we are delivering support. We have fitted out a new kitchenette and upgraded the toilets to meet the accessibility standards.

We assessed what is and isn't working before we made decisions on features that will become permanent structures.

This allowed us to fit the building out correctly over time to ensure this can be our Defined Programs home for many years to come.

The cooking and exercise programs now run from the new Campaspe Shire Echuca East building each Monday and Wednesday as they require a kitchen to cook in and an outdoor space for exercise.

The grand opening for our new Recyclability Op Shop was held on the 19th of September 2022 with a live broadcast from Edge FM. Despite it pouring rain, it didn't stop the large

number of customers visiting and the increased number of customers that have continued to come in since. There were several on-air interviews with CLRS staff and a client volunteer, Kim. She loved the opportunity to tell everyone what she does when she volunteers at the Op Shop.

This highlights the benefit of our great community partnership with Edge FM.

The location at 3/5 Murray Valley Highway is great as it's located just near the big roundabout on Ogilvie Avenue and Murray Valley Highway. The new signage by Echuca Moama Signs also really stands out from the road with its bright green background.

Sales at the Op Shop

In our previous location at 4 Percy Street our average monthly income was around \$4,000. We are thrilled that at 3/5 Murray Valley Highway our average monthly income has increased to \$8,500.

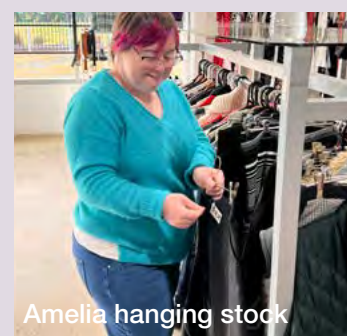
Overall, the new location has been a huge success and with the new Woolworths supermarket that opened, the area around us expanding and two primary schools close by, it's only going to continue to increase.



Jaymee-Leigh is proud of the new location



Edge FM live broadcast



Amelia hanging stock

OUT OF HOME *Care*



Michael watering his garden

Over the last 12 months, Out of Home Care (OoHC) has experienced a lot of change. Out of the four young people we have in care, two have reached the age of 18, which means they leave the care of Child Protection and move into the world as young adults.

This can often be a very challenging time as the level of support provided to our young people changes significantly depending on their level of need and at 18 years of age this is a lot to have to manage.

For one of our young people this has meant that she moved into private rented accommodation and commenced employment. She was supported incredibly well by the team of staff and her care team to support her to be ready for this big move and change in her life. This young person has great capacity to live independently and be successful with the right supports in the community.

Our second young person who turned 18, requires ongoing 24/7 support to be able to be successful within his community. He has moved into temporary housing with staff supporting him 24/7 while his care team work through his NDIS funding requirements and ensure he will have the ongoing support he needs in our community.

Both young people continue to be supported by staff at CLRS, both in support coordination and in daily supports.

As a result of these two young people leaving our OoHC service, we have welcomed two new young people. Both are young girls, aged 5 and 9 years old and both have disability. They are two amazing young people and have settled in well, thanks to the support of our staff and the care team surrounding them. Both have also started at Twin Rivers Primary School and are enjoying making new friends and getting to know the area.

Our two existing young people are now 16 years old and preparing for leaving care. The team will support them over the next two years to ensure they are learning the skills needed to be as independent as possible, supporting them to successfully finish school and work out what they would like to do as they move into adulthood. This is an exciting time and we are looking forward to seeing what the future holds for both of them.



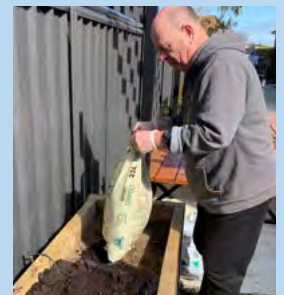
BARRY STREET *Clients*

Since the official opening of the Barry Street Opening Doors Project on 17 June 2022, all of the residents have moved into their new homes with great enthusiasm.

They have all been kicking goals since coming to Barry Street and have thoroughly enjoyed decorating their new spaces. Each of them has entertained their family and friends in their new homes with the help of staff and they all have plans to do so regularly in the future.

All the clients have 1:1 support during the day which assists them to live their lives and stay safe, however all clients have been able to increase their independence significantly as part of coming to live at Barry Street under this unique support model.

The staff have done an amazing job supporting each of them in their transition to Barry Street and continue to support them to live their best lives every day! It is certainly showing in their smiles in photos and in their giggles when they talk about what they are achieving every day.



Recently everyone has come together to create a communal veggie garden, which each of the residents contributed a small amount of money to the set up and they will all reap the benefits when the garden grows.

One thing all the residents have been asking is for it to stop raining long enough so they can use the BBQ that is in the common area. So, one Sunday when the sun was shining, the units all got together with their staff and had a grand old-time socialising.

This has empowered all the residents, and we have had fantastic feedback from them all regarding how much fun it was.



A SUPPORTIVE *Community*

Not for profit organisations like CLRS, rely on the generous support of individual donors, trusts and foundations, corporate partners, local businesses, community groups and our community to enable us to deliver the services and activities we do. The support we receive has enabled us to begin building our 5th Opening Doors Project, deliver our Social Enterprises and other group programs. This support we receive also enables us to deliver fundraising initiatives, which in the past year have included our 15th Annual Fundraising Dinner and Johnno's Run, raising \$110,000 with all the proceeds supporting our Opening Doors Project.

We had 40% of staff employed in this financial year contribute 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 to continue to deliver supports to people with disability in our community.

This past year has again been very challenging for everyone due to another year of COVID-19 impacts and floods. Every area of our community has once again been impacted heavily by these challenging times and we are even more grateful to those who have continued to support us.

Thank you to each person who has volunteered at events, supported our Fundraising Dinner and Johnno's Run, 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.



Alistair McDonald from (EDG.space) donated a ream of A1 paper to CLRS Volunteers Sue and Helen

TRUSTS AND FOUNDATIONS

Elsie Murray Trust
Roy Ogden Foundation
State Trustees Australia Foundation

CLUB GRANTS

Moama Bowling Club

GOVERNMENT

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

JOHNNO'S RUN

Participants, sponsors and donors

15TH ANNUAL FUNDRAISING DINNER

Event sponsor, major sponsors, donors and ticket buyers

WORKPLACE GIVING PROGRAM

65 CLRS staff members

DONORS

Adam Milner Plumbing, Ausure Insurance, Barker, R & N, B.M. Civil Engineers, Blaze Essential Services, Border Real Estate, Build Pro Echuca, C & D Tiles Echuca, Choices Flooring, C.I.B Constructions, Coolabah Turf, Cosgriff Lawyers, Dahlsens Building Centre, Dawes & Vary Riordan Lawyers, Eagleview Kitchens, Echuca Locksmiths, Echuca Metaland, Echuca Moama Signs, Echuca Toyota, Echuca Workers Club, EDG Space, F.A Petzke & Co, Garage Doors R Us, Glass Vision Windowtech, I Want I Need, Jenola Oaks, Josh Dunen Concreting, JVC Concreting, L'Huillier, K, Lyndale Plastering, Mawsons Concrete, MHP Painting & Maintenance, Mitch Clydesdale Roofing, Morrison, A & L, Murray River Council, Northern Hire Group, O'Brien Plumbing, P & D Roof Trusses, Reece Plumbing, Riddleys Pest Control, Riverboats Music Festival, Thompson's Echuca Electrical, W&T Tiling & Waterproofing.



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

Elsie Murray Trust *Grant*

Defined Programs was the recipient of the Elsie Murray Trust grant which helps provide financial assistance to organisations within Echuca.

For the 2022 financial year, Recyclability received \$10,553 from the Elsie Murray Trust.

CLRS supports people with disability to learn skills and be active volunteers in their community. Recyclability delivers two main activities: an Op Shop and a sorting centre.

People with disability are supported to staff the Op Shop and are also supported to sort all donations. This social enterprise keeps clothing and other items out of landfill each year.

Due to our previous location being sold and taken over by the purchaser, Recyclability had to find a new location after spending the past ten years at 4 Percy Street. We moved into our new location of 3/5 Murray Valley Highway Echuca in October 2022.

Funds from the Elsie Murray Trust supported the setup of the new Op Shop and sorting locations, moving all items to the new location, making toilets accessible by widening the doors and adding accessible safety railings, setting up a kitchen area and the Op Shop area to enable good accessibility for people with disability.



Anthony is happy with the new sorting centre

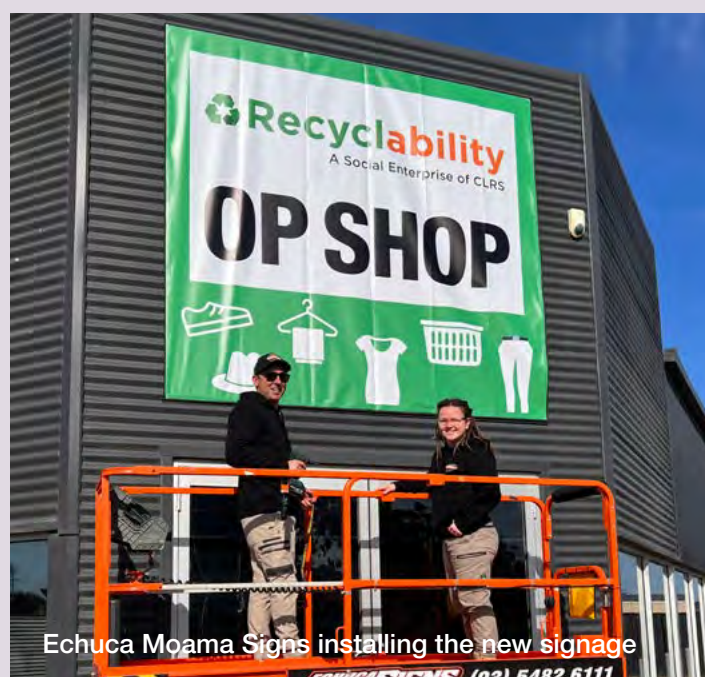
The new location meant new signs for the building to promote the Op Shop's location to stand out on a busy, prominent roundabout, increasing exposure.

The grant also helped purchase the Recyclability bags we use as letterbox drops for households to fill with donated items and leave out for pick up on the date for their area.

The outcomes of our project included increasing active participation from clients, maintaining community volunteers and increasing clothing and other items donated which means less going into landfill, resulting in approximately 30 tonnes reduced per year.

Recyclability moving to the new location has meant the Op Shop has gone from strength to strength. With the help of the new, big, bright signage, Recyclability Op Shop income continues to increase month by month, this financial year taking in \$73,817.94 (compared to last year \$46,651.38).

This demonstrates the amount of stock and items turnover through the Op Shop and preventing items going into landfill by giving these clothes a new lease of life with a new customer.



Echuca Moama Signs installing the new signage

DANNY'S *Story*

In 2020, CLRS Daily Living client Danny had planned a trip to go and visit his father and other family members who live in Forster NSW. Unfortunately, COVID disrupted these travel plans, and Danny's trip had to be delayed due to travel restrictions.

This was incredibly disappointing for Danny and his support team; however, Danny was eager to re-plan this adventure as soon as possible. During 2022, Danny's support coordinator and the Daily Living Team worked tirelessly to re-initiate the plans for his trip. All involved were dedicated to working through Danny's funding requirements, airline ticket bookings, support worker involvement and airport transfers to ensure his trip would be as seamless as possible.

Sadly, a couple of weeks prior to Danny's second planned trip, a family member of Danny's tested positive for COVID and was not well enough for Danny to visit. This was very deflating for Danny. He had been looking forward to this trip for nearly 2 years. It was also a challenging time for everyone who had worked so hard to get the trip organised.

Finally, in February 2023, Danny's trip began. CLRS support worker Adam picked Danny up from his home and drove him to Albury airport to board his flight. Danny was excited to finally be in the air! Danny touched down at Sydney airport for a short stopover. His support coordinator had arranged for Danny to be supported by airline staff during his stopover.

This made it a smooth transition for Danny onto his connecting flight to Port Macquarie. Danny was met at the Port Macquarie airport by a local support services provider to transport Danny to Forster. (1hr 15min drive)

Throughout his visit, Danny really enjoyed the company of his family. Danny, his dad and step-mum ate out at the local pub. Danny liked everything his step-mum cooked whilst he was staying with them. Danny also caught up with his stepsister and stepbrother whom he had not seen for quite some time.

When it was time to head back home to Echuca, Danny's support coordinator had pre-arranged for him to be supported throughout his connecting flights. CLRS daily living support worker Adam met Danny at the Albury airport to begin his journey home. On the drive back to Echuca, Danny shared stories of catching up with his stepsister, he had not seen her since she was little.

In 2020, CLRS Daily Living client Danny had planned a trip to go and visit his father and other family members who live in Forster NSW.

Having a great time with his dad and especially going to the pub with his dad for a beer. Danny's favourite part of the trip was spending time with his family as this does not happen often and Danny misses his dad.

The day after Danny returned, he phoned the Daily Living Team at the CLRS office to chat about all the highlights with a sense of fulfillment and enjoyment.

Danny looks forward to visiting his family again as soon as possible.



Danny packed and ready to go

OPENING DOORS *Project* SPOONBILL STREET

The 2022/2023 financial year has been a very busy and exciting year for our Opening Doors Project.

Between July and December, four residents moved into our fourth Opening Doors Project on Barry Street in Echuca which was officially opened in late June 2022. Our fourth Opening Doors Project delivered four units; 2 x two-bedroom units and 2 x one-bedroom units.

In August 2022 we were thrilled to receive a generous donation from a local couple which is enabling the delivery of our fifth Opening Doors Project. We have once again worked with Alastair McDonald and the team at EDG.Space to create a 2-bedroom home design that enables a flexible approach to support. The team have been great to deal with and have delivered an excellent design.

This project can either support two people with disability or one person with disability who requires overnight support. This project will provide a home for a young person, who has been in the care of CLRS since the age of six, as he turned 18 in February 2023. Due to the nature of his support needs, his care team were searching the state for a housing option for him and had been unable to find a suitable one.

This project will enable this young person to remain in our community, supported by his staff team, in a place where he is comfortable and can continue to access all that is familiar to him.

In March 2023 the construction certificate was received from Murray River Council and building of our fifth project commenced. Alistair Morrison has taken on the role of Project Manager for this project, and he is being supported by an internal Project Control Group, which has CLRS Board members, community members and CLRS staff involved. Alistair has been doing an outstanding job of working with our local businesses and trades, with 36 businesses supporting this project through further donations. These 36 local businesses are contributing to this project, through providing items at cost, reducing the cost of their labour and providing labour and materials for free. These donations are maximising the value of the larger donation we are receiving and enabling this project to be built at much less than it usually would.

We are incredibly grateful to these generous businesses and community members for their continuing support.

Alistair is ensuring the project is keeping to strict timelines, staying within budget and meeting the required Specialist Disability Accommodation standards. The development is planned to be completed by December 2023.

These projects are building Specialist Disability Accommodation (SDA) homes in our community and 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.

On 2 March 2023 we released a video we created with the clients and families who now live in our Opening Doors Projects. This video enables us to hear directly from the people who benefit from having a home that supports their independence and inclusion in our community. The video is titled 'Opening Doors to Independence' and you can watch this video by visiting our YouTube channel; Community Living & Respite Services.

The Opening Doors Projects continues to enable people to live in their community, move out of home or 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.





CLRS CEO and board



Project Control Group

OUR Board

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

- President: Nov 2020 - current
- Vice President: Nov 2017 - Nov 2020
- Treasurer: Nov 2016 - Nov 2017
- 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



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
- Affiliate Member - Governance Institute of Australia



Elaine Hamilton

Appointed to the Board 2020

- Member of CLRS Audit & Risk Committee
- BAppSc (Family Studies)
- Dip Disability
- Dip Community Services (Case Management)
- Project Manager at CFA, specialising in Child Safety Education



David Wilkins

Appointed to the Board 2022

- Member of CLRS Governance Committee
- MBA
- GAICD
- Business Development Consultant – Executive Coaching



Jacinda Herrett

Appointed to the Board 2022

- Member of CLRS Audit & Risk Committee
- Business Banking Manager at CBA
- 25 years in banking and finance

LIFE MEMBERS

- Mr Jack Squire**
- Mrs Fran Galvin OAM**
- Mrs Glenys Kennedy**
- Mrs Jan Rankin**

PATRONS

- Mr Noel Maughan OAM**



Our Board Members at the 2022 AGM

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.



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: 13 years working in community services and another 10 years working in quality systems

Highlight of the last 12 months: “Working with the team to improve our processes to ensure we can continue to focus on our clients and staff”.



Leah Taaffe

Commenced with CLRS: April 2016

Position Title: Chief Executive Officer

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

Experience: 15 years in leadership roles in the community services sector in Ireland and Australia

Highlight of the last 12 months: “The continued improvement in our financial sustainability has been a highlight this year which has been achieved as a result of lots of hard work across the whole organisation. I am also really pleased that we are now operating out of one office, thanks to the support of our landlord, which means our teams are seeing a lot more of each other”.



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: “It’s great to see our clients out enjoying living their lives and participating in their choice of activities. Seeing the clients plan for the future and achieving their goals is a huge reward for all staff who work across CLRS”.



Kylie Bruns

Commenced with CLRS: June 2007

Position Title: Finance Manager

Qualifications/Training: Financial Management

Experience: 33 years in Finance/Management roles



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 8 years' experience in disability services & leadership

Highlight of the last 12 months: "This is a really hard one to come up with just one highlight after so many fabulous outcomes for our clients and staff; however, the resilience and teamwork of our staff during the floods, particularly after the last few years, is something that continues to shine through and make us all proud".



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; 23 years IT Engineering/Consulting/Systems Support & Admin

Highlight of the last 12 months: "Supporting the CLRS team as we moved from COVID response to flood response. I was delighted to see the Information Technology system changes we have made in recent years helped us to maintain "business-as-unusual" through a really challenging time. I feel honoured to work with such a dedicated team of staff as we support our wonderful clients and their families in our community through another demanding year".



Alison Halloran

Commenced with CLRS: November 2020

Position Title: Services Manager – Support Coordination and Business Analyst – 'Connecting with Purpose' CMS Implementation Project

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

Experience: Over 21 years' in leading teams in customer service community based roles

Highlight of the last 12 months: "This year presented new challenges in our community and I am proud of CLRS and our team coming together to support our clients and each other. I enjoy working with a group of people who are focused on our clients and their enjoyment and success in their lives".



Sally Brennan

Commenced with CLRS: July 2020

Position Title: Services Manager – Daily Living

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

Experience: 16 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 a resilient, committed and professional team of Daily Living staff who have actively explored and implemented a range of quality driven improvements across the division and continue to do so to deliver the best possible services for our clients”.



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 16 years’, Child Protection - DFFH, Out of Home Care Team Leader, Support Coordination, Services Manager for Defined Programs and Residential



Cris Stevens-Todd

Commenced with CLRS: February 2006

Position Title: Services Manager – Defined Programs

Qualifications/Training: Diploma Community Services

Experience: Diploma Community Services Experience: 17 years working across different divisions, Residential, Respite, Quality & Safety, Community, Aged Care & Disability Services

Highlight of the last 12 months: “Recyclability Op Shop opening out at 3/5 Murray Valley Highway, allowing us to have a bigger more inviting space, which customers have loved being able to park right out the front”.



Nicolina Devitt

Commenced with CLRS: June 2016

Position Title: Services Manager – Residential

Qualifications/Training: Diploma Community Services

Experience: 7 years working in Disability Services – 2 years as Direct Support Professional and 5 years as Team Leader

Highlight of the last 12 months: “The way the organisation conducted the handling of the floods back in 2022. No matter what your title was within the organisation, it was all hands-on deck, no questions asked to ensure that safety and wellbeing of our clients and staff were maintained”.

STAFF Profiles



Maryjo Piggott

Maryjo started working with CLRS in April 2021 as a Direct Support Professional, right in the middle of the COVID-19 Pandemic. Maryjo joined a residential team supporting clients to live as independently as possible within a supported accommodation house. Maryjo spent 17 years working in hospitality before making a move to disability. Maryjo's friend worked as a Support Coordinator, Maryjo could see how rewarding it was. Maryjo has learnt so much and is really enjoying the role. To assist with her career development, Maryjo completed a Certificate IV Disability traineeship through CLRS last year.



Lachlan Arkinstall

Lachlan's journey at CLRS began in 2020 when he joined CLRS as a Direct Support Professional. Prior to that, he had been working in the hospitality industry while pursuing his studies and completing a Diploma of Health Science. In his first few years at CLRS, Lachlan worked as part of a residential house team. This hands-on experience enabled him to acquire essential skills and knowledge. In 2022, Lachlan applied for a Team Leader - Residential position, which involves managing two of CLRS's residential homes. Juggling his full-time work and studies, Lachlan pursued a Bachelor of Business degree completing his studies earlier this year.



Jan Joseph

Jan started with CLRS in May 2010 as a Direct Support Professional. Prior to joining the CLRS team, Jan ran a successful massage business for 12 years. Still wanting to be in a caring industry and having previously provided care to family with a disability, she could see the importance of the role and from there thought she'd give it a go. Jan hasn't looked back since. Working in various residential homes, including out-of-home care, she has now found her favourite spot working with the women at 4 Minor Street. Jan enjoys seeing clients achieve their goals. Speaking of one client's experience bike riding, "It's one of my favourite shifts, the client is so free and confident, she always asks when we can go next".



Adam Quattrocchi

Adam joined the CLRS team last year as a Direct Support Professional, having never worked in the disability industry. Adam was working in travel, but COVID-19 led to a change in the industry, relocating from Melbourne to the area and commencing study in Certificate IV in Disability. While Adam has only been in the role a short time, he's been a valuable addition to the Daily Living Team, providing support to clients in the community. Adam enjoys the diversity of the role, getting out to meet people and the rewarding aspect. "It really makes your day better". Each day Adam is learning something new and hopes to one day move into Support Coordination.

WORKFORCE STRUCTURE & *Recruitment*

In 2022 CLRS engaged the Voice Project to conduct a confidential staff engagement survey.

The survey was an important step in achieving our Strategic Objectives and working to maintain them, to ensure that every employee has an opportunity to have their say and voice heard about our organisation's performance and ways of working.

The Voice Project provides state-of-the-art surveys to help organisations get the best feedback by providing market-leading service to drive real change. The Voice Project survey methodology is psychometrically robust and has stood the test of time, growing out of a research program at Macquarie University in 2002, which explored the impact of employee and clients 'voice' on engagement, leadership and service quality.

We received a pleasing 106 responses across the organisation to the survey, a 65% response rate and more than double previous surveys conducted internally.

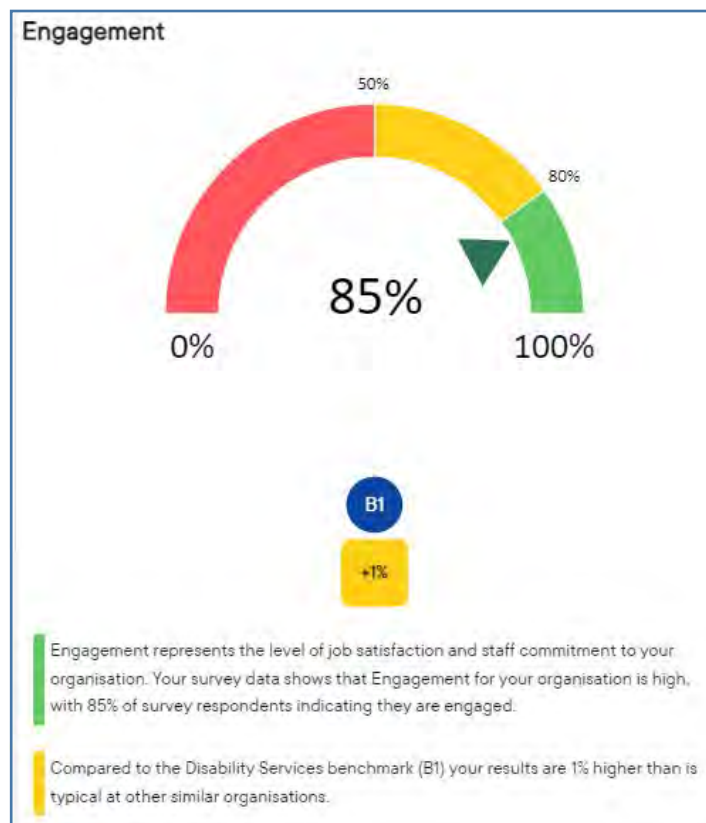
The survey is broken down into three pillars: Engagement, Wellbeing and Progress. CLRS scored moderate to high

across all three pillars and above that of similar organisations that have completed the survey.

It was fantastic to see that CLRS's strengths are consistent with our vision *To empower individuals and families to live the life they choose in a community enriched by inclusion of all' and values: Respect, Flexibility, Accountability and Collaboration.*

CLRS top 5 questions and strengths:

- 1. Values:** I believe in the overall purpose of CLRS. 96% in favour, 3% above the industry benchmark.
- 2. Engagement:** I like the kind of work I do. 95% in favour, 3% above the industry benchmark.
- 3. Health & Safety:** I know where to get help if I am feeling emotionally unwell or unsafe at work. 95% in favour, 11% above the industry benchmark.
- 4. Values:** I believe in the values of CLRS. 94% in favour, 1% above the industry benchmark.
- 5. Teamwork:** My co-workers give me help and support. 93% in favour, 8% above the industry benchmark.



Upon receiving the results, we formed three 'Voice Teams' to put forward suggested actions and changes to the four priority areas of Leadership, Processes, Recruitment and Cross Unit Collaboration. Each team comprises 3-4 staff from a cross-section of the organisation and has been meeting regularly to formulate their recommendations before presenting them to the CEO for review.

The coming year will involve implementing feasible solutions followed by a further Voice Survey in late 2023 to continue to monitor our commitment to providing our staff with a Voice.

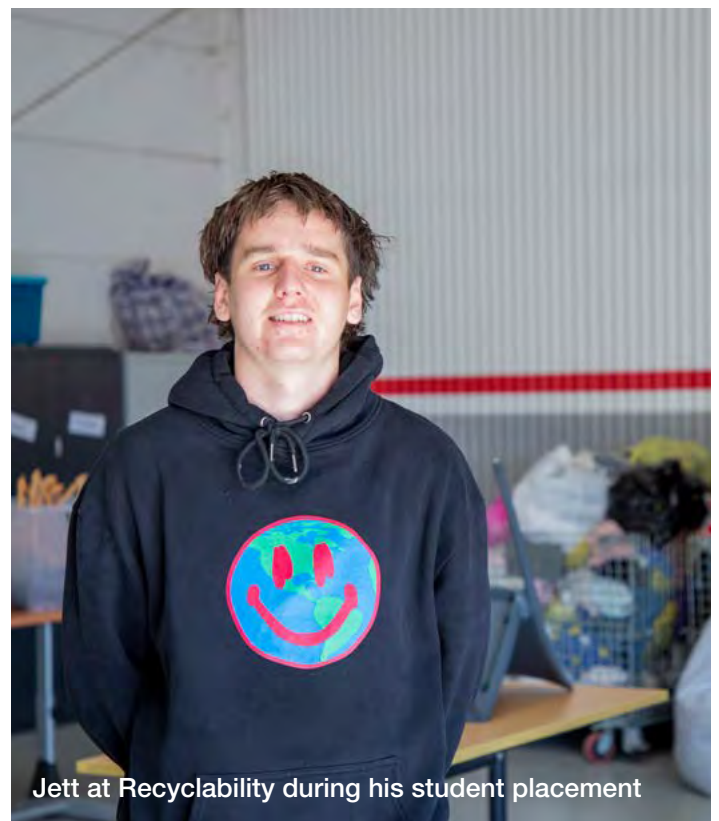
Embracing Our Future Generation

CLRS is committed to providing meaningful learning and development opportunities for those interested in pursuing a career in the disability sector. We provide placement for school-based students, including Victorian Certificate of Applied Learning (VCAL), work experience and education providers for students studying community services, disability, social work and similar fields of study.

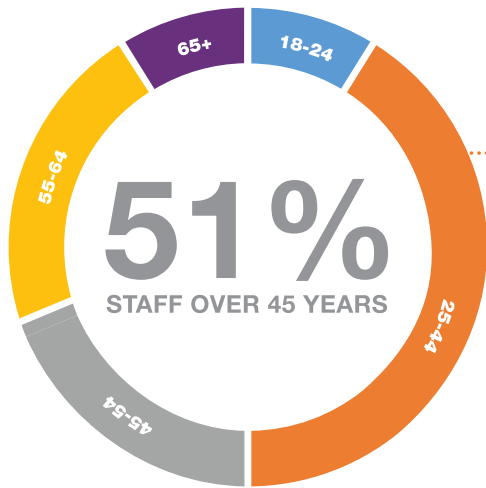
While many of our students go on to have successful careers with CLRS in various roles, most importantly, student placement provides our younger generations with an understanding and awareness of the disability sector and what it offers.

Post COVID-19, students, particularly school based have embraced the opportunity to explore the working world.

In the last year we have welcomed eight individual students varying from a few days to several months' placement. We've also welcomed school-based industry tours and small groups of students to provide a small snippet into what we do at CLRS.

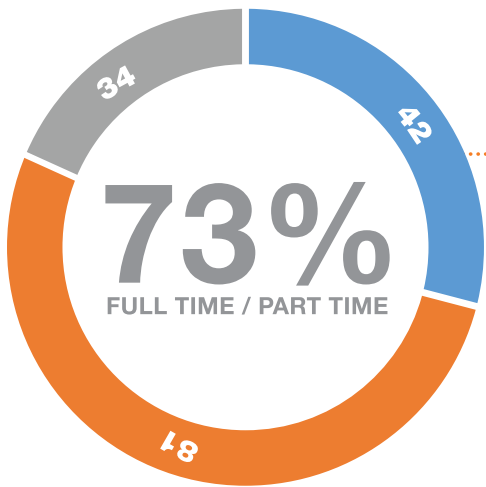


2022 - 2023 STAFF *Facts*



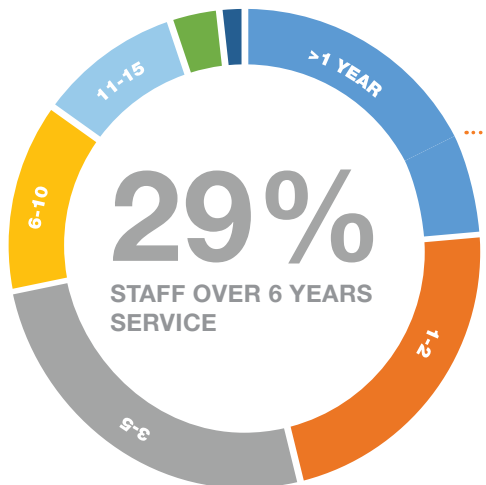
STAFF AGE PROFILE

- 13 STAFF - 18-24 YEARS
- 63 STAFF - 25 -44 YEARS
- 34 STAFF - 45-54 YEEARS
- 34 STAFF - 55-64 YEARS
- 13 STAFF - 65 + YEARS



EMPLOYMENT STATUS

- CASUAL
- FULL TIME
- PART TIME



LENGTH OF SERVICE

- 39 STAFF - LESS THAN A YEAR
- 38 STAFF - 1-2 YEARS
- 34 STAFF - 3-5 YEARS
- 25 STAFF - 6-10 YEARS
- 12 STAFF - 11-15 YEARS
- 3 STAFF - 16-19 YEARS
- 6 STAFF - 20+ YEARS

151

EMPLOYED STAFF AS OF JUNE 30, 2023

50%
Staff with over 3 years service

4.5 Years
Average length of service

8%
Staff under 25 years

79%
Female staff

113
Direct Care

46 Years
Median age

OUR DEDICATED *Volunteers*

Each year National Volunteer Week has a theme and this year's theme was 'The Change Makers'.

What is a Change Maker?

A Change Maker is someone who takes action to make the world a better place, the driving force behind social change, turning their passions into purpose and giving their time to make a difference.

Volunteers are Change Makers!

To all our Change Makers we say thank you for giving your time to make a difference at CLRS and for our community.

The contribution you give CLRS is invaluable and without your support we could not continue to deliver our services to support people with disability.

Every volunteer plays a valuable role no matter whether it is volunteering once a year helping out at Johnno's Run or to our regular volunteers who attend the Murray River Tea Rooms and Recyclability Op Shop every week. The hours available for volunteers each week at the Recyclability Op Shop and Murray River Tea Rooms is 28 and 20 hours respectively. Sometimes these hours are covered by more than one volunteer and open for approximately 50 weeks per year. We have the Fundraising Committee who work tirelessly in the community throughout the year, mainly for the Annual Fundraising Dinner, the board who put in many hours each month and our ambassadors who promote our services and Opening Doors Project in the community.

Volunteers have shown their flexibility once again with the moving of the original Op Shop from 4 Percy Street to 26A Percy Street and then to its present location on Murray Valley Highway. The new location has seen increased foot traffic and sales. Thank you to our volunteers for helping out, embracing these changes and making the new premises such a success.

Students volunteering as part of their educational program, is something we encourage and are pleased to have had a number of students at Recyclability and the Murray River Tea Rooms to learn and share skills with clients and staff. Volunteering gives students a valuable insight into the organisation and can be the start of a pathway to employment. Students are also most welcome to volunteer outside of school hours.

Some of the volunteer roles available:

- Hospitality and retail assistance at the Murray River Tea Rooms
- Retail assistance in the Recyclability Op Shop
- Support with fundraising activities and events
- Various aspects of the Recyclability Social Enterprise including Upcycling
- Office administration support
- Fundraising Committee
- Ambassadors
- Board of Management
- Johnno's Run



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

VOLUNTEER *Profile*

Kellie started volunteering in 2017 at the original Op Shop in Percy Street for an afternoon each week and on the occasional Saturday.

Kellie's interests are bonsai gardening, swimming, collecting art deco, reading and she loves a good Op Shop.

Kellie started volunteering to give back to CLRS and the community that supports her to manage her multiple sclerosis.

Kellie missed volunteering during the COVID-19 shutdowns and was very happy when the shop reopened so she could get back to enjoying the interaction with customers, other volunteers and staff. She is also enjoying the new premises of the Op Shop on the Murray Valley Highway due to the increase in space, light and customers.

"I enjoy my involvement and everyone works together and appreciates each other's efforts to do what they can. Volunteering lets you experience the generosity of people and connects you to wonderful people from your town and visitors from all over Australia. Most of all, it gives you a great amount of satisfaction that you are helping someone else". And a final word from Kellie when asked what she has got out of volunteering, she said, *"A lot of laughs"*.



Kelli volunteering at the new Recyclability Op Shop

FUNDRAISING *Activities*

Throughout the year we have delivered fundraising initiatives which raised over \$110,000.

Three great fundraising activities have been delivered in the 2022/2023 Financial year.

We delivered our very first Johnno's Run at home in our beautiful twin towns of Echuca Moama. We had over 200 people register to complete the event and a brilliant day was had by everyone. It was great to see so many of our clients completing the 5km event, cheered on by families, friends, staff and community. This wonderful event raised \$23,300 for our Opening Doors Project.

The next fundraising activity was our annual raffle at the Riverboats Music Festival. February 2023 was the 10th anniversary of the Riverboats Music Festival and it was fantastic. As a result of the impact of the floods, the festival moved to a temporary venue at Victoria Park and instead of cricket there was wonderful music all weekend. Our volunteers who helped across the weekend did a great job of selling raffle tickets, blankets, hats and many other items.

It was a very warm weekend and CLRS is grateful to all of those who supported us to raise \$4,000 over this weekend.

How fantastic was it for our 15th Annual Fundraising Dinner to finally make it onto the calendar and back into our lives. Moama Bowling Club delivered a wonderful venue, fabulous food and a great atmosphere for an important night for CLRS. Peter Rowsthorn entertained everyone, including himself! Radiant Media showcased their great skills with our video shown on the night and if you haven't seen it, we would recommend taking the time to watch it. It is called 'Opening Doors to Independence' and can be found on our YouTube channel. We raised a huge \$85,452 at this event, which was a new record and an incredible result given the impact of floods and COVID-19 in our community.

We are incredibly grateful for the support of all our local businesses and people which has enabled us to raise over \$110,000 this year. Your support is creating greater opportunities for people with disability in our community.



Our very own Kath and Kim with Peter Rowsthorn at the 15th Annual Fundraising Dinner



CLRS set up for the Riverboats Festival

JOHNNO'S *Run* 2022

On Sunday 7 August 2022, Johnno's Run ran as the very first face-to-face event in Echuca Moama.

It was a brilliant day, made incredibly special by the support of our wonderful community and the participation of so many people with disability.

Participants ran, walked, or wheeled through our twin towns and across both bridges. The main colour for Johnno's Run for 2022 was a vibrant bright blue and it was uplifting to see so many people out walking, running, and wheeling through the community in their blue Johnno's Run tops. We were grateful for the support of the Echuca Moama Photography Club and some students at St Joseph's College who volunteered their time to capture the participants in action.

We were thrilled with the response from our community and to have over 200 people registered to participate was a brilliant result.

We also had 60 people volunteer their time to make sure the event ran as smoothly as possible.

We would like to say "Thank You" to everyone who registered, took part in the event, volunteered and to everyone who donated. Just over \$23,000 was raised which is a fantastic result in a challenging climate for so many people.



Carmel and Steven celebrate crossing the line



Running mates - Danielle and Mel



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



CLETUS GILMOUR 2022 FUNDRAISING AWARD

Nomination

In November 2022 the team of clients and staff at 5 Minor Street, which consists of Kim Boland, Sheree Arnold, Emma Martin Smith, Andrea Johnston, Alicia Weaver, Jody Gauscoine, Maryjo Piggott, Barbara Emms, Sarala Rai and Meryl Lonergan, were 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.

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.



Peter Gilmour and daughters Bree Galpin and Fleur Gilmore presenting the team from 5 Minor Street with the 2022 Cletus Gilmour Fundraising Award

- Have clearly made a difference to CLRS and the community.

During the 2021/2022 year, we were unable to host our usual Annual Fundraising Dinner, and as a result we had to develop new ideas for fundraising. This resulted in the delivery of two major raffles – the Opening Doors Project MEGA DRAW and Car Raffle. Both of these raffles required a huge amount of effort from a team of people.

The team of clients and staff at 5 Minor Street worked tirelessly together as a team to make significant contribution to the success of these raffles.

The team took a very active part in supporting the Car Raffle, the whole team sold many books of tickets directly, came out every weekend and during the week to sell raffle tickets in whatever location the tickets were being sold and found new locations from which to sell the tickets.

The way in which the team supported each other, got out and about and drove sales of raffle tickets demonstrated beautifully the criteria that Cletus specified. The team demonstrated just how capable people with disability are and demonstrated the value of the fundraising through directly linking it with the opportunities provided by the team at 5 Minor Street. The team have made a significant difference to CLRS and the community by showing what can be achieved when everyone on a team works together to achieve a common goal.



Some of the team from 5 Minor Street

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.

DENISE'S Story

Denise is a Support Coordination client who lives in Cobram and is supported by CLRS.

Denise is a driven person and always aspiring to live her best life. She loves supporting others in her community and reminds herself daily to be positive.

Denise has a genetic condition that caused hearing loss, vision loss and problems with her balance. She also has a medical condition that causes severe widespread musculoskeletal pain throughout her whole body. Denise was born deaf and has degenerative eyesight meaning she is now legally blind.

When Denise was diagnosed as being legally blind, she made a commitment to herself that “it isn’t going to stop me or slow me down”.



Denise with her Kayak



In December 2021, Denise received her first NDIS Plan. This provided her access to:

- Support Workers
- Allied Health Professionals
- Modifications to her home
- Access to Assistive Technology
(This had never been an option for her prior to the NDIS)

The NDIS funding also gave Denise access to a Support Coordinator – Amy.

Denise and Amy worked together to navigate service provider options that meet Denise’s needs, goals, values and how she wants to live her life.

Denise’s priority was having ongoing safety in her home. Denise was able to meet with an Occupational Therapist who supported Denise with applications that have enabled various modifications to her home. This includes:

- Suitable and visible access to the front entrance of the home
- Specialised lighting and smoke alarms throughout the home that will support her hearing loss and low vision.

Denise’s favourite piece of OT recommended technology has been her Bluetooth hearing aids. This has enabled Denise to have a more enjoyable experience when watching television.



Denise and her Support Coordination Team

At 58 years old Denise experienced hearing the TV and people's voices clearly in her ears for the very first time in her life.

It hasn't all been smooth sailing with Denise's NDIS funding. NDIS recently denied a modification to the back entrance of Denise's home. Without this modification, Denise's ability to safely access her backyard and her much-loved garden is limited. Her Support Coordinator, Amy continues to advocate for Denise and is currently supporting her through the NDIS review process. Amy is confident that with additional evidence, the NDIS will come to see the necessity of this modification.

NDIS funding has enabled Denise to access a support worker – her name is Robyn.

Denise is discovering and trying lots of things that she did not have the confidence to do before. With hearing and vision loss, new places, people and experiences can be daunting for Denise. Having Robyn's support has allowed Denise to explore her surrounds and engage in what is available in her local area. Most recently, Denise ventured far outside of her comfort zone. With the support of Robyn, Denise embarked on an adventure Kayaking down the Murray River.

Denise is full of big ideas and enjoys driving change in her community for the benefit of her community.

With each new idea, Denise and Amy brainstorm and plan how Denise can work towards and achieve her goals. Making sure that everything is in place to give Denise the best shot at making her goals a reality. This has included

ensuring there are enough flexible funds in her NDIS plan available to support Denise's interests and adventures. Assistive technology to support her engagement with her community and supportive programs available to her in the community. This gives Denise choice and control in all aspects of her life.

Some of Denise's recent achievements include (but are not limited to):

- Creation of a successful support group called 'The Sunshiners' that supports visually impaired and low vision community members
- Volunteering at the local RSL in archiving and creating a database of all library items and memorabilia
- Australia Day Certificate of Achievement 2023, for her work in researching the history of the local servicemen
- Sits on the Moira Shire All Abilities Advisory Committee
- Volunteers at the local Youth Op Shop
- Runs a footy tipping competition with 33 tipsters
- Solely researching and creating a comprehensive Community Directory of local grassroots community groups and organisations that aid in providing all abilities volunteer opportunities and connection with local groups.

Denise is in the planning phase of her next adventure and getting out of her comfort zone. Denise is working on building her skills and confidence to take a trip to Tasmania, and then on to New Zealand when the time is right.

ACCREDITATION

CLRS is a registered provider for services and support in both Out of Home Care to young people, and Disability Supports to people of all ages. As a registered provider of both services, we are required to deliver services in line with the rules and the standards associated with the funding types. These standards outline the expected outcomes and principles that we adhere to when delivering supports.

Part of maintaining our registration is having formal assessments by approved external quality auditors. There are different standards that apply to both these types of services which means that over the course of a three year assessment cycle we have four 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 individuals with disabilities in residential care. Our dedicated team provides round-the-clock support in collaboration with Behavioural Therapists, Occupational & Speech Therapists, and the schools they attend. Maintaining compliance with the Human Service Standards (HSS) and National Standards for Disability Services (NSDS) is essential for our registered status.

Standards in this area relate to rights and empowerment, participation and inclusion, individual outcomes and wellbeing, feedback and complaints, service access and service management.

In January 2023 we successfully completed our recertification assessment. 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 250+ 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 June 2023 we successfully completed our recertification assessment against the standards. During the assessment, our clients reported that they feel like they are part of the

decision-making process and that our staff are responsive, patient and understanding. The assessors reported that our facilities are very good, we have a culture of continuous improvement and our good relationships with our participants were very obvious. They also reported that they can see the work we are doing to ensure that our clients are living the best life possible for them. 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 2023 and beyond.

Summary of Key Requirements of the NDIS Practice Standards

1. Rights and Responsibilities: Ensuring that the rights of participants are respected and upheld, and that their responsibilities are supported.
2. Participation: Enabling participants to actively engage in making decisions about their supports and services.
3. Individual Outcomes: Focusing on achieving outcomes that are meaningful and relevant to the individual participant.
4. Feedback and Complaints: Establishing effective processes for gathering feedback and handling complaints.
5. Provision of Supports: Ensuring that supports and services are provided safely, effectively, and in line with the participant's needs and preferences.
6. Service Access: Ensuring equitable access to supports and services for all participants.
7. Service Management: Maintaining robust governance and management systems to deliver high-quality services.
8. Rights of the Person: Respecting and promoting the rights of the individual, including their dignity, privacy, and confidentiality.

OUR Collaborations

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

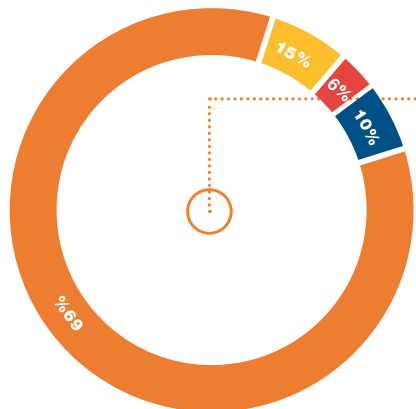
- Aboriginal Health Disability Reference Group
- Aboriginal Health Partnership Group
- Acquired Brain Injury Network Meeting
- Aged Care Service Providers Network
- BEACON
- Bendigo Health Primary Care and Population Health Advisory Committee
- Campaspe Cohuna Local Learning & Employment Network - Board representation
- Campaspe Family Violence Action Group
- Campaspe Murray Mental Health 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 Mallee Public Health Unit – Murray Primary Care and Population Health Advisory Sub Committee
- Loddon Campaspe Regional Partnership
- Network of Disability Service Providers
- Njernda Aboriginal Corporation
- Out of Home Care Operations Group



Ryan Todd and Bianca Cole - CLRS stand at the Carers Community and Family Day hosted by IAC

FINANCIAL
2022/23

Highlights

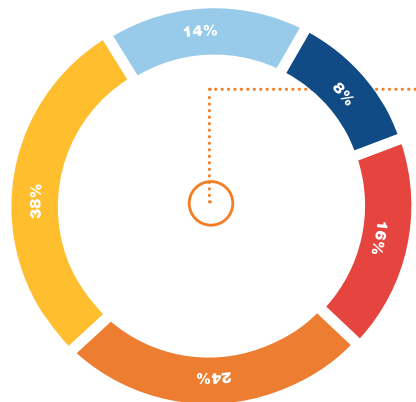


ASSETS

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



\$12,949,676

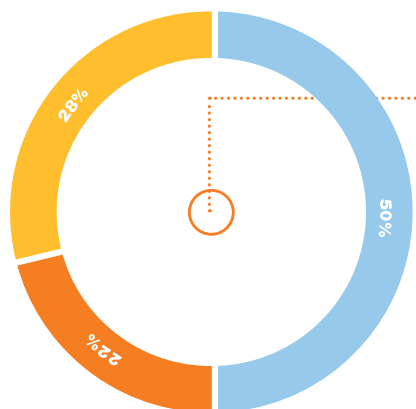


LIABILITIES

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



\$5,730,460



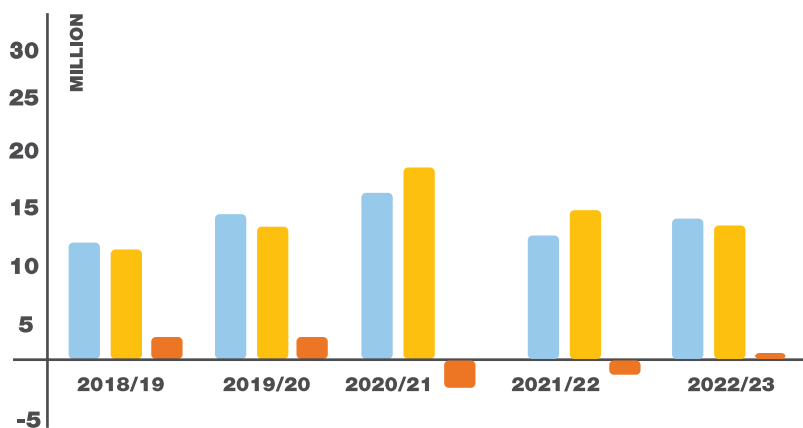
BALANCE SHEET

- TOTAL ASSETS
- TOTAL LIABILITY
- EQUITY



\$7,219,216

EQUITY



PROFIT & LOSS

- INCOME
- EXPENSES
- OPERATING PROFIT

> **\$15.9M** TOTAL REVENUE
> **\$0.88M** OPERATING PROFIT
> **\$10.9M** NDIS REVENUE



