


# ANNUAL REPORT

2022 - 2023





CLA acknowledges the  
Minang Noongar People,  
Traditional Owners and  
Custodians of this land.  
We pay our respects to  
Elders past, present  
and to emerging leaders.

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# VISION - MISSION - VALUES

## VISION

To enable the people we support to live the life they choose.

## MISSION

To build on our legacy and empower the people we support to reach their potential by actively living life with values of trust, respect, quality and compassion every day.

## VALUES

### Certainty

For more than 30 years, we have been trusted to deliver high quality, safe and reliable services.

### Esteem

We are respectful, upholding the human rights of everyone we support and work with.

### Excellence

We strive for excellence in everything we do - from the services we provide, to the outcomes we support people to achieve.

### Compassion

We are kind and compassionate to all.

## CLA Delivers Outstanding Customer Service

We work in partnership with people to ensure they live the life they choose.

We collaborate with people to develop excellent plans which achieve desired outcomes.

We match people with Coordinators and Support Workers of their choice.

We empower people to determine how and when supports are provided.

We meet regularly to plan and review, ensuring services are flexible and responsive.

We provide financial statements for people to monitor support and funding.

We provide clear and accurate information to assist in decision making.

We invite feedback to continuously improve our services.

# Chair Report



## **I am pleased to present the Annual Report for Community Living Association (CLA) for the financial year 2022-2023.**

Despite the challenges presented by an increasingly difficult operating environment and rising costs, I am delighted to report that CLA has maintained a solid operation throughout the year.

### **Financial Stability and Quality Focus**

Our commitment to ensuring financial viability, managing risk, and upholding compliance with NDIS Quality Standards, as well as maintaining our ISO 9001 registration, remains a central focus. We understand the importance of going beyond mere compliance with NDIS Practice standards; we are dedicated to embedding quality processes throughout our organisation. This commitment is aimed at maintaining a robust quality management system and instilling quality practices across all facets of our operations. The result is a positive and safe service environment for our valued participants. I congratulate all staff under the leadership of Russell Nelson and the Executive team for their continued dedication to this goal.

### **Key Activities:**

In the pursuit of our mission, CLA has undertaken several key activities during this financial year.

#### ***Positive Behaviour Support (PBS) Practitioner Team***

We have established a dedicated PBS Practitioner team. The work of the Practitioners is already significantly enhancing the quality support for our participants and those in the broader community where the use of restrictive practices requires continuous review and moderation.

#### ***First Nations Project***

CLA also undertook the First Nations Project, identifying the unique challenges faced by Aboriginal people with disabilities in the Great Southern region. Unfortunately, the lack of ongoing funding for this project hampers our ability to respond regionally to the issues identified.

#### ***Collaborative Housing Project***

Additionally, we have engaged in a cooperative venture with WAI Realty and Advance Housing to develop the Stead Rd SDA Housing Project. This collaboration reflects our ongoing efforts to expand our housing solutions and meet the diverse needs of our community.



"As we look ahead, CLA is steadfast in its commitment to providing outstanding services, promoting inclusivity, and making a meaningful impact in the lives of those we serve."

Julie Yusop

### Quality Assurance and Audits

Quality assurance has remained paramount throughout the year. We are pleased to report the successful completion of two significant audits:

#### ISO 9001:2015 Audit (December 2022)

I'm delighted to share that this audit found no non-conformities, reinforcing our commitment to maintaining the highest standards of excellence. I extend my heartfelt gratitude to our dedicated staff whose exhaustive work has made this achievement possible.

#### NDIS Mid-term Audit (June)

I'm equally pleased to report that this audit also found no non-conformities, demonstrating our unwavering commitment to quality and compliance.

### Acknowledgment of Board Members

In closing, I would like to acknowledge the invaluable contribution of our Board members. Dev Ramachandran has significantly informed the ongoing development of our risk management strategies over the year, and Duncan Guy has led the branding project with enthusiasm and great proficiency.

Colin May and Michelle Pardini have both contributed their wisdom and experience to the Marketing subcommittee and always to Board decision-making processes.

I also warmly welcome the newer Board members, Juanita Haynes, Stephen Holden, and Patrick McSweeney, who bring an extensive range of expertise to the Board. I look forward to continuing our work providing strategic direction and good governance for CLA.

### Looking Ahead

As we look ahead, CLA is steadfast in its commitment to providing outstanding services, promoting inclusivity, and making a meaningful impact in the lives of those we serve.

I am confident we will continue to navigate the challenging landscape with resilience and determination, always keeping our participants' well-being at the forefront of our endeavours.

We remain dedicated to our mission, and our ongoing commitment to excellence will drive our future success.

*Julie Yusop*  
Chairperson

# CEO Report



## Reflecting on 2022/2023: A Testament to Resilience and Commitment

As we conclude the 2022/2023 fiscal year, I am struck by the unwavering dedication of our entire team to the Community Living Association (CLA) mission, especially amidst the challenges we've encountered. Our collective endeavour, in collaboration with stakeholders and the community, has significantly enriched the lives of those with disability in the Great Southern region.

This year marked a phase of consolidation, streamlining and harmonisation of our activities throughout CLA. The alterations made this year, reinforced our commitment to ensure our staff remains well-supported, driving consistency and excellence across all participant experiences.

Our service delivery teams, coordinators, and mentors have been the heartbeat of these endeavours. The past two years have posed unique challenges, and their resilience and dedication have been commendable.

## Achievements: A Snapshot

### Amplifying Voices:

We've prioritised feedback, working diligently to develop responsive advocacy and elevating concerns to public policy discussions, thus reinforcing our mission.

### Leading with Courage

Our investment in staff development and advocacy for our sector's workforce signifies our commitment to growth and recognition.

### Strategic Expansion

We strategically grew our services, addressing unmet demands highlighted by the community, especially in Positive Behavioural Support and children with disability.

### Planning Ahead

While we remain committed to our current strategic plan, we're already laying the groundwork for our next vision, ensuring CLA remains forward-thinking until 2027 and beyond.



"The long-standing reputation of CLA as a trusted partner and provider in the Great Southern community is testament to the leadership permeating every layer of our organisation. We celebrate our collective achievements while acknowledging that our journey of learning and improvement continues."

Russell Nelson

The long-standing reputation of CLA as a trusted partner and provider in the Great Southern community is testament to the leadership permeating every layer of our organisation. We celebrate our collective achievements while acknowledging that our journey of learning and improvement continues.

### Infrastructure and Partnership

Our partnership with Advanced Housing and WAI has been pivotal in ensuring that the local disability community benefits from the latest in housing infrastructure. Our Stead Road project, set to house nine SDA participants, whilst providing for a number of affordable living one and two bedroom units, exemplifies this commitment.

### Industry Updates

The Disability Royal Commission's Final Report, tabled on 29 September 2023, along with the imminent findings of the NDIS Review, indicates significant shifts on the horizon for how we operate and serve our community in the upcoming year.

Acknowledging Our Unsung Heroes  
Our back-of-house team, spanning Human Resources, Finance, Payroll, Planning, and Internal Auditing, deserves special mention.

Their consistent professionalism and dedication form the backbone of our daily operations.

### Closing Thoughts

Leading CLA has been an immense privilege. Together with our participants, stakeholders, and the Service Delivery teams, we've navigated the challenges of the year with resilience and leadership. As we look ahead, I am filled with gratitude and pride for what we've achieved and the promise of what lies ahead.

Lastly, I'd like to extend my heartfelt gratitude to the Chair and the esteemed Board members for their unwavering support and invaluable contributions throughout the year. Their dedication has inspired us to achieve our goals and make a meaningful impact in our community. We eagerly anticipate another year of collaboration and shared accomplishments. Thank you for your ongoing support.

*Russell Nelson*

Chief Executive Officer



# Stephen

## *Volunteers*

Stephen has been volunteering at Blossoms Nursery in Denmark and is really enjoying the work and helping people.

Stephen does different jobs around the nursery such as raking leaves and helping customers carry their purchases to their cars.

He looks forward to getting out there every week and high fives the staff when he arrives.



Stephen & his Dad, Ash





# Jarrood's *Adventure*



Here's an inspiring story of Jarrood, a valued member of our community, and the adventurous day he had during his recent respite experience with CLA.

Jarrood kicked off his day at 56 before teaming up with Tobias for an exciting day of bushwalking and 4WDing. The coastline offered breathtaking views.

Later in the day, Jarrood returned to 56 to meet up with Brian for some quality evening respite. Despite the tempting offer of Bingo, Jarrood chose to explore the unit he was staying in before heading into town for a delicious pizza at his choice of restaurant, The Venice.

Afterwards, they headed to the cinema to catch the action-packed movie, "Expend4bles." It was a fantastic ending to an amazing day.

Jarrood returned to his cosy unit and spent some time unwinding, before finally calling it a night.



Jarrood enjoyed the stunning views while out 4WDing

Jarrood's positive respite experience made for a very memorable day, and he is now looking forward to more respite adventures in the future.

These are the moments that inspire us, reminding us that simple pleasures belong to each and every one of us, and that every day is an opportunity for creating new adventures with the people we support.





# CBO Report

Over the past year, we have actively implemented our internal auditing program in anticipation of the 2022-23 external audits. This program is a critical element of our quality management system, strategically designed to conform with the ISO 9001:2015 Management System Certification Standards and the National Disability Insurance Scheme (NDIS) Practice Standards. These standards mandate the creation of a well-documented internal auditing program for all NDIS registered service providers.

Our auditing process yields a comprehensive understanding of areas in need of improvement to ensure compliance with our regulatory obligations and enhance the quality of our services to participants. We are proud to announce that we have successfully maintained both our ISO 9001:2015 Management System certification and NDIS Registration, without any nonconformities. This achievement underscores our unwavering commitment to delivering high-quality services while continually enhancing our operations.

## ISO 9001:2015 Management System Certification Audit:

In December 2022, CLA underwent a comprehensive external audit conducted by DNV for re-certification of ISO 9001:2015 Management System, a globally recognised quality management standard that underscores our commitment to continuous improvement and participant satisfaction. The audit covered various aspects of our operations, including, but not limited to:

- Internal Auditing Program: Our commitment to implementing annual internal audits ensuring we have robust management systems, and policies and processes in place that consistently adhere to both the ISO 9001:2015 and NDIS Practice Standards and other relevant regulatory mandates.

- Leadership: Our management's commitment to quality and dedication to achieving our organisation's objectives.
- Human resource Management: Our commitment to ensure each participant's support needs are met by staff who have the relevant training, qualifications, expertise, and experience in relation to their role.

### Conclusion:

*"The certificate remains valid as no nonconformities were identified during the audit. Due to the positive result of the audit, there is no need for a follow-up audit."*

DNV ISO 9001:2015 Auditor's Report.  
December 2022.



“These successful external audits reaffirm our commitment to excellence, quality, and compliance in our operations. We extend our gratitude to our dedicated staff, participants and stakeholders whose support and collaboration played a vital role in achieving this successful outcome.”

Vicki Corpus

### NDIS Practice Standards Mid-Term Audit:

In addition to ISO 9001:2015 Management System certification, CLA also underwent an external Mid-Term audit in June 2023 to assess our compliance with the National Disability Insurance Scheme (NDIS) Practice Standards. The audit, conducted by DNV, evaluated our adherence to the rigorous standards set by the NDIS, including, but not limited to:

#### Governance and Operational Management

Our commitment to ensure participant's support is overseen by robust governance and operational management systems.

#### Quality Management

Our commitment to provide quality services and Continuous Improvement.

#### Provision of support

The quality and effectiveness of responsive support provision.

#### Risk Management

Our ability to identify and mitigate risks to ensure the safety and well-being of our participants and staff and organisation.

#### Conclusion:

*“Based on documented information, record samples and feedback from interviewed stakeholders including participants, staff and service delivery personnel, DNV confirms that Community Living Association Inc complies with the requirements of NDIS Practice Standards Core Module and therefore recommends continued certification. The audit team would like to thank Community Living Association for the assistance and cooperation during the audit.”*

DNV Auditor's Report June 2023.

These successful external audits reaffirm our commitment to excellence, quality, and compliance in our operations. We extend our gratitude to our dedicated staff, participants, and stakeholders whose support and collaboration played a vital role in achieving this successful outcome.

We look forward to another year of delivering outstanding services and making a positive impact in the lives of those who choose CLA as their preferred service provider.



**Vicki Corpus**  
Chief Business Officer (Internal Auditor)

*Footy, Food & Fun!*

*Scott*



Scott and Cam's escapade to Perth was a whirlwind of footy, food, and fun. They explored the mesmerising AQWA aquarium, indulged in a hot towel cut-throat shave at a local barber, and experienced Transformers 3D in style with VIP movie tickets.

Luck favoured them at the casino, adding an unexpected thrill to their trip. Crown Casino treated them to a night of pizza and cocktails. However, the highlight was definitely the Eagles vs. Saints footy game at Optus Stadium, it was an unforgettable dose of excitement!

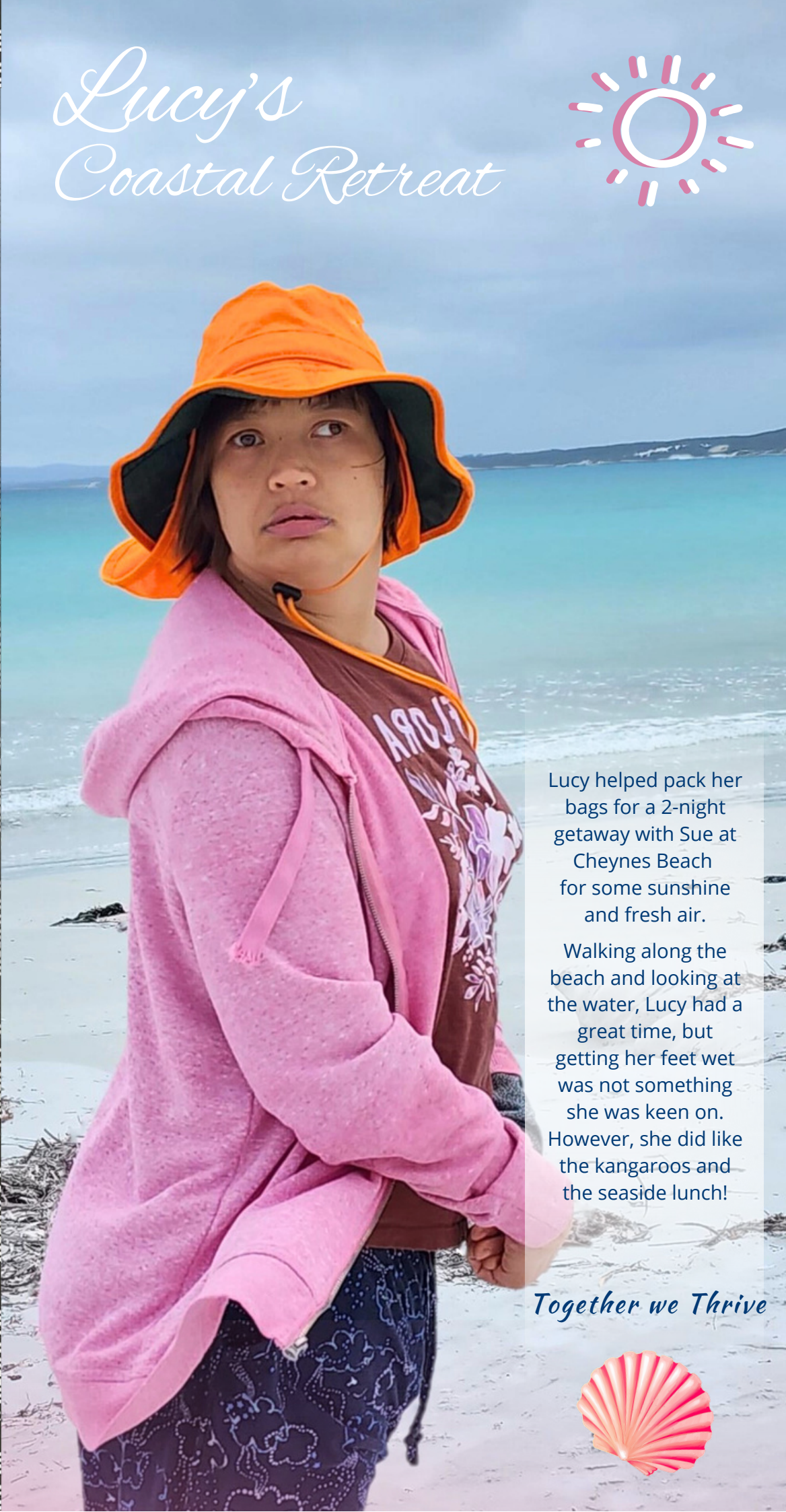


# Lucy's Coastal Retreat



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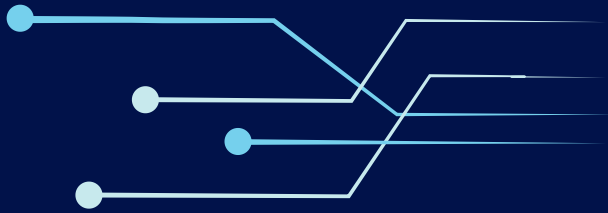


Lucy helped pack her bags for a 2-night getaway with Sue at Cheynes Beach for some sunshine and fresh air.

Walking along the beach and looking at the water, Lucy had a great time, but getting her feet wet was not something she was keen on. However, she did like the kangaroos and the seaside lunch!

*Together we Thrive*





# Information & Communications Technology

Shannon Schoof joined the team in 2022, bringing valuable experience and innovative ideas for developing and implementing new ICT systems. The organisation is actively scoping and designing new processes to maximise the benefits of the upgraded Fibre internet, marking extremely exciting times in the ICT department.

### **Efficiency Enhancements:**

Significant improvements in data design, location and form layouts have substantially reduced information retrieval time within the system.

### **IT Support Integration:**

An IT Support section in FlowLogic has been introduced, enabling staff to easily lodge support requests with the IT Department.

### **Radio Link Upgrade:**

This year, the organisation has upgraded the radio link between 36 and 56 Cockburn Road, facilitating quick and reliable data sharing. Despite being no larger than a breakfast bowl, the small dishes used deliver speeds as fast as a network cable.

### **Technological Advancements:**

CLA is at the forefront of innovative technology in internet delivery through the NBN.

The organisation is currently in the process of upgrading to NBN's Enterprise Ethernet technology, involving the installation of a superfast fibre cable directly into the building.

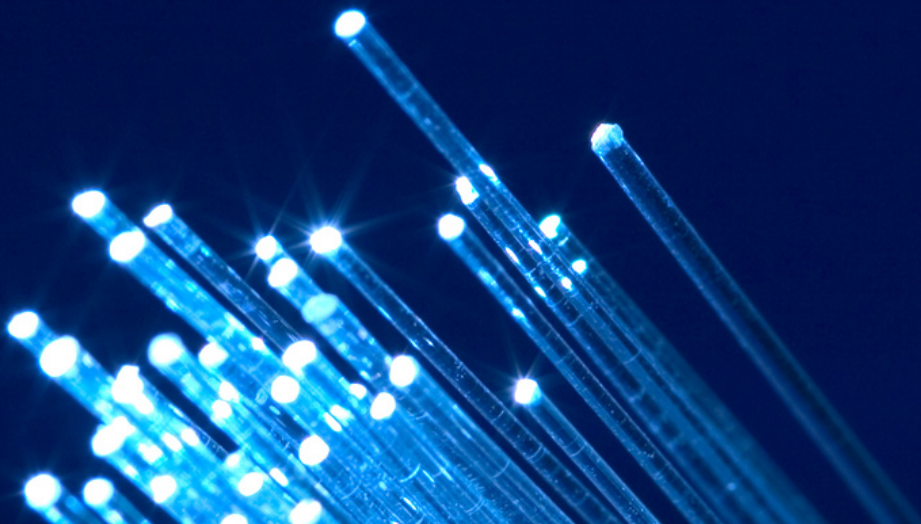
This "uncontested line" is dedicated entirely to CLA, making it one of the few organisations in the region to utilise such technology.

### **FlowLogic:**

Following the foundational efforts of various team members, FlowLogic is now fully operational. It's been a very productive year where we've enhanced numerous forms and workflows which has streamlined operations and provided quicker access to participant information.

### **Transformation Highlights:**

Over the past year, our operations and IT infrastructure have undergone significant positive changes. A major milestone was the successful transition to NBN's fibre network, greatly boosting our network speeds and enhancing workflow efficiency.



## Strategic Tech Leap: CLA Embraces Next-Gen Enterprise Ethernet

### IT Evolution:

We are currently migrating parts of our IT infrastructure to Microsoft's Cloud Products, aiming to provide staff with greater flexibility and efficiency in accessing and utilising resources. Additionally, we are planning a shift from desktops to laptops with docking stations for increased versatility and efficiency, enabling remote work.

### Cybersecurity Focus:

This year, a heightened focus on cybersecurity includes the implementation of various policies and the deployment of new security products. The addition of a physical firewall is expected to significantly enhance our security measures.

### Commitment to Continuous Improvement:

Throughout the year, our commitment to continuous improvement has led us to refine processes and actively seek areas for optimisation. This dedication will persist into the coming year.

### Future Outlook:

In summary, the past year has marked substantial improvements in our network capabilities, setting the stage for increased flexibility and efficiency in the future. As we explore new opportunities and fine-tune our practices, our commitment remains steadfast in delivering an exceptional experience to our valued team and clients.



*Shannon Schoof*

ICT Officer



*Dave Rowley*

ICT Consultant - Leapfrog

# Community Development



I AM A  
**FINALIST!**  
Community Service



## Community Programs

### Community Development Empowers People with Disability to Thrive.

In the past year, our focus has been on creating unique community engagement opportunities for participants. We've enhanced the quality and delivery of our activity programs to ensure they are engaging, meaningful, and foster inclusion, independence, resilience, and skill development.

A standout moment from the past year was our inaugural participation in the City of Albany Christmas Pageant. Embracing the theme of 'Inclusive Christmas,' our CLA float emphasised the significance of diversity and inclusion within our community. Our CLA float comprised of two vans which were decorated using participants art. Our participants and staff thoroughly enjoyed being part of this iconic event.

We continued to develop our Singability community singing program, now successfully running for its second year. The group has firmly established itself, with singing now a regular feature on the weekly activity calendar. Throughout the year, the group had exciting opportunities to perform at various events, such as the Great Southern Ability Festival and the Boatshed Markets.

We have worked to continue to source funding to enable this fantastic program to continue. Singability received a small community grant from the City of Albany and it is currently funded by CLA with support from community donations. Rotary Club of Albany and Soroptimist International Albany were key supporting organisations of this program.

A great achievement for CLA's community development programs was becoming a finalist in the Community Service Award Category at the 2022 Great Southern Business Awards. This recognition is a testament to the impact of our unique community initiatives, such as Art Ability, Chill Out Weekends, and Singability.

Seeing the positive difference in the lives of people with disability is not only rewarding, but also motivates us to keep working towards expanding opportunities for social and community connection.

*Together We Thrive*







Christmas Pageant 2022

## LifeSkills and Events

Our LifeSkills programs have continued to gain popularity and reach a large section of the disability sector.

We focus on delivering person-centred activities that assist participants achieve their unique goals and develop new skills.

We have restructured our Social Sports to ensure we are maintaining best practice in the delivery of this very popular program. We continued to partner with WADSA to deliver exciting events including a Boccia tournament and archery.

We have successfully developed and grown our art program at Vancouver Art Centre, aiming to create a high-quality art experience. For the first time this year, we took part in the Southern Art + Craft Trail and delivered the only exhibition in the trail solely by artists with disability. The work displayed offered an exploration of mixed media elements and diverse artistic styles. Participants were very proud of their works and of being part of a major public art trail exhibition. This was a great achievement by CLA.

We have worked tirelessly to deliver events to mark highlights in the social calendar, including bingo and dance discos, and a new initiative this year was

an excursion to Denmark to celebrate the International Day of People with Disability. Around 20 participants attended the excursion, visiting Dinosaur World, the Tree Top Walk, and other tourist sites. Many of the participants had never visited Denmark before.

Communications, marketing and promotion of our services have also been a focus of this role. Over the past year, CLA has successfully featured many times in the local media including in two local radio interviews with Triple M. We have also implemented new CLA van signage and consistent branding across our marketing.

## Staff Social Club

CLA has established a Social Events Committee that has actively contributed event ideas. As a part of our Community Development efforts, hosting social staff events has injected a sense of fun into the work routine, fostered team bonding, and added to a positive and vibrant work culture.

I look forward to continuing our efforts to enhance the lives of people with disability.

*Claudia Simpson*

Community Development Officer

# Denmark Excursion



# Community Engagement



Singability



Southern Art & Craft Trail



Social Sports

# Staff Social Activities



Staff Sundowner



Hawaiian party



Zumba Gold



Family BBQ



# Safety & Training

## Setting the Standard in the Great Southern Region

Community Living Association (CLA) maintains a prominent position within the Great Southern region, setting the benchmark for excellence in workforce training and development.

Our primary objective revolves around investing in our personnel, providing opportunities for skill enhancement and educational growth. This strategic approach nurtures a positive outlook and fosters outstanding skill sets among our team, enabling them to deliver optimal support to our participants.

## Comprehensive Training and Development

Throughout the year, CLA has offered a diverse range of training and development programs for both our established team members and newcomers. This comprehensive training encompasses vital areas such as Seizure Management, Diabetes Awareness, Dysphagia, Percutaneous Endoscopic Gastrostomy (PEG) feeding, and Introduction to Autism.

In line with our commitment to workforce development, we extend the opportunity for new hires to participate in a traineeship program for Certificate III Individual Support upon joining CLA.

Our meticulous onboarding process incorporates the CLA Induction, covering essential elements including HR, Service Delivery, PBS, OHS, policies and procedures, as well as van hoist and wheelchair practical training.

In collaboration with a Registered Training Organisation (RTO), CLA delivers specialised training on *Assist Clients with Medication* and *Conduct Manual Tasks Safely*.

This extensive training equips our support staff with the knowledge and skills they require to commence work with CLA, ensuring the delivery of outstanding services to our participants.

## Commitment to Safety

CLA's unwavering commitment to safety is upheld through the implementation of robust safety systems, fostering a secure workplace environment for both participants and staff. This year, we have placed particular emphasis on continuously enhancing our induction process and promoting strict adherence to correct procedures.

We consistently prioritise safety by focusing on safe work practices, demonstrating our unwavering dedication to high standards.

*Adrian Lee*

Safety & Training Coordinator

# Human Resources



## Retaining Talent: A Milestone

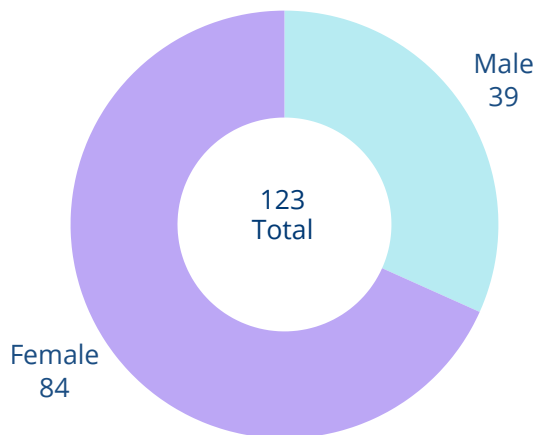
The Human Resources department's success is evident this year as CLA reaps the rewards of their hard work and dedication. This is clearly reflected in our staff retention rates, which have nearly doubled from 49% in the 2018-2019 fiscal year to an impressive 88% in the 2022-2023 fiscal year - an accomplishment that CLA takes great pride in.

We have been diligently focusing on staff attraction and retention, and we remain committed to developing innovative strategies in this area. Our reputation remains strong, and new recruits are enthusiastic about the opportunity to work with the largest disability provider in the Great Southern.

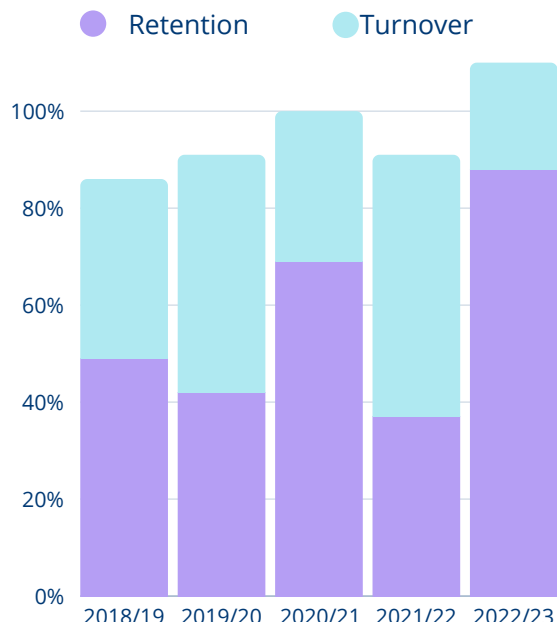
We consistently receive appreciation for the support we provide to both new and existing staff, recognising the sometimes isolating and challenging nature of the support worker role.

## Nurturing Career Growth: A Commitment

We are committed to fostering professional development, offering internal staff opportunities to acquire new skills and embrace challenging roles within the organisation. This dedication not only excites our staff but also nurtures their long-term commitment to our organisation.

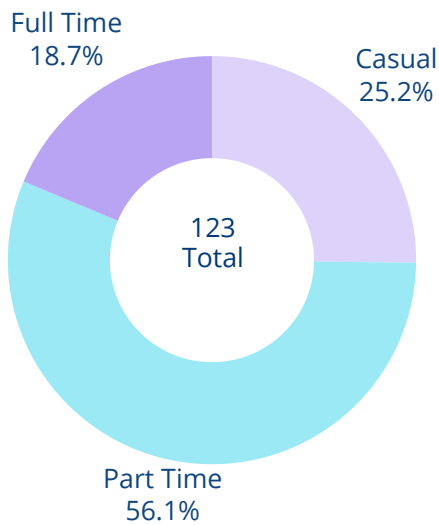


**CLA Staff Gender**

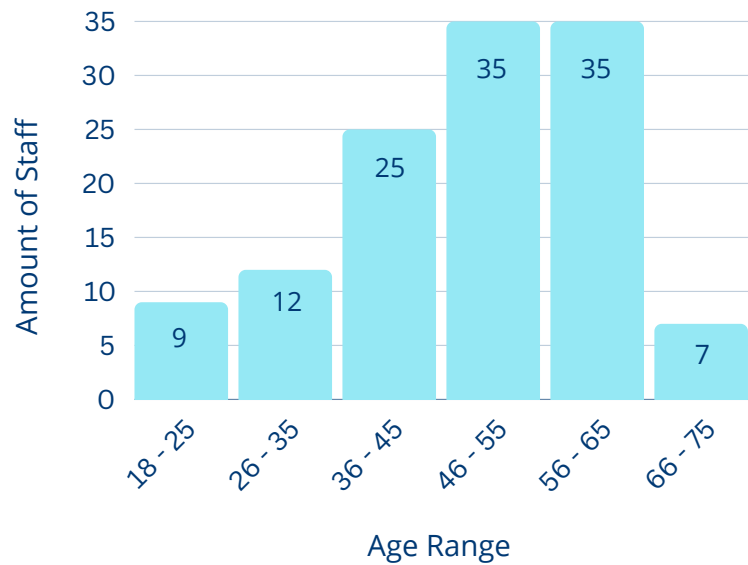


**CLA Staff Turnover**

## CLA Staff Profiles



## CLA Staff Age Distribution



### Flexible Workforce for Dynamic Participant Support

Our staff profile for this year predominantly consists of a part-time, flexible workforce, which not only supports work-life balance for our team but also allows CLA to meet the ever-changing needs of our participants and their shift patterns.

### A Growing Demographic's Impact on CLA

We are pleased to see a slight increase in the 19 to 35-year-old staff demographic, this enables CLA to meet the needs of our participants of the same demographic which is continually expanding as our life skills and activities program becomes more popular.

### Building Enriched Relationships

The diversity within our team at CLA is a driving force behind our ability to build strong professional relationships that enhance our participants' lives.

### Diversity - Driving Quality Care

Our diverse team members bring a wealth of different backgrounds, skills, and experiences, creating an inclusive environment that encourages creativity and innovation.

This diversity enables us to customise support and services, addressing the unique needs of each participant and ensuring the highest quality of care. This also promotes a culture of continuous learning and growth among our team members, leading to innovative solutions that benefit our participants.

Ultimately, our diverse team fosters enriched relationships, contributing to the well-being and success of both staff and participants.

*Renee Clear*

Chief Experience, Culture & Talent Officer



# Service Delivery

## **Building Strong Relationships**

CLA's service delivery team has achieved remarkable success this year by focusing on establishing robust connections with new participants and ensuring unwavering support for our existing cohort. The commitment to delivering CLA's premium services remains at the forefront of our endeavours.

## **Adapting and Innovating: A Dynamic Approach**

In our ongoing pursuit of excellence, our dynamic team is dedicated to continually enhancing services to meet the evolving needs of our participants.

This year, CLA expanded its scope to collaborate with Child Protection Family Services, presenting both challenging and rewarding opportunities.

The comprehensive service offered to the Department of Communities, including Positive Behaviour Support, reflects our commitment to facilitating seamless transitions for the children under our care

CLA has forged valuable partnerships with local schools, solidifying a team approach crucial for success in the lives of the children we support.

## **Thriving Together: Professional Growth in an Inclusive Environment**

As we expand our community of participants, drawing from the NDIS and DSOA, our commitment involves meticulous goal refinement and personalised strategies, fostering an environment where professionals not only work but truly thrive in their rewarding career paths.

## **Empowering Excellence: Professional Support Staff Development**

The past year has showcased our service delivery team as the cornerstone of success, empowering our professional support staff to excel in their roles. Through targeted training, our team is equipped with the necessary skills to provide exceptional support. Their dedication and expertise have proven instrumental in helping participants reach their goals, exceeding expectations and fostering a culture of continuous improvement and excellence in support provision.

*Renee Clear*

Chief Experience, Culture & Talent Officer



# Positive Behaviour Support



Kristy Rothwell Amanda Dawson Kirsty Martin Kannen Naidu

## Positive Behaviour Support (PBS)

PBS is a person-centred framework within the NDIS designed to deliver services to stakeholders and participants in situations involving challenging behaviours or behaviours of concern.

## Behaviours of Concern

Behaviours of concern refer to persistent behaviours that have a negative impact on a participant's quality of life and hinder their ability to actively engage in the community and lead a fulfilling life.

## Our PBS Practitioners

Currently, we have four PBS practitioners who provide support to 24 internal and external participants receiving PBS services, and this number continues to grow every month. This expansion addresses the pressing needs of the Albany and Great Southern region.

## Improving Accessibility and User Experience

Our efforts have yielded remarkable results in reducing behaviours of concern among participants by providing tailored support to each individual and their respective stakeholders. This underscores the significance of identifying when individuals with disabilities in the Great Southern region require PBS funding to access the benefits of our services.

## Commitment to Reducing Restrictive Practices

In alignment with the NDIS, we are dedicated to reducing the use of restrictive practices for PBS participants and actively seeking more constructive avenues for participants to communicate their needs, thereby minimising reliance on behaviours of concern and restrictive practices.

## Significant Outcomes

Our efforts have yielded remarkable results in reducing behaviours of concern among participants by providing tailored support to each individual and their respective stakeholders. This underscores the significance of identifying when individuals with disabilities in the Great Southern region require PBS funding to access the benefits of our services.

## Community Impact

As we reduce behaviours of concern and enhance the quality of life for our participants, we help create a more compassionate and accepting community, where every person, regardless of their challenges, has the opportunity to actively engage in our community, contribute to its vibrancy, and thrive.

We firmly believe that the impact of PBS goes beyond the individuals we directly serve, radiating outwards to create a more accepting and caring environment for all.

*Kristy Rothwell*

Positive Behaviour Support Practitioner



## Fireman Cam



As a participant in CLA's social and community engagement program, Cam had a fantastic learning experience during his visit to the local fire station. Accompanied by experienced support worker, Sue Sims, the day was tailored to his unique needs. Cam enjoyed the chance to acquaint himself with the operations of a fire station, mastering the proper technique of handling a fire hose and donning a firefighter's helmet.

The opportunity to sit in the fire truck ignited a newfound fascination with the world of firefighting. Cam gave the whole experience the thumbs up!



This inspiring experience demonstrates the positive impact that simple, yet meaningful activities can have, reinforcing the importance of providing inclusive environments that celebrate the unique abilities and interests of every member of our community.

The ripple effect of this day extended beyond individual enjoyment, contributing significantly to the broader sense of community.

We extend our sincere thanks to the dedicated firefighters at Albany Fire Station for hosting this memorable visit for Cam, which provided an enriching experience for all involved, showcasing their commitment to educating and fostering a sense of community.



# Finance Report



## Financial Highlights - June 2023

Closing the chapter on the financial year ending June 2023, CLA achieved a modest surplus. Juggling financial obligations without tapping into past reserves showcased strategic asset utilisation - Supported Independent Living (SIL) revenue, rent, interest, minor grants, and Lifeskills attendance fees played their part in sustaining CLA's fiscal health.

This multifaceted approach not only reflected a prudent management strategy but also highlighted the organisation's adaptability and resilience in navigating the complex terrain of financial sustainability.

Marina Cottage maintained a solid 100% occupancy rate from November to June, housing four SIL participants who thrived on shared support.

Interest rate increases unexpectedly became a financial boon, yielding favourable returns on cash assets held at the bank.

The Centre of Excellence emerged as a dynamic activity hub, hosting Lifeskills programs and community-supported events. Revenue from these assets bolstered CLA's financial standing.

## Diversification and Contracts

In August 2022, a new avenue opened as CLA entered a 24/7 support contract with Child Protection and Family Services (CPFS), tapping into another revenue stream with the help of CLA property assets.

## Financial Landscape in Graphs

The graphs paint a clear picture - 96% of CLA's income traced back to government sources, while 85% of total expenditure found its way into wages and associated on-costs.

On June 30, the working capital ratio stood at 1.5, signifying CLA's financial agility in meeting obligations promptly.

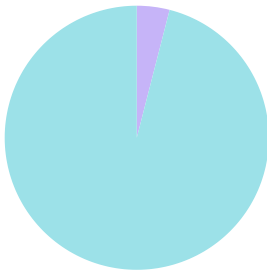
## A Year of Financial Resilience: Team Achievements

Congratulations to the team for steering a course of cost-effective services within budget, securing CLA's financial stability. This collective commitment to fiscal responsibility ensures the organisation's continued financial health.

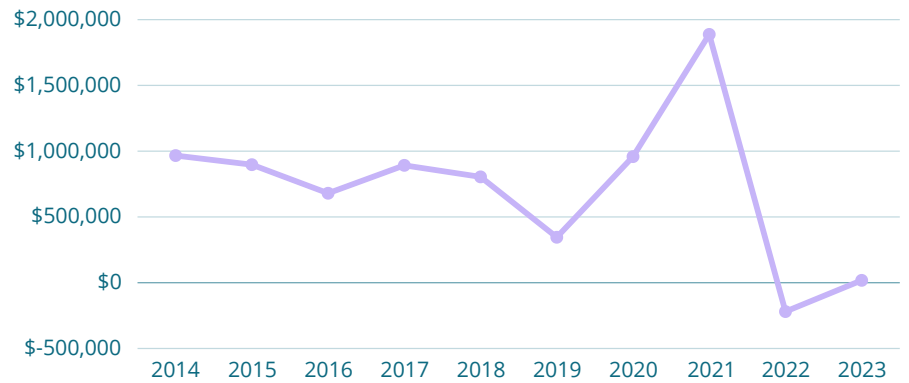
*Penny Bryant*  
Chief Financial Officer

## Consolidated Income

Government 96%  
Other Income 4%

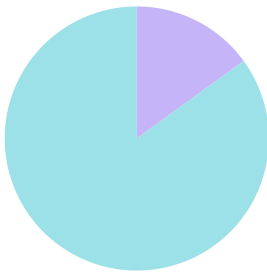


## Net Operating Results July 2014 to June 2023

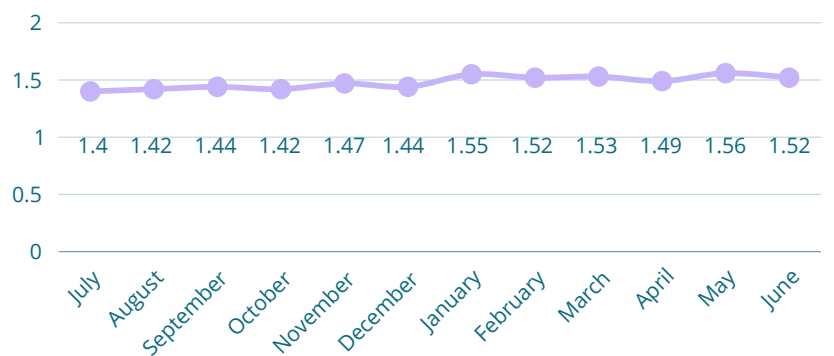


## Consolidated Expenditure

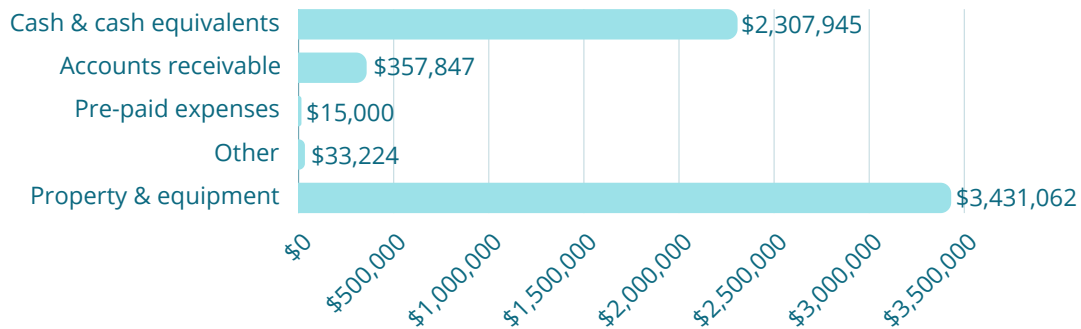
Administrative Overheads 15%  
Wages 85%



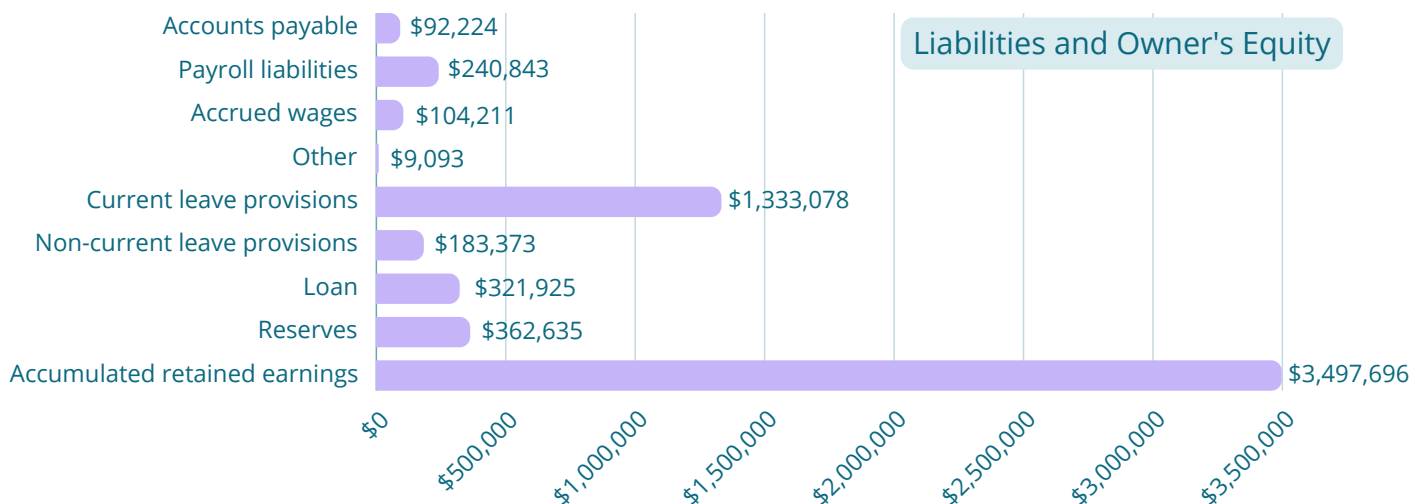
## Working Capital Ratio July 2022 to June 2023



## Balance Sheet 2022 - 2023



Assets



Liabilities and Owner's Equity

# Board of Directors 2022 - 2023



*Julie Yusop*  
Chair

Julie boasts a distinguished ten-year tenure on the CLA Board, complemented by a rich career spanning nearly four decades in prominent leadership positions within the dynamic realms of the social sector, particularly in the Community/Non-Profit sectors.



*Dev Ramachandran*  
Board Director

Dev brings an extensive wealth of experience spanning over 30 years, highlighting a versatile background in diverse corporate and operational roles within the mining industry. His expertise lies in strategic planning, business development, and investment appraisal.



*Duncan Guy*  
Board Director

Duncan's career spans over 20 years working across organisational strategy, customer experience and marketing. Duncan holds a Masters of Business Administration, he is an accredited Mediator (UWA) and is currently undertaking his Australian Institute of Company Directors course.



*Nita Haynes*  
Board Director

Nita, a Badimia Yamatji woman, holds a decade of disability experience that is inclusive of policy advisory to MACDWA and Your Story Disability Legal Support. As an undergraduate law student, she is academically published and featured on FPDN's 'Yarning Disability' podcast.



*Colin May*  
Board Director

Colin has served on the CLA Board for over 10 years. He is a committee member of the local branch of Sailability and has been a member of the City of Albany Disability Access and Inclusion committee for 11 years.



*Michelle Pardini*  
Board Director

Michelle has worked in not-for-profit organisations for many years on both state and local boards. She is a keen volunteer with a wide range of groups and is inspired by CLA's involvement with the Albany community.



*Patrick McSweeney*  
Board Director

Pat has lived experience navigating family disability challenges and passionately champions community inclusivity. He actively contributes through diverse local voluntary roles and possesses a robust understanding of financial planning and business operations.

Our dedicated board members, with their collective experience, expertise, and unwavering commitment, uphold the highest standards of corporate governance to ensure CLA's success and a prosperous future.

*Stephen Holden*  
Board Director

Stephen is a keen volunteer having served with Australian Volunteers in the Pacific and continuing to volunteer within the local Albany community.



36 & 56 Cockburn Road, Albany WA 6330

Ph: 08 9842 3855 | [www.mycla.org.au](http://www.mycla.org.au)

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# Together We Thrive

