

The cover features a background with a light grey gradient at the top, transitioning into a large, curved shape that is split into light grey and brown sections. The word 'VIVA' is written in a large, white, stylized script font across the middle. Below it, the year '2023' is written in a large, white, bold sans-serif font. At the bottom right, the words 'ANNUAL REPORT' and 'VIVABILITY LIMITED' are written in a smaller, white, bold sans-serif font.

VIVA

2023

ANNUAL REPORT
VIVABILITY LIMITED



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VIVABILITY

SERVICE CHARTER

*Our purpose is to support people to live a full life, with dignity.
Our aim is to be a preferred NDIS service provider and the employer of choice.*

We commit to being:

- ✓ Respectful, honest, compassionate, and kind.
- ✓ Welcoming and inclusive. Vivability is a service where everyone belongs.
- ✓ Proactive, innovative and responsive. We want to make good things happen for people.
- ✓ Collaborative. We will work in partnership with others.

When you receive a service from Vivability, you can expect us to:

- Learn about what is important to you, and show you it matters to us too, by how we support you.
- Keep you safe.
- Give you options, and ask you to make choices.
- Be by your side. When you want us to be, when your rights are not being respected, and when something is unjust, or unfair.
- Celebrate your achievements, know and value your goals, hopes and dreams, and inspire and support you to achieve them.

You can assist by telling us if you are unhappy about something we have done, if we have not been helpful or if we have disappointed you, and work with us to make things better.

Our other policies: This Service Charter is about how Vivability works and what others can expect from us. It is our most important policy, and always applies, in addition to any other specific policy.

We acknowledge the contributions of the Vivability Directors



**Andrew Bird - Chair | Denise Young - Secretary | Clinton Blanks - Treasurer
Maria Smith, Anthony Eviston, Dave Browning**





Viva Support Workers at the Bathurst Business Chamber of Commerce Business Awards. Photo: Ben Wootton.



From the Chair of The Board Andrew Bird

I am pleased to be able to present to you the Chairperson's report for Vivability Ltd for the year 2023. This year, our organisation has continued to deliver the services and support needed by our clients to help them to lead fulfilling lives in a more inclusive community.

We have been able to expand our programs and services, ensuring that our clients and families have access to the support they need. Some of the many highlights during the year we have been able to deliver include:

- the opening of our Lawrence Drive accommodation service which specialises in providing individualised support to people with high physical support needs;
- the purchase of the "Marveloo" - a mobile amenity block that allows people with physical disability to access changing and toilet facilities, allowing them to access and enjoy major events;
- Viability was named "Host of the Year" by Skillset for our trainee program; and
- one of our fantastic employees Cate Mathews was named Bathurst's Favourite Employee at the Bathurst Carillion Business Awards – congratulations Cate.

This year also saw the finalisation of the federal government's Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability.

The Commission aimed to deliver a final report to be used as a means by which Australia can work towards becoming *"a more inclusive society that supports the independence of people with disability and their right to live free from violence, abuse, neglect and exploitation"*.

One of the many findings of the Royal Commission that particularly interested the Vivability Board was the need to strive to achieve inclusive employment for people with a disability.

The Commission found and suggested that enabling individuals with disabilities to engage in employment, earn a living and contribute as active economic participants is a crucial element of fostering inclusivity in Australia.

Vivability had already identified this as a key strategic goal and we are proud of the many employment opportunities now available to members of our community in our businesses Bathurst Cleaning Company, Gallery Viva, Viva Café and Viva Eats.

All employees of these businesses are paid full award wages. Something we are very proud of. This enables them to strive towards self-sufficiency, support for themselves and their families, pursuit of life goals, and attainment of financial stability. We believe that the programs also contribute to breaking down societal barriers and fostering a more inclusive, accepting community.

In conclusion, I extend my deepest gratitude to our dedicated staff, volunteers, clients and families for their unwavering support. The dedication of the Vivability employees has played an essential role in enabling us to deliver tailored solutions that address the diverse needs of our clients. Together, we are creating a more inclusive and equitable community for individuals with disabilities.

We have been able to expand our programs and services, ensuring that our clients and families have access to the support they need.



From the Chief Executive Officer **Nicholas Packham**

This year has seen continued growth in the demand for services across Vivability business streams. Growth is limited only by the ability to recruit suitable staff with appropriate skills to provide the best support to our clients. Staff shortages are a feature of the disability sector with 80,000 additional staff required to meet the current demand for services across Australia.

The release of the report and recommendations from The Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability has many implications for the disability sector, with outdated service models being challenged to change in favour of more innovative service provision and thinking, where people with disabilities live in a more inclusive Australia. I welcome the Commission's recommendations and look forward to positive changes in our sector.

A review of the NDIS Scheme was announced by the Minister for NDIS in October 2022 with a report due out in October 2023. The review is looking at the scheme's design, operations and sustainability which will make recommendations to build a more responsive, supportive and sustainable market and workforce.

In September 2022 we launched Café Viva as a joint initiative with the Cathedral Parish. The café is a social enterprise that employs people with disabilities at full award rates of pay, that has quickly developed a following in the community. Café Viva was voted Bathurst's Favourite Hospitality Organisation at the Carillion Business Awards, in less than a year from launch. Congratulations to our team for this wonderful success.

May, saw the launch of Gallery Viva, an art gallery showcasing artists with disabilities, while providing artists with a sales outlet. Situated on the Café Viva site the gallery creates an additional employment opportunity and enhances the café space.

Vivability remains committed to the development of social enterprises to create real employment opportunities for people with disabilities. These individual businesses have a clear focus on employment and career development for our staff and are not reliant on NDIS funding. I believe that good social enterprises offer a view to the future for many people with disabilities, providing financial security and supporting self-determination.

October saw the delivery of our Marveloo, a mobile "Changing Place" and toilet facility. Viva's Marveloo is just the tenth facility of its kind and the first privately owned facility in Australia. Our Marveloo has been available at many of the major events in Bathurst over the last year, allowing patrons with physical disabilities to attend events with the confidence that they have good access to toilet and change facilities.

This year has seen a clear divide in the disability sector with the emergence of many unregistered service providers across the country. Registered NDIS providers are those who have been approved by the National Disability Insurance Scheme (NDIS) Quality and Safeguards Commission as meeting certain standards of quality, experience, qualifications or competency to provide services for NDIS participants and are required to be audited against these standards. Unregistered NDIS providers are not required to meet these standards. This presents a confusing landscape for people with disabilities and their families who are choosing service providers to best meet their needs with some assurance around quality and ethical practice.

In March we opened another purpose built accommodation service for people with high physical support needs. This service provides an individualised option for people with complex needs and was a welcome addition to our accommodation services. This type of accommodation is in high demand for people living with significant physical disability including younger people with degenerative neurological diseases who would otherwise have to resort to placements in aged care facilities.

This year we entered into a partnership with the Bathurst Tennis Centre, to promote inclusion in sport. This program provides sponsorship to children and adults with disabilities to receive coaching, competition support and equipment to participate in tennis. While the goal of the program is participation, there has been 2 sponsorship recipients that have been able to compete at an elite state level of competition.

A new partnership with the Bathurst Bulldogs Rugby Club “kicked off” this year with a weekly rugby skills development program for adults, with the view of developing a modified competition in 2024. This program was very popular with the men and women who took part and was noticed by NSW Waratahs Rugby For Good, who joined the program as a sponsor.

Congratulations to Cate Matthews who was named Bathurst’s Favourite Employee at the Bathurst Carillion Business Awards in October. Vivability was also named Host of the Year at the Skillset Awards for our work with trainees across the organisation. We remain committed to providing opportunities for young people to work in entry level positions at Vivability through our trainee positions as an introduction to the disability sector.

Looking forward, we will open new accommodation services, designed for shared lower cost rental accommodation for people requiring drop-in support, providing long term tenancy security for its residents without the constant worry of increasing rental costs.

Some unique single accommodation residences are currently being planned to add to our accommodation stock, catering for people who prefer to live alone. We will launch The Big Lunch in October 2023 at the Café Viva site. The Big Lunch will provide increased employment opportunities for people with disabilities, while offering a free lunch for anyone in the community.

I would like to acknowledge the contributions of our Directors, who volunteer their time to ensure the good governance of Vivability. Thank you to the management team who progress the many different projects across the organisation, while mentoring their staff with the goal of constant improvement. My thanks to our Executive Assistant Mel Sullivan for her work to ensure that our managers and I, have the necessary support to progress our projects. I am grateful to our staff for their daily commitment and care that they provide to our clients. Lastly, thank you to our clients and their families who place their trust in Vivability to work alongside them to achieve their goals.



Robert ‘Stumpy’ Taylor (Bathurst Mayor), Paul Legg and Nick Packham. Photo: Rachel Chamberlain, Western Advocate.



From the Chief Financial Officer David Latham

VIVABILITY LIMITED SUMMARY OF FINANCIAL PERFORMANCE FOR THE YEAR ENDED 30 JUNE 2023

The 2023 financial year was a return to normal relative to the previous years that had been impacted by lockdowns associated with Covid-19. Having said that it was a year in which the economy was faced with additional challenges in the form of high inflation and rising costs.

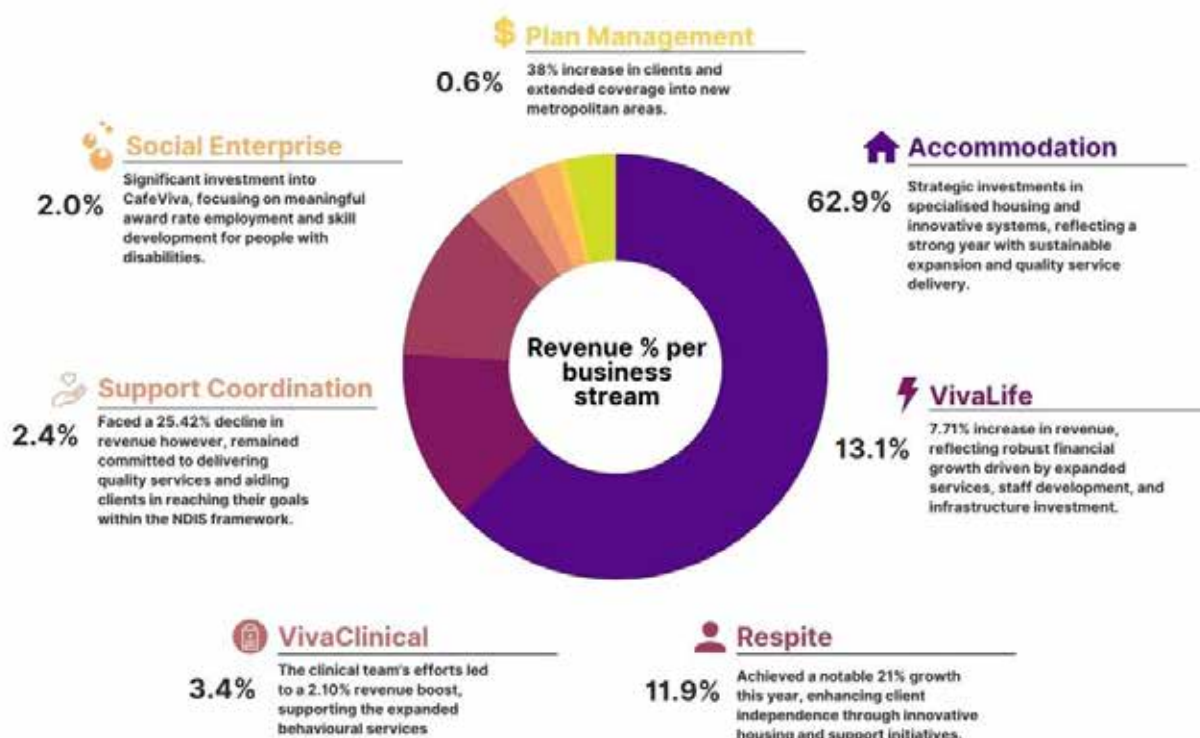
Once again the company was able to offer the full range of its services to the community throughout the financial year and also add an additional service offering in the form of Café Viva. The company can provide additional offerings such as this because it has the financial stability and cash reserves to be able to do so. It looks to streamline systems and processes where it can so that it can adjust to the environment of rising costs that it has been faced with so that the provision of services is not impacted.

During the 2023 financial year construction of a third house for specialist residential accommodation was completed. There are two more blocks of land that have been secured for additional houses to be built at an appropriate time.

One has been paid for in full and the other has had a deposit paid. This continues the strategy of securing purpose built accommodation and enjoying savings compared to renting houses. No additional finance was taken out during the 2023 financial year.

Revenue derived from the provision of services increased by approximately 9% relative to the 2022 financial year.

2023 was another year in which the reserves of the company were strengthened which will enable it to continue to build its service offerings in future years. Given the challenging economic conditions it is also a period where waiting for the right time to further invest in assets such as property is appropriate. It is well placed to do things such as this when the time is right and also take advantage of any other opportunities they may present themselves.





From the Manager of Business Services Jack Begg

Financial Review:

Our financial landscape this year has been characterised by robust growth and prudent investment. We have seen a positive increase in revenue, indicative of the high level of service delivered by our dedicated team. A strategic focus on select service areas has resulted in notable organic growth, contributing to our strong and diversified revenue base.

The balance sheet reflects a considerable strengthening of our asset foundation, signifying our commitment to long-term sustainability. We have successfully optimised our liabilities, enhancing our net asset position, which stands as a testament to our sound financial management.

Operational Overview:

This year, we have strategically enhanced our assets and services, completing significant projects such as our latest accommodation facility and fostering the growth of social enterprises, which have contributed positively to our financial health and community presence.

- **Clinical Services:** We have increased funding to meet the rising demand for behavioural support, enhancing client outcomes.
- **VivaLife:** We have invested in community-focused programs, yielding returns in client engagement.
- **Support Coordination:** We have directed resources to empower clients, improving their independence and integration.
- **Social Enterprises:** We have allocated investment to CaféViva, diversifying our community impact and revenue.
- **Accommodation Services:** We have upgraded facilities, directly benefiting our service quality.
- **Plan Management:** We have expanded our reach, managing client funds with greater efficiency.
- **Respite and Drop-in Support Services:** We have adapted our offerings to better support client independence, enhancing service value.

We remain focused on maintaining our solid financial base and delivering high-value services to our clients and the community.

Looking Ahead:

In the next financial year, we will be focusing on both operational advancements, such as introducing comprehensive software systems to improve efficiency across the organisation and community-driven initiatives like “The Big Lunch.” This new program will offer free weekly lunches to the Bathurst community, encouraging connection and inclusivity, while also providing employment opportunities for individuals with disabilities. These efforts underline our ongoing commitment to growth that supports and enriches our community.

Appreciation:

As we conclude, I would also like to take a moment to acknowledge the passing of our colleague, Alan Staines. Despite being paralysed at a young age, due to a skiing accident, Alan was an incredible inspiration to us all. He used his life experiences to provide valuable perspectives to our staff, showing us that one’s disability should never define them.

I also want to express gratitude to the finance team and all our colleagues for your unwavering commitment and hard work. With continued collaboration and shared dedication to our mission, I am confident in Vivability Limited’s trajectory.

**The balance sheet reflects
a considerable strengthening
of our asset foundation, signifying our
commitment to long-term sustainability.**



From the Senior Manager / Support Coordination Manager Christine Healey

Vivability Support Coordination has had another productive year, producing positive outcomes for our clients. We have some fresh faces in our team with Summer Wilde and Elizabeth Packham joining our team at the beginning of 2023.

Over the last 12 months, through the correct support pathways our participants have been achieving positive outcomes such as finding their own voice and freedom to move away from constraints that have been a barrier in their lives. For example, we have Participants who have found employment within the community and who now receive an award wage. We have matched Participants with relevant support needs, helping them discover a new way of life that is fulfilling and rewarding. It is wonderful to have our Participants acknowledge to us that they are happy with the changes in their lives and these changes have been achievable through their funding from NDIS (National Disability Insurance Scheme).

Service Provision

Our Support Coordination team continues to see a high demand for our services along with therapy and behaviour. However, the workforce is not keeping pace with the availability of allied health professionals available to our clients in Bathurst. This is a common trend across the disability sector due largely to the increase in demand for services that the NDIS created with the availability of individualised funding for our clients. While the changes in funding is a positive change we are hoping that our sector continues to develop its capacity to address the increases in demand. The team is finding it increasingly more difficult to find providers without a wait list of up to 6 months or more. This delay in service provision impacts our clients' accessing support within their plan and is a disruption in helping them reach their goals.

Training programs completed by Support Coordinators were:

- Domestic and Family Violence through Lifeline
- Ageing Disability Commission - The purpose of this training is to equip our Coordinators with the skills to identify and respond to concerns of abuse, neglect and exploitation of a person with disability
- Huntington's Disease with Huntington Disease Outreach Service at Westmead Hospital
- Parkinson Disease with Parkinson's NSW
- Communication Training – Katherine Shannon Speech Pathologist
- Accidental Counsellor through Lifeline

National Disability Insurance Scheme NDIS

The National Disability Insurance Scheme NDIS continues to change and evolve, and we see those who were once marginalised now engaging in mainstream schemes and becoming more inclusive within our community. The NDIS has allowed our participants the freedom to do what they want and not find themselves separated from the community due to their disability.

The NDIS Pricing Arrangements was released in May and included good news for certain Supports within the disability sector with a 5.3 per cent increase, unfortunately, there was no increase for Support Coordination, Plan Management or Therapy supports.

The NDIS have not acknowledged the continual costs and wage increase associated with maintaining these services effectively. Support Coordination has essentially received a price cut as the price has remained unchanged for the last four years. Although it is disappointing that a freeze has been placed on the price for Support Coordination continues, Vivability Support Coordination will continue to work diligently for our clients, ensuring they receive the best support available to them.

A new NDIS Portal called PACE has been developed, which will replace the current system and myplace portals. The PACE system is designed to be more user-friendly and to help our Participants navigate the new system our Support Coordinators have completed training ensuring the delivery of a quality experience for our participants.

Vivability Support Coordination stays committed to helping our participants navigate the NDIS system and progress towards their individual goals.



From the Quality Assurance Manager Sean Osborn

Quality Assurance

The past year has primarily focused on maintenance of the established client information and management systems that were completed in 2021/2022 in readiness for our NDIS registration renewal audit.

Tracking tools were developed to assist Service Managers to easily monitor compliance across the various plans individual clients have in place as well as supervision schedules.

It is hoped in the next 12 months that Vivability will make progress towards evaluating and implementing a client management system that also fully integrates client information management, rostering, payroll, service scheduling and billing which will improve the work-flow management across service delivery business streams.

This will be a significant project that will require ensuring the software is fit for purpose, fully updating and integrating our client and staff information into a new platform and training staff from the user and management utilisation ends.

There are other business stream integration considerations that add to the complexity of the project – but I remain hopeful that if the right platform is vetted and implemented it will be of high benefit to the business.

External Audit:

The NDIS registration audit has been delayed from December 2022 until July 2023. The December date was something that all the business streams were aiming for as a goal for compliance completion and met that target by mid-2022.

The preparations the service managers made in readiness for the audit in terms of compliance with client information management will lay the foundation for being ready for auditing at any time.

The culture we are aiming for is to be audit ready every day.

Policy:

The Vivability Policies and Procedures Handbook will be reviewed in the third quarter of this year by a Policy Committee to update content and address any compliance outcomes from the external audit.

Training:

Face to face training continues to be provided to service staff and the Management team across a range of areas, however future training has unfortunately been impacted by the cost of staff attendance and funding reductions from the NDIS. This will be a challenging area going forward as training is essential to the development of our staff but cannot be to the detriment of cost sustainability to the business.

Work Health & Safety:

The main risks in the workplace for staff at the moment are associated with ensuring that manual handling tasks are completed safely and supporting staff to provide services to clients with challenging behaviours of concern.

Behaviours of concern in particular have presented our staff with significant challenges over the last year and I'd like to thank our dedicated staff for their commitment and dedication to our complex clients.





Café
VIVA

ONE WAY
→

Cathedral
Gift Shop
NEW STORE

20s
95.1 fm

THE BIG LUNCH
VIVA





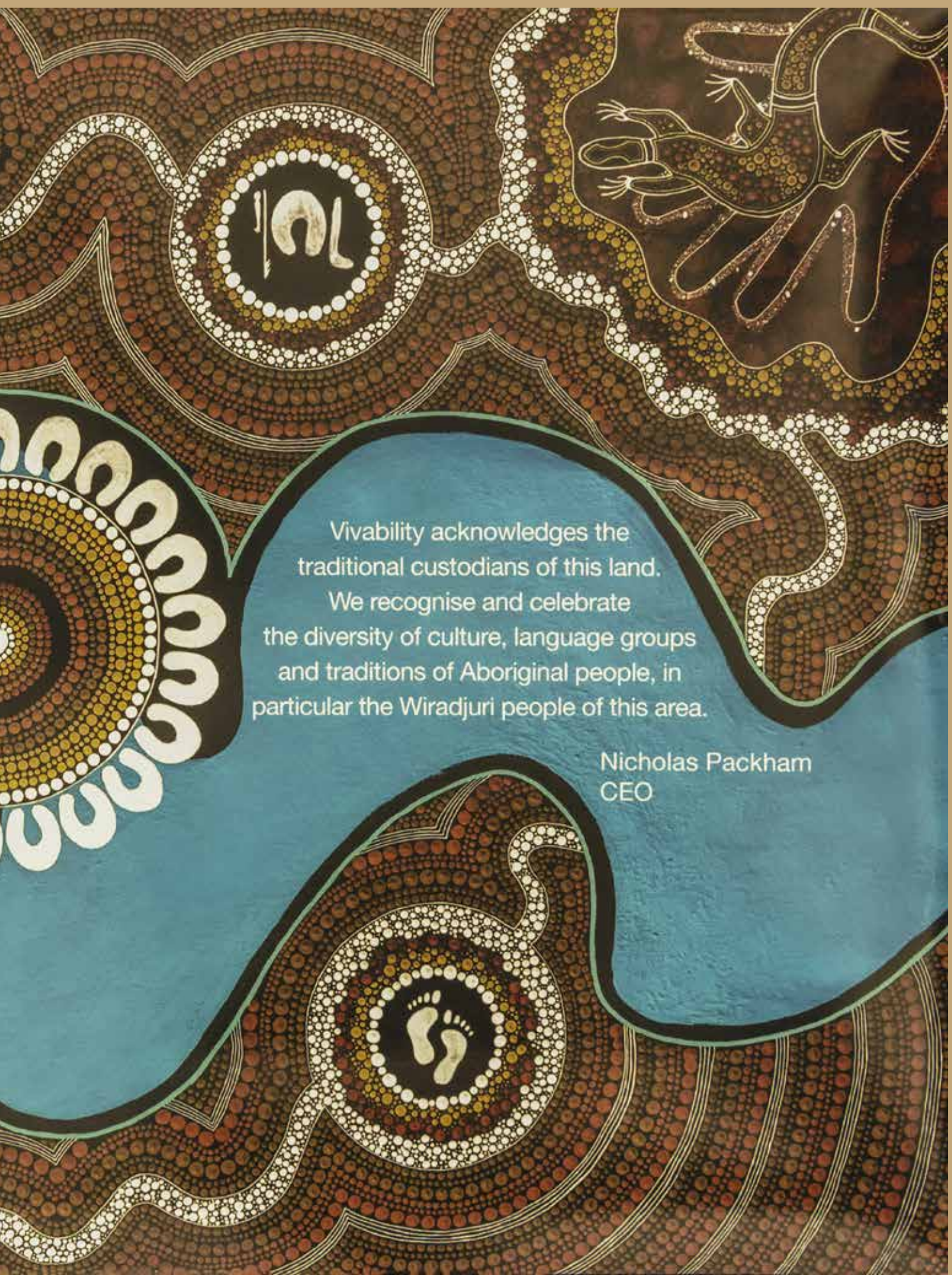
CATHEDRAL PARK CENTRE
INQUIRIES
PARISH OFFICE
Phone: 611 3066

Cathedral Park @by
NOW OPEN

Café

Western Advocate





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



From the Accommodation Manager Thomas Fox

Reflecting upon the past year, Vivability's Accommodation Services has experienced remarkable accomplishments. Our foremost goals revolved around optimising accommodation options for NDIS participants, developing thorough training initiatives for our team, upgrading our administrative systems to streamline workplace operations, and introducing healthier choices for our clients. I am pleased to report that we have effectively reached these objectives, attributable to the dedication of our exceptional accommodation services team and the proficient management of the challenges posed by COVID-19.

We proudly marked the completion of our third purpose-built accommodation home in February 2023, designed specifically to cater to the needs of NDIS participants requiring high physical support. In March, we facilitated the successful transition of four clients into this home. This strategic move has significantly enhanced our capacity to deliver care that meets their specific needs at the highest standards.

Our commitment remains unwavering towards delivering top-tier accommodation solutions for NDIS participants. Concurrently, we are dedicated to maintaining a safe working environment for our team, significantly mitigating the potential risk of injuries, thereby ensuring the well-being of our staff.

In a bid to ensure our team is well-equipped to offer the highest quality of care, we placed significant emphasis on augmenting their knowledge through targeted training programs. We successfully orchestrated training sessions focused on Parkinson's Disease, Huntington's Disease, and Diabetes.

These training initiatives have proven immensely beneficial to our team as well as our clients. The enhanced understanding of specific conditions has not only provided our team with greater insights but has also empowered them with the necessary skills to better support and care for our clients.

We persistently strive to enhance the technological capabilities within our service, recognising that improved efficiency in our operations translates into valuable time spent with our clients rather than on administrative tasks.

This year, we identified a crucial area of improvement - our medication administration system. In response, we have partnered with Compact Systems Australia to implement an advanced Electronic Medication Management Administration (EMMA) system. This implementation will significantly augment our operational efficiency while simultaneously minimising the risk of potential medication errors.

To assist our clients in maintaining a healthy lifestyle, we sought the expertise of Elizabeth Packham Nutrition. Elizabeth developed a comprehensive Nutrition Guidebook for Vivability, which has since been integrated into our accommodation services.

The Nutrition Guide Book is a valuable resource for our clients and staff, offering insights into our bodies and guiding us in making healthier food choices. It includes 16 nutritious recipes, complete with straightforward instructions for meal preparation.

We also proudly harvested our first crop of vegetables grown at our homes this year. Our clients participated actively in the planting and growing process and utilised the produce in their meals. We aim to expand on this initiative and anticipate bringing our homegrown vegetables to market in the near future.

One of our key focuses this year has been bolstering job security for our employees. We have been actively promoting the creation of more contracted positions within our service. This strategic move not only instills a sense of job security among our employees but also aids in staff retention, making a career in the disability sector an attractive long-term prospect.

It is worth emphasising that our service's existence and success hinge on the commitment and dedication of our employees. Our accommodation services are fueled by the collective efforts of exceptional teams who consistently deliver high-standard care to our clients.

Our organisation is fortunate to be home to some of the most devoted individuals, including support workers and house managers, all collaboratively working towards a common goal. They are instrumental in ensuring all our clients are treated with the dignity and respect they rightfully deserve.

Our future efforts will persist in emphasising job security for our employees by generating additional full-time positions. We plan to augment our training programs across our accommodation services, directing focus on enabling our employees to gain a deeper understanding of each individual client's specific disability.

As an organisation, we are dedicated to continued organic growth and improvement. However, we firmly believe that this should not compromise the quality of the services we deliver to our clients and the broader community. Our commitment to exceptional service delivery remains unwavering.





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

In this year's annual report, we take pride in highlighting the exceptional achievements and innovative strides undertaken by our Respite and Drop-in Support Services. As we navigate the ever-evolving landscape of the disability sector, we embrace a culture of innovation and forward thinking. Despite the challenges posed by funding limitations and the dynamic needs of our clients, our commitment to person-centred service delivery remains unwavering. We would like to take this opportunity to extend appreciation to our skilled support teams. Their dedication has been instrumental in ensuring exceptional client care. Thank you for your invaluable contributions. A key driver of our success lies in our team's diligence to client support and continuous service enhancement. This commitment has fuelled a remarkable growth of approximately 21% compared to the previous year. The resulting success has not only fortified our operational capabilities but also enabled us to invest in the further development of our teams and resources. This positive trajectory highlights our commitment to delivering outstanding support to our clients.

Alternative Care Arrangements and Special Care Placement

One of our major accomplishments this year has been the continuation of support for Alternative Care Arrangements and Special Care Placement for Children and young people in statutory care. Our sustained commitment to this endeavour is exemplified by our successful transition of a long-standing client into adulthood as they turned 18. The complex process of preparing them for independence, including sourcing alternative living options and employment prospects, was a testament to our collaborative approach and expertise. This achievement was made possible through the collective efforts of our internal and external specialists, ensuring the best possible support for our clients.

Subsidised Rental Solutions

In our pursuit of fostering independence, we have expanded our support model by introducing a subsidised rental option for clients. By offering this sustainable living option, we aim to minimise reliance on external supports, promote autonomy, and equip clients with essential life skills. This initiative, which has already proven to be a resounding success, reflects our proactive approach in addressing the housing challenges faced by our clients.

Fulltime Respite Support

The transition of a long-standing drop-in support client from family care to fulltime support within their own residence stands as a testament to our adaptive capabilities. Despite financial constraints, we have demonstrated creativity in sustaining the appropriate level of care required. Through collaboration with the client's family and support teams, we have successfully navigated the complexities of this transition, demonstrating our commitment to client well-being.

Our commitment to enhancing the quality of life for our clients is demonstrated in our endeavour to provide enriching holiday experiences. By encouraging person-centred approaches and establishing partnerships with entertainment and accommodation networks, we have enabled clients to partake in events and gatherings that were previously inaccessible. These initiatives illustrate our dedication to turning dreams into reality, fostering fulfillment and meaningful experiences for our clients.

A key driver of our success lies in our team's diligence to client support and continuous service enhancement. This commitment has fuelled a remarkable growth of approximately 21% compared to the previous year.

Looking ahead, our focus remains steadfast on empowering our clients with self-care, domestic skills, and community engagement. We are driven by the success and demand for in-home drop-in support, and we are dedicated to further developing our clients' independence and confidence. This involves facilitating customised drop-in supports for clients seeking to transition to independent living, allowing them to explore newfound autonomy. This support will provide regular occasions of short-term opportunities, in a safe and comfortable environment for clients to trial living independently or with other clients for more of a social connection and cost-effective solutions.

In conclusion, Vivability Respite and Drop-in Support Services have demonstrated resilience, innovation, and a tireless commitment to excellence throughout this year. As we continue to bridge gaps in the disability sector, our forward-thinking approach remains pivotal. By fostering a culture of innovation and adaptability, we ensure that our clients receive the highest quality of care and support in an ever-changing landscape.





From the Social Enterprises Manager April See

The Bathurst Cleaning Company was launched in July 2021 and continues to support our vision of inclusiveness and diversity in an open employment environment, providing real opportunities for people living with disability to engage in meaningful and sustainable employment.

With strength of brand and delivery of quality services, we continue to focus on the growth and development of The Bathurst Cleaning Company by further expanding our customer portfolio; with the vision to strengthen our commitment to providing meaningful and sustainable employment opportunities.

I would like to take this opportunity to formally extend thanks to Max for his discretionary efforts, contributions and recognising Max's personal development in his role as Manager of The Bathurst Cleaning Company. Max's natural approach of 'leading by example' has fostered a very positive and developmental team environment, with Max demonstrating the importance working together to accomplish great outcomes and further creating a strong sense of purpose, team and achievement.

Since its launch in December 2021, Viva Eats continues to provide an outstanding employment platform for our team, whilst strengthening our humanitarian, philanthropic and community focused vision and social impact. Viva Eats has donated over 1600 meals in FY 22/23 and continues to support individuals in need with free, nutritious and thoughtfully prepared meals.

Our team continue to develop their skills in the Viva Eats space; in developing their own menu and meal planning, shopping for fresh and value produce, safe food handling and preparation, cooking and packaging of meals which are then delivered weekly by our team. Not only does this provide our team with an amazing opportunity to engage in a meaningful, supportive team environment whilst earning award wages, it also promotes social consciousness and raises the awareness of social inequalities within our community.

This sense of purpose and contribution is very rewarding for our Viva Eats Team, in understanding the social impact of their efforts. Well done to our Viva Eats Team and we very much look forward to growing our vision and community contributions in the future.

Café Viva was successfully launched in September 2022 and currently provides opportunities for a team of 15 employees to engage in meaningful and rewarding employment, in a supportive and customer centric team environment. Café VIVA operates over 7 days and delivers exceptional products and services to our community. Having successfully recruited the very reputable and talented Barista, Moey Ayoubi into the role of Café Manager in November 2022, Café VIVA has grown to develop a very strong, loyal customer base, who have passion for our vision and our offer.

We have strong relationships with our wholesale partners, supplying us with outstanding, quality products; particularly our speciality roasted Black Market Coffee, providing a unique point of difference in our community and market. We continue to adapt our menu based on our capacity, including artisan cakes and pastries, as well as a homemade offer that is well executed in our current space. Café VIVA Catering has been very successful, and we very much look forward to growing these services as a unique selling point, including platters and specialised catering for events. Our collaboration with The Bathurst Bulldog Rugby Club has been instrumental in supporting our catering services for events, as well as local organisations and businesses purchasing platters for functions and meetings including Department of Education, Bathurst Regional Council, Skillset and Simplot.

In its infancy, Café VIVA was launched as a takeaway, outdoor dining experience for our customers in the beautiful grounds of the Catholic Cathedral; however, the successful refit of our indoor dining area in May 2023 has given opportunity to further expand our customer base and provide a comfortable and relaxed indoor setting, suitable for table service.

I would like to extend my sincerest thanks to Moey for his ongoing dedication and efforts to building Café VIVA to be an environment that prospers, in its success and in its core and fundamental values of providing meaningful opportunities to our team. Moey has created an amazingly positive atmosphere for both our team and customers, with his natural charisma, warm energy and supportive leadership approach.

We are very excited to commence the upcoming refit our kitchen space, which is currently not fit-for-purpose as a commercial kitchen. Once renovated, this will provide a myriad of opportunities for our team and community; including a fresh salad and sandwich offer, as well as the ability to produce our own baked goods and cooked meals. This expansion will increase our capacity to provide meaningful and rewarding employment opportunities, with an increase in tasks and duties, as well as the ability to extend our trading hours to support a busy lunch service.

Furthermore, with our commercial kitchen being realised; Café VIVA and Viva Eats will collaborate to execute our vision of running a Community Café one day a week. By increasing our capacity to donate free meals within our community, this project will be instrumental in raising social awareness, consciousness and responsibility to those impacted by hardships and by providing a place for members of our community to come together in an inclusive environment that strongly promotes equality and fairness.

We are very proud to have successfully launched Gallery VIVA in June 2023, providing local artists living with disability a platform to showcase and sell their artworks in the Café VIVA space. Gallery VIVA Opening Night was a great success, with our first exhibiting artist, Michael Hayes putting together a tremendous catalogue of works, resulting in several sales from the event.

Gallery VIVA will continue to source outstanding, saleable art from local artists, to showcase and share their talents and further support our vision to providing real opportunities for economic participation for people living with disabilities, while providing a sales outlet for our exhibiting artists.

In summary, our Social Enterprises continue to focus on our vision of true inclusiveness and equality, by removing roadblocks and barriers for people living with disability to engage in real and meaningful open employment, whilst justly being paid award wages and above. These employment opportunities are life changing for our teams, providing the foundations for growth and development in each working environment/industry, as well as financial independence, social and community engagement and most importantly, self-worth.





From the Viva Life Manager **Monique O'Rourke**

The year 2023 has been marked by significant developments and progress in VivaLife, with new programs and innovations. Our focus remains on empowering clients to achieve their goals and actively participate in their communities through personalised and person-centred programs.

VivaLife took immense pride in participating in the 2022 Bathurst Eisteddfod, witnessing clients excel in both solo and group categories. With the influence and success of this participation VivaLife commenced our music program, held every Tuesday afternoon.

This program has become a vibrant hub for clients to showcase their musical abilities and foster a sense of community. With a goal of participating in the Bathurst Eisteddfod group category, we have also had several of our clients take up the opportunity to perform in the solo category. The music group has not only boosted confidence but has also honed essential skills, adding to the positive atmosphere at VivaLife with singing and dancing.

In response to client feedback, our Saturday group has extended its hours and introduced flexible starting and finishing times. This enables participants to attend various events within the Bathurst region and beyond. With the success of our programs, VivaLife has set its sights on hosting Viva Events for the broader Bathurst community with our first initiative a trip to watch the NRL State of Origin in Sydney. We are excited to be able to provide these opportunities to not only the Vivability community, but those with disabilities in the wider Bathurst community.

On a Thursday afternoon we commenced "Talk Time", where we discuss and learn about different disability and diagnosis as a whole community, including staff and clients. This has been a great opportunity for those involved to talk about their lived experience and to break down barriers and misconceptions. These Talk Times often coincide with other important days such as VivaLife participating in World Down Syndrome Day, Autism Awareness Day, Happiness Day and many others.

In the pursuit of creating a welcoming and homely environment, we refurbished our West Bathurst location with new furniture and blinds. This upgrade has transformed the setting for our group support activities and training sessions, with plans to explore new ways of utilising this space in the future, including a program catering to participants seeking a slower and more relaxed experience.

VivaLife has an unwavering commitment to providing person-centred and active support to our clients. We continuously focus on developing individualised programs to cater to specific needs and interests. Our aim is to ensure that all programs are enjoyable and enriching experiences for everyone involved.

Advocacy for our clients forms an important function of our work to assist clients during difficult times. We worked closely with Vivability Accommodation and Disability Advocacy to provide emergency accommodation and increased assistance to a client facing a breakdown in their home environment. This experience highlighted the ongoing need for unfunded additional support for our clients in complex situations.

To deliver the highest quality of care, we prioritise the ongoing training and development of our staff. They have undergone individualised client focused training such as Enteral Feeding Training, Positive Behaviour Support Training, Personalised Communication Training, as well as First Aid, Mental Health First Aid, Crisis Intervention and Well-Being Training. By empowering our staff with the necessary skills and knowledge, we ensure that our clients receive exceptional care and support.

Training has coincided with regular meetings with staff and clients so that there is a continual flow of information from staff and clients to management and vice versa. This enhances the quality of care we provide as well as ensuring this care is person centered through the whole of the VivaLife team.

To enhance the quality of support provided to our clients, management staff, including Jami-Lee Kinsela and Kayla Large, have actively engaged in regular support shifts. This direct involvement has improved our understanding of clients' care needs and enabled us to make timely adjustments and recommendations. Additionally, it has proven to be a valuable mentoring and learning experience for our disability support workers, fostering a culture of continuous improvement.

VivaLife continues to focus on training and developing the skills of the next generation of Disability Support Workers. VivaLife currently has 4 school-based trainees that work at VivaLife one day a week, providing them with hands on experience in the disability sector to ensure that they developed the skills needed to work in the sector. We are also delighted to have seen past trainees successfully transition to permanent employment.

VivaLife has worked to ensure stable employment for our staff, in a sector that is increasingly casualised, currently 70% of our staff are contracted. This also allows our clients to have consistent teams of workers providing them support and ensuring quality of care. It also allows us to establish our capacity to increase the support we can provide existing and new clients.

VivaLife eagerly looks forward to increasing our capacity to support new clients, maintaining our commitment to quality and personalised care. We will continue to embrace new opportunities, inclusivity, and community engagement, ensuring that we remain at the forefront of providing outstanding disability support services in the Bathurst region.

We extend our heartfelt gratitude to our clients, their families, our dedicated staff, supporters, and partners who have made our successes possible. Together, we are creating positive change and fostering empowerment in the lives of individuals with disabilities.



Photo: James Arrow, Western Advocate.



From the Viva Clinical Manager Kevin Walker

The Viva Clinical team provided a range of services over the past 12 months, focusing on assisting our clients to be as independent as possible. We have provided professional support to clients in the areas of physiotherapy, psychology, and behaviour support over this time. Our team has provided services to clients already receiving services through Vivability, as well as servicing a broad range of clients within the community.

The Clinical team has continued to develop its Behaviour Support service provision over the past 12 months. Six Behaviour Support Practitioners have been involved with the clinical team throughout the past 12 months, providing differing and unique skillsets to support participants from varied backgrounds. Employing skilled and qualified individuals with varied and specialist knowledge allows us to provide targeted supports to participants based on their individual needs.

Behaviour support services through Vivability have continued to provide a high-quality service to clients in Bathurst and across the region, including support in Orange, Lithgow, and Oberon. The capacity to provide additional psychology assessment and intervention was a beneficial service to our clients throughout the first half of the year.

Behaviour support services have included the development and implementation of Behaviour Support Plans, staff training in positive behaviour support, and individual skill development. The behaviour support team have also played an important role in staff induction to ensure Vivability staff are well informed regarding restrictive practices, positive behaviour support and reporting requirements.

Physiotherapy services have provided assessment, therapy interventions, exercise programs, training, and equipment prescription to 25 NDIS participants. This service has provided support to clients across the region, including Bathurst, Lithgow, Oberon, and other areas in between. The past 12 months has seen an increase in service for younger participants requiring support around motor development and assistive technology to assist with independence. The opportunity to support younger participants in both home and school environments has been beneficial in improving outcomes and translating success across multiple settings.

Quality supervision continues to be provided within the team, with recognised professionals supporting our team members in improving their knowledge and skills to ensure compliance within disability service provision standards. Supervision arrangements will continue to ensure our team maintains a high standard of professional services. New opportunities for professional development and further peer-development networks are also encouraged. The implementation of a 'peer-review' process within the behaviour support team has been an exciting development across recent months. An open, respectful, and constructive process allows our practitioners to gain feedback and alternate perspectives in their plans and approaches. This process encourages learning within our practitioners to ensure participants are supported in an appropriate and authentic manner.

We are excited to further expand our services in the future, with opportunities being explored to offer additional capacity across the behaviour support team, and expansion across other therapies.

The Positive Behaviour Support Capability Framework implemented by the NDIS Quality and Safeguards Commission provides our behaviour support practitioners an exciting opportunity to progress their skills and develop specialisation in an area of their choosing. Under this framework our practitioners have been assessed as demonstrating skills from a core to advanced level. There is potential for further development and specialisation in the behaviour support field, which will open further opportunities for our practitioners and the people they support. The progression and development of practitioners will be a focus as the Quality and Safeguarding Commission continue to develop their processes in assessing the skills of practitioners.

Our clinical office, located in the centre of town, continues to provide an opportunity to engage with community members. It is an accessible location where community members can drop in and enquire about the whole range of services Vivability has to offer.

We are excited to further expand our services in the future, with opportunities being explored to offer additional capacity across the behaviour support team, and expansion across other therapies. We are looking forward to offering Exercise Physiology services for participants, commencing in the second half of 2023.

There is a clearly defined need for both Occupational Therapy and Speech Pathology supports within the community, and we are continuing to recruit to fill vacancies in these two positions. As a team we hope to offer these supports in the future and provide the community with increased opportunities to receive the professional supports they require.

THE BIG LUNCH

EVERY THURSDAY 12.00PM - 1.30PM AT

Café VIVA

PROUDLY SUPPORTED BY



Western Advocate



AN INITIATIVE OF *VIVABILITY*



From the Plan Manager **Kyle Aubin**

Over the past 12 months, our plan management services have experienced constant growth. Client numbers have increased from 68 last year to 94 individual clients who are benefiting from our plan management services.

In terms of financial performance, we have paid \$3.2 million worth of invoices to over 283 different service providers which also represents a significant increase from 159 service providers in the previous year. The feedback from our clients is positive and we are grateful for the continued trust that our clients have in us to continue to manage their plans effectively.

Our plan management services have not only grown in terms of client numbers and financial figures but also in terms of geographical coverage. Previously, our services covered a significant area of the central West. However, over the course of this financial year, we have again expanded our services to Sydney, Newcastle, and Brisbane. This extension allows us to provide our high-quality plan management services to a broader range of individuals across a larger region.

During the year, we attended a Disability Services Digital and Technological Transformation Forum. At this event, we discussed the upcoming changes to PRODA and PACE and how that will affect our plan management services, and how we can be best prepared when that takes effect.

Looking ahead to the coming financial year, our primary goal is to increase the number of clients benefiting from our services once again. We remain dedicated to continuously improving the quality of our service and promoting our commitment to excellence at Vivability. To achieve this, we will actively engage in intensive training and development programs to further enhance our capabilities and meet the evolving needs of our clients.

Our plan management services have not only grown in terms of client numbers and financial figures but also in terms of geographical coverage.





From the Human Resources Manager **Blake Aubin**

Human Resources is dedicated to providing stable job opportunities and ongoing employee training and development across the organisation. This annual report highlights the initiatives and programs we have implemented in the past year to support our employees and maintain the employer of choice in the Bathurst region.

In 2023, we continued to offer fully funded scholarships to our employees to complete a Certificate IV in Disability. This year, we provided 12 scholarships, and the class of 2022 is currently undertaking their qualification. We are thrilled to see the positive impact this program has had on our employees and will continue to offer it in the future.

Our training programs this year included courses delivered in-house and externally. We provided a diverse range of training, including MAPA training, domestic violence education, medication training, compliance training, and wellness workshops. In the next 12 months, we plan to expand these workshops to include team building activities and targeted disability training to support our employees further.

Our Employee Assistance Program and in-house wellness coach continued to support our employees' well-being in both their work and personal lives. We also continued to offer salary packaging and paid study leave to our employees as additional perks of employment at Vivability. To ensure a safe workplace, drug and alcohol testing continued for all employees during recruitment and random testing throughout the year.

Our commitment to upskilling our employees to provide the best service to our clients has resulted in employee and client growth yet again this year. We now have 216 employees and we are dedicated to providing them with the support and conditions they need to succeed in their roles.

We have 6 traineeships within our business streams, and we also provide 4 permanent positions for people with disabilities that pay at award rates and are tailored to our employees skills within our admin operations.

Our social enterprises - The Bathurst Cleaning Company, Viva Eats, and Café Viva continue to provide employment opportunities for individuals with disabilities. In 2022/23, 26 people with disabilities are currently employed by these businesses, this is up 26% from the previous 12 months.

Thanks to everyone who contributed to the success of our team this year. I would especially like to thank our employees for their dedication and commitment to Vivability. Finally, I would like to acknowledge and thank Miriam Heeney, who has been a part of the Human Resources team this year. Miriam is a valued member of the HR team, and I am grateful for her support throughout the year.

Our social enterprises - The Bathurst Cleaning Company, Viva Eats, and Café Viva continue to provide employment opportunities for individuals with disabilities.





From the Wellbeing Coach **Anthony Hayes**

The wellbeing of every human being that encounters our organisation is an essential component of what we do and who we are.

Wellbeing is different for each individual and has the capacity to be impacted by our daily lives in positive and negative ways.

Dr Dan Siegel provides a model that supports wellbeing through both a personal and interpersonal lens.

Seven daily essential mental activities to optimise brain matter and create wellbeing:

Focus Time When we closely focus on tasks in a goal-oriented way, we take on challenges that make deep connections in the brain.

Playtime When we allow ourselves to be spontaneous or creative, playfully enjoying novel experiences, we help make new connections in the brain.

Connecting Time When we connect with other people, ideally in person, and when we take time to appreciate our connection to the natural world around us, we activate and reinforce the brain's relational circuitry.

Physical Time When we move our bodies, aerobically if medically possible, we strengthen the brain in many ways.

Time In When we quietly reflect internally, focusing on sensations, images, feelings, and thoughts, we help to better integrate the brain.

Downtime When we are non-focused, without any specific goal, and let our mind wander or simply relax, we help the brain recharge.

Sleep Time When we give the brain the rest it needs, we consolidate learning and recover from the experiences of the day.

These core components of wellbeing are a constant focus for our staff and the people we support.

As we build these daily actions into all aspects of our organisation, we can create wellbeing which extends to the wider community. We have an opportunity to be an organisation which influences collective wellbeing, an essential component in the world we all live in.



Photo: Rachel Chamberlain, Western Advocate.



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