



ANNUAL REVIEW 2020

Our **MISSION** is why we are here.
Why we exist.

**TO MAKE A POSITIVE DIFFERENCE IN THE
LIVES OF PEOPLE LIVING WITH DISABILITY**

Our **VISION** is a declaration of where
we want to be, and what we hope
to achieve in the long run.

**TO PROVIDE HIGH QUALITY SUPPORT TO
PEOPLE WITH DISABILITIES, WHERE EVERY
PERSON CAN SAY, “I AM LIVING THE LIFE
THAT I WANT”.**

Our **VALUES** tell us what is good,
and how we expect things to be done
around here. They are how we act,
what we strive for, and seek to protect.

We treat everyone with **RESPECT**, value
diversity and the contribution of all

We encourage individual **CHOICE**
and protect the rights of all people

We support everyone to be full and
active members of their **COMMUNITY**

We provide quality **SUPPORT** that
enables people to live the life they want

We always strive for **EXCELLENCE**, always
looking for areas to improve and innovate



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CHAIR AND CEO REPORT

With the end of the year nearing, it's difficult to recall events between July 2019 and February 2020 due to what life has looked like for the majority of this year. For so many people, we have heard stories of heartbreak and despair. Life as we know it has been ripped apart- yet for so many of the people we support and for **focus** as a whole, the year has seen higher engagement, commitment, perseverance and a greater awareness of what really matters in life.

It has been a year of change. We sincerely thank Gail Foster for her dedication in ensuring the organisation has remained in a great position to thrive. We were extremely lucky to be able to farewell Gail in late June and show our appreciation to her for the 10 years she was CEO before Victoria went into lockdown.

Bev Stacpoole and the 80 volunteers who have consistently devoted their time to work at the Mont Albert Kindilan Society Op Shop had to close their doors temporarily due to the restrictions put in place. Up until the introduction of the NDIS, the Op Shop was the financial backbone for one of our houses which did not receive any government funding. Whilst the sales of the Op Shop are no longer specifically required to fund the operational side of our houses, the income generated remains instrumental in assisting **focus** to purchase homes/land so we can fulfil our strategic plan to build and provide purpose built accommodation for people with disabilities on our waiting list. We are pleased to inform our stakeholders that due to the efforts of the Op Shop over the past few years, we have been able to use the profits achieved to settle a property we purchased in Langwarrin. Thank you to Bev and to all of the volunteers who give up their time to assist our wonderful Op Shop.

Our Strategic Plan to grow by way of building more homes is progressively being realised. **focus** has purchased 5 homes across the Mornington Peninsula that will be redeveloped as new purpose-built Specialist Disability Accommodation services. The building program will see **focus** open at least one new home each year for the next 3 years. Restrictions this year have delayed the openings of our first builds, however they have progressed and by the end of the year, Beach St, Culburra and McAlister houses will be ready for people to move in.

Our thanks go to Mr Tony Cefai who has been our Financial Auditor for many years. This year he retired from the role and we engaged Pitcher Partners. The audit took place virtually which meant a lot more time taken by our finance team to ensure the auditors had sufficient information to perform their role. The final audited

accounts reflect a strong result for the year ended 30 June 2020 and a robust financial position leading into this current financial year.

We acknowledge that 2020 has not been an easy year for many of our families due to personal loss. Our thoughts are with all families and staff who have lost loved ones this year. It has not been an easy year, we appreciate that losing a loved one whilst dealing with a pandemic and living restricted lives, is even more difficult.

We are grateful to all of the dedicated staff across **focus** who have shown how committed they are and have continued to work throughout this period. We have had to follow stringent infection control practices to do whatever it takes, to ensure we kept the virus out and away from us all. Reluctantly the staff at the Coolstores Head Office had to transition and work from home, some have worked from home since March. Working from home sounds appealing, but it's been isolating and the line between home life and work life has been completely crossed and we now 'live at work'. To show our appreciation to our staff, including our newly formed Executive Team we have provided each of them with a small gift of thanks - we couldn't have made it through this year without our dedicated workforce.

To our Board Members, thank you for your ongoing support and diligence to enable **focus** to achieve its strategic goals. The skills and experience across our Board Members will ensure we are well equipped to operate the business in a 'COVID normal' environment and remain on top of the associated risks.

To our dedicated and supportive family members. Our vision is to ensure the people we support live the life they want. A difficult vision to measure - because we seek to provide individualised supports that are meaningful to each and every person we support and their families. We remain open to feedback and seek suggestions regarding areas of improvement to always ensure we meet expectations and make everyone feel confident in our ability to provide quality supports.

Lastly, our **focus** for 2021 will be to navigate this next stage known as COVID normal whilst we explore innovative best practices and work collaboratively with all stakeholders and community partners to build a Strategic Plan that meets and exceeds our stakeholder's expectations so we remain the provider of choice across the Mornington Peninsula.

Thank you for your ongoing support.

Paul Thomson Board Chair
Toni Stewart Chief Executive Officer

THE KINDILAN OP SHOP

'Never doubt that a small group of thoughtful, committed citizens can change the world; indeed, it's the only thing that ever has'.

Margaret Mead

Community spirit speaks through every word of our story. Our foundations were built by a small group of like minded families who gave their time, energy, passion, and commitment to whatever was needed to keep the organisation going. From its beginnings, we have always been blessed with a core group of dedicated people, joining together and getting things done, and the incredibly successful Kindilan Opportunity Shop in Mont Albert is a testament to that continued dedication.

The first Kindilan Opportunity Shop opened in High Street Armadale in 1973. Back then, community awareness and reputation relied upon word of mouth and local publicity to keep the doors open.

Today – 47 years later, a quick Google search of our little shop shows it is held in high regard by those in the know:

“Great little Op shop. Lots of good donations. Well worth a visit...it's tucked away in Mont Albert Village. One of the best op shops I've visited and I've visited a lot in other states, too. Four stars!”

“This is an excellent op shop. I have gone there for years to look for (and nearly always find) first class fabric and greeting cards. I don't bother going to any other even though I do not live close by. It is well run by genuinely interested volunteers and is very reasonably priced”.

“Kindilan Op Shop is especially sweet - it boasts fabulous crockery, some of the finest I have seen, and they also sell local honey for a fab price!”.

Kindilan/*focus* families and volunteers throughout our history have worked in our op shops based in Armadale, Hawthorn, and Mont Albert. Of these three, Mont Albert remains. That first Kindilan opportunity shop in 1973 began only 2 years after the idea of Kindilan had been formed. It was called 'Junket', and was run by volunteers; the mothers of some of the first children to be supported by Kindilan, as well as parents of those children who were still on the waiting list. In March of 1977, another shop began – again through the efforts of mothers - in Hamilton St, Mont Albert. The Hawthorn Opportunity Shop also ran for 14 years throughout the nineties. The Mont Albert shop eventually moved into the current location and has



become the sole premises, known throughout the local and wider community as a, 'Great little Op shop'.

Our shops have been staffed over the decades by so many volunteers who were committed to its success and are still integral to the overall fundraising efforts of *focus*. The contribution of this incredible endeavour is directly responsible for our capacity to grow, with the funds raised sustaining the purchase of land as well as being the sole funding support for one of our houses for many years.

We owe a debt of gratitude to this wonderful army of volunteers, and its ongoing success is a credit to its manager, Bev Stacpoole who has mobilised her team to return to business as usual as soon as the restrictions permitted. These people are the living embodiment of our values. They are our spirit, and they have been with us from the beginning. May this incredible force for good continue to show us the power good actions for many years to come.

THE COVID EFFECT

THE FIRST CASE OF COVID-19 IN AUSTRALIA WAS CONFIRMED IN VICTORIA ON JANUARY 25 OF THIS YEAR. AT THAT POINT THERE WERE 6065 CASES GLOBALLY. THE FOLLOWING TEN MONTHS SAW AUSTRALIA'S CASES REACH NUMBERS OF 27,610, WITH 20,345 OF THOSE IN VICTORIA.

CURRENT STATUS OF CONFIRMED CASES

TOTAL CASES

27,602

TOTAL DEATHS

907

CASES RECOVERED

25,116

VICTORIAN CORONAVIRUS NUMBERS (AS OF NOV. 4 2020)

TOTAL CASES

20,345

TOTAL TESTS

3,216,016

TOTAL LIVES LOST

819

RECOVERED

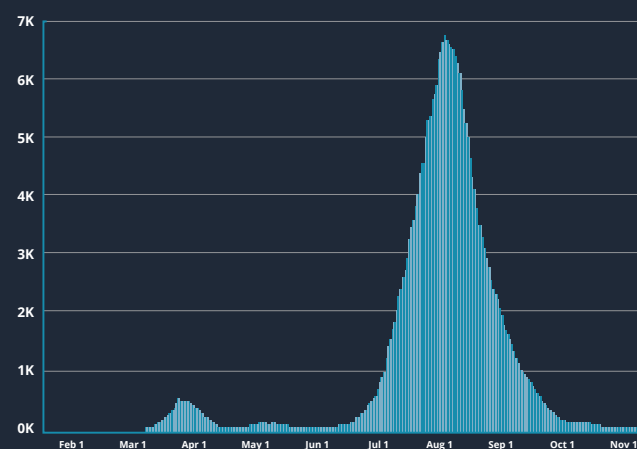
19,488

CASES (DEATHS) BY STATES AND TERRITORIES



770	(9)	114	(3)
38	(0)	20,345	(819)
501	(4)	230	(13)
1,172	(6)		
4,432	(53)		

TIMELINE OF ACTIVE CASES IN VICTORIA



TOTAL TESTS CONDUCTED

8,855,401

0.3%
POSITIVE

The information presented was current as of November 4 2020

We are thankfully (and hopefully) through the worst of these figures; with Australia now at 133 active cases, and Victoria's numbers down to 38. The global number has grown to a staggering 47,707,856 and continues to climb.

The elastic nature of time between January and the present has left most of us quite disorientated, and it has not been uncommon to question our memory. Was that six days or six months ago? Did Easter happen this year? Father's Day? Spring?

Our first response to this pandemic included updating our pandemic management plan and issuing revised policies and procedures regarding infection control alongside training. We were distributing regular updates to staff and families about the need to be vigilant; look for symptoms, maintain good hygiene. We limited the mobility of our workforce to reduce the risk, ceased using external staff and requested our own teams to declare any other employment they were engaged with to more effectively monitor movement and minimise potential areas of vulnerability. We formed our Covid Response Team, developed Covid Response Plans for each service and incorporated a raft of new directions and protocols. These included increased cleaning schedules, mandatory daily temperature checks, attendance logs, hand sanitisers at all stations, and personal protective gear for our support staff including masks and safety goggles. We developed easy read resources and pictures so that information was accessible and the people we supported were kept informed of what the changes were and why they had to happen.

We had to prepare emergency Covid Response kits and contingency plans, in the event of someone testing positive. As community restrictions tightened, we found ourselves increasingly limited in our freedom to engage with the outside world. Our day services closed and visits to houses needed to be curtailed to essential services only. We organised the DHHS Covid Prevention Team

ACT	107,484	0.1%
NSW	3,077,355	0.1%
NT	59,140	0.1%
QLD	1,241,130	0.1%
SA	555,592	0.1%
TAS	117,912	0.2%
VIC	3,203,175	0.6%
WA	493,613	0.2%



to visit our services and assess our safety measures and preparedness and their reports were positive with comments of how impressed they were by our protocols. We adapted daily activities to virtual zoom sessions, community programs were changed to home based recreation and meetings were conducted virtually. Our administration services worked remotely. And our lives adjusted to the new normal.

We have finally found ourselves at the other end of the year that was, but we can see the world is still grappling with the COVID 19 virus.

Of course we are experiencing grief for the year that feels lost, for all those who have struggled, and for the sheer scale of what has happened around us and to us.

Staying apart to stay safe is unsettling. We have missed so much.

But what we must not miss now is the opportunity to look at what we achieved. Our families, the people we support, and our organisation met this year with strength and resilience.

This is now the time celebrates our success! To applaud how we worked together to withstand the threat and to celebrate how we managed to have a good time in spite of the fears and restrictions this year imposed upon all of us.

We have remained free from the virus. We have continued and we have thrived. Our success this year is a testament to the strength of the people we support to accept and live with change. Our accomplishments show the high calibre of our staff who committed to do all that was necessary to keep everyone safe. Our achievements are underpinned and driven by the steadfast support of our families who helped us stay the course, with their faith in our ability to do what was required and to do it well. It is with gratitude to everyone within *focus*, that we can all look back on this once-in-a-lifetime year with pride in our organisation. And we can move forward with confidence that we will use what we have learnt to do more, and do better.

BOARD PROFILE



Paul Thomson

Chair

Paul joined the Board in 2017 and was appointed Chairman in April 2019. He is passionate about the role that **focus** plays in supporting people with a disability and brings a strong background in professional services and working with government that is very relevant to the organisation.

Paul is a senior partner with KPMG and spends the majority of his time in that role advising on large complex infrastructure and property projects. He holds a Bachelor of Commerce and is a member of the Institute of Chartered Accountants.



Michael Negri

Michael is a senior executive and CEO in the industrial markets, with 25 years experience managing businesses. He has been a board member of a number of not for profit boards in the intellectual disability sector including Minda in South Australia, Araluen in Melbourne, as well as a trustee of the Kindilan and Araluen Foundations. Michael has a Masters of Business Administration from Melbourne Business School, a civil engineering degree from Melbourne University, has completed the Institute of Company directors course and the Harvard Corporate level strategy programs. Michael is the board's deputy chair and the chair of the finance committee.



Wendy Waddell

Wendy joined the **focus** Community as a Board Member in 2018 and she is passionate about supporting people to have a life that has both purpose and possibility. Wendy has been an interchange parent, and has also served on the Board at L'Arche Melbourne.

Wendy is the CEO of CraigCare, supporting aged care residents in Victoria and Western Australia.



Sally Harrop

Sally works in educational publishing as an Instructional Designer/Writer. Her family has had a long affiliation with **focus** in fundraising activities and as Board members. She has a brother who is a long term resident at **focus**. Sally is passionate about **focus** maintaining its reputation as a provider of high quality supported accommodation for people with disabilities and their families.



Paul Hardy-Smith

Paul first joined the **focus** board in 2012. His brother, Brett, lives in Ash House. Paul is a veterinarian who runs his own veterinary consulting business. He is also a lecturer at the University of Melbourne and Charles Sturt University, the President of the Aquatic Animal Health Chapter of the Australian New Zealand College of Veterinary Scientists, and President of the Kew Swimming Club. Paul is passionate about the health and well being of people with disabilities and proud to be a member of the focus board.



Sara Jholl

*LLB (Hons.)Accredited
Commercial Law Specialist (LIV)*

Sara immigrated to Melbourne with her family from Kuala Lumpur, Malaysia in 1983 and has been fully engaged in legal practice since arriving. Sara is currently practising Law with Fischer McCrae Lawyers of Lonsdale Street, Melbourne. Sara joined the Kindilan Board in 2014 on invitation by Mr. Tony Negri to fill the board vacancy on Mr Peter Fischer's retirement from the board (Peter Fischer is now a life Governor).

EXECUTIVE LEADERSHIP TEAM



Toni Stewart

CEO

Toni has enjoyed senior management roles for NFP Disability Organisations for over 27 years, and specialises in leading and managing teams through change, building positive cultures that *focus* on quality supports. Toni joined *focus* in 2016 at a time when the organisation was beginning to transition over the NDIS. Her leadership ensured the transition was successful for all facets of the business and in particular the stakeholders. Toni was recruited as the incumbent CEO as of 1 June 2020 and she is extremely motivated to see *focus* prosper and remain a provider of choice across the Mornington Peninsula.



Jayne Gillespie

Executive Manager People and Culture

Jayne has extensive experience in the Not for Profit sector and recently completed a Masters in Human Resources Management (Employment Relations). Jayne aims to strategically partner and equip our workforce to provide quality person centred supports, as we continue to transform and grow in the NDIS environment.



Fran Cashman

Executive Manager Quality, Communications, and Innovation

Fran has performed a number of roles within *focus*. Over the years she has worked as Team Leader, Recruitment & Allocations Officer, NDIS Support Planner, and Continuous Improvement Officer. Fran is committed to developing partnerships across the organisation to drive the creation, communication, and delivery of great service.



Michelle Dunne

Executive Manager Operations

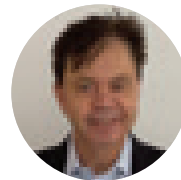
Michelle Dunne is an Executive Manager Operations with over 20 years of experience working in the disability field. With previous experience in Management, Practice enhancement and Research, Michelle is passionate about the work we do at *focus* and wants to support a positive experience for every person.



Andy Zammit

Executive Manager Operations

With over 16 years at *focus*, there is little that Andy doesn't know about the people we support. He has developed close working relationships with families and staff over the years and exemplifies our organisational commitment to career progression at *focus*. Andy's extensive experience within roles of direct support and management inform his approach towards the operational aspects of Client Services. Andy is dedicated to ensuring the people we support and families receive quality supports.



Mark Schwartz

Executive Manager Finance

Mark commenced at *focus* in November 2020. He is a Fellow member of the CPA's and holds a Bachelor of Economics. Many years of commercial accounting experience gained with wide industry sector experience including Hospitality, Professional Services, Utilities, Consumer Finance, Properties, IT and Manufacturing.

ORGANISATIONAL STRUCTURE



CLIENT SERVICES STRUCTURE

CEO
TONI STEWART

EXECUTIVE MANAGER OPERATIONS
MORNINGTON/BAYSIDE
MICHELLE DUNNE

EXECUTIVE MANAGER OPERATIONS
SOUTHERN PEN & RED HILL
ANDY ZAMMIT

AREA MANAGER MORNINGTON/ SOMERVILLE
TERRI LANDT

AREA MANAGER SOUTHERN PEN
DENISE SHINGLES (ACTING)

BALCOMBE TEAM LEADER
KERRY REI

THE RISE TEAM LEADER
VIYOM OBURA

CENTURY TEAM LEADER
ROB WEIGAND

BONDI TEAM LEADER
GAIL MITCHELL (ACTING)

BUNGOWER TEAM LEADER
SUZANNE PARKINSON

ACTIVITIES FACILITATOR
JACQUI DAVIS

SEAVIEW TEAM LEADER
JENNIE MULHALL

HARTIGAN TEAM LEADER
LEISA THISSEN

RYMER TEAM LEADER
RACHEL HAYNES

ACTIVITIES FACILITATOR
JESS BRUINSMA (ACTING)

SUPPORT PLANNER
SHONA ATCHESON

HELVETIA
TEAM LEADER

PEMBROKE
TEAM LEADER

DROMANA
TEAM LEADER

SUPPORT PLANNER
EMMA ZANINPOSITIVE

AREA MANAGER BAYSIDE
JO DELANEY (ACTING)

AREA MANAGER RED HILL
TANYA JONATHAN

OPPY TEAM LEADER
NATASHA KOMENE

OLSEN TEAM LEADER
TRISHULA NAGARAJAN

ACTIVITIES FACILITATOR
ASHLEY HOWLETT-COOK (ACTING)

ASH TEAM LEADER
PATIENCE AWUOR

BERRY TEAM LEADER
TERI KNAGGS

BANKSIA/PINE TEAM LEADER
ANDRE HARTLEY

ACTIVITIES FACILITATOR
RHINAE CONNELLY

OAK/OAK FLAT TEAM LEADER
VANESSA SINGLETON

CEDAR/CEDAR FLAT TEAM LEADER
TAU MATAIO

SUPPORT PLANNER
SHONA ATCHESON

MCALISTER
TEAM LEADER

CULBURRA
TEAM LEADER

CIRCLE DVE
TEAM LEADER

SUPPORT PLANNER
SHONA ATCHESON

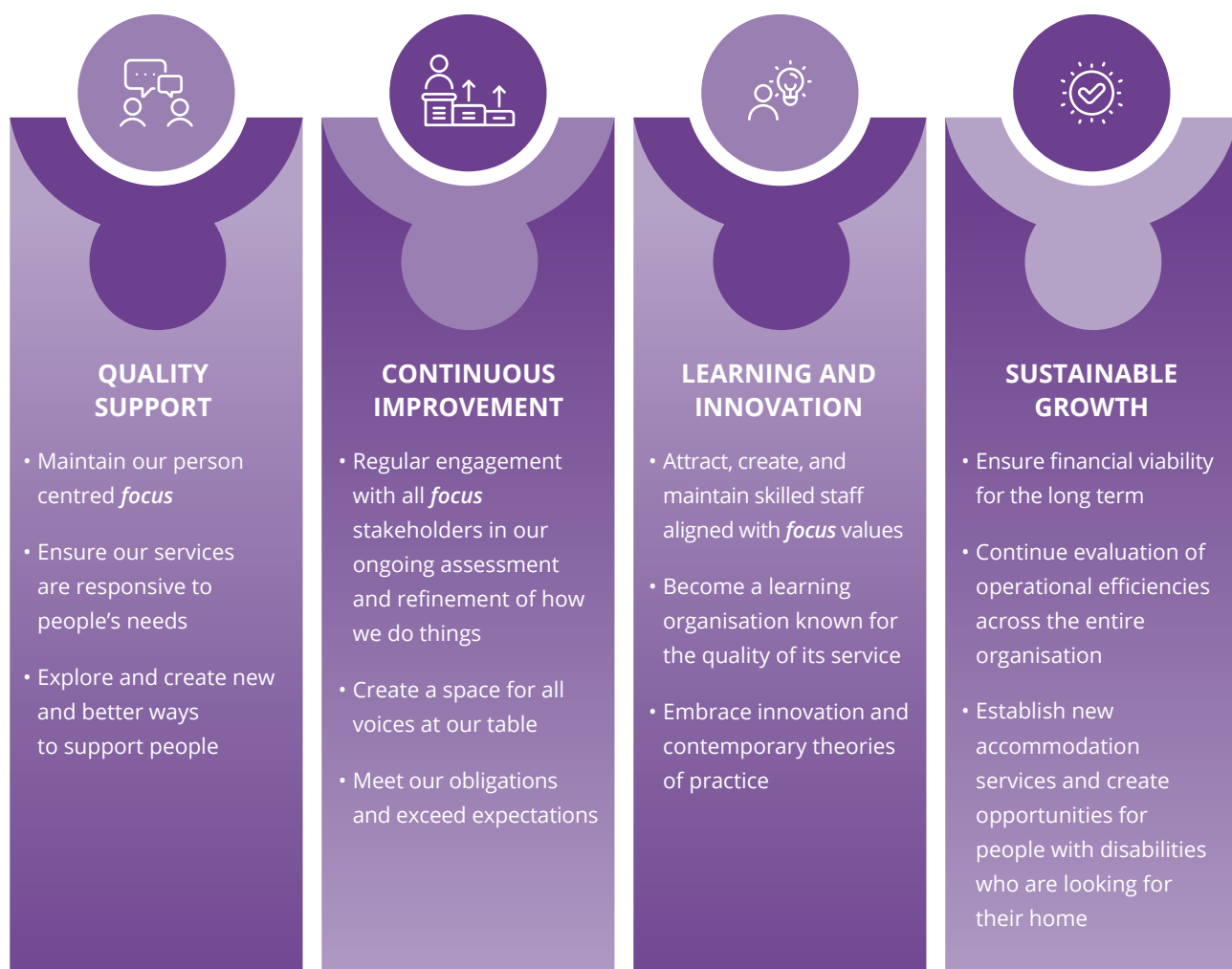
OUR STRATEGIC DIRECTION

WE ARE DRIVEN BY OUR VISION TO PROVIDE HIGH QUALITY SUPPORT TO PEOPLE WITH DISABILITIES, SO THEY CAN SAY, 'I AM LIVING THE LIFE I WANT'.

The last three years have been about coordinating a seamless transition into the NDIS environment, supporting people to secure the funds they need to live good lives, and positioning ourselves for future growth and success.

We have worked hard and made significant changes to the way we do things.

This hard work puts us in a strong position for the next chapter of our story, where we envision sustainable growth in the area of our greatest expertise; delivering quality support and accommodation services to adults living with a disability.



CLIENT SERVICES



IT HAS BEEN A BUSY YEAR FOR CLIENT SERVICES WITH SOME FANTASTIC OUTCOMES.

RESTRUCTURE

Client services began a restructure at the beginning of the year. We changed the model of support so that each house had its own Team Leader. The Team Leaders would work half their time on the floor alongside their team providing guidance and mentorship. This is to really *focus* on making sure our services are based on strong person centred approaches. We don't want anyone left behind in the direction we are going so this model will ensure all staff are supported to grow and learn and provide exceptional support to the people within our services.

COVID 19

The year has brought some unexpected changes with people being supported in their homes.

There has been a lot of creativity and learning that have kept the people we support engaged in activities that they have enjoyed. We had a number of competitions including the huge Cake Boss challenge. This was a 3 round cake design challenge that brought out the competitiveness of both our residents and the staff that supported them. The results were outstanding and it identified some true talent that people didn't realise they had.

There has also been an increase in the use of technology with Houses zooming in for a weekly challenge. These were organised by our Activity Facilitators and have included trivia sessions, bingo and a talent show. We now have participants running their own events via zoom including a Friday night disco and monthly bingo.

We have used Zoom and FaceTime to keep people connected to their friends and family during this challenging time. It has provided opportunities to connect in a way that was not previously accessible. People have been connecting more easily with people they may not have had an opportunity to spend time with before. There has been strong feedback that the zoom challenges and events are something people want to continue with in the future.

DAY SERVICES

In August we had to make the decision to close our Day Services including Red Hill and The Factory site. COVID 19 has changed the way we are able to provide services and having buildings for people to gather was no longer a suitable option. We are continuing to work with our participants and teams on new and exciting ways to provide supports moving forward. As the community begins to open up we will begin to support people to the community activities they enjoy. We have really seen the difference in people not being rushed out in the morning and being able to spend time at home. We will look at ways to do things differently in a way that suits each individual that we support.

FUTURE OF SUPPORT

We have new and exciting things planned for the future. We have 2 new houses opening in the next couple of months. Culburra will open in Frankston in December and Dromana will open in January. The new McAlister house will open soon after. We will continue to redevelop properties over the next 12 months bringing new opportunities for people to live in a *focus* supported home.

We will continue to work on new innovative ways to provide support and develop opportunities for people to be more connected to their communities. Our teams of staff are now working together across all areas of the person's life to strive towards a positive future at *focus*.

PEOPLE, CULTURE AND SAFETY

2020 HAS BOUGHT ITS FAIR SHARE OF CHALLENGES FOR US ALL. OUR PRIMARY ATTENTION THIS YEAR HAS BEEN ON COVID-19 RISK MANAGEMENT, GIVEN THE FAR-REACHING IMPLICATIONS TO HR, ROSTERING AND WORK HEALTH AND SAFETY FUNCTIONS TO ENSURE OUR CLIENTS AND STAFF ARE SAFE AND WELL. THIS HAS BEEN VERY MUCH A TEAM EFFORT ACROSS ALL DEPARTMENTS AS WE WORK TOGETHER.

HIGHLIGHTS FOR 2020 INCLUDE:

- Partnership with quality Registered Training Organisations to build a multi-step screening approach to recruitment
- Review and implementation of new recruitment tool for Active Support Worker applicants
- Review of a number of Position Descriptions as we implement the National Disability Services Capability Framework
- Refining of the new induction process
- Partnership with *focus* management to reposition a number of roles as part of an overall restructure
- Selection of a Human Resources Information System (HRIS) to streamline processes and improve outcomes for employees, and ultimately clients and families
- Design of a new appraisal framework
- Active membership of National Disability Services Workforce and OHS forums, and dialogue with other Federal and State Government representatives
- Implementation of a new multi-enterprise Agreement.

- I would like to welcome Louise Moloney – Strategic Workforce Planner and Tess Brown – Rosters Officer to the team. We say farewell to Kerry Rei – Roster Officer who has been successfully appointed to a Team Leader position, and to Christianne Rutherford – Work Health and Safety Coordinator, who commences a period of leave in December 2020.

We have lots of plans for 2021 including:

- Strategic workforce planning in partnership with our Rosters Team, Support Planners, Team Leaders, Area Managers and Finance with a view to achieving the best outcomes for our clients within NDIS funding requirements
- Continue to develop working relationships with Government and Sector stakeholders to explore innovative opportunities for *focus*
- Implementation of the HRIS and launch of the new appraisal framework on this platform
- Continue to review and adjust the Training Program as we develop into a learning organisation where knowledge is effectively shared and transforms practice
- Partnership with Quality and Innovation with recruitment initiatives and external relationship development
- Streamlining of systems and processes.

It is a privilege to be part of such a fantastic community at *focus* whereby the rich history shared by our clients and families is such a part of our heritage. This provides a healthy and firm foundation from which to grow. I am excited about what 2021 has in store and am thankful to the Board, Executive, Staff and our stakeholders for their continued support.

Jayne Gillespie

Executive Manager – People, Culture and Safety



QUALITY, COMMUNICATIONS AND INNOVATION

'Individual commitment to a group effort – that is what makes a team work, a company work, a society work, a civilisation work.'

I have witnessed this quote in action across **focus**, throughout a year that has been anything but 'business as usual'. Through the concerted effort of our staff and the combined strengths of our teams, we have overcome the obstacles. Our systems and processes continued to work, and our innate ability to pivot in response to each challenge has ensured we remained true to our core; upholding and protecting the wellbeing of those most important people at the centre of our **focus**.

As the newest department (we hit the ground running in May), the Quality, Communications, and Innovation team has made positive progress. They continue to provide supports at each organisational level to drive the creation, communication, and delivery of great service, and I sincerely thank my colleagues for everything they have managed to achieve in 2020.

Sarah Green – Continuous Improvement Officer

This year was our first accreditation against the NDIS Quality and Safeguards Framework. The change meant we needed to review, update and re-write all our policies and procedures as well as redeveloping our reporting processes and practices in alignment with the new national compliance requirements. Sarah's diligence and passion for her role was apparent throughout our work as she supported the organisation in any way that was asked of her. Sarah continues to ensure we are always reviewing, updating and assessing our systems and services to continuously improve.

In eight years of external audits **focus** has never had a non-conformity, and this year was no different despite the significant challenges placed upon us in preparation and implementation. This is an enviable record and testament to the work that everyone put in to ensuring the standards are continually at the forefront of everything we do.

John Edgar – Service Innovation Officer

An innovation is an idea transformed into practical reality, and John has turned several ideas into solutions that have enriched the way we do things. He has worked with all departments in redeveloping our employment and induction methods, establishing recruitment pipelines and partnerships with training organisations, and working closely in mentoring students as they

gain qualifications and practical experience within our services. John developed and implemented the VisAbility Project, collaborating with families, staff, and the people we support to tell their stories in an accessible and meaningful way – transforming fairly passive information traditionally kept on computers and within documents, into living expressions of the individual and shared knowledge of who they are and what they need. These videos have been used within planning, training, and recruiting programs and have made each of those experiences all the better because of the stories now included within them.

Jo Reid – Service Access and Housing Projects Officer

As the first point of contact for people seeking our services, Jo is a warm and welcoming face of **focus**. Her nature and commitment to good customer service ensure people are welcomed and supported throughout the enquiry, intake, and transition process. Jo has also overseen the development of all our new building projects this year, creating beautiful home environments. Jo has been instrumental in guiding a truly person centred approach as each new person transitions into supported independent living.

We are in a time of unprecedented change within the disability sector. As a result, what may once have sufficed as 'the way we do things around here' needs to be continuously reexamined. We must always ask, can we do it better? We have developed collaborative feedback platforms such as the Focus People's Group, the Quality Reference Group, and the Family Advisory Network. We have also developed a new marketing and communications strategy that seeks to welcome all in conversation and broadcast our message both within **focus** and out to the broader community in a clear and engaging way.

We recognise that a commitment to the group effort makes our organisation work. We seek partnerships and support projects that foster collaboration and conversation with individuals, communities, families and organisations. When everyone has a place at the table we can then chart the best course to take **focus** further, guiding our organisation towards quality service, meaningful communication, and innovative practice.

Fran Cashman

Executive Manager Quality, Communications, and Innovation

A CHAT WITH EZZA.....



EZZA WOULOUGHAN TOOK SOME TIME OUT OF HER DAY TO SIT DOWN AND HAVE A CHAT. WHAT FOLLOWS IS EZZA'S STORY.

Ezza's relationship with *focus* started in 2013, when she began attending our day services.

A determined, creative and expressive young woman, Ezza will tell you that she:

- Loves going to the park for with her favourite support person. The park cheers her up.
- Enjoys good music – this can be any style of music including jazz, rock n roll, popular music. Ezza likes to listen to music on her phone.
- She is not much into listening to Podcasts because "I listen to people talking all day, so I don't want to listen to them on my phone as well."
- Ezza loves cleaning! Cleaning anything! Especially the house (this will be a very welcome bit of information for her soon-to-be housemates).

The most important people in Ezza's life are; her mum and brother Christopher. She is devoted to her boyfriend Owen and loves spending time with her support worker Vicky. She says she appreciates Vicky, because she can ask her anything; Vicky helps her to solve problems.

The disruption of COVID means that Ezza has missed volunteering at the local Red Cross Op Shop and is very much looking forward to returning to work when the restrictions lift.

She has also missed her sailing program and going to the movies, commenting that, 'It's a real pickle not being able to do what you would like'.

But Ezza has also found some positives during the experience; such as meeting her new support worker. Ezza

said she felt working with Vicky, 'opened a doorway – that was just waiting for me'.

When asked about hobbies, Ezza responds emphatically with, 'Art, art, and more art!' Her natural creative talents have been put to good use as she organised the creation of a community "Spoonville" at home, as well as making a short film titled 'Getting out of COVID'. Ezza writes songs, often using the words she has written about her feelings.

She is thinking about starting a band next year and recording her songs.

Ezza has a lot to look forward to as we approach the end of this strange year. In January 2021, she is moving into her own focus home, with two other housemates. She has really enjoyed going to the local furniture store to help pick out the lounge, dining and kitchen furniture for her new home and has purchased some beautiful cushions for the lounge suite. Pink was the colour of choice for her new bedroom, and Ezza took great pleasure going shopping with her mum to choose new furniture for her bedroom.

Ezza says the house needs some colour and is looking forward to decorating it with her housemates, especially the covered BBQ area. Across the road from Ezza's new home are a beauty and spa retreat and a yoga retreat. Ezza is looking forward to spending time there each month for a beauty pamper, and keen to experience a yoga class.

Ezza is most proud of doing things for herself, going out to places with her new friends.

A good day for Ezza means "...feeling ok, feeling good. Just being able to do more stuff".

Her dream job is to become a florist and she is thinking of doing a course. "Doing it in style. I reckon I've got the skills for it!".

When asked what she would like to be doing in 3 years time, Ezza replied, "... it hadn't really occurred to me but I think it will be travelling". She has been thinking about getting a passport so she can travel to Disney Land.

The 3 important things Ezza would like people to know about her are:

"I like to be special and popular."

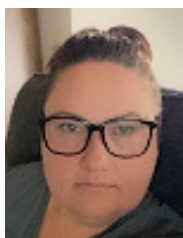
"I like to be the boss/best at anything"

"Not sure what my 3rd one is!"

And finally, In Ezza's words,

"I can do anything. It's my life and my choice."

OUR ESSENTIAL WORKERS



JACKIE - ASW

I first heard about *focus* in 2005, when my sister in law suggested I look into working in the disability sector. I was looking after my dad at the time and had been his live in carer for nearly 7 years as his health declined and

dementia set in. He passed in 2010 and I came straight to *focus* – I've been here ever since. Over the years *focus* has supported me to complete my Cert IV in Disability and Cert IV in Frontline Management.

A typical day is not that typical! But generally I am looking for ways I can make sure the people I support are doing as much as they can for themselves as possible. I'm here to increase their independence – in whatever way that looks like.

I have soft spots for the people in this house. It's the small things that can make my day – like when I come through the front door and they make a beeline for me with something they want me to look at. Or seeing someone light up because of something they've just done. That can make an ordinary day a really good one. Laughing keeps me motivated. I've been doing this for a decade; something keeps bringing me back here! I think it's those little things – like the other day when one of the housemates told me how much they enjoyed the meal we had made together.

COVID has been a challenge for me, with these guys missing their friends – I find it hard and feel for them because sometimes it can be difficult to explain why they can't see them, or go out and do the things they've always loved doing. The things that really make them happy – like going to the library to choose a movie or book, or going out for a haircut, aren't possible. We are missing those simple pleasures in life. I face other challenges – like keeping my cool sometimes when I encounter negative attitudes in the community. I'm not really one to shy away from things like that and it's hard to hold my tongue – but I do.

One of the ways I know I'm doing a good job is when the people I support are happy to see me – when I come to work and someone comes straight to me, smiling. I know I'm bringing something to their life that they need. When they show they are comfortable with me, that I make them feel safe and secure. My advice to anyone thinking about becoming an active support worker is to give it a go. It can be a challenge, but you'd be surprised at what you can do, and the difference you can make.

POSITIVE BEHAVIOUR SUPPORT



YVONNE COHEN - PBSP

Positive Behaviour Support is based on unconditional positive regard of each person. It is an evidence-based approach primarily aimed at improving a person's quality of life. It is intended to reduce behaviours identified by the person and/or their

support network that have caused or have the potential to cause harm, and reduce the need for any practices that may be restrictive or infringing on their human rights.

With our successful accreditation achieved through NDIS Quality & Safeguards Commission audit and registration process, *focus* is proud to announce that we are now registered providers of Positive Behaviour Support services, and we are delighted to introduce to the broader *focus* family our Positive Behaviour Support Practitioner – Yvonne Cohen.

Yvonne's background includes 27 years practicing as a Speech Pathologist and 16 years as a clinical neuropsychologist.

In her earlier years, Yvonne worked as an attendant carer - supporting people with physical and intellectual disabilities – while studying to become a speech pathologist. Soon after attaining her qualifications and entering the field, Yvonne was driven to further her education, pursuing her interest in neurology – specifically the relationship between brain physiology and behaviour. She returned to university studies, studying psychology and then specialising as a clinical neuropsychologist.

Yvonne's education, experience, and passion for supporting people to experience quality in life make her an invaluable asset to our organisation. She has been working with staff, leaders, the people we support and their families to strengthen and develop awareness and skills regarding positive behaviour support, and to better understand how to empower someone to achieve the best outcomes of each day.

TIMELINE – OUR STORY

1970

- Kindilan School Society formed –to build a residential school for children with intellectual disabilities.
- Kindilan name listed with Hospitals & Charities Register.
- 1970 Search for properties. Balnarring property secured for first stage of school plan. Tony Negri and Alan Steele integral in pushing progress.

'I would take Rob with me...we found 20 acres at Red Hill...we didn't have enough money to buy it. So we decided Alan (Steele), Richard (Case), and I would go in together, put in the money to buy it'.

Tony Negri

1972

- June – First 6 children moved into Balnarring- with Steiner teaching staff living on the property.

'When you live with these children, it's a deeply profound experience.... there's a certain point where the disability disappears and you only see.. the personality'.

Rob Gordon - teacher at Balnarring.

- October - Red Hill South property purchased.

1973

- First Kindilan Opportunity Shop 'Junket' opened in Armadale.

1974

Legislation reform: Handicapped Persons Assistance Act and Handicapped Persons Welfare Program.

1977

- Stage 1 construction began at Red Hill: 3 cottages, a community centre and classrooms- additional cottage and craft centre to follow.
- All correspondence to Mental Health Authority relating to appropriate funding remained unanswered: 14 staff employed, only 11 subsidised. Kindilan funded the additional positions until 1979.

'Dammit, if you tried to run a private business like this you would go bankrupt in a month. It is an absolute disgrace... Time is running out for my son. He needs help and training now in these formative years...'

Paul Williams, father of son who was on the waiting list, in his Letter to the Victorian Premier.

1976

- **MARCH** Application rejected. Kindilan applied again for funding.
- **NOVEMBER** Funding for project approved but would not be available until 1978/79.
- Two more houses established in Balnarring.

1975

Kindilan's first application for capital subsidies for residential accommodation. No response.

1979

- **FEB** Mental Retardation Services inform Kindilan they were unable to commit to likely funding. After 7 years and planning and negotiating with State govt., the Kindilan Society found itself with insufficient funding to pay staff and open Red Hill premises. Parents appalled that people needing support had been waiting for 7 years to move in, and now cottages were sitting empty.

'We have gone beyond the point of being concerned about protocol and being polite'.

Judy Williams (parent) in her letter to MP.

- Parents launch campaign - lobbied politicians and contacted media to highlight their struggle. Increasing coverage resulted in traction for their cause.
- **1978/79** – First families began moving from Balnarring properties to Red Hill
- **2 November** – Kindilan School at Red Hill officially opened.

'Present day achievements and the realisation of hopes for the future... are dependent on the hard work and generosity of those who care'.

Toni Negri, in his address at the opening.

1980 – 81

- Residents at Red Hill increased from 18 to 35 – all cottages fully occupied. Staff increased to 26.
- Peter Brookhouse employed as Superintendent & Administrator. Lorna Clayson recruited as new Principal.
- First family survey conducted – ahead of its time, this innovative initiative would not become a key feature of disability sector quality systems until 2000.
- Dr Graham Cato approached by Kindilan to provide ongoing medical services, establishing weekly onsite clinic at Red Hill (still running to this day).

1985

- Second CRU at Mt Eliza for six young people. This property was completely supported by the Op Shop fundraising – receiving no DHHS funding.
- The Kindilan Foundation formed – funds from the Foundation utilised to expand Kindilan services.

1984

- Controversial decision to purchase first computer to assist office administration.
- Kindilan Op Shop moved to its permanent location at Mont Albert.

1983

- Ongoing fundraising by committed Kindilan families for the building fund. The annual fete, the opportunity shops and donations. Four flats and a residential supervisor's residence constructed through this fund.

1982

- Red Hill further developed. Staff accommodation upgraded, with new self contained flats.
- Govt advised Kindilan that no further expansion would be funded for Red Hill.
- Govt. policy shifting away from onsite disability model . Introduction of 'Normalisation Model' - moving from the 60/70s sheltered workshops and towards smaller community based homes and daytime activities.

This (normalisation) philosophy held the notion that people with disabilities should be assisted to establish patterns of life close to those of the general community...contributing to their own integration into society'.

- McCrae property purchased by Kindilan- First community residential unit (CRU).
- Horses and goats arrived at Red Hill.

1986

SIGNIFICANT CHANGES TO THE SECTOR

- Disability Services Act – legislative requirements that disability organisations had to comply with Intellectually Disabled Person's Services Act (Introduction of funding through Individual Program Plans).
- The Guardianship and Administration Board Act.

'The Kindilan of today is very different from 1980, and no doubt the Kindilan of 1990 will be different again. This may not be easy...but the reality is that [we] must change to adapt to emerging needs, and be continuously aware of contemporary issues...'

Peter Brookehouse, communication to Kindilan community

1987

- Maysbury House purchased in Rosebud Four residents moved in by 1988.
- Industrial Awards changed –required a move away from 24 hour shifts and the cottage 'parent' model.
- Significant change to funding model introduced – requiring contracts between organisations and the govt. Hours of service funded were based on what individual houses required.

1988

- Cottage parent model phased out, changing to 4 and 3 night staffing rosters.
- Company named changed from Kindilan School to Kindilan Society. Peter Brookhouse appointed as first CEO.

1996

- Kindilan approached to take over 2 CRUs in Frankston

1989

- Kindilan Chairman Tony Negri awarded the Order of Australia Medal "For Service to adults and to children with intellectual disabilities".

2000 – 2012

- Kindilan administration staff moved into Dromana offices in Beach St.
- **2001** – day services, training and conference rooms established in buildings next to Dromana offices.
- **2001** – Kindilan Society begins management of Bungower House, Mornington.
- **2002** – First Outreach service.
- **2006** – MacArthur St Holiday Respite House opened.
- **2007** – 16 Beach street developed as a day service.
- **2002-2012** Victorian State Disability Plan – radically different and new philosophy stating,

"By 2012, Victoria will be a stronger and more inclusive community... where diversity is embraced and celebrated, where everyone has the same opportunities to participate in the life of the community...the same responsibilities towards society as all other citizens in Victoria".

- **2004-2006** Kindilan Strategic Plan – "to develop a new service model linking all parts of the organisation to a common focus within a person centred approach" – restructure implemented Govt legislation required Quality Assurance and compliance systems and measures to be implemented.

- **2004** - Gail Foster begins at **Focus** as Deputy CEO/manager Client Support.

'...the people receiving services from Kindilan have an inherent right to live a life that emulates that of the general population, to make their own decisions and – in some cases – their own mistakes...It must be acknowledged that change is difficult: however we must change if we are to live our vision to be a responsive, progressive and innovative leader in the development and provision of support to people with a disability'.

Gail Foster

2006

- Kindilan changed name of organisation to **Focus**
- Disability Act 2006 *"...to reaffirm and strengthen the rights and responsibilities of people with a disability...to recognise that this requires support across the govt. sector and within the community.....services working towards the aspirations of the individual..."*

2007

- Banksia House built at Red Hill.

2009

- Bondi House built in Frankston – supporting five people to move away from a nursing home existence and into age appropriate accommodation.
- External audits begin – independent monitoring to ensure service compliance against DHHS quality standards.

2010

- Peter Brookehouse resigns. Gail Foster appointed as CEO.

2012

- First Accreditation against DHS Standards for Disability Services in Victoria.
- Seaview House is built at Safety Beach.

2013

- Rymer House built at Safety Beach
- 7 individuals were provided with Emergency Accommodation at **Focus**, ranging from a few days to several months.

2020

- Renovations commence for new accommodation at Culburra, Frankston.
- Build commenced for new house at McAlister Frankston.
- Farewell to Gail Foster..
- Toni Stewart appointed as CEO.
- Building commences for new house at Helvetia Frankston.

2019

- Building commences for new house at Beach St. Dromana.
- Dromana Administration offices sold. Head Office moves to The Coolstores in Moorooduc.

2018

- NDIS Transition of all **focus** individuals complete.
- Survey conducted across Mornington Peninsula & surrounds to determine need for accommodation services.

2017

- Establishment of **Focus** NDIS Transition Support Planning Team.

2016

- Introduction of The National Disability Insurance Scheme (NDIS).
- Toni Stewart joins **Focus** as Executive Manager Client Services.

2014 – 2017

- Ash, Cedar, Oak and Berry Houses rebuilt and opened at Red Hill.

PARTNERSHIP, STRATEGY AND PEOPLE

OUR PARTNERSHIPS CREATE OPPORTUNITIES TO STRENGTHEN, AND TRANSFORM *focus*. THEY FOSTER COLLABORATIONS THAT DELIVER INNOVATION AND IMPACT, AND HELP SUPPORT THE ECONOMIC, SOCIAL AND CULTURAL TRANSFORMATION OF OUR COMMUNITIES.

Recruitment initiatives of 2020 have centred on developing working relationships with registered training organisations to build pipelines for a skilled workforce. These partnerships have given students insights into the sector through exchanges with our staff and the people we support. We have been part of their curriculum, and have enabled them to engage in practical, work-integrated

learning to gain valuable hands-on experience which has in turn increased our capacity to deliver quality services. As part of our objective to build a stronger workforce for the future, we are working with these organisations so that we can identify, nurture, and recruit high-quality talent early.

We have also partnered with community organisations such as the Special Olympics who share our vision of ensuring the rights of people with disability are supported and embedded within the sector and the wider community. *focus* and Mornington Peninsula Shire have a history of collaborating on community strengthening initiatives promoting social and artistic inclusion for adults with disabilities. From the Outcrop Arts initiative to the award-winning Fit and Fun at Mornington's Civic Reserve, *focus* is committed to working with the Shire in activating community-based outcomes for the people we support.

We are grateful for our partnerships, and look forward to continuing our working relationships with them all in 2020.



THANK YOU!

Thank you to everyone who came along for the ride with us this year – we appreciate all you have done. In small and big ways, you have all made our days better for having worked with you and we are grateful for your services and support. We look forward to working with you all again next year.

- A & G Excavations
- Ability Health Solutions
- Able Australia
- Ablelink
- Afford
- AGL
- A-Grade Appliance Service
- Aleva
- Alpha Medical Solutions
- Alta Firma
- Arny's Office Furniture
- Athlete's Foot
- Aussie Wine Boxes & Crates
- Australia Post
- Baker Boys
- Barry Dean Pharmacy
- Big W
- Bloomex
- Bridged / Telstra
- Brumby's
- Bubba Pizza
- Bunnings
- Butter Fish
- Care Squared
- Celsius
- Chemist Warehouse
- Chemtronics
- Chisholm Tafe
- Churchill Café
- Clean Away
- Coastcare Medical
- Coles/Myer
- Compact Systems Australia
- Continuity of Support Program
- Dahlia's fruit & veg shop Rosebud
- David Hassett – The Hassett Group
- Delta Therapy Dogs
- Department of Health and Human Services
- DIJ Electrical
- Dknet
- Dknet Group Consortium
- DMA Supplies
- Doppiozero Pizzeria
- Dr Graham Cato OAM
- Dromana Printing & Stationary
- EAP
- Easy Flowers
- Everyday Independence
- Fair Glass Repair
- Fantastic Furniture
- Fischer McCrae
- Focus on Furniture & Bedding
- Food Safety Labels
- Frank Brancatisano - landlord of the Coolstores
- Frankston PEG Unit.
- GMS Rehabilitation
- Going Green Solutions
- Gregs Family Gourmet Butchers
- GrenDesigns
- Happy Kids Psychology
- Happy Lives Behaviour Support
- Hastings Family Medical
- Hays Recruiting
- Heatherhill Pharmacy
- Independence Australia
- Jackie Furmedge - Team Leader Outreach & Volunteers Frankston Library
- JB HI-FI
- Joy of the Earth Community Garden Frankston
- Kate Thiele – Klarity
- Kmart
- La Trobe
- Langton's
- Leanne - Kenshin Karate
- Maddocks
- Mark Oliver Plumbing and Gas fitting
- Master Jack Café
- Mega Office Supplies
- Melbourne Office Supplies
- Mobility Wheelchairs
- Mornington Peninsula Plumbing and Gas
- National Australian Nappies
- National Disability Insurance Agency
- National Disability Services
- National Quality and Safeguarding Commission
- Norden Body Works
- O'Briens Real Estate – Somerville and Cranbourne
- Office of the Disability Services Commission
- Officeworks
- Ostomy Care
- Outcomes Connect
- Pack & Send
- Peninsula Commercial Cleaning
- Peninsula Dairies
- Peninsula Foot Clinic
- Peninsula Hampers
- Peninsula Health
- Peninsula Health: Occupational Therapists, Speech Pathologists, Dietitians and Physiotherapists.
- Pitcher Partners
- PPC ID Solutions
- Pro Active Podiatry
- Progress Signs
- Prompt IT
- Pure South
- Quest Frankston
- R & D Signage
- Race Painting and Decorating
- Radiator Workshop
- Red Hill General Store
- Red Hill Pharmacy
- Rehab Assist
- Riskman, Supportability, Emplive, HR3, Reckon
- RSEA Safety Frankston
- Safety and Mobility
- Salvation Army
- Seaside Packaging
- Simply Gourmet
- South Coast Physiotherapy
- Specialist Behaviour Support Services
- Supportability
- Team Medical Supplies
- The Cheeky Squire
- The First Aid Shop
- Tully's Corner Produce Store
- Value Office Furniture
- Village Cinemas
- Vistaprint
- Wainwright Constructions
- Walk on Podiatry
- Who Gives a Crap
- Williams Builders
- Windermere
- Wise Investigation Services?
- Woolworths
- Zart
- ZircoDATA

NDIS FOCUS SUPPORT PLANNERS

EMMA ZANIN AND SHONA ATCHESON HAVE BEEN WORKING WITH *focus* FAMILIES AND PARTICIPANTS SINCE THE INTRODUCTION OF THE NDIS. THEY HAVE SUPPORTED THEM WITH THEIR INITIAL TRANSITION INTO THE BRAND NEW SCHEME AND HAVE STAYED WITH THEM THROUGHOUT EACH PLAN EVER SINCE.

Message from Emma and Shona



Once again it has been an extremely busy year with many changes in the NDIS world and the subsequent navigation of plan review process and plan implementation. We continue to work with people to identify their goals, assist them in understanding the NDIS process and we are always available to support people in understanding the plan when it arrives.

This year has brought its own unique challenges (some from COVID, some from NDIS!) we are working well remotely – adapting to phone and zoom meetings - to get the best possible outcomes for our participants. In their endeavours to consistently fine tune the parameters around funding, NDIS have kept us on our toes with every rule and price guide update. At times we have found we needed to question some of the directives in the interest of people's needs. This is an ongoing dialogue which we are committed to being a part of.

The planning process has developed to include more scrutiny and collaborative conversation between participants and NDIS planners regarding Supported Independent Living. As collaboration with families has always underpinned our SIL planning we are pleased that the need for such discussions has been recognised and is becoming more prevalent in review meetings across the board.

We have continued to build strong relationships with our *Focus* staff, Support Coordinators and Allied Health Professionals who are an integral part of the ongoing success of our participants as they work towards their goals.

We do look forward to continue working with you in the coming 12 months to ensure ongoing positive outcomes for all concerned. It is exciting to think what we can achieve working together.

It will be lovely to see you all again face to face in the future.

Em and Shona

THE ALL ROUNDER

TIM WANSBROUGH CONSIDERS EVERY PERSON HE MEETS A LONG LOST FRIEND.

His warm smile and handshake are soon followed by a fairly intense discussion about sports - usually cricket. Specifically one day international cricket, however Tim is just as amenable and confident in discussing the long form variety as well. The conversation may then venture into an impromptu quiz about Australian cricket legends past and present, ('Ricky Ponting - he's a beautiful player isn't ...Shane Warne, what do you think of him...'). Having lived a sporting life, Tim's past includes a strong family connection to Australian hockey; he played for a long time in local competitions and also cheered on his brother within the Australian hockey team. Tim still enjoys attending local matches with his cousin when the opportunity arises - unfortunately not as often this year as Tim would have liked.

Alternatively, you may find your unexpected conversation with this gregarious fellow meandering through the trials and tribulations of the most recent AFL season, including an assessment of how Tim's beloved Bulldogs fared, and the statistical achievements of the final champions. Tim is equally confident when contemplating the Spring Carnival - a quality appreciated by several *focus* staff, who will often 'incidentally' ask Tim what he's fancying in the lead up to the Melbourne Cup. True to form, Tim's advice has made quite a few people grateful for his insight on more than a few occasions over the years.

All of these topics are within Tim's repertoire, and he navigates his way through any of them with enthusiasm and generosity. When it comes to talking, Tim Wansbrough is an all rounder.

Tim lives for the chat. When asked about the most important things in his life, going out for a coffee and conversation are seldom too far from the top of the list, followed closely by talking to his family, and contemplating the events of the day with Geoff - his housemate of over 12 years. Tim will tell you, "I love Geoff. We're good mates".

In a few months' time there will be celebrations at Tim's house in Safety Beach, commemorating his 60th birthday. Tim's outgoing nature suggests it may be a grand occasion, given that most people he encounters leading up to the date will most probably be offered an invitation to attend. If there are speeches, they will undoubtedly mention Tim's past employment; he worked for the railways for 15 years, starting in 1978 when he was 17 years old. Tim will tell you he enjoyed his job very much - 3 days off sick the entire time - and that a fond memory of his career was apparently catching his brother without a ticket.

Tim views the limitations this year has placed upon his life as lamentable but necessary. He has spent his days on the phone to family, having virtual coffee dates with friends, and working hard in the garden. He will also tell you of his achievements in the Rymer House veggie patch during this time, and may even offer you silver beet, strawberries, and purple carrots to take home with you. When asked about the impact COVID has had on life, Tim comments that he has dearly missed his friends and family. He is very keen to return to his coffee dates and daily community activities, and eagerly awaits the day when life returns to normal. After all, there are so many long lost friends he hasn't met yet.



FOCUS HOUSING PROJECTS

IT HAS BEEN A MOMENTOUS YEAR FOR OUR HOUSING PROJECTS. AFTER MANY MONTHS OF PLANNING AND DEVELOPMENT DURING A TIME OF EXTRAORDINARY DISRUPTION, WE SUCCESSFULLY CONTINUED PROGRESS ACROSS FOUR SITES. WE COULDN'T BE PROUDER OF THE OUTCOME AND DETERMINATION SHOWN BY OUR HOUSING PROJECTS TEAM, TO DELIVER SUCH BEAUTIFUL, PURPOSE BUILT HOUSES – READY FOR PEOPLE TO CALL HOME.



DROMANA HOUSE

16 Beach Street Dromana was originally built as a house by the previous owner. Kindilan Society purchased it years ago to use as a Day Service.

The property layout already had bedrooms however they did not meet NDIS SDA standard building codes, therefore significant renovations have occurred to have the property meet building codes and be assessed as SDA.

Originally the three housemates were due to move into the property in March this year, however due to Covid19 restrictions, Lockdown 1 and 2, this has been delayed.

Now the property remains ready to welcome 3 people who will call 16 Beach Street Dromana their home.

There has been a lot of planning going on behind the scenes.

Housemates have picked out furniture for the common areas of the home, decided on colours for their bedroom walls, busy looking through magazines for ideas, and making lists!

When Covid19 restrictions lift again, everyone will enjoy going on a shopping expedition to purchase other items for their new home such as cushions, throw rugs, pictures etc.

We are looking forward to 16 Beach Street Dromana joining our *focus* family.



McALISTER HOUSE

Kindilan Society took possession of 17 McAlister Street from a previous Supported Accommodation Provider in 1998.

The residents remained there until 2009 when they moved into a purpose built home, built by Kindilan.

McAlister House was then turned into a Day Service for the Frankston community.

The property was closed as a Day Service at the end of 2019 and was demolished in March 2020.

McAlister House is expected to be completed by November 2020, with accommodation for 4 people.



CULBURRA HOUSE

Culburra house was purchased in April this year, with settlement on 20th May.

Although the property was purpose built for disability/respite it was dated and needed a makeover and some adjustments.

Renovations commenced on 21st May.

Originally a five bedroom home including office/sleepover, it was decided to change this home to a 3 bedroom plus office/ sleepover room.

A wall which divided one of the back bedrooms and the dining area was removed, making a large, sunny open plan kitchen, dining and lounge area.

Our amazing maintenance team, along with our regular tradespeople, have worked hard to renovate this property - inside and out!

The house has a brand new lease of life, and is nearly ready for its new residents to call home.

Culburra House will accommodate 3 housemates, with staff office/ sleepover room, with anticipated move in date sometime in late November/December 2020 – pending Covid19 restrictions.

TIMELINE OF PROGRESS

16 BEACH ST, DROMANA

15/7/2019

Builders take possession

17/10/2019

New Clients and families visit site

24/02/2020

*Practical Completion/
handover to focus*

27 CULBURRA AVE, FRANKSTON

APRIL 2020

Purchased

20/5/2020

Settlement

21/5/2020

Renovations commence

OCTOBER 2020

Renovations completed

15 MCALISTER AVE, FRANKSTON

MARCH 2020

Building Demolished

30/3/2020

*Builder takes possession
of site*

17/11/2020

*Proposed practical
completion/handover
date*

17 HELVETIA CRT, FRANKSTON SOUTH

NOVEMBER 2019

Settlement

MAY 2020

*Existing property
demolished*

NOVEMBER 2020

*Builder takes possession
of site*

APRIL 2021

*Estimated practical
completion*

JANUARY 2021. (WE HOPE !!)

Everyone will have transitioned and settled into their new homes:

- 16 Beach St
- 27 Culburra Ave
- 15 McAlister Ave
- 17 Helvetia Crt Frankston South:

Building works commenced and well on the way to finishing on schedule

FINANCIALS



The following represents a summary of the financial position of Kindilan Society ABN 21 004 947 782 (T/A *focus* Individualised Support Services) as at 30th June 2020. A copy of the complete audited accounts may be obtained if required by contacting the Chief Executive Officer at The Coolstores 4/475 Moorooduc Hwy, Moorooduc (PH: 03 59 815100)

2020 PROFIT & LOSS REPORT

INCOME

NDIS & Government grants	\$22,431,057
Client Fees	\$1,835,993
Fundraising & Donations	\$618,795
Investment Income	\$494,521
Consultancy Income	\$12,000
Other Income	\$111,531

TOTAL INCOME	\$25,503,897
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EXPENSES

Salaries and staff related costs	\$16,549,720
Depreciation & amortisation	\$928,826
Repairs & Maintenance	\$471,112
Motor Vehicle Expense	\$225,544
Occupancy expense	\$57,494
Professional fees	\$207,297
Other expenses	\$2,179,612

TOTAL EXPENSES	\$20,619,605
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NET CURRENT SURPLUS	\$4,884,292
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2020 BALANCE SHEET

CURRENT ASSETS

Cash Assets	\$7,335,629
Receivables	\$808,563
Other	\$326,709

TOTAL CURRENT ASSETS	\$8,470,901
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NON-CURRENT ASSETS

Other Financial assets	\$11,721,750
Lease Assets	\$532,749
Property, Plant and equipment	\$15,929,486
Other Assets	\$50,557

TOTAL NON-CURRENT ASSETS	\$28,234,542
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TOTAL ASSETS	\$36,705,443
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CURRENT LIABILITIES

Payables	\$934,896
Lease Liabilities	\$176,178
Provisions	\$1,839,162
Other liabilities	-

TOTAL CURRENT LIABILITIES	\$2,950,236
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NON CURRENT LIABILITIES

Lease liabilities	\$378,826
Provisions	\$464,677

TOTAL NON-CURRENT LIABILITIES	\$843,503
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TOTAL LIABILITIES	\$3,793,739
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NET ASSETS	\$32,911,704
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EQUITY

Reserves	\$396,745
Accumulated surplus	\$32,514,959

TOTAL EQUITY	\$32,911,704
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THE PEOPLE'S *focus* GROUP

Prior to COVID restrictions the People's *focus* Group met in February of 2020 and discussed a number of items that have been addressed throughout the course of the year. Chiefly, the need for more accessible information was discussed as a matter of priority and through the Quality, Communication and Innovations team the VisAbility Project has ensured that information for and about the people we support has been created with the recommendations of the People's Focus Group in mind.

Additionally, delays in the opening of new *focus* homes had been flagged by PFG members as a potential cause of distress, and that support for individuals transitioning from living with family to living in Supported Accommodation might need to be addressed. This issue has clearly continued throughout the restrictions of the last 8 months, and *focus* has ensured those individuals and their families experiencing delays have been kept up to date with video presentations (outlining the progress of the newly built homes) and ZOOM meetings to engage and sometimes introduce people to their new housemates.

The People's *focus* Group looks forward to reconvening soon so as to continue the move towards an increasingly empowering model of support and governance for people with disabilities.

Each member of the *focus* group has, with their consultation and contribution, taken on a role with specific nuances and goals attached. Some roles are currently more developed than others as this strengths-based approach is a work in progress. The agenda for PFG meetings reflects current organisational issues, with information flowing both to and from the board, the executive, senior management and direct support teams.

The current members of the People's *focus* Group are:

Erin 'Ezza' Wooloughan: *Colour & Style Expert.*

Ezza is keen to work with other *focus* residents in exercising choice and control through helping them discover their ideal colour scheme for their own personal space. More generally, Ezza is interested in working with other people in discovering new opportunities to help with their Health & Wellbeing. Throughout the COVID restrictions Ezza has been involved in creating video content for the *focus* VisAbility Project that provides updates on new homes for incoming housemates. The potential confusion and distress caused by COVID delays for those preparing to transition to

their new homes has been appeased somewhat by Ezza's wonderful work in this space.

Kevin Williams: *MC & Community Access*

Kevin is the Master of Ceremonies of the PFG and has taken the responsibility of welcoming each individual personally and undertaking the Acknowledgement of Country prior to the meeting commencing. Kevin is keen to assume a Social Networking role through his regular involvement in his community, creating awareness for focus participants around what's going on in their local community

Marcus Schindler: *Advocacy / Communication*

Marcus is a strong advocate for social inclusion for people with disabilities. He sits on the VALID Friendship Group Steering Committee and has made valuable contribution to the *focus* VisAbility Project in highlighting and communicating the needs of people with disabilities to new staff and students of the Certificate IV Disability. Marcus' role provides input around advocacy and communication.

Allannah Wooloughan: *Family Representative & PFG Advocate*

The inclusion of Allannah Wooloughan as a Family Representative is valuable in maintaining advocacy for the voices that may slip to the margins through the process. The PFG is about 'lionising' voices that often struggle to be heard.



THE VisAbility PROJECT



For nearly 50 years the success of *focus* has been underpinned by the strength and commitment of family.

These family members have been incredibly generous in their time and input this year within our VisAbility Project, resulting in quality resources that are increasing knowledge and understanding across a range of platforms. This is an initiative that presents the history, hopes and dreams of the people we support in a video format.

From the pioneering, foundational families of the early 1970's through to more recent affiliations, the input of family members has always informed the strategic and philosophical direction of the organisation.

One of the more recent additions to the wider *focus* family is Annee Angell.

Over the last six weeks Annee has been working with the *focus* VisAbility Project in creating short films designed to promote personalised support for her daughter Lindsey at Bondi House.

The stories that Annee has shared are infused with resilience, love, creativity and strength. From promoting disability awareness through the press in her native UK, to supporting Lindsey for three years at the Institute for The Achievement of Human Potential in Philadelphia, Annee is a shining example of mother and activist, carer and educator. Most of all, she highlights the need for unconditional positive regard when supporting people with disabilities.

While the 40 year old Lindsey has always required a very high level of support, Annee never wavers in promoting Lindsey's strengths, interests and need for friendship and community.

To all of the family members who are the heartbeat of this organization, your wisdom, insight and strength is inspiring. Thank you.

SHE'S A WONDER - CATH

So what are you up to today?

I'm about to make honey soy chicken for dinner. And I want to bake a cheesecake for dessert.

Do you like to cook?

I love to cook. I cook dinner for my housemates...we take turns. I like to look at recipe books and if I see something I like, that's what I cook!

How have you been doing during Covid?

Pretty good...we've been staying alive. I've been happy ...I like sleeping in a bit. I like all the art and craft I have done at home. Lots of needlepoint. I haven't missed going out, even for dinner. We had good takeaway for Bruce's birthday. We had fish and chips. Its Bruce's favourite.

Can you tell us what is important to you?

My family is very important to me. I have two brothers and two sisters. I used to be the youngest, and then my brother came. My friends are also important to me. And Wonder Woman.

Wonder Woman?

Yes. I love Wonder Woman. She's strong. And brave. She can look after herself. And I like her boots. My 50th birthday party was a fancy dress. I have a Wonder Woman costume.

How long have you lived with *focus*?

I'm not sure. I came here when I was quite young (Cath joined *focus* in her teens). I started living at Red Hill. I also lived at Mt Eliza. And then we moved to Balcombe.

What do you like about your home?

I like how I feel. I like my bedroom. I like doing things for myself. I'm proud of myself. I'm a good cook and I help my housemates. I'm a good friend. I want to stay right where I am.

What would you like to do in the future? What are you looking forward to?

I would like to go on a holiday. And I'm looking forward to going on a girls' night out with Shirl (support worker). I'll let you know how that goes!





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