



FOCAL Community Living Inc (t/a Focal Community Services) Annual General Report 2016 - 2017

Chair & CEO Report

The 2016-17 year has been one of the most significant in Focal's 44 year history, since the de-institutionalisation at the end of the '70s, or the implementation of the disability pension, strongly influenced by our very own former President, Jim Cummings OAM. Indeed, with the launch of the National Disability Insurance Scheme (NDIS) on May 26, 2017, the Focal environment has changed dramatically—with some fantastic outcomes for clients and families.

Focal is moving from a charity setting where funding was guaranteed by the government, to a for-purpose organisation where clients pay for the services they want and need. Our clients now have the choice and control to design the services that they receive, and determine how the Focal team can empower them to achieve their individual goals.

During 2016, we predicted many new opportunities in preparation for the launch of the NDIS in Queensland, and many of these opportunities have come to fruition. Our achievements are a credit to the Focal team: our employees and volunteers, clients and supporters.

- In **September 2016**, Focal launched its new strategy aimed at empowering our clients. The organisation implemented a strong focus on sustainability, to ensure the continuity of our service. In particular, the review of Focal's mission, vision and goals was about us aligning with the new business environment, to continue improving all our services, whilst also focusing on achieving organisational goals and objectives.
- In **October 2016**, Focal initiated its new marketing strategy with the aim of increasing brand awareness and providing exciting opportunities for our current and future clients.
- In **November 2016**, Focal implemented a new and improved digital media platform. We focused on creating an easy-to-access website with all our information only a click away. Soon we will be launching a digital events calendar, along with other unique innovations.

Our HSQF accreditation was also renewed for another three years, confirming Focal's ability to deliver quality services to the community and identify areas for future improvement and development.

- In **March 2017**, Focal unveiled its new organisational management structure, designed to foster innovation and become more agile and adaptable. We streamlined our structures to ensure future sustainability, as well as improve communications with our clients.
- In **May 2017**, Focal launched a series of spin-off services, including Focal Aged Care, Focal Enterprise and Focal Realty. These services aim to provide an 'all of life approach' for our clients, as well as diversify Focal's revenue and increase the supports available to the community.

**Creating endless opportunities for all.
Care, support, empower.**

Focal: A Year in Numbers

86,000
hours of
support

70%
of clients
transitioned
to NDIS

120+
staff

300+
families
supported
through NDIS

3
new spin-off
services

2
new
buses

Care, support, empower.

Chair & CEO Report (cont.)

Focal made an operational loss of \$233,157.00 during the 2016-17 financial year. This result, compared to the surplus of \$686,675.00 the previous year, was expected at a time where Focal invested extensively in preparation for the NDIS and the new business environment.

Through 2016-17, Focal has focused on supporting clients, their families and carers, and the community in general to get 'NDIS ready'. This work continues with Focal's transitioned clients, and will progress to ensure that the community gets the best outcome from the NDIS.

Our external audits were again completed with great success. The auditor recognised the great work that our team delivers to support clients and families on a daily basis, and commented on Focal's commitment to empowering our clients.

Over the past year, Focal has significantly enhanced its digital footprint, through a major website upgrade and increased social media presence. This provides Focal with a platform to develop diverse services in the future, such as an Intranet for staff and clients, and an online point of sale and booking system.

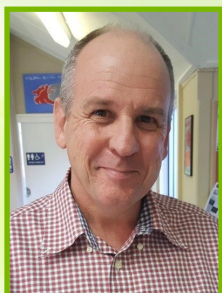
A new IT system was purchased to provide seamless communication between the rostering and financial systems, and to improve our overall quality of service. The training of our support staff was also re-designed, to deliver more flexibility and ensure that specific training is completed for our clients.

With nearly 70 percent of our clients now fully transitioned, Focal is entering an exciting new era where individuals have the power to purchase and design the support they want. By the end of 2017, all current Focal clients are expected to have transitioned into the NDIS. This means that Focal will no longer be dependent on government funding, nor will we operate under specific rules and regulations. Therefore, Focal will finally be able to innovate and develop services as they are required by the community.

2017-18 promises to be a fascinating year for Focal, with many new surprises and initiatives in store. We will continue to increase our community consultations, with the aim of co-designing activities that ensure all the current needs and expectations of our clients are being met. The year will also see a greater focus on health and wellbeing, to address a growing need that has been expressed by our parents and participants. This will promote awareness of the impact associated with our lifestyle choices.

Focal is also looking to implement new social enterprise initiatives, for those who want to participate in activities and give back to the community. Moreover, Focal will continue to increase options for families wishing to foster independence. This includes additional 24/7 services, independent living solutions and alternative respite arrangements.

From all of us at Focal, thank you for being a part of our journey.



Chris Hannah



Patrick Albina



Stephanie
Francis



Hamish Leech



Russell
Swinton



A place to call home.
focal.org.au/focal-realty



Enterprise

National Recycling Week
13-19 November, 2017



focal.org.au/focal-enterprise

Focal's Services

Focal's range of supports have continued to grow and evolve this year, in response to our customers' personal needs and goals. These services also represent the broad range of needs of the community.

Focal's range of services now include:

- **Support to young people** through Focal's Out of School Hours Care Service (Vacation and After-School Care). The rollout of the NDIS in Ipswich has resulted in tremendous growth for this service. Focal is proud to announce that we will continue providing Out of School Hours Care into the future. We will also be launching a School Holidays Club in December, as well as developing one-on-one supports in your home and on weekends.
- **Support towards independent living** through the provision of 24/7 supports, accommodation services, in-home supports and in-home drop-in services. Community access is another way in which Focal creates independence for individuals, through the development of strong and meaningful relationships. Focal now has a suite of services which foster independent living.
- **Support to CALD groups** through tailored services provided by Focal's culturally aware and multilingual staff. We can provide community resources, cater for specific language and cultural groups, plus create links with Multicultural Affairs Queensland and other community directories.
- **Support groups and respite**, including the Sibling's Group and MyTime Men's Group.
- **Support to seniors** with Focal's Aged Care Services, which assist with in-home, personal care and clinical services. Focal provides Low and High Home Care Packages in West Moreton, Brisbane South/West and Logan. We also facilitate a Social Circle for individuals aged over 60.

Mickael Blanc



Service Delivery: 2016-17 Highlights



Gillian Hails

In March, we welcomed Gillian Hails as Focal's new Practice Leader. Gillian's role is to ensure that Focal delivers high quality services to all our of clients, their families and carers. In addition, Gillian is also supporting all our employees to work towards empowering our clients.

Care, support, empower.

Service Delivery Report

Service Team

It has been a very busy six months with the early roll out of the NDIS, and the many positives and challenges that have resulted. We have seen an increase in the supports being delivered to our transitioning clients, which has enabled us to deliver more flexible, individualised services. We have also been able to branch out of Ipswich, and deliver services in the Logan area, as well as provide residential support in clients' homes.

Like all new things, the NDIS has come with many challenges. This has resulted in us changing the way that we think and operate in clients' homes. Through these changes, we are continuing to provide quality service delivery to our clients, their families and carers, and the greater community. We have also had the pleasure of mentoring staff through these changes, and empowering them to promote choice, control and independence to our clients.

In addition to individualised services, Focal has supported people with disability across four main services:

- **The Horizons Group** supports individuals with complex behaviours and higher needs. This is an activity-based service operating in a hub-based setting. Some of the group's activities include craft, music, self-care, meals, physical recreation, community outings and other personal interests.
- **The Stepping Out Group** builds social and life skills for young people transitioning from school to the community. This service provides opportunities for shared social experiences and life skills in a safe, supportive environment. The clients are in control of the activities, thus giving them choice and control.
- **The Independent Pathways Group** focuses on enhancing and maintaining social inclusion for individuals. This is achieved through avenues such as community access and support at work. Specific skills are also taught across these areas, including interview skills and accessing public transport.
- **The Handyman Group** develops skills for individuals across areas like woodwork, gardening and general maintenance. Some of the projects that participants have completed include bread boards, shelves and hanging plant boxes. This group will be actively involved in Focal's Social Enterprise initiatives.

Next year, we look forward to building on the significant progress that has been made.



Heidi
Crittenden



Sonya Mataia



Kristy Mellow



David Parry

Children's Services: 2016-17 Highlights

Motorbike Visit

In June, we were visited by the Ulysses Motorcycle Group (Lockyer and Ipswich), who showcased their wonderful motorbikes. They provided ample opportunities for children to ride around on their motorbike of choice.

Ulysses has visited for the last two years in a row, and we cannot thank them enough for donating their time and resources. The rides bring so much joy to the children.



Fire Engine Visit

In June, we also had the Ripley Fire Station visit the school - this time in a big fire engine. Their fire fighters facilitated practice fire drills, and talked to the group about their jobs and fire safety.

The children then had a close-up look at the fire engine, and enjoyed taking turns at shooting water from the hose!



Helicopter Visit

In July we had a helicopter land on the school oval during the holidays. What a treat this was! Captain Mike from Pterodactyl Helicopters generously donated his time (and helicopter) to visit the children.

The highlight was being able to get up close and personal to the helicopter, and sit in the pilot's seat for a photo.



Music Appreciation

In September, John, Luke and Alan from Focal's in-house band, The Axe Grinders, made a special appearance. They joined the group to demonstrate their musical talents, which was a lot of fun for everyone involved.

This was particularly a hit with the senior program participants, especially for other aspiring musicians, who found the session to be motivational.



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Children's Services Report

Kerri Siebenhausen

It has been a fantastic year for Focal's Out of School Hours Care Services. The children and staff had lots of fun participating in a whole range of unique and exciting experiences throughout the year. In addition to our regular Vacation and After School Care activities, we offered some new activities for children to participate in, including sensory/messy play days, dress up theme days, cooking, water play, swimming and excursions.



Some of our excursions included trips to Colleges Crossing, Ten Pin Bowling and Springloaded Trampoline Centre. We also enjoyed educational sessions, including the Deadly Australian Animals and the RSPCA. Our stand-out events featured visits from Ulysses Motorcycle Group (Lockyer and Ipswich Branch), Ripley Fire Station, Pterodactyl Helicopters, plus Focal's in-house band, 'The Axegrinders'.

With the NDIS now rolled out in the Ipswich region, we have seen families extend their support from services such as Vacation and After School Care, to individualised in-home and community access supports. I personally feel very privileged to be able to assist families on this journey.

Because of the NDIS, Focal will also be launching a new school holiday club program, specifically designed for NDIS participants. This is very exciting and we cannot wait to see where it goes from here.

Finally, I would like to thank all the wonderful people and organisations that have been mentioned, particularly the Ipswich Special School for their ongoing support to Focal's Out of School Care services. This has been a long-standing partnership which we value very dearly.

I would like to also thank Elise Campbell, Janelle Lind, and all of the dedicated and hardworking staff I have on my team. These services would not be possible without you.

Most importantly, thank you to all the children and young people, their families and carers who attend our programs. We absolutely love working with you and wouldn't be here without you!



Elise Campbell



Janelle Lind



Community Development: 2016-17 Highlights

Long Table

Over 70 people shared a meal at the Long Table event, including local councillors, businesses and community members.



Information Expos

Focal has participated in more than 15 expos in the last 6 months, across 8 different regions in South-East Queensland.



Joint Ventures

Focal has formed over 5 joint ventures with other local and national organisations.



NDIS Preparations

Focal has supported 200+ families in the lead-up to their first planning interview. We are also delivering Support Coordination for more

Fresh Futures Markets

Between 600-800 young people attended the Brisbane and Ipswich Fresh Futures Markets. More than 85 stallholders were present at the Ipswich event.



MyTime Men's Group

Each month, 6-8 group members enjoyed a couple of hours' respite from their carer role.



Social Enterprise

Focal has submitted 5 applications for funding for Social Enterprise and Community Development projects.



Care, support, empower.

Community Development Report

Stratos Efstratiou

In 2016-17, Focal continued to deliver services in the community for people with disability, their families and carers. We also started to lead Focal into becoming an Approved Provider for Aged Care Services (Home Care Packages).

In addition, the Community Development Team focused on identifying new community and business opportunities, particularly in relation to establishing connections with people of Culturally and Linguistically Diverse Backgrounds.



Focal's work in the community focused on the following areas:

- **Community initiatives** addressing social issues like isolation and loneliness, by bringing together local businesses, councillors and community members. These initiatives also allowed Focal to share information with these groups, particularly in relation to aged care and the NDIS.
- **Community events** to promote our services to the community. Whilst delivering on our mission, these initiatives also focused on increasing our brand awareness and service recognition outside of the Ipswich region.
- **Joint ventures** were established with organisations such as LifeTec Australia, who set up an Access Point for Focal clients requiring Assistive Technology; Auspire Care, who provided Focal with Home Care Packages before we became an Approved Service Provider; and Home Care Nurses Australia, who assisted individuals with their nursing needs. We also partnered with First National on the Coast, to support our clients in finding a place to call home. In addition, Focal became part of the workability initiative with NDS, and worked closely with TAFEs and other institutions to promote the role of the Support Worker in the community.
- **NDIS preparations** with individuals, their families and carers. Focal continues to assist individuals with planning for their initial NDIS interviews, as well as support individuals who are in transition. Furthermore, Focal delivers plan management and the coordination of supports to ensure that participants are getting the best outcomes from the NDIS.
- **Support groups** continue meeting on a regular basis. Members from the Sibling's and MyTime Men's Groups enjoyed a couple of hours of respite from their caring role. I would like to thank Ben Harrison for his hard work in organising and facilitating these events.
- **Community development projects**, in which Focal submitted five applications for funding. The biggest challenge thus far is finding a suitable place for our Social Hub, in addition to shed space for our Handyman Group and Social Enterprise projects. Stay tuned for our upcoming plastic recycling initiative, as part of National Recycling Week.

Overall, it has been a very busy period, but also a very exciting one filled with new challenges. The introduction of the NDIS has given participants the ability to live life on their own terms, as well as the integrity and respect that they deserve. Everyday, we hear lots of stories: some positive and some challenging. All of us have the ability to learn from these, and continue to improve our services to the community, and to everyone who wants to be a part of our journey.

Finance Report

Deb Pozingis & Russell Swinton

During the past few months the Finance Team has been very busy with the transition into the NDIS.

Our primary goal is still focused on improving processes that will fully utilise the organisational resources in a more efficient manner. This is to ensure the financial sustainability of Focal as we continue into full transition of the NDIS.



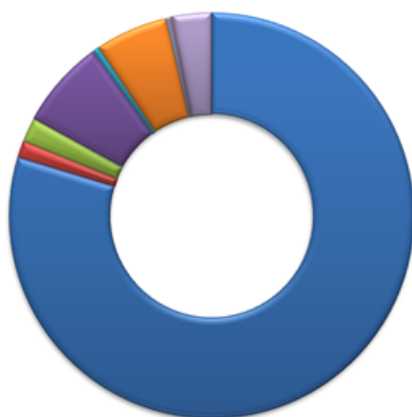
In the 2017 Financial Year, income increased by 14.21% and expenditure increased by 21.35%. The increased expenditure in the 2017 Financial Year reflects investments toward target areas identified in the 2016 report:

- Staff & Governance Training;
- IT Solutions;
- Marketing; and
- New Positions.

Overall, expenses are primarily geared toward ensuring organisational readiness for transition into the NDIS. However, it is also important to note that additional costs have been incurred well in advance by Focal to support the community and our client to be ready for their NDIS conversation. Additional resources have also been made available to ensure the organisation continues supporting individuals when they have transitioned.

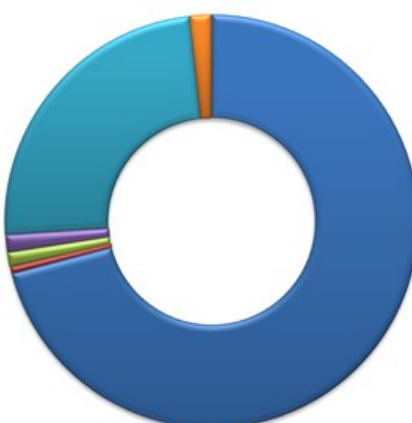
Over the next Financial Year, Focal will be concentrating on the full transition of all of our clients into the NDIS. Focal will also continue to invest and develop strategies for growth and sustainability. The financial results for the 2016-17 Financial Year are summarised below:

Income



Government Grants (79.67%)	NDIS Grants (1.34%)
One Off Grants (1.95%)	Out of School Hours Care (7.12%)
Activity Fees (0.52%)	Brokerage (5.81%)
Event Fees (0.35%)	Fundraising (0.16%)
Donations (0.02%)	Other Income (3.07%)

Expenditure



Service Delivery (70.95%)	MV Expenses (0.55%)
Marketing (1.12%)	IT Solutions (1.37%)
Operational Costs (26.10%)	Training & PD (1.69%)

Focal Supporters

This year, the Focal team have benefited from the generosity of a number of supporters.

Focal thanks the many organisations, families, carers, and individuals who have supported us through 2016-17. We also acknowledge and thank all the volunteers who contributed to Focal with their unwavering commitment and enthusiasm.

Special thanks to

- Our clients, families and carers for choosing Focal and working with us to plan and deliver the services that meet your needs, as well as the needs of others.
- Ipswich City Council and its Councillors, particularly Cr Cheryl Bromage, for their ongoing support of Focal's initiatives, including a musical grant for equipment and instruments.
- Parliamentary representatives of Ipswich, particularly Shayne Neumann MP and Jennifer Howard MP, for their continual advocacy of community services in the region.
- The Axe Grinders, Focal's in-house band, for performing at many of Focal's events and other community initiatives.
- The Queensland Times and other local media for actively promoting the NDIS and community services in the region.
- Ipswich Jets Leagues Club and its patrons for raising \$100 in gold coin donations.
- QUT, USQ and other institutions for helping Focal promote the role of the 'Support Worker' in the community.
- The many organisations who have worked with Focal in 2016-17: Auspire Care, Brisbane Broncos, First National on the Coast, Ipswich City Square, Ipswich Multicultural Projects, Greenlight Therapy, Home Care Nurses Australia, LifeTec Australia, Pterodactyl Helicopters, Ripley Fire Station, Therapy Pro, Ulysses Motorcycle Group, and many more.

In remembrance

Focal would like to acknowledge and remember those clients and staff who have passed on within the last year:

- Jamie Perrett
- Leonie Kingi
- Duncan Richards
- Patrick Richardson
- Albert Wallace



**Creating endless opportunities for all.
Care, support, empower.**

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