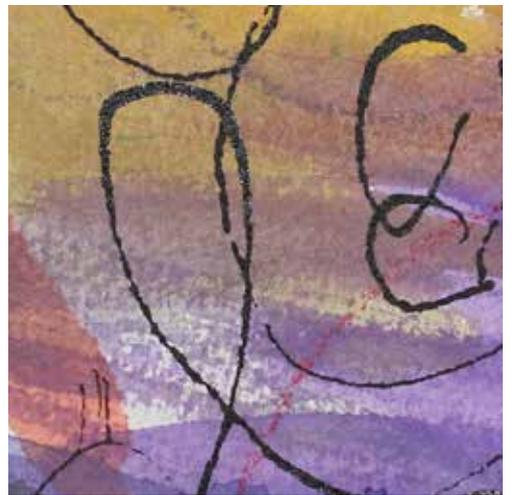
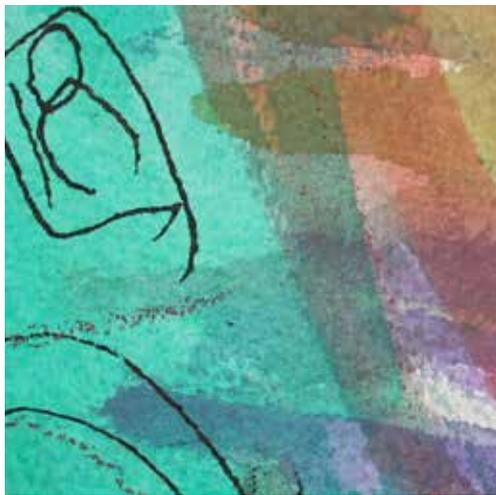
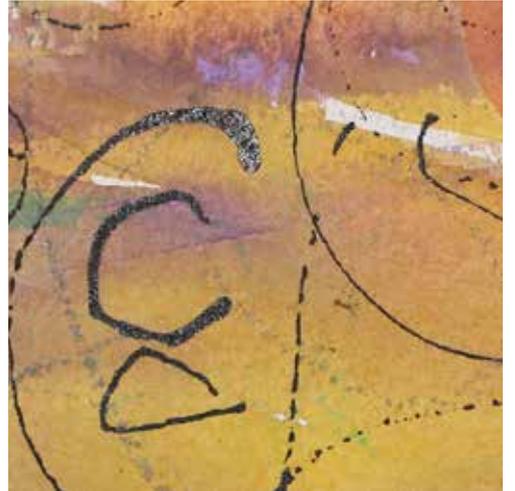


**Faces  
of Carinya**

**Carinya Society  
Annual Report 2015**



## 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.

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## Chairs Report

In my final report as Chairperson of the Board of Directors, I am delighted to say that 2014-15 has been another successful year for the Carinya Society. Challenges have occurred throughout the year and the board, the management team, staff at all levels and Carinya's participants have seized the opportunities presented and expanded their boundaries. Commitment by all of the Carinya community has resulted in many achievements including:

- Continued development of the individualised and person-centred planning programs with successful delivery of these services to the participants on site and in the community
- Further development of the client data base Carelink+ and implementation of the financial packages tool into the system
- Expansion of the TAFE programs on offer to the participants in the day service, with 11 participants now attending Kangan TAFE weekly
- A successful accreditation was achieved with International Standards Organisation and the Department of Health and Human Services, highlighting Carinya's commitment to quality standards
- Over \$70,000 has been secured from Trusts and Foundations for programs, equipment and property upgrades. This has included automatic doors for the main building, a new vehicle for Nelson House, bathroom renovations for Nelson House, equipment for the Education Transition Room and funding for the Client Life Path program

Over a six-month period, the Carinya community participated in a review of the organisation's Strategic Plan. The process was expertly facilitated by Melissa Pool and sessions were held for the board of directors, management, staff and parents and carers. Participation was excellent and a Strategic Plan was created to take us through the next 3 years. The board, as a result of the strategic planning process, will ensure continued good governance of the organisation and financial sustainability into the future. The board is committed to ensuring:

- Further preparation of the organisation in readiness for the roll out of the National Disability Insurance Scheme in 2016-17
- That Carinya remains a quality leader of services for the disability sector
- That Carinya continues to be responsive to changes in the disability sector
- That the requirements placed on our organisation by the Department of Health and Human Services, the Australian Charities and Not-for-Profit Commission, the Australian Taxation Office, our insurers and auditors continue to be met.

I congratulate Ms Debbie Mitchell, Chief Executive Officer for her tireless work and energy leading the organisation and the support provided to her by the administration and management teams and all staff.

It has been a privilege to chair the board for the past three years. I would like to acknowledge the commitment and support of all the directors. Carinya is a wonderful organisation with excellent people and a robust strategy that will ensure it is prepared for the implementation of the National Disability Insurance Scheme in 2016-17.

**Rosemary Freeman**  
Chairperson

## CEO Report

This year Carinya is celebrating and acknowledging the “Faces of Carinya”. As my 5th year as CEO comes to a close I see that Carinya has come such a long way in a short period of time. And it’s the faces and heart of the people that make up this fabulous organisation.

I look around to see many new faces receiving support in the day service (over 25 % in the past 5 years) and it brings with it a mix of challenges and emotions to see participants leave the service due to ageing, along with the enthusiasm to welcome new faces. The dedicated staff that make up our culture of quality service continue to move with the times and know that at the end of the day our service has to continue to evolve and move forward, even through times of sadness with the passing of our individuals.

It’s been a wonderful year of support from businesses with corporate volunteering.

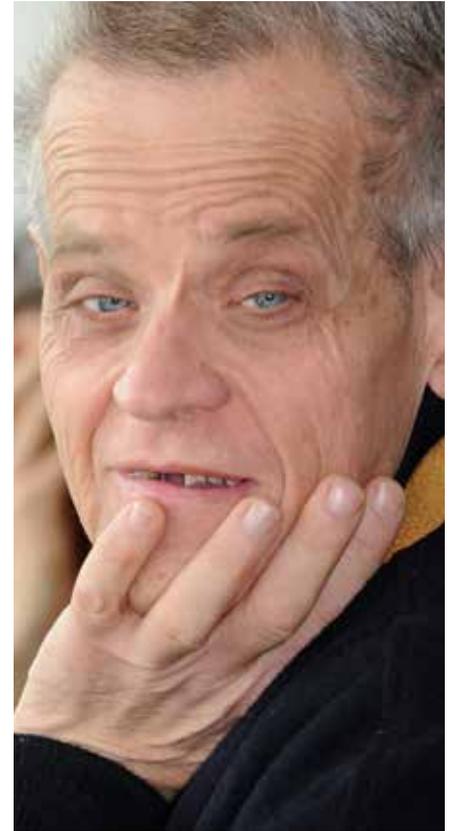
A team from the NAB Bank worked tirelessly in our gardens, weeding, laying weed cloth, replanting and spreading a massive amount of mulch on the gardens on Bellevue Street.

Another team from the NAB Bank volunteers, painted a huge room and hallway in the Barry Waters building. The purple room is now used by a large group of participants as an education transition room.

Carinya Society continues to seek financial support from many philanthropic trusts and foundations each year to assist with ensuring our residents, participants and staff have the opportunity to enjoy well maintained and resourced properties and services. This year we have been successful with securing funds for upgrades to Nelson House bathroom and a new vehicle for the residents. In addition many resources were able to be obtained for the new Education Transition Room that was upgraded with the support of the NAB volunteers.

Carinya acknowledges the continued support of the following Trusts and Foundations;

- Marion & EH Flack \$10,000
- The RACV Community Foundation \$18,000
- Holy Trinity Opportunity Shop \$2,000
- Collier Charitable Fund \$20,000
- William Angliss Charitable Fund \$12,000
- The Flora and Frank Leith Charitable Fund \$10,000
- Ivon Ronald Evans \$7,000





All of the faces of Carinya continue to respond to the wide scale changes in direct service delivery, reduced planning and support by the State and the increased administrative requirements to maintain a not for profit disability service.

With less than 1 year until the commencement of the rollout of the National Disability Insurance Scheme, Carinya staff have worked tirelessly to continue to operate in a system that will soon cease while preparing for completing new systematic processes that are all still far from being known, or bedded down for the future.

In a period of uncertainty the Carinya community embarked on Strategic planning for the next 3 years. Thank you to everyone that participated in our planning sessions to contribute to the final Strategic Plan.

In line with our Mission, Carinya Society has four pillars against which all of our 8 goals will be measured.

*Customers, Financial, Internal Processes, and Learning and Growth.*

In every element of our work, these four pillars will be the primary consideration that will be applied as we continue to respond to the imminent insurance scheme and the future of how our disability service will look

At the heart of our service, will be, "The Faces of Carinya".

**Debbie Mitchell**  
Chief Executive Officer



## Corporate Services

With “Faces of Carinya” being the theme of this year’s annual report, my first thought was that in my 24 years here at Carinya I have seen many different faces pass through the organisation. On the other hand I am however, still seeing many of the same faces that I saw when I started here which goes to show that we must be doing something right if the participants, families and carers are still looking to Carinya to provide services for their individual.

When I commenced here in 1991, Carinya was a much smaller service, with approximately 45 participants and the administration team consisted of only one - myself. Now in 2015 we have grown to 95 participants and our administration team has grown to two. Not only has the amount of participants we are providing services for grown, but along with that the demands of certification and legislative requirements has dramatically increased.

The Carelink + database which was implemented last year has now become the central point of information for all participants and staff. The database enables us to track information from point of enquiry right through to commencement of a participant. This process ensures that we collate as much information as possible about potential participants, to ensure that they will receive a service that meet their needs. More importantly the administration team have definitely seen the database producing efficiencies in the access to and storage of participant information which in the long run will benefit the participants and families in this rapidly changing service industry.

To ensure we were continuing to prepare ourselves for the implementation of the NDIS in 2016, significant work has been undertaken alongside the Client Services Management team. Stringent tracking of individual participant funding and service costing have been applied to ensure that Carinya will be in a position to transition to the NDIS and continue to provide a sustainable service.

We are still receiving a lot of information from trial sites and the forums we have attended about what processes have worked for other organisations and also what difficulties they have encountered. All the changes that we have been implementing over the past twelve months have kept the administration team, Cheryle and Miriam very busy and I commend them on their ability to provide exceptional customer support to parents and carers whilst continuing to meet timelines.

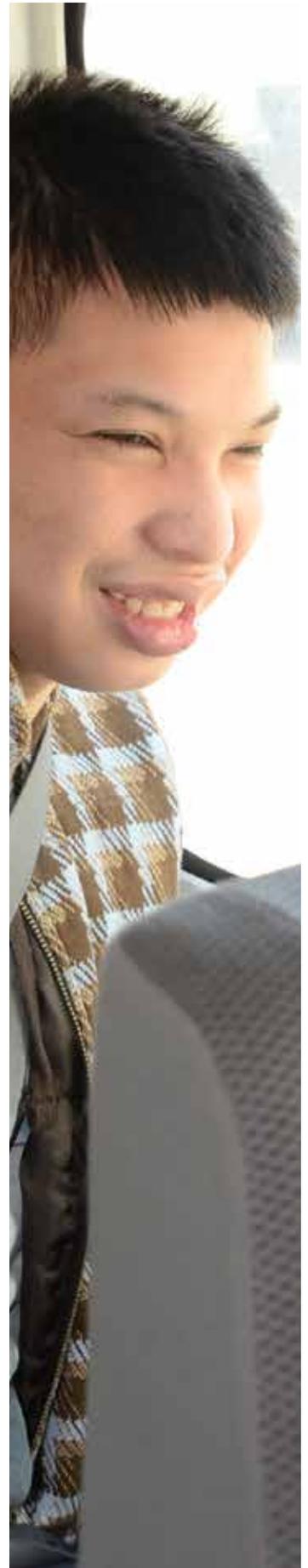
The faces of our transport team collectively provide excellent service to those participants who utilise our transport services, as can be demonstrated in the 80% usage of our transport. Many of the drivers have been long time staff members of Carinya and they too have a connection to the many participant faces. Transport is still one of the major attractions for participants who are looking for a new service and it is often one of the first questions asked by potential participants and families and carers. With the impending transition to the NDIS it has been imperative that we continue to regularly review and improve our transport system to ensure it remains sustainable and available to those who need it.

**Joanne Francis**  
Administration Manager

## Quality and Innovation

This year more than ever, Carinya Society has focused on the organisation’s ability to provide quality services for its participants. With the National Disability Insurance Scheme on every Disability Service Provider’s doorstep, there is a real need to stand out as the service provider of choice.

Whilst this has been an agenda item at every meeting, Carinya Society has done more than review the quality of its services in preparation for the NDIS. The organisation has looked at the quality of its services in regards to how it can support each individual participant in meeting their identified goals and needs.



The planning of programs on offer and which individuals will participate in these has involved exploring each individual's Person Centred Plan, identifying the essence of each of their goals and then determining which program will be the vehicle for assisting them to achieve this. The staff have then dedicated much time and effort in identifying the steps required within each program to assist in this achievement, and consistent and concise monitoring of each goal to ensure that each individual is making gains and moving towards what they set out to achieve. Interactions with each participant have been done in a way which empowers them to take the lead in steering their services as much as possible, and staff have grown in their capacity to be facilitators in each participant achieving meaningful outcomes. This shift in Carinya's service provision has naturally led the organisation to a point of readiness for what the NDIS has in store.

With Policies and Procedures bedded down, I spent much of my time this year utilising our client management system Carelink + to build a robust quality management system which collated participant information in a way that was easy to use for all staff, and provided the ability to track progress against goals. Less time having to focus on the creation of documentation and compliance meant that I could work with the rest of the management team in order to be creative and innovative in the development of new programs, and ensure that the quality of services was based around ensuring each individual's quality of life was first and foremost. This shift in focus has led to many achievements from both participants and staff, and compliance was achieved along the way with Carinya Society passing its surveillance audit against the Human Services Standards and ISO 9001 with flying colours.

I would like to acknowledge the hard work of each and every individual involved in the provision of quality services for Carinya's participants. It has been a lot of hard work and dedication, with much more to come to be certain that Carinya Society is in good stead for the expectations and requirements of the NDIS. I believe that Carinya has a steady foundation and I look forward to seeing the organisation continue to grow as one which provides 'real quality' services with the participants at the heart of all that we do.

**Melissa Pool**  
Quality Improvement Officer

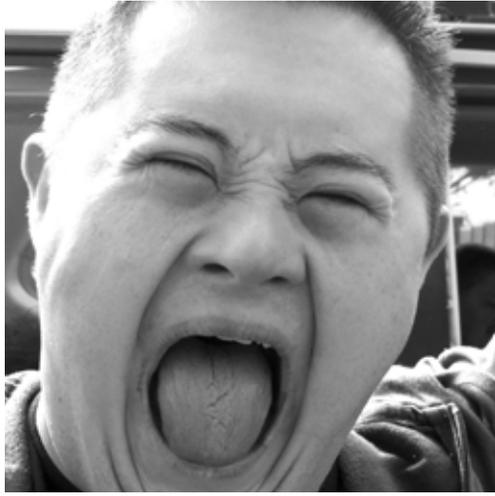
## OH & S

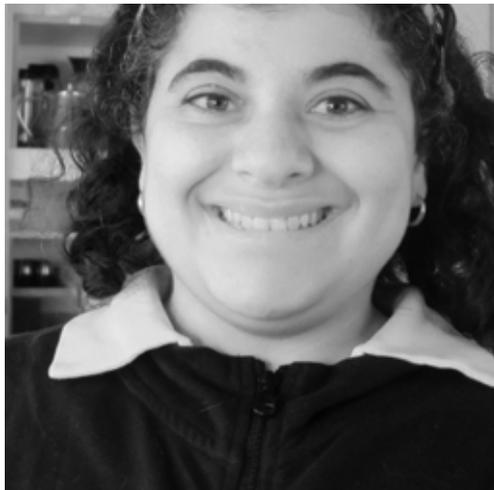
During the year, my role as OH&S Officer has allowed me to improve representation, consultation and issue resolution with all staff about health and safety matters. We are very proud of our Occupational Health and Safety record to date, with the organisation recording a consistent low number of incidents and claims. We have taken several steps to strengthen our overall Occupational Health and Safety which include:

- Reviewing our Health and Safety network and representation within work groups
- Providing up-to-date training for all staff. In particular our comprehensive "No Lift" Program supported by policies and procedures, training and assessment.
- Changes to Health and Safety legislation have resulted in several of the existing Policies and Procedures undergoing a review and update to ensure they are compliant with legislation.
- Developing new tools and resources for the monitoring of our Occupational Health and Safety performance such as building, food handling and first aid inspections.

Carinya is committed to promoting the health and wellbeing of its staff and recognises that workplace-based health and wellbeing programs positively contribute to morale, resilience and productivity by reducing staff absence, illness, and workplace injury. Carinya is in the final stages of completing a wellbeing program for all staff & management.

**Ajay Jaimangal**  
OH & S Officer





## Individualised Services – Day Service

I would like commence by thanking Carinya and the participants for the wonderful opportunity I have been given to fill the role as the Acting Client Services Manager whilst Skye Hardman, Client Services Manager enjoys her maternity leave. Skye and her husband welcomed a beautiful baby girl, “Riley” into their family in April this year. While I am sure Skye has been very busy, we at Carinya are eagerly looking forward to her return. In addition I would like to take this opportunity to thank all the day service staff for their continuous hard work and patience throughout this year. A year that can be celebrated with many “acts of kindness” by our staff.

The dedicated team of staff continue to provide support for the needs of the participants and I would like also like to acknowledge my appreciation of our wonderful volunteers, Pat and Vincenza for their continuous hard work.

Pat is a long standing volunteer who assists both the participants and staff in our Catering program. She is here for two days a week and without Pat’s support, dedication and hard work we would not be able to run the program as seamlessly.

Vincenza continues to join us on Fridays and has now been with Carinya for three years. She is a great addition to our Art/Craft Program area and the participants welcome her and really enjoy her enthusiasm and warm smile.

We continue to respond to the interests of our new and also existing participants. We have welcomed eleven new participants to Carinya who come from varying environments for many reasons. Some have just moved into the area, some are school leavers, retirees from Supported Employment or from other Disability Providers. All individuals have become a valuable part of the Carinya team and have settled well into their respective programs areas/teams.

It has been a very exciting year with lots of new opportunities. Recently a team of staff and nine participants catered for a “Christmas in July” function for 90 elderly local Moreland residents at the Coburg Town Hall. It was a very successful and worthwhile function. This complimented the activities and skills of the Catering Team who continue to provide lunch on a weekly basis for the Coburg Rotary Club of Coburg. This has been a long standing and valuable relationship for all parties.

It has been a long term goal of several participants to work with children. This has been made a reality for Annette Hodgson, Jessica Pace and Aaron Jessup who have been working at a Day Care Centre, with staff from both services, working alongside a group of fifteen 3-4 year olds to plant vegetables and salad items in their planter boxes. We look forward to building on the relationship and to continue doing this through the remainder of their other sites. It is heart warming to hear the exciting stories from participants when they return to Carinya at the end of the day.

The initial success of TAFE enrolments has now extended from 16 to 27 enrolments across two campuses. In response to participant interest this will again increase in 2016 by another 20%. We have experienced a high success rate with only one participant exiting Tafe due to age and with the continued support from Carinya staff, the remainder of clients will continue to enjoy the learning and social aspects of the tafe environments.





I have made the time to visit many programs off site through the year and it was both exciting and rewarding to see the participants with higher support needs out in the community. They are building genuine relationships. The RMIT sports program could have been perceived as “organised chaos” but everyone was smiling and engaging. The Salvation Army disco program was much the same with participants going to town on the drums, maracas and dancing in their wheelchairs. The Carinya staff are to be commended for the work they have done with program planning this year. We are seeing a higher volume of meaningful, community based programs.

The Mature age/leisure groups continue to be out in the community. One group is currently assisting Foodbank by delivering food parcels in our local community for families in need. The relationships being built at the South Morang Luncheon and the Broadmeadows Greyhounds forever continues. A special mention should also be made to the photography group who took many of the photos featured at the AGM and throughout the Annual Report.

Along with all of the good things that have happened this year at Carinya, we have also experienced very sad times with the passing of some of our valued participants. We regret to announce the passing of Gemma Zizza, Peter Morrison, Demetrio Ciardulli, Ivan Turnham, Martin Clancy, Inmaculada Gabriele and Michael White. These individuals will be missed by the Carinya Community and our thoughts are with their loved ones.

**Kacie Graham**  
Acting Client Services Manager - Day Service

## Residential Services

As the Residential Manager, I am a frequent visitor at Nelson House and when I see the faces of the residents as I walk in, it reminds me of why I enjoy working in this sector. I am greeted by name or by the comment “uh oh, the boss is here” and then one or more of the residents immediately proceeds to tell me a story about what has occurred or will want to show me something that they are proud of, even if I have seen it on other visits. The greeting is always such that makes me feel so welcome in their home.

The residents were very excited last year when a salesperson brought a Hyundai Imax to the house and they were taken out for a test run to see if the vehicle suited their needs. They were all very positive and assured the Managers and Staff that it was “good”. You can imagine the delight on their faces a few weeks later when the new vehicle took the place of the old one and they knew it was there to stay. There is so much more room for them and the rear boot space easily accommodates their day to day luggage as well as one of the resident’s mobility walker or wheelchair when required. We are all very grateful for the successful grant that enabled this fantastic purchase.

Last year we said farewell to Sharen, who had been a face of Carinya for many, many years and who the residents treated as a family member and vice versa. Sharen had taken extended leave before resigning in November. We also had our regular casual staff member, Sherylyn resign and move into another area of disability service. It was a time of change for the residents but we have been fortunate in recruiting a new permanent staff member, David and also Fiona who has become the valuable person we call on to cover shifts as well as Jacinta, to support the Team. In the past 2 years there have been other staff changes with both Paulene and Bridget coming on board and it is nice to note the positive way in which Janine, our long term staff member and the residents embrace the change. Life goes on happily for the residents because they have such a great team providing the necessary care and support. These are some of the “Faces of Carinya” who support both the residents and the Organisation.

With the fantastic support of the staff and a great vehicle, the residents continue to be active members of the Moreland community. And as such they were pleased to accept the Mayors invitation to attend the opening of Bush Reserve during the year. Our feedback during the planning stages enabled the installation of a Liberty Swing for individuals in wheelchairs, a resource that will be regularly used by all of Carinya. It was a lovely occasion and even more special for Denise who got to christen the swing.

For a second year, the residents registered for the “Moreland Relay for Life” at Coburg oval and enjoyed the exercise, social interaction and being part of their local community.

It had been noted over time that the needs of the residents are changing which meant that we, as an organisation, needed to plan for the future. One of the most notable considerations was the present layout of the bathrooms. This is paramount to being able to continue to provide support in a safe manner and also continue to encourage independence. In light of this we were able to successfully obtain grants to redevelop the bathrooms which will be so much better for residents and the staff that support them. This work is currently in progress and residents have been watching each stage with much anticipation and enjoying the constant stream of workers that are coming and going. Being a part of the process has given the residents a sense of pride and ownership.

In concluding, I would like to acknowledge the staff who have recently left and to thank them for their years of service and support to the Residents and to the Organisation. I look forward to a long association with the current Team and I think that echoes the thoughts of our Residents.

**Anne Grattidge**  
Client Services Manager





## Respite For Older Carers Packages

We are into our sixth year of the Respite for Older Carers Program and it is so good to see that it has provided such a positive outcome for both the families and the participants. The activities during the week are varied according to individual choice and some of the learning for participants has been a credit to them and their decision making. The participants not only enjoy the 1:1 experiences but the development of independence and new skills.

For one person this has resulted in participation in a mainstream dance session at a local gym with virtually no support other than the transport to and from the venue. This has been a huge milestone for that individual.

Another has developed the skills to independently learn the requirements of catching public transport. Some use this time to build on their fitness by engaging in lengthy walks and seeing the sights that provide motivation and stimulation for them or swimming at the local pool and making healthy meal choices, whilst others are using the opportunity to practice and improve on their basic social skills.

Two of the men even attended their very first AFL football match which was a big highlight for them.

During the Carinya Holidays, the group activities are well received by a small group of participants who love to engage with their “friends” and I’m sure the families appreciate having some time to themselves.

In October a different experience was offered to a group who went to Geelong for a couple of nights and enjoyed the opportunity to explore a new community. For some, being away from family was new and exciting and for others it was a nice break to the usual holiday routine.

Over the course of the year there have been Respite packages surrendered due to changed living arrangements and this gives opportunity to transfer it to other families who are in need and who meet the necessary criteria.

Whilst this package provides extra activity and experiences for the participants, it provides valuable respite for the families and carers who do an amazing job on a day to day basis.

**Anne Grattidge**  
Client Services Manager



## 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, and for some, only a short period of time and for others their lifetime. It has been an extremely sad year in the passing of many significant individuals from the Carinya community.

### **Hilda Webster OAM.**

The Founder and inspiration behind the origins of the now “Carinya Society”. Without Hilda’s tireless efforts in 1952 -1953 and for many decades after, the support for children with disability and their families would not have been received. Awarded the Order of Australia in 2005 for her work with Carinya Society, Hilda leaves a lasting legacy for Carinya to live up too.

### **Gemma Zizza**

13/4/1995 - 3/10/2014

Carinya welcomed Gemma only a couple of years ago, and her unfortunate passing at such a young age was felt by all.

### **Peter Morrison**

25/6/1956 - 4/1/2015

Peter received service after leaving Kew Cottages 10 years ago and with his fellow residents successfully transitioned into the local community.

### **Demetrio Ciardulli**

22/8/1972 - 25/6/2015

Dimi came to Carinya Society in 2011 and soon become a very popular individual amongst all of the Carinya Society Community. It was Dimi’s cheeky grin and cheeky personality that staff loved to see every day. He was admired by all.

### **Martin Bevan Clancy**

3/12/1950 -17/7/2015

Martin retired from his workplace to enjoy the art & recreational activities that were on offer at Carinya. He will be remembered for his resilience and ability to advocate for his rights to lead a fulfilled life.

### **Inmaculada Gabriele**

7/11/1970 - 6/8/2015

Inma was just a “little” with a big heart and endearing personality when she commenced school here at Carinya. Her art and drawings can be seen throughout the building. Carinya would like to acknowledge her art in this year’s annual report which was the inspiration for the “Faces of Carinya”.

### **Michael White**

3/10/1973 - 16/08/2015

Michael was a well liked young man who had learnt many skills whilst being supported in the day service.

### **Ivan Turnham**

16/10/1945 - 23/6/2015

Ivan was one of Carinya’s longest serving individuals from the early days of the Helping Hand in 1953.

Ivan was a very gentle, quietly spoken man who was a skilled artist with pen, ink and water colour. Many of his works were exhibited over the years and sold to the general public. It was a privilege for Carinya Society to have had such a long association with him, spanning approximately 60 years. Ivan’s passing in some way signals a new era for Carinya Society.



## Board Composition

### Directors

**Mrs. Rosemary Freeman** Chairperson  
**Mr. Colin McKenzie** Deputy Chairperson  
**Mr. John Hoffmann** Treasurer  
**Mr. Nino Galgano**  
**Mr. Ivon Lofts**  
**Mr. Michael Keehan**  
**Mrs. Amanda Burgess**  
**Mrs. Sarah Thompson**

## Our supporters

Carinya extends its sincere thanks to the following organisations and individuals for their support and fabulous contribution to the developments of our service and support of our participants throughout the year.

Astro Graphics  
Ballarat Road Early Learning & Kindergarten, Sunshine.  
Bendigo Bank - Coburg Branch Staff  
Bikes for Humanity  
Brake, Tyre and Diesel  
Carlee Holmes- Physiotherapist  
Coburg Leisure Centre  
Coburg Rotary Club  
Con - photographer  
Department of Health & Human Services - North Division Luke Keppich-Arnold  
Eltham Catholic Girls College  
Foodbank Northpoint  
Greensborough Watermarc  
Harding St Medical Centre  
Kangan Institute  
Loyola College  
Melbourne Polytechnic  
Merri Community Health Service  
Moreland Rotary Club  
NAB Employee Volunteering  
NMIT  
Norden Body Works  
Partners Wealth Group  
Pascoe Vale Rotary Club  
People Outdoors (Vic Camps Association )  
Pharmasave Pharmacy - Coburg  
Rick Allen  
RMIT Sports  
Salvation Army Northcote  
South Morang Community Luncheon  
T & F Automotives  
The Lost Dogs Home North Melbourne  
The Meadows Greyhounds  
West Coburg Bowls Club

And "Thankyou" to Tim Joiner from The Pod for his assistance with our graphic design work throughout the year.



carinya society

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PO Box 175  
Pascoe Vale South 3044

Phone 9354 3337  
[www.carinyasociety.org.au](http://www.carinyasociety.org.au)

Donations can be made out to Carinya Society  
and forwarded to the above address.

