

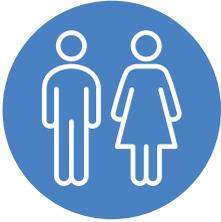


2017
Annual
Impact
Report

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SNAPSHOT OF CARINYA IN 2017



111

Participants



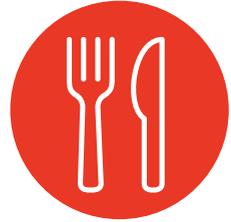
8

Participants
who have
attended for
40+ years



1,122

Volunteer
Hours



400

Catering
meals prepared
by participants



2

Large facility
upgrades
undertaken



HDAA

HDAA certified
ISO9001:
2015 Quality
Management
Standard



70

Day
programs
& services



22

TAFE module
enrolments

MISSION STATEMENT

To provide outstanding services to individuals with a disability that facilitates choice, and supports and values each individual as an integral part of the community in which they live.

- **RESPECT**
- **ACCOUNTABILITY**
- **TRANSPARENCY**
- **CONTINUOUS IMPROVEMENT**
- **QUALITY**

In order to achieve the best possible outcomes for people with disabilities, Carinya Society will focus on how they can contribute to the following priorities:

- Provide sustainability of service through leadership excellence, quality processes, brand identity and strong financial management.
- Ensure quality service provision through a commitment to best practice methods and compliance with quality frameworks.
- To work with others to create inclusive communities where people of all abilities are welcome.
- To value the individual and their abilities before their disabilities.

CHAIR'S REPORT



Thank you for the opportunity to present my second report on behalf of the Board of Directors of Carinya Society.

Carinya Society has continued to prosper throughout the year due to the dedicated and generous support of the Board Directors and Trustees, Chief Executive Officer, Debbie Mitchell, administrative officers, client and residential staff members and volunteers.

The implementation of the National Disability Insurance Scheme has thrown up some challenges. Information and direction have not always been forthcoming in a timely manner. As the process has unfolded the delay between the withdrawal of funding from the Department of Health and Human Services and being able to bill the NDIS has created some financing complications. However, due to Carinya Society's sound financial position, the organisation has been able to cope without any noticeable disruption to the day to day operations. As participants transition and service agreements are drawn up, funding can be accessed by Carinya Society via the NDIS portal.

After many years of outstanding service on the Board of Directors we recently accepted the resignations of Nino Galgano, John Hoffmann and Sarah Thompson. Nino is a former Chairperson of the Board and provided very sound and wise legal advice to the organisation. John's accountancy experience and expertise ensured that we were always in a very sound financial situation. Sarah served for a shorter period and provided the Board with an insight into marketing and communication.

The loss of the 3 Board members will be profound but we have been fortunate to appoint new Board members as replacements. Carmelina Quatela has a legal background, Sue Race administration and risk management and experience in the health and human services sector, and Tracey Bannan has extensive experience in quality assurance and risk management.

A sign that Carinya Society is providing service of an excellent standard is reflected in the increased enrolment by participants. Presently 111 participants avail themselves of quality programs.

Carinya Society has maintained its certification under the ISO9001:2015 Quality Management System. Certification ensures that the organisation consistently meets customer and regulatory requirements, Enhances customer satisfaction, identifies risks and opportunities, and assists continuous improvement.



An extensive review of the Strategic Plan was undertaken to ensure that it continues to align with day to day practices.

Thanks to a lot of hard and intensive work by Pip Hunt and Board member Lucas Galgano the much awaited revitalised Carinya Society Website came into being in May this year.

Major building works have also been undertaken this year. Kelson Annexe was transformed with accessible bathrooms complete with overhead hoists, kitchen, male and female toilet renovations, ramp, nonslip flooring, repainting and new lighting. At Nelson House the bathroom was updated and the concrete driveway replaced and extended.

There have been many highlights throughout the year in the marketing and communications area. The "Voice of Carinya" provides participants, parents and friends an opportunity to share ideas and stories, whilst Carinya Community is a biannual publication which informs the

community of Carinya's key work. The Christmas Appeal enabled the sensory garden to be revitalised and the Ride Together bike maintenance program was able to purchase tools and equipment through the Tax Appeal.

Finally, who could forget the "Diversity" Art and Photography Exhibition at the Darebin Arts Centre. Art works and photographs in the exhibition provided a window into the creative talent of those whose work was on display to the public.

The Carinya Foundation continues to support the organisation and this year provided funding to install a large swing suitable for recreational purposes.

Chief Executive Officer, Debbie Mitchell has continued to provide outstanding leadership to the organisation.

Colin McKenzie
Chairperson

CARINYA FOUNDATION

Trustees: Dr Leo Foster (Chair), Ed Woods, Robyn Waters and Colin McKenzie.

The Foundation was established 23 years ago (1994) for the benefit of Carinya Society and its participants. The Trustees meet four times a year and currently make an annual distribution towards Carinya's facility upgrades and equipment. The most recent distribution was \$5,000 for the purchase of a modern durable swing as part of the upgrade to the Sensory Garden Space.

Donations to Carinya Foundation are tax deductible and offer a simple means for all to be part of such support and involvement with Carinya Society and their participants.



2016/17 HIGHLIGHTS

JULY



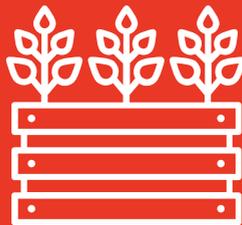
Moved one third of participants over to the NDIS

APRIL



Launched brand new website

DECEMBER



Successful Sensory Garden Appeal

MAY



Completed updates
to Nelson House

JUNE



Completed Kelson
Annexe Renovation.

MAY



Successful
Recertification
under the DHHS
standards and new
ISO 9001:2015

JUNE



"Diversity"
Participants Art
and Photography
Exhibition

CEO REPORT



2017 has been a year of transition and continual improvements to our services and facilities.

Like other service providers, Carinya found the transition over to the NDIS had its challenges. I am proud to say that Carinya's preparation over the 3 years prior set us in good stead for the challenge, easing some of the financial pressure as a result of the transition away from block funding in advance to individual billings under the NDIS. The Management and Administration teams forged forward with operations whilst adapting and managing these issues. Regardless of these impacts, we are pleased to see the positive changes of a more comprehensive assessment, plan and adequate funding has created for many of the participants and families in the Day Service. Although we are only in year 1 of the roll out, with the experiences thus far we feel ready for the coming transition roll outs over the next 2 years. With this in mind we brace ourselves for the second year



roll out of the NDIS in the Hume Moreland area, which includes the majority of our participants and will find nearly 90% of our participants transitioned over by the end of the financial year.

In line with our Strategic Plan, significant investment in the facilities for participants and staff took place, with major upgrades to Carinya's oldest building Kelson Annexe and our Specialist Disability Accommodation House – Nelson House. These major renovations were achieved with the support of many successful grant applications, as well as significant investment and commitment from the Board of Directors. Thank you to everyone who kindly donated towards these major projects. We have recently been able to move services back into the new spaces, and I speak on behalf of all of the participants and staff when I say how fantastic the spaces are.

Investment in the Carinya brand and community awareness of our services



really hit its strides. The much awaited new website was launched and regular electronic communications engaged the local community. The Carinya Community newsletter has been a fabulous addition to our communication.

Carinya's commitment to strengthening our engagement with participants, residents and families was encouraging with highly successful Christmas and Tax Appeals. Thank you to everyone who donated to the Sensory Garden Upgrades and The Ride Together Bike Program. All participants will continue to enjoy the contributions you have made.

I am pleased to report that Carinya has held strong with feedback from our key stakeholders, our families, participants and CRU staff. Our second external client appreciation survey was conducted and saw Carinya hold at 62% for its Net Promoter Score. A fabulous result considering what a mammoth task that was the first year's NDIS

transition. This feedback coupled with our successful Recertification under the DHHS standards and new ISO 9001:2015 standards demonstrates we are in a very strong position to continue to respond to the challenges ahead in the sector. Thank you to everyone who took the time to provide feedback.

The Board of Directors, Management Team and capable and committed team of support staff will continue to respond to the imminent challenges of growth and change, whilst looking to the long term planning in infrastructure that will deliver quality services under Federal systems of the NDIS, and evolving systems away from State based processes including quality and safeguards and certification.

We look forward to another successful year of growth.

Debbie Mitchell
Chief Executive Officer

CORPORATE SERVICES, OH&S, QUALITY & INNOVATION

CORPORATE SERVICES

The initial stages of the roll over to the NDIS brought numerous challenges from an administration perspective: particularly ensuring participants were billed correctly against their NDIS funding package. With communication and information delays as the systems and participants rolled onto the NDIS we faced numerous hurdles. With additional support from our Administration and Day Services Management team we are now in a position where we have a number of participants fully rolled into the NDIS. The process has been a learning curve for both Carinya and the participants we support, however I believe that our processes and systems are all in place to ensure each transition occurs as smoothly as possible.

Transport at Carinya is running at near capacity with the majority of our buses full each day. Any vacancies will be utilised with new participants that commence at our service in the New Year. Additionally, we run several Taxis to transport participants who live outside our bus routes or who are unable to access our buses as they require particular wheelchair support. Transport is an important consideration for families when searching for a potential Day Service for their loved ones, and I believe our excellent transport component gives a real point of difference to other comparable services.

Joanne Francis
Administration Manager

OH&S

Carinya Society's OH & S Policy Statement encapsulates our commitment to safety and our collective goal of achieving zero injuries in the workplace. This is an ambitious target and one that is achieved through an integrated and aligned process of planning, applying, checking and acting. This process of continuous improvement in safety is driven by senior management and in full consultation with all stakeholders.

2017 has seen Carinya's Safety Systems updated to reflect the changes brought about by Carinya's growth. These updates are currently progressing through the consultative process.

Carinya aims to develop and maintain the highest possible standards of Occupational Health and Safety Management. All staff, participants and Contractors are expected to work together to meet legislative requirements and achieve best practice standards through continuous improvement processes. This will be achieved through consultation, training and regular review of the processes and systems that underpin health and safety at Carinya.

Ajay Jaimangal
Occupational Health & Safety Officer



QUALITY & INNOVATION

Carinya's quality system continues to demonstrate initiatives that set us apart from other providers.

Refinements to our systems and the integration of processes required for service delivery within the National Disability Insurance Scheme framework was the focus of the year.

The effort from all staff to ensure an extremely person centred approach to all participant, resident and stakeholder interaction and engagement continues to be our strength.

With these two elements at the forefront of the work we all do, and in such a short space of time whilst experiencing the most significant sector changes, Carinya successfully transitioned to the new ISO9001:2015 Quality Management

Standard in our first attempt. In addition we maintained Human Service standards which shows our ability to continually improve, adapt and change. For the second year in a row Carinya had NO non-conformances (improvements) being identified during our annual audit. And even more important was that this year's audit was the tri annual certification audit.

Carinya's mature quality management system and practices will continue to be responsive to the changes and challenges ahead. I am confident with the depth of knowledge, skill and commitment by all staff these will be positive developments in Carinya's progress.

Jim McKenzie

Quality Improvement Advisor

FUNDRAISING

2017 saw many highlights from a Fundraising and Marketing perspective. We were pleased to receive the ACNC Charity tick, which demonstrates that Carinya is a transparent and accountable not for profit.

After its first full year of circulation, the Carinya Community Newsletter has proven to be a great success. Produced bi annually, the newsletter contains updates and information about key activities and events at Carinya. It is a great way to keep up to date with our progress.

In April, we saw the launch of our new website. There is an abundance of up to date information for families, the community and Carinya supporters available online. We also have the ability to accept online donations through both Givenow and PayPal. Blogs are

written and published regularly, which are relevant to particular areas of our service.

To complement our biannual newsletters, we implemented monthly email communications. These are timely reminder of events and updates paired with important news.

Facebook and LinkedIn both saw good growth, and we have increased our reach on both substantially. Social media helped us to promote Carinya during February for Grill'd Local Matters, resulting in us winning 1st place for the month. We continued to be successful for funding through a number of Trust and Foundation applications as well as running two successful appeals. The sensory garden appeal, with imagery based on participant Aaron's photographs was a





huge success. The much loved Tree seat has been replaced and the sensory garden will receive a great update thanks to a number of generous supporters. More recently we have seen huge success with the Ride Together Bike Program. The Carinya Shed was bursting with bikes and pride, thanks to so many donations of both bikes to be repaired and also money to purchase much needed tools, spare parts, adjustable bike stands and storage units.

In June the Darebin Arts and Entertainment Centre hosted our first Exclusive Carinya Participant Art and Photography Event.

The opening night saw many supporters, local community, families, staff and participants all come together to celebrate the wonderful achievements of our

participants. A number of works sold and our catering participants proudly served food to our guests. We were honoured to have Mayor Cr Helen Davidson draw the raffle prizes which were kindly donated by many local businesses and families.

We are truly grateful for the ongoing support of the local community, families, staff and local business as we look forward to another great year.

Pip Hunt
Fundraising Manager

SERVICES & PROGRAMS

We say every year that it has been a busy year, and this year was no different. Carinya faced many exciting challenges and opportunities, many of which surrounded the National Disability Insurance Scheme (NDIS.)

In September 2016 we had our 1st participant move over to the NDIS. We currently have 34 participants who are successfully being supported under the NDIS. From May 2017 to June 2018, 57 individuals are planned to roll over to the NDIS.

With change comes numerous challenges. The challenges of navigating a new system, challenges of dealing with multiple organizations (all of which have a very different idea of what their role as a support coordinator means), challenges of accessing information and plans, and of dealing with the numerous changes in the role out outlined by the National Disability Insurance Agency.

Sadly we had to say good bye to Gary Stewart who passed away this year. Gary had been a participant at Carinya for 5 years. Gary's passing has created a great hole in the Carinya Community and particularly in the bowling and dancing programs.

Carinya Day Service is growing continuously and we are now supporting 111 individuals. This financial year alone we have conducted 24 tours of our service, several of which were potential participants returning to have another look around. In the New Year we welcomed 4 new young gentlemen to our service. All 4 have come from school and with numerous changes to some



of their programs they have all settled in exceptionally well. The growth from school leavers will continue into 2017-2018 with an intake at this stage of 10 school leavers in January 2018.

We have had an overwhelming response from individuals looking to change service providers. We have had the pleasure of welcoming 5 participants to Carinya all of whom came to us from another service. Looking forward to 2017-2018 we will currently welcome 5 new participants all moving service providers. We are busy planning for Carinya's growth and are pleased our services and programs are so well received.

Our programs are a vital component to our success. We currently conduct nearly 70 program each week within the Day Services Program. These are both out in the community and on site. They require a tremendous amount of planning to ensure all participants needs and goals are being met. The Day Service Team have done a wonderful job supporting each and every individual and we are very proud of our team.

Skye Hardman
Client Service Manager
Individualised Services

SUPPORTED INDEPENDENT LIVING

Nelson House has been a hive of activity with upgrades to the facility, which was funded in part through the generosity of the philanthropic grants.

Split systems were installed in bedrooms to cater for the individual need of each resident's level of comfort in both the heat and the cold. These were necessary, due to the house being solid brick and quite a large construction, where the current heating system struggled to provide adequate comfort and where an overall cooling system was non-existent.

The driveway was in dire need of replacement because it posed a "trip hazard" for residents, but this initiated the need to replace the old terracotta drains along the driveway and to install a new fence and extra off street parking. At the time of all this occurring, work was done on the gas mains in the street. Project management became a priority but there was never a dull moment and residents thrived on the activity that was occurring around them.

At home the residents have again been busy in their spare time, working alongside staff to continue the colourful & interesting area in their back garden. It has their "personal touch" and become an area where they enjoy spending time. It's great to see the pride and happiness when a resident takes you out to see what they have done.



Three residents are now attending after hour's community programs of their choice without staff support and display a new confidence in their ability.

Regular evacuation drills are held monthly and all residents have become extremely confident and respond appropriately. There was even a successful evacuation after dark.

Throughout the year there have been a lot of allied health and medical appointments for all residents and staff still manage to provide an outstanding service. Nelson House is fortunate to have consistent and dedicated staff who provide great support for the residents and assist them in the pursuit of their goals.

Anne Grattidge

Client Service Manager

Supported Independent Living

BOARD COMPOSITION

After many years of outstanding service we recently farewelled three Board members from our Carinya Society Board of Directors, Nino Galgano, John Hoffmann and Sarah Thompson.

We warmly welcome our new Board Members Tracey Bannan, Sue Race and Carmelina Quatela and wish them all the best as they settle into their new roles.



Mr. Colin McKenzie
Chairperson



Mrs. Amanda Burgess
Treasurer



Tracey Bannan
Director



Mrs. Rosemary Freeman
Director



Mr. Lucas Galgano
Director



Mr. Michael Keehan
Director



Mr. Ivon Lofts
Director



Ms. Carmelina Quatela
Director



Ms Sue Race
Director

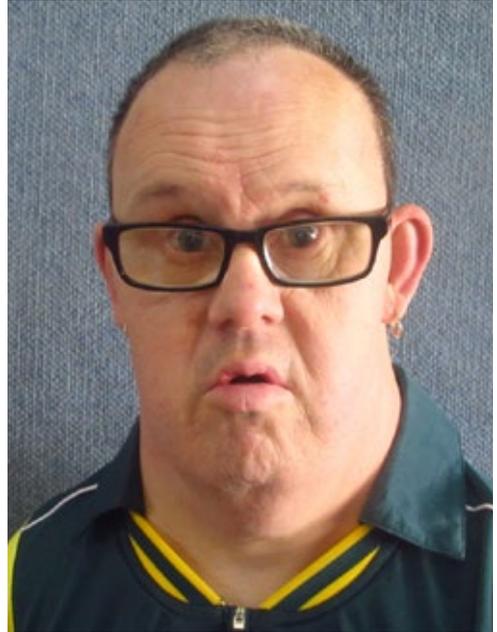
VALE

Carinya acknowledges that at the heart of our organisation are the people and more importantly the individuals we support day in and day out, as well as their families. We would like to offer our condolences for the passing's last year.

Paige Collins was supported in the day service for many years and more recently Carinya assisted in the management of her outreach package.

Peggy (Margaret) Athaide, was the mother of Dale. Peggy was a strong supporter of Carinya over many years.

Gary Stewart passed away recently this year. Gary had been a participant at Carinya for 5 years. Gary's passing has created a great hole in the Carinya Community and particularly in the bowling and dancing programs.



OUR SUPPORTERS

We would like to thank the following supporters for their ongoing support throughout the year. Your contribution to our programs and services is wonderful.

A special thank you to the Pod Multimedia for their contribution to the annual report and other graphic design elements throughout the year.

Allgrange Builders
Astro Graphics
Bendigo Bank – Coburg Branch Staff
Bikes for Humanity
Carinya Foundation
Coburg Rotary Club
Darebin Arts and Entertainment Centre
Department of Health & Human Services – North and West Division
Eltham Catholic Girls College
Frank Ortolan Architect
Foodbank Northpoint
Grill'd Moonee Ponds
Greensborough Watermarc
Harding St Medical Centre
Kangan Institute
Loyola College
Mary Mary Studios
Merri Health
Moreland Rotary Club
Partners Wealth Group
Pascoe Vale Rotary Club
People Outdoors (Vic Camps Association)
Pharmasave Pharmacy - Coburg
Ramos Cleaning Services
Rick Allen
Salvation Army Northcote
South Morang Community Luncheon
T & F Automotive
The Meadows Greyhounds
The Heating and Cooling Company
The Pod Multimedia
WD Corporate Design Solutions
Victoria Police – Fawker Branch

FEEDBACK

The clients are without doubt the best part of my job. I have so many sick days up my sleeve, but I can't imagine taking one, I would miss them all too much. They put me in a great mood for the day, and I love being around them.

Carinya Instructor



My son has improved since we have been with Carinya Society, he is a different man; his behavior is so much calmer. He does what he loves, such as his arts, and he is enjoying it.

He seems very happy. The staff are really lovely, they are polite and kind and they are happy to have a chat.

Carinya Parent



HOW TO GET INVOLVED

At Carinya Society we rely on our fantastic community and supporters to help us make a difference to the lives of adults with a disability.

There are many ways you can assist, such as:

- Volunteering as an individual or through your workplace.
- Donating to Carinya Society's appeals if you are able.
- Joining our Carinya Facebook Community, share and like our posts.
- Organise a Community Fundraising activity with your friends and family and donate the funds to Carinya.
For example, you could organise a bake sale, enter a fun run or ask for a gold coin donation at a home movie night.
- Becoming a regular monthly donor, donating a set amount each month to continue the amazing work Carinya does.
- Giving us a call on 03 9354 3337 to provide feedback.

MESSAGE OF THANKS

On behalf of the Board of Directors, Management and Staff at Carinya, THANK YOU to everyone that has helped to shape Carinya this year.

From our hardworking volunteers, to our Day Staff team, our residents and carers, through to our participants, local community, members and donors. Carinya could not be the happy and visionary centre it is today without each and every one of you.

The difference you can make as part of the Carinya Team is unlimited and we are so thankful that you have chosen to partner with us on our mission. We will strive again this year to provide the best level of care and service to each and every participant, volunteer and staff member.



Acknowledgement of Country

Carinya Society strives to provide services which recognises and promotes connection with the cultural significance of all our participants including those of Aboriginal and Torres Strait Islander descent.

Carinya Society would like to acknowledge the Wurundjeri people, traditional owners of the land upon which we gather. We pay our respect to them, their culture and their Elders past and present.



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Donations over \$2 are tax deductible

