

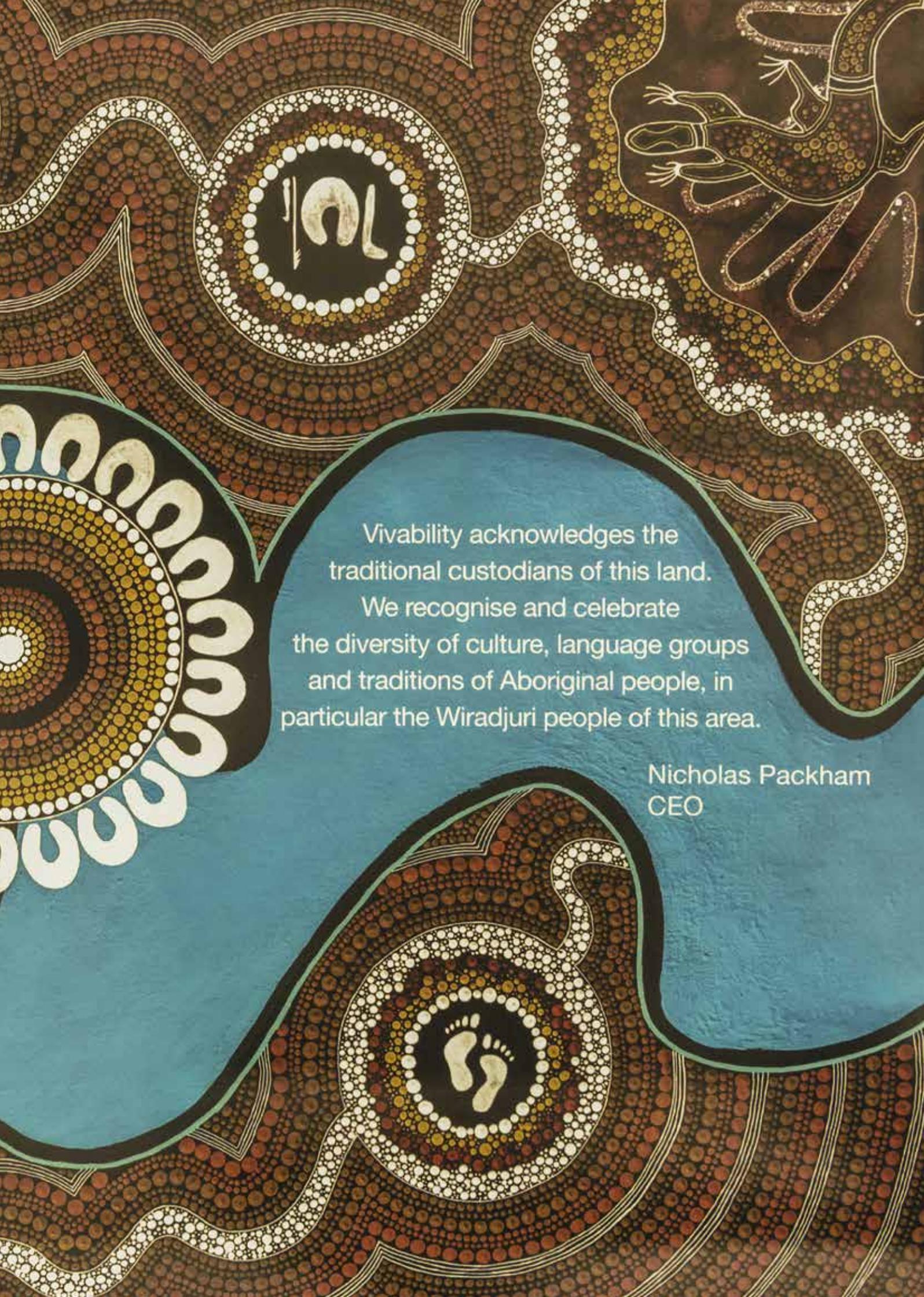
VIVABILITY

UNIQUE CREATIVE FLEXIBLE CHOICES



ANNUAL REPORT 2019





Vivability acknowledges the traditional custodians of this land. We recognise and celebrate the diversity of culture, language groups and traditions of Aboriginal people, in particular the Wiradjuri people of this area.

Nicholas Packham
CEO

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VIVA

We acknowledge the contributions of the Vivability Directors



Vivability Directors
Andrew Bird (Chair)
Denise Young (Secretary)
Clinton Blanks (Treasurer)
Louise Coyte
Margaret Shearer
Maria Smith
Steve Semmens

Photo from left to right

Andrew Bird, Margaret Shearer, Clinton Blanks, Steve Semmens, Denise Young
Absent: Louise Coyte, Maria Smith



From the Chairperson Andrew Bird

Over the last twelve months, the Vivability Board has focussed on ensuring that the growth of the organisation, since the introduction of the National Disability Insurance Scheme, has been implemented in accordance with the objects of the organisation, at all times. Our objects are embedded in our constitution and state that Vivability must support people living with disability to live a full life by providing high quality personalised services that inspire people to reach their goals and enable them to live with dignity.

The directors, with the assistance of our chief executive officer (CEO), have identified employee training and development as a key strategy to ensure that we continue to deliver services at a superior standard to that of our competitors. It is our goal for Vivability to be the employer of choice in the sector so that we can attract and retain the staff of the highest quality.

2019 has seen continued growth in the organisation in terms of services delivered and number of staff employed. Our CEO has implemented the strategic plan in a way that has seen continuous improvement in our policies, procedures and systems and also has achieved solid financial growth for the organisation. This improved financial strength allows us re-invest back into the organisation and gives all stakeholders confidence for the future.

A key investment this year has been the purchase of land at Eglinton and soon to commence construction of our own residence. This is the first time that Vivability has invested in “bricks and mortar” and we are all excited to see the finished product at some stage in 2020. The residence has been designed specifically for our needs, which we believe will be of industry leading standard upon completion.

Another significant change during 2019 has been the opening of Viva Clinical Services' offices located at 73A William Street. From these offices we now deliver services to our clients in behaviour support, physiotherapy, occupation therapy and speech pathology.

This year we welcomed two new directors to the board, Maria Smith and Steve Semmens. Both Maria and Steve bring new skills and experience to the board which assist us greatly. I would like to thank them for their efforts to date and look forward to working with them both in the future.

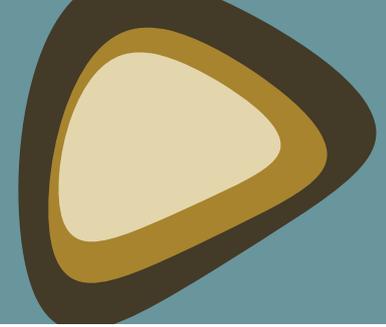
Louise Coyte, one of our founding directors and long standing committee member of Vivability Inc, has recently stepped down from her role after many years of dedicated service to organisation. Her insight into the industry within which we operate has been invaluable to the board. I take this opportunity to thank Louise on behalf of the board for her contribution to Vivability over many years.

I would like to conclude this report by thanking all of the dedicated staff of Vivability without whom we would not be able to deliver services to our clients at the high standard we are renowned for. We operate in a challenging and dynamic industry that has seen significant change in recent years. All of our employees, led by CEO Nick Packham, have risen to the challenges faced and have done a fantastic job at ensuring that Vivability continues to inspire clients to reach their goals and enable them to live with dignity.





From the Chief Executive Officer Nicholas Packham



This year was marked by an increase in demand for services across all of our business streams, with more people transitioning to the National Disability Insurance Scheme (NDIS). In response, Vivability has grown to meet the demand, with us now operating from 19 service outlets and employing over 160 staff.

In September, Vivability changed from an incorporated association to a company limited by guarantee and included a subtle name change to Vivability Limited as well as a change in our constitution. We were required to register the new entity with the Quality & Safeguards Commission, which involved a compliance audit and a review of all of our policies and procedures, to ensure adherence to the requirements of the Federal Commission.

At Vivability, we are proud to implement a strong ethical approach, guided by relevant legislation in all areas of service provision. Through our constant improvement plan, we reflect on ways to improve our services, which has a direct effect on the outcomes for our clients. We value diversity in our workforce and while we employ locally, we have also progressed to hiring qualified experts from overseas, in part to address the skill shortages, which have become apparent due to the huge increase in demand for specialist services across the country. I believe that this approach clearly enhances the quality of the work that we do at Vivability.

This year we opened the "Viva Clinical Services" office which provides specialist services including; behaviour intervention, speech pathology, occupational therapy and physiotherapy. These services have enabled us to offer an enhanced service to existing clients, as well as building capacity across the organisation. Having a specialist service team has allowed Vivability to assist clients with complex support needs, provide support and training to our staff to ensure that they have the required skills, and establish a much needed resource in the community.

In July, we opened an accessible house for people with significant mobility issues. The new house was purpose-built by Kenwood Homes and has provided a great alternative for people with high support needs who require support accommodation. The demand for this type of accommodation is high, with few options available in Bathurst. We have had particular interest from a number of people with degenerative neurological diseases and their advocates, who in the past have not had access to a community residential setting apart from aged care facilities.

Also in July, we introduced support coordination as an additional service offering. Demand for this service has been high with constant referrals being received from the

National Disability Insurance Agency (NDIA), as well as individuals in the community. The team is located at the West Bathurst Community Centre and we were fortunate to be able to employ Christine Healey as the manager. Christine has a long history of working with people with disabilities and formally worked in a case management role at the Department of Ageing Disability & Homecare (ADHC).

Training and staff development has been a feature across the organisation this year with a view to constant improvement. Vivability is committed to broader sector development and is working to train and provide our staff with the opportunity to achieve nationally recognised qualifications. We believe that this makes a significant contribution to developing a skilled workforce for the disability sector in the Central West, while achieving the obvious positive outcome for Vivability. To this end, we continue to offer funded placements for our staff to complete the Certificate IV in Disability Services, as well as the introduction of paid study leave to assist our staff to achieve tertiary qualifications.

Next year we will launch Café on Corporation, a joint project with Generosity Church, which will employ people with disabilities and provide a training environment for our School Leaver Employment Service (SLES) clients. A full training calendar will be released to enhance our education and career development opportunities for Viva staff and we will open a new purpose-built group home, which is currently under construction in Eglinton. We are committed also to further development of our clinical team to ensure that people can get timely access to these services in the Central West.

Thank you to all of our staff who demonstrate their dedication every day in the work that they do with our clients. We are fortunate to be able to employ people that are committed to advocacy for people with disabilities, as well as ensuring that our clients achieve their goals.

I would like to thank our directors who have provided steady governance for the organisation's operations and strategic development. This year Maria Smith and Steve Semmens were appointed as directors and each of them bring valuable skills to the organisation. Maria has 30 years of clinical experience in human services while Steve has extensive experience in business, marketing and leadership.

Thank you to you, our clients and their families, for your support over the last 12 months. We look forward to continuing to provide you with high quality services that make us your provider of choice.



From the Chief Financial Officer David Latham

VIVABILITY LIMITED SUMMARY OF FINANCIAL PERFORMANCE FOR THE YEAR ENDED 30 JUNE 2019

As a result of the significant growth experienced by the organisation in recent years, it was time for Vivability to change its legal structure during the 2019 financial year. Commencing in October 2018 Vivability ceased to operate as an incorporated association and commenced operations as a company limited by guarantee. Notwithstanding the change in legal structure, it continues to be a charity registered with the Australian Charities and Not-for-profits Commission and is also still registered as a Public Benevolent Institution with the Australian Taxation Office.

As a result of the change in legal structure the financial reports of Vivability have been split into two components – one for each part of the financial year that each entity was operating. For the purpose of this summary, however, the figures are viewed as if there had been to change to the legal entity.

2019 was the first full year of operation under the National Disability Insurance Scheme (NDIS). No further grant funding was received from the former division of Ageing Disability and Home Care and all income was generated under the new fee-for-service model in line with prescribed rates. The enormous amount of work that had been put into getting systems in place to operate under the new system meant that services could continue to be provided and Vivability could continue to focus on its core business.

The new operating system is not without its challenges and sometimes there are significant delays while care plans are being approved during which time invoices cannot be issued for services that are being provided. These are essentially timing issues only, but organisations without sufficient cash reserves could find that such delays could have a significant impact on their cashflow and the ability to pay expenses as they fall due. The financial reserves that Vivability has been able to build over the last couple of years has meant that this has not posed a problem.

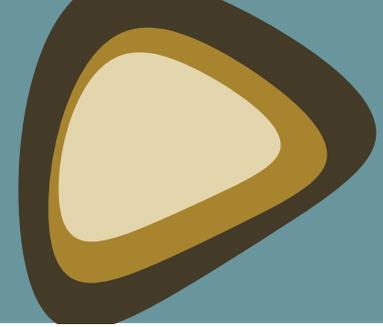
Services provided during the 2019 financial year and income received from the provision of those services, grew again relative to the previous year. Growth in the 2019 financial year was approximately 21%. This is on the back of income growth in the 2018 financial year of approximately 27%.

In terms of financial security, the strong financial performance in recent years means that Vivability is well placed to withstand any unforeseen events and can confidently build on its service offering into the future.

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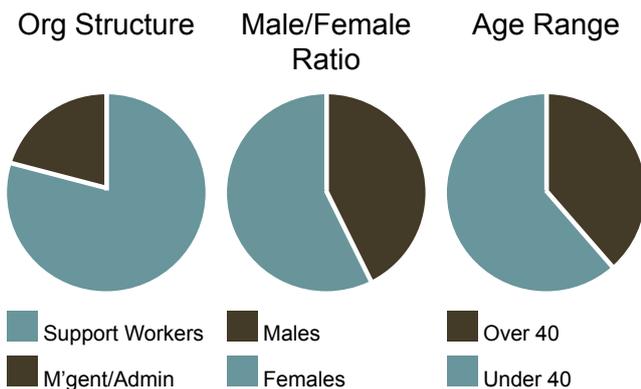


From the Human Resources Manager Gráinne Tiernan



On reflection, 2018/2019 was a very busy period for the Human Resources department. Recruitment was at the forefront of our operations for this period for a number of reasons, including the opening of our Specialist Disability Accommodation (SDA) in July, an increase in staffed hours within Community Access and additional clients joining our Respite and Recreation Services.

Vivability currently has 158 employees, an increase of 30% from the same period last year. 32 employees are working in management and administration roles, with the remaining 126 staff employed as support workers. 90 members of staff are female and 68 are male, clearly showing that this industry appeals to both genders.



Advertising, both paid and free, has been conducted online through a number of jobs websites including Indeed, Evo Jobs and Jora. We also advertise vacancies on the Vivability Facebook page. Recently we have been liaising with Charles Sturt University on their “earn as you learn” program in order to advertise vacancies and attract students, concentrating particularly on those students studying paramedicine, nursing and criminal justice. Vivability attended the Bathurst Jobs Expo again this year and received a lot of interest from those in attendance. Events like this expo certainly help to build our profile within the community.

2019 has seen Vivability expand our service provision with the addition of an occupational therapist and speech pathologist. With these two new positions came a new office on William Street dedicated to therapies and behaviour support, known as “Viva Clinical Services”. Our allied health services have undergone a change, with Support Coordination now a standalone business stream based in West Bathurst. In offering these additional services, Vivability is undoubtedly a leading provider in the region.

Our business trainee commenced employment with Vivability. He is studying Certificate III in Business through TAFE and is employed in the role of receptionist. We have created a second position for a business trainee and received over 30 applications for the position. We hope the successful candidate will begin their new role prior to Christmas.

We underwent a restructure within our Accommodation and Community Access areas. This restructure has ensured there is more support and supervision for support workers within these areas. It also created a number of more senior positions hence providing career progression for current staff. An additional role of Quality & Assurance Manager was created within Accommodation. The purpose of this role is to ensure all group homes have the necessary documentation up-to-date and implemented, and to support and assist house managers in their roles.

A number of internal opportunities were available this past year including two administration positions on the Support Coordination team, one permanent and one temporary. Also available were a temporary project role, focusing on updating client person-centred plans, ran for three months; a temporary general administration role, house manager positions, a full time practice leader position in Community Access and a position to cover periods of relief within Respite Services, to name a few.

Towards the end of 2018 a group of employees commenced a Certificate IV in Community Services, funded by Vivability and delivered by TAFE. The current group are on course to complete their studies by the end of 2019. On successful completion, we will put another group through a Certificate IV in Disability, in order to show our commitment and appreciation to staff and to upskill the sector. Targeted training has been delivered to support workers throughout the year by our behaviour support practitioner, including MAPA (Management of Actual or Potential Aggression) and PBSP training (positive behavior support). Members of the management team have attended a number of training days both in Sydney and Bathurst, and feedback has been positive.

As Human Resources Manager of Vivability, I want to thank our employees for their hard work, dedication and enthusiasm. I have no doubt that over the course of the next year our employees will continue to provide our clients with the highest level of care possible and help them to achieve their goals.



From the Finance Manager Jane Sisley

The 2019 financial year was one of significant financial growth which has led to security for the organisation, the capacity to provide a wide variety of services, growth in infrastructure, the development of new processing systems, an increased presence in the community and the creation and development of support roles for clients and managers. This growth has impacted the finance area in a number of ways.

As more families have chosen plan management instead of agency management, as their preferred method of payment through the NDIS, the number of monthly invoices issued has increased exponentially and the delay in receiving payment from plan managers impacts Accounts receivable unfavourably although considerable effort is made to lessen this impact.

Accounts receivable and cash flow are also impacted by the delay in receiving payment for invoices issued directly to the NDIA's manual processing area. These delays can be many months while client service continues, the payment for which is deducted from cash reserves. These invoices are often large as they can represent, for example, gaps in the dates of the ending of a client's plan and the beginning of the next. Interaction with this area is problematic and it is hoped the NDIS will address this issue in the coming financial year.

The development of our client management system, which also serves as the invoicing interface to the NDIA, is providing more scope for monitoring client plan expenditure, allows for improved reporting and flexibility in uploading claims and preparing invoices. The system developers have proven to be responsive to NDIS developments including pricing changes and continue to grow with us in a dynamic and rapidly changing environment.

We have undertaken a degree of plan management on behalf of a small number of clients which, while not profitable, has given invaluable insight into the workings of the NDIA and provided these clients with a service they were reluctant to source elsewhere. It is rewarding to have this level of interaction with clients and their families, working with them to receive optimum benefit from their plans.

The Finance area is eager to see continued growth into the 2020 financial year and looks forward to developing a number of initiatives to further streamline processes to assist clients, staff and external stakeholders. The information provided by the NDIS indicates they too are developing strategies to assist providers and clients in a number of areas which will have a positive effect on invoicing and plan management.

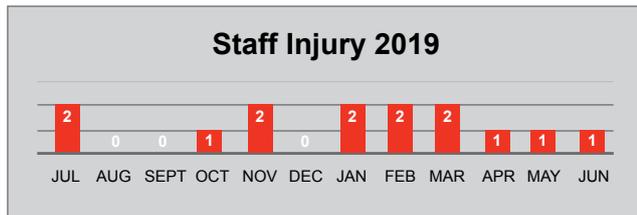
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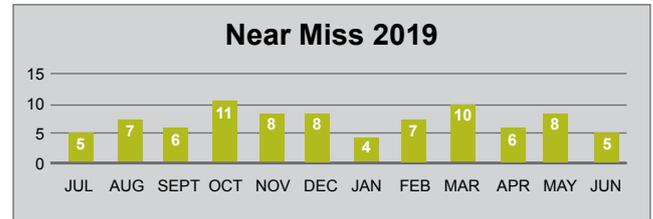
From the Work Health and Safety Chairperson Miriam Heeny

2019 has seen remarkable growth within the organisation with three new locations opening. Work Health & Safety (WH&S) continues to be a priority for Vivability as part of our ongoing commitment to be an employer of choice in the disability sector. One new initiative has been the creation of a quality service delivery position has been created in the accommodation stream. This position ensures that all houses are compliant in the area of WH&S and are operating at a high standard with regard to general compliance. The relocation of existing house managers and the creation of two additional house manager positions will result all locations becoming standardised.

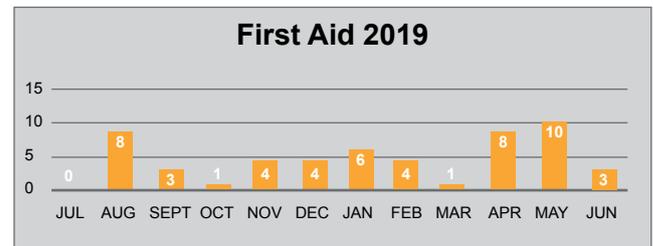
WH&S maintenance is an ongoing project, all locations are inspected every 6 months and a fire drill carried out. All emergency information is kept up to date and all emergency procedures are consistent across all locations.



Staff injury has increased this financial year. There are currently no long-term worker's compensation claims with injured staff returning to work within a short period. Staff injuries were predominately minor requiring minimal first aid. The increase in staff injuries may be attributed to the increase of high intensity support clients within Accommodation. Specialty training is provided to all staff working in locations with high intensity clients.



Near misses were predominantly related to medication errors. Staff who make a medication error are required to redo medication training.



No first aid incidents resulted in any significant illness or injury. Due to the aging of our clients most incidents were health related and only needed a short stay in hospital.

Staff training remains a priority with ongoing MAPA (Management of Actual or Potential Aggression training), Neglect and Abuse training and Mental Health First Aid training delivered to all staff interacting directly with our clients. Our induction process is comprehensive with training designed specifically to location and clients, ensuring a targeted approach rather than a general overview. Two of our employees are currently undertaking a Certificate IV in WHS with completion expected in the new financial year.

In 2020 financial year the WH&S committee will implement strategies to further improve our WH&S systems including a review of our existing WH&S policy, a monthly campaign pinpointing a current area of concern and an increased focus on WH&S during October (being WHS month). The WH&S committee will be restructured with positions being made available across all business streams to better reflect the organisation. The committee will continue to consult with all staff regarding WH&S matters and looks forward to another successful year.



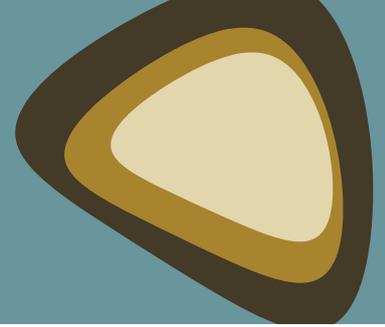


Our Programs

VIVA



From the Accommodation Manager Aishling Gilroy



The primary focus of 2019 was not to grow exponentially, but to enhance the quality of our service. We have had slight but not significant growth over the past 12 months, however, the number of expressions of interest we have received in our services has been substantial. For us, the priority has been to develop systems and processes that enable further development in the future without reducing the quality of care we provide.

A review of our intake and assessment process has taken place in order not only to focus more on the compatibility of clients, but also to remove some of the pressure on individuals and their families to make the transition to our service easier. We have changed the management structure within Accommodation, with house managers providing direct care to clients, allowing greater supervision of staff as well as more support to our clients. We have had a major focus on training this year, identifying targeted training to allow our support staff to become experts in their work. The establishment of a new position, the Quality Assurance Manager, who conducts internal audits of our systems, processes and homes and speaks directly to the clients of their families and employees, has seen our service reach an exceptionally high standard.

In addition to the service we delivered, we also had a focus on the quality of the properties we lease. We have updated many rental properties to modern homes with large open plan living spaces, modern spacious bathrooms and greater outdoor living space. Our objective was to make every house look like a new, contemporary home. At Vivability we do not see our properties as 'group homes'. Our houses are shared accommodation for people requiring support to live independently.

The need for specialist services in the central west and particularly Bathurst has become very apparent. Specialist Disability Accommodation (SDA) is difficult to access and once sought, it can be difficult to find a provider with the resources and experience to provide this service. Vivability became registered to provide SDA earlier this year. We currently have two registered homes and provide service to one client in their own SDA property. We are fortunate to have the knowledge and expertise of our clinical team to support and train our clients and staff as required. This has been an enormous benefit in providing support to our clients requiring a specialist service. We wish to continue to focus on specialist services next year.

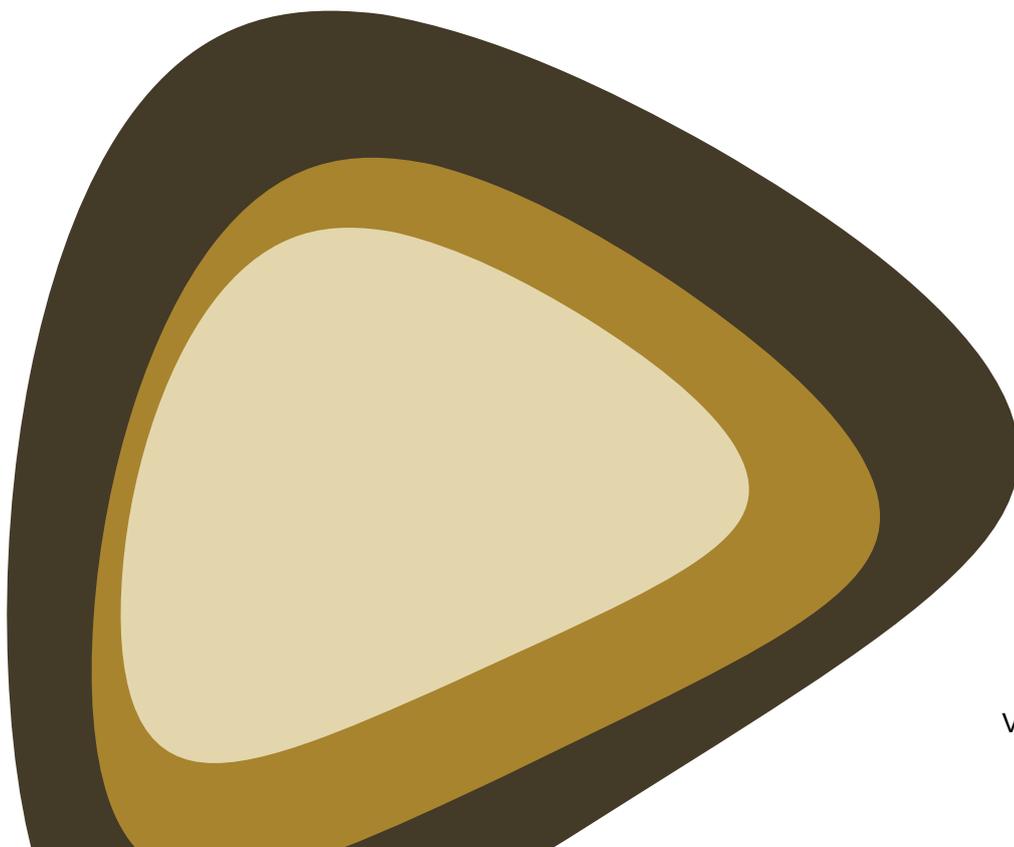
With the ongoing focus from last year of offering appropriate housing choices for young people in aged care facilities, we found challenge in sourcing suitable housing in Bathurst for people needing accessible housing. In collaboration with Kenwood homes, we designed and developed a purpose built fully accessible home that has capacity for four clients with complex needs. The house is intended to accommodate individuals who need to use mobility equipment. The layout of the house is designed to the silver standard 'improved liveability' model under SDA. The hallways are widened to allow a wheelchair to be used comfortably. The bathroom has been designed for the comfortable use of a shower bed and hoist, while also being able to be used as a standard shower as required. With access to the fully accessible home combined and support from the Viva Clinical Services team, we have been able to cater for people with complex support needs, including individuals with degenerating conditions that otherwise would have limited accommodation options.

For us, the priority has been to develop systems and processes that enable further development in the future without reducing the quality of care we provide.



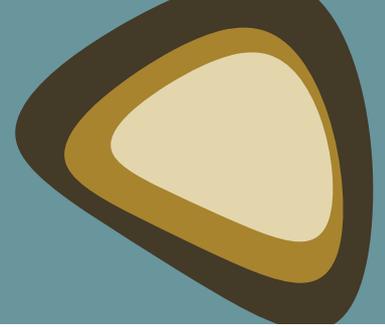
Next year we will continue to focus on quality across accommodation. We are currently working on the establishment of a second purpose-built property and hope to see it complete early next year. This property will be of robust design, built to cater for individuals with complex needs and will be owned by Vivability. This home will replace a current rental property and will be the last of the upgrades required on our property. This house will be built to give each client their own living area, bedroom, on suite and walk in robe. It will have a shared living area and kitchen. We will be working with an occupational therapist in identifying the sensory needs of each client to ensure this home is the best fit for each person.

Over the next 12 months we will continue to look at areas where we can enhance our service. Training and development of our support staff and managers will be a key characteristic of 2020. We are planning to set up another residence in the next 12 months and have anticipated development with the expectation that we will fill some of our current vacancies, based on current expressions of interest. We have also allowed for some unforeseen growth. Using our client and stakeholder feedback we will endeavour to continuously deliver a service of excellence in 2020.





From the Community Access Manager Ruth Thurtell



We are looking back with pride on the last year's successes in Vivability's Community Access services. Community Access continues to strive for quality service provision and demonstrate the importance of inclusion and participation of people with a disability. This year we have focused on solutions to issues, challenges and barriers that people with a disability face daily. Our team is always looking for opportunities and potential positive encounters for people to increase their participation, connections, skills, relationships and have meaningful roles within their community. Our Community Access area has grown again this year with a variety of new and repeat customers accessing our expanding menu of services. We are providing 56 individuals with a service each week, a 40% increase from last year. We have provided over 24,000 staffed hours directly to our clients a 33.3% increase this year in combined individual and group programs. Community Access services now roster and program for 250 shifts each fortnight.

Our Community Access service is consistently providing individual and group supports for social and community participation, complex care supports, community based supports, in home supports, centre-based care, capacity building, finding and keeping a job, School Leavers Employment Supports (SLES), skill development, therapy support, vocational training and work placements that meet the individual needs and wants of the person. Over the year we have established more robust policy and procedures that add to the quality supports we aim to deliver. Plans and information attached to our clients have been expanded, which further support the training of our staff. We pride ourselves on celebrating feedback from our clients, staff and stakeholders. Each week a group meeting is held to discuss our clients' rights, what they can expect from our service and gather feedback from individuals. Our regular staff supervisions and person-centred planning process keep us up to date on the changing needs of our clientele and how we can meet those needs.

We can attribute much of the growth in the Community Access service stream to the employment support options we offer. The wider community are recognising Vivability as the provider of choice for employment supports. Other disability service providers are now recommending Vivability to their own clientele for vocational training and support. Vivability have also been recognised by the Bathurst Business Chamber in the 2019 Peak Connect Carillion awards as a finalist in the Excellence in Education category. The Vivability School Leaver Employment Supports Program (SLES) program has facilitated outcomes for participants that will have lifelong impact. This will be bolstered further by the introduction of our partnership with Café On Corporation, which will give opportunity for our clients to have real workplace experience and vocational training, with the chance of ongoing traineeships and paid employment. Vivability endeavours to influence the outcomes for people with a disability to have meaningful economic engagement. We are also proud to have employed people into Vivability administration team from our SLES program.

Increased emphasis on discovering goals, strengths, potential, ability and building knowledge, skills, independence and resilience is changing the way people with a disability see themselves and giving lifelong skills that promote independence, a sense of achievement and self-respect. Vivability is advocating and teaching how to advocate for yourself within the wider community, emphasising that people with a disability have value and skills to contribute to our society. We are grateful for the generosity of Family First Credit Union, whose \$2000 grant has contributed to the customisation of our facilities in the establishment of our "Viva Discovery" space to further enhance the learning environment needed to facilitate learning, research and tech studies. With the addition of great sensory room, we look forward to working with a therapist to implement sensory diets and deliver to individuals' sensory needs.



Community Access staff and clients have been planning, building and innovating from clients' ideas, goals and passions, to develop micro-businesses. Micro-businesses are a vibrant and profitable segment of any growing economy. These businesses are enabling clients to earn an income, be self-employed, develop a business mind, follow a business plan and have meaningful work to do. Studio Viva is one micro-business that has a great current niche market and the beautiful and quality earrings are in high demand. The young women of Studio Viva are learning skills in business planning, marketing, design, cost projection, profit margins, overheads, resources, time management, money handling and the skills to make their product. The ladies have grown in confidence, self-esteem and knowledge, which has all stimulated their motivation to further develop the business. Our clients have given back to the community by ways of volunteering, assessing the accessibility of local businesses and making toiletry bags up for the homeless; this is something we hope to see more of in the future, individuals empathising and giving back to those less fortunate.

The increased demand for services has prompted a change in structure which has included the need for a new practice leader in the Community Access business stream. This new position has enhanced our ability to provide training and supervision to our staff and to further support programming for our clientele. Next year we look forward to being leaders and innovators within our sector. We will continue to develop our educative, employment and school leaver employment programs. We will build our resources and equipment to further enhance the services we deliver and broaden the range of activities we offer clients. Community Access would like to increase the awareness in schools of the process and transition from school to services, and to have a more involved transition process. We will strive for continued person-centred service delivery and advocate for increased opportunities for people with a disability.

Our team is always looking for opportunities and potential positive encounters for people to increase their participation, connections, skills, relationships and have meaningful roles within their community.



From the Respite Services and Drop-in Support Manager **Matthew Ferry**



Vivability has been providing high quality respite services for both adults and children for over 30 years. With exceptional knowledge and experience we gained over this time, we have established a glowing reputation and are considered one of the leading providers within the Central West region for respite services. We take pride in and are known for our commitment to working together with our clients, families, team members and community partners to create better experiences and opportunities for all people with a disability. We maintain a strong focus to deliver – flexible, personalised and responsive care to meet the values of the individual and their families in a comfortable, inclusive and safe environment. Vivability Respite Services specialises in regular and planned overnight support, longer term respite, occasional care, small group support, drop in community support and emergency care for both in-home and centre based options.

Achievements

In Respite Services we have seen a significant growth and demand within both our drop-in community support and life skills development projects. Both projects are designed to promote quality of life and independence, and

to harvest skill development among our clients who wish to live or who are already living independently within both individual and shared living arrangements. These services also work with clients who are hesitant to access overnight support away from their families with a particular focus on our clients living with aging carers. Providing and hosting these supports for people within their own homes can be a challenging and a sensitive process, where rapport and trust must be developed for success and sustainability. Vivability Respite Services is very proud of our team members who have continued to build the success and strengthen these projects each year.

Respite Services has continued to support clients, families, carers this year with ongoing and planned short term accommodation support. This has been essential in maintaining foster care placements, which are overseen and funded by Community Services.

Respite Services offers an important stepping stone for clients transitioning from our drop-in community and overnight support services into our accommodation services area. Permanent accommodation services can be overwhelming for many of our clients and Respite Services has assisted in delivering a smooth transition process.



Respite Services continues to support our clients, families, carers for emergency support. We have noticed reduced requests from crisis support due to the development and opportunity for regular and planned overnight respite within Vivability. This has provided our carers with regular breaks dispersed throughout the year.

Advocacy & Community Networking

Respite Services continues to advocate on behalf of our clients, carers and families. Our service area ensures clients are heard on issues that are important to them, to safeguard their rights and wishes. We aim to provide our clients with the professional support to best meet their needs and assist in providing a solution. Vivability Respite Services prides itself on building strong, professional and lasting relationships with external agencies and community partnerships for further resources to support our clients.

With the opportunity to support our clients within their homes through our drop-in community support service, we have been able to identify and assist several clients this past year who are vulnerable and at risk. Our service has been successful with supporting and empowering our clients to make better choices and informed decisions for their wellbeing and a brighter future.

Community organisations we have worked with last 12 months includes but is not limited to the following:

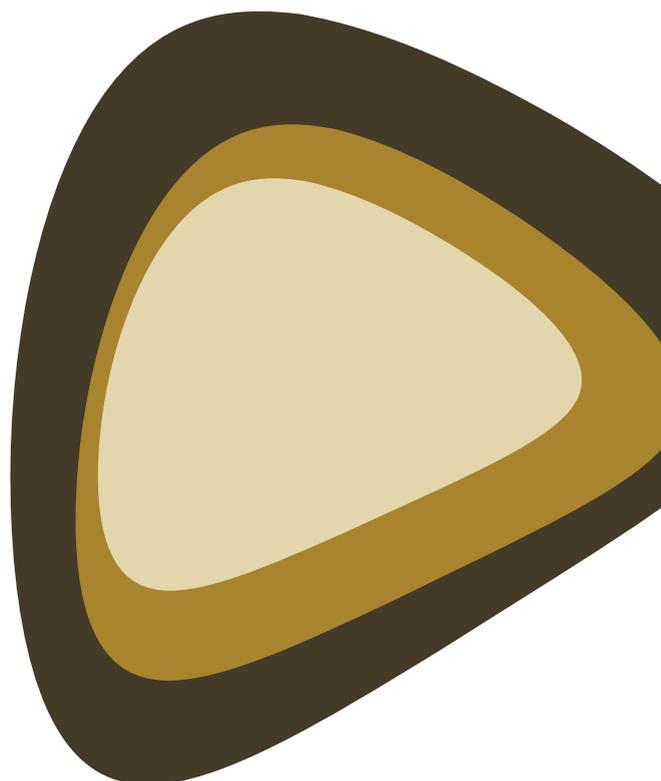
- Commonwealth Carers Respite Centre
- Glenray Industries
- Accessible Living Options
- Community Services - Bathurst/Lithgow/Wagga
- Daffodil Cottage Bathurst
- Veritas House Bathurst
- Benevolent Society Bathurst/Lithgow/Wagga
- Marathon Health Dubbo
- Wattle Tree House Bathurst
- NSW Ombudsman
- NSW Aging & Disability Commission

We would like to extend our appreciation to each of these service providers as without their support Vivability would be unable to provide services as extensively as we do

Forecasting & Goals

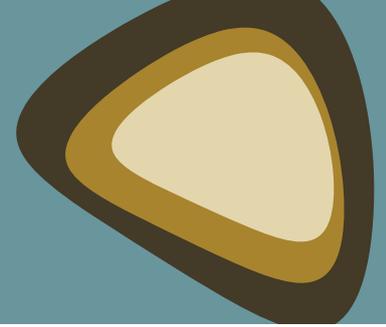
Respite Services endeavours to enrich and support clients by broadening their networks within the local and surrounding communities, to provide opportunities and pathways to fulfil individual goals and needs.

We will focus on the development and performance of our support staff across all areas of our Respite Services team by continuing to provide more opportunities for training, supervisions and team meetings. The aim is to strengthen the quality of our service streams and bolster our staffing, particularly within our overnight support where flexibility of hours is needed. Respite Services has just acquired a new modern 4-bedroom respite house recently. This additional resource will provide more opportunities for our clients to access overnight support, with the flexibility of having a larger house to cater for more people to attend and create a stronger social hub for our people. We have received glowing feedback from our clients, families and support workers stating that's it's not just a respite house, it's a home away from home.





From the Recreation Manager Blake Aubin



recreation

noun

activity done for enjoyment when one is not working

Recreation has had another successful 12 months providing a variety of social opportunities for our clients at Vivability in the Bathurst and Lithgow region. This year the Recreation program has had a 33% increase in client numbers which has seen growth across all groups, increasing staff and group capacities to meet the demand for service. There are currently over 100 clients in Recreation at Vivability who participate in our social and recreational programs which creates a variety of choices, interests and activities within our groups.

Over the past 12 months, the groups have participated in a number of different activities in and around the Bathurst region. Some of our day trips have involved watching national sporting events including the A-League football (soccer), National Rugby League (NRL), Australian Football League (AFL), rodeos and speedway racing. Our groups have visited Dubbo Zoo and attended local concerts and performances. We have also visited different types of restaurants and cafés across the Central West.

Throughout the year, our groups have been involved in the community through programs such as Meals on Wheels, Woodies Men's Shed, Bathurst AFL Giants, Aubin Brothers Racing and the Defence Community Dogs Program. On behalf of Vivability, we would like to thank these specific programs for providing an opportunity for us to participate, contribute, learn and develop our skills in so many different avenues.

Vivability was a new addition to the Bathurst 1000 window display competition, with the display created by Recreation. We were very excited to receive second place in the competition.

Vivability also featured heavily as finalists in the 2018 and 2019 Bathurst Business Awards.

Our Evergreen team played host to an extremely scary and amusing Halloween Festival, and our annual client Christmas party was yet again another hit at our West Bathurst facility. The festivities included entertainment, music, games, snacks and delicious meals enjoyed by all.

Our Friday and Saturday night programs hit capacity mid-year, which called for a re-structure and the introduction of a new format. This new format consists of expanding the program into two separate groups, with each group participating in the same activities, on alternate weeks. We have received positive feedback on the changes from our clients and families. The fortnightly groups have also been extended to weekly outings due to high demand and eagerness from our clients to engage in weekly activities.

Recreation has also expanded its individual support and specialised driver training program. We are on target for our first client to pass his driving test within the month of November 2019, which will be a great success story of determination, patience and persistence.

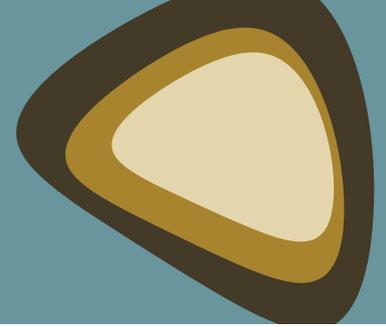
Recreation at Vivability is striving to provide fresh, unique and entertaining programs for all of our clients over the next 12 months and beyond 2020. We will be striving to consolidate the new formats of our social groups to allow more growth and meet demand for service where needed.

Recreation at Vivability is striving to provide fresh, unique and entertaining programs for all of our clients over the next 12 months and beyond 2020.





From the Support Coordination Manager Christine Healey



Support Coordination commenced at Vivability in July 2018.

The role of a support coordinator is to assist NDIS participants to connect with:

- Supports and services within the community
- To achieve identified goals
- Compliment the lifestyle of the participant
- Help put NDIS plan into action
- Build capacity and manage delivery of services

Within a few months of commencement, demand for support coordination was very high with constant referrals from the National Disability Insurance Agency for clients in and around the Bathurst area. This demand resulted in the need for two support coordinators as well as two part time administrative officers to support the program.

With the recruitment of new staff, training was required to enhance our expertise and knowledge. We attended a two-day intensive support coordination training course, presented in Sydney by Disability Services Consulting (DSC). Unlike our metropolitan counterparts, where support coordinators specialise in different areas within our field, in regional areas, such as Bathurst, the support coordinator must have knowledge of all areas. Training is essential to assist us in managing the challenges and complexity of the needs of our clientele.

As support coordinators our role is to help each client better understand their NDIS plan, manage the budget that is allocated to their plan and connect them to the most appropriate services and supports to achieve their goals.

This year, as a team, we developed strategies to streamline our services and fine tune our systems. We implemented procedures enabling our team to track and monitor the best possible outcome for our clients. A Support Action Plan (SAP) and additional templates were developed to increase efficiency and assist in identifying a transparent summary of budgeting and pathways to achieve individual goals in accordance with each client's NDIS plan.

We have built a professional relationship with both internal and external service providers, allied health specialists and other relevant stakeholders, to enhance quality of choice and control for the participant.

Our team has a wealth of experience in working with people with disabilities and have worked in various areas of the disability sector over many years.

We support clients and their families through difficult situations and respond proactively in sourcing the appropriate services to assist in building capacity, working towards independence and living the best life according to their choice.

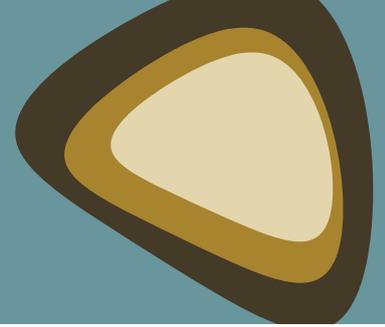
Currently, we have 50 clients we support which transfers into a collective of approximately 1700 hours, however these figures fluctuate weekly.

We have received positive and constructive feedback which has allowed us to adapt and build upon our services.

With our expertise and knowledge of services within our region, we adopt an individual approach, sourcing supports in both disability and mainstream services.

Our team has a wealth of experience in working with people with disabilities and have worked in various areas of the disability sector over many years.





From the Viva Clinical Services Manager **Kevin Walker**

This year has seen an expansion of Vivability's clinical services. Through our Viva Clinical Services team, professional supports are provided to clients in the areas of physiotherapy, occupational therapy, speech pathology and behaviour support. The expansion of Viva Clinical Services provides ongoing opportunities for capacity building within the local disability sector and particularly within Vivability staff and clients. We commenced delivery of occupational therapy services in February 2019 and expanded further with the introduction of speech pathology in June 2019. With the growth of the team, Viva Clinical Services opened a new office in the centre of town.

Service Delivery

During the past financial year, there has been a focus on expansion of our clinical services to deliver quality supports to Vivability and community clients. This includes delivery of services to clients within Vivability's Accommodation, Community Access, Respite and Recreation programs, as well as providing a service to individuals, organisations and schools throughout the Central West.

We have contributed to the induction of new staff within Vivability through a range of topics including, person-centred planning, positive behaviour support, restricted practices, data collection, sensory processing, protective behaviours, communication and manual handling.

With a full clinical team, we have been able to implement quality referral and intake processes to keep people informed on the service we will provide to our clients now and in the future.

Statistical Snapshot

Over the 2018-2019 financial year, the clinical services team have provided services to people in a number of areas:

Behaviour Support

- Behaviour support plans and training to 30 NDIS participants
- 20 staff within the organisation attended Positive Behaviour Support training
- 28 staff within the organisation attended Managing Actual and Potential Aggression (MAPA) training
- 10 staff within the organisation attended Skill Development training
- 20 staff within the organisation attended Implementing Behaviour Support training

Physiotherapy

Assessment, therapy interventions, exercise prescription, training and equipment prescription provided to 32 NDIS participants.

Occupational Therapy

Assessment, therapy interventions, training, equipment and home modifications provided to 16 NDIS participants.

Targeted manual handling and equipment training provided to Vivability's Accommodation staff, working with clients requiring additional support due to complex needs.

Speech Pathology

Speech pathology services began with Vivability in June, with initial project work completed with the update and review of nutrition and swallowing plans for current Vivability clients, to ensure quality and compliance.

The expansion of Viva Clinical Services provides ongoing opportunities for capacity building within the local disability sector and particularly within Vivability staff and clients.



Professional Development

A range of professional development and training was undertaken by members of the team throughout the year, including:

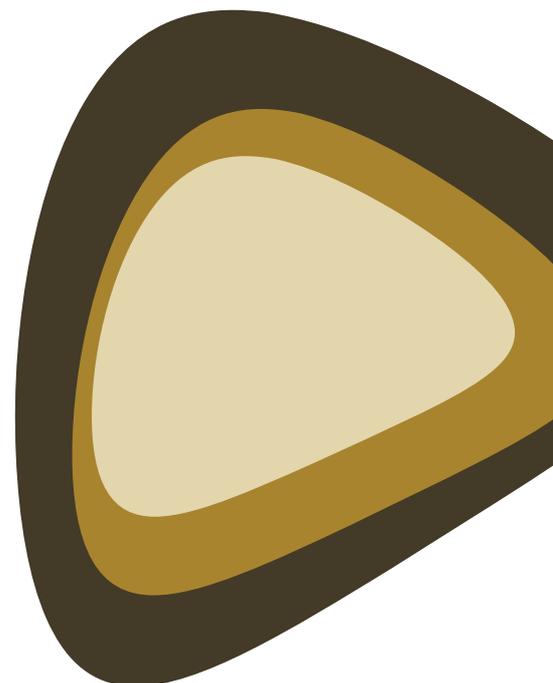
- Gen Jereb's 'The Traffic Jam In My Brain', a sensory processing approach to challenges associated with autism, ADHD, ADD, learning and behavioural differences, providing a range of prevention and response strategies to implement with those who have sensory processing difficulties
- Training in the use of the I-CAN (Instrument for the classification and assessment of support needs) assessment tool
- Financial reporting training provided by Advise Accountants
- Early intervention and allied health workshops conducted in Lithgow and Bathurst regarding working within the NDIS and strategies for service delivery to clients
- High quality supervision arrangements in place for the clinical team, with supervision provided to therapists and behaviour support team by clinicians with significant experience and skills working in the disability sector

Future Planning & Goals

With 2018-19 seeing the expansion of our clinical team to include a full complement of professional services, the aim is to continue providing quality services to Vivability clients and staff, as well as individuals in the community and other organisations.

The focus of the team will be on developing the skills of staff working within the organisation to ensure regular upskilling and improvements to the quality of service delivered across the organisation.

Targeted training sessions for communication and sensory needs have been identified as a priority and will be rolled out across Vivability staff in the near future.







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