



Annual Review
2013 -2014



INDEPENDENT
DISABILITY SERVICES

Changing lives, empowering people

Our Vision

People with disabilities have the support they require to live the life they want.

Our Mission

Client-directed services for people with disabilities in Victoria. We provide world leading support for people with disabilities, with a perspective that enhances access to networks and services across the community.

Our Values

Independent Disability Services client centred values:

- respecting people,
- providing opportunities,
- individualising control,
- maximising choices.

Front cover picture:
Erica (IDS client) and Charlie,
(CEO's son).

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Our performance centred values:



Leadership



Performance



Innovation



Accountability

Chair's Report

As Chair of Independent Disability Services Board I am fortunate to be supported by fellow Board members who have the experience and expertise to ensure that we work together to continue the organisation's viability in a changing environment.

Through continual consultation with the CEO, Jed Macartney and his senior management team, we have developed a strategic plan that recognises the need for the organisation to introduce new initiatives and broaden the range of services offered.

I acknowledge the work of the Financial Working Group who have monitored our financial situation throughout some difficult circumstances, ensuring we remain a viable organisation at a time when there is much uncertainty.

More than any other community sector, disability faces a changing landscape. The roll-out of the NDIS has raised the expectations of people with a disability. Increasingly they are seeking individualised support that reflects their needs, goals and aspirations.

To deliver on the promises made under the NDIS, governments will need to consider the changing society we live in. Funding for the scheme has been guaranteed, however this will face increased pressure as costs inevitably rise. Labour costs must increase, support workers are amongst the poorest paid in the community, subsequently the turnover in the sector is unacceptably high. The sector will face increased pressure in this area as the community ages and the demand for qualified support increases.

We are entering a world where the individual will have a much greater say in the services they purchase. Because of this changing environment, innovative strategic thinking has been required of the Board and Management team. As we continue to monitor the implementation of the National Disability Insurance Scheme trial site in Geelong, we have been looking at how to position our service offering above other service providers. We have done this through examining what we do, how we do it and researching opportunities to move into other areas.

The need to change direction to meet the challenges where traditional funding models are no longer in place is a significant issue for all service agencies.

To meet these challenges the organisation has restructured, embraced new initiatives and direction. I congratulate the team at IDS, who have remained focused on their primary responsibility towards our clients.

We continue our commitment to independence of Victorians with disabilities, ensuring that we are able to provide them with individualised choice, control and high quality services. Housing remains a priority, as we recognise that without adequate housing, we cannot build capacity for independent living.

Recognising the benefits that come with paid employment we have been innovative and entrepreneurial and have commenced building a bookkeeping social enterprise, that will provide training and ongoing employment, with remuneration which recognises people's skill levels.

Our bookkeeping business is only one of the opportunities that we see arising in the future. We remain confident that Independent Disability Services will be able to meet the challenges of the future because we are aware of the changing landscape and the opportunities this will present.

Profile of Tricia Malowney

Tricia has championed citizenship rights of Australians with disabilities, engaging with them to identify issues, provide support and explore options for resolution.

As well as her board work with IDS, Tricia is a Director at Scope and Women's Health East and is a member of the Eastern Family Violence Partnership Executive Committee and the Royal Women's Hospital Primary Care and Population Health Committee. Tricia is also an NDIS consultant for Outlook in Pakenham.

Tricia has a consultancy focussing on presentations to ensure the full implementation of the NDIS, educating mainstream communities of their responsibilities under that National Disability Strategy and Victorian State Disability Plan.

Tricia was the Inaugural President of the Victorian Disability Services Board, Deputy Chair of the Victorian Disability Advisory Council, Inaugural Chair of the Disability Reference Group at the Royal Women's Hospital and Inaugural Chair of Women with Disabilities Victoria. She has been a member of the Coroner's Family Violence Death Review Reference Group and the State Wide Road Based Public Transport Advisory Committee and the Public Transport Access Committee

Tricia was inducted into the Honour Roll of Victorian Women in March 2013 by Premier Denis Napthine and Minister Mary Wooldridge, and received the Inaugural Brenda Gabe Leadership Award the same year. She is a finalist in the Lesley Hall Lifetime Achievement Award to be announced at the National Disability Awards in Canberra in November 2014.

CEO's Report



Tricia Malowney and Jed Macartney

The past year has been one of significant change at IDS. We have been re-inventing ourselves in recognition that we needed to offer better service to our clients and change our processes in preparation for the NDIS. The result is an almost completely new organisation from that which existed a year ago. We have a new team who have been hand-picked to deliver the highest possible level of service and maximise outcomes for our clients. We have completely re-written our processes and adopted the MERP CRM system to improve our efficiency and the accuracy of information provided to clients. Finally, we have effectively started two new arms of the organisation.

IDS Individualised Support now offers clients the option to select their support workers and have a much greater say in the type of support they receive. Our support workers are carefully selected to ensure that their values align with ours and that they align with our credo of changing lives, empowering people. They have a genuine interest in supporting people with a disability to live their lives to the max. We encourage our clients to expect more from their support workers.

IDS Bookkeeping is a social enterprise with the dual aim of providing training and employment for people with a disability and also making a surplus to be re-invested in IDS' other programs such as housing. The Bookkeeping business is now established and will engage its first trainees in early 2015. This is an exciting prospect as those involved will be offered accredited training that leads to a job paying industry rates and a long term career path.

We continue to provide housing support to clients and we are currently embarking on an exciting range of projects to provide transitional and long-term accommodation for people with a disability. The projects are aimed at increasing the amount of available housing and helping people live independent lives.

Thanks to the hard work from our staff and outstanding support from our Board, IDS has solid foundations from which to grow and thrive in the future. We look forward to the full implementation of the NDIS and the benefits that it will bring to all Australians with a disability.

Financial overview	2014 (\$)	2013 (\$)
Income	4,075,128	4,320,000
Expenditure	959,591	940,758
Net Surplus	28,745	66,268
Total Assets	1,335,236	1,336,485
Total Liability	864,792	894,786
Net Worth	470,444	441,699

Profile - Jed Macartney

Jed has an MBA and Dipeng (Aircraft) and is a Williamson Fellow. He most recently moved into the not for profit sector after a successful career in the corporate and government sectors.

He was awarded the Order of Australia Medal in 1997 for his services to RAAF Transport Aircraft engineering and logistics.

Jed is currently actively involved in the community as a Council member of Leadership Victoria, Past Chair and current member of the YMCA Bridge Project Community Council, President of the Essendon Canoe Club and a volunteer at community radio station 3RRR. In his spare time, Jed is a keen cyclist and enjoys spending time with his newest family member, Charlie, who is almost a year old.

His previous role was as the General Manager Corporate Services at Able Australia. Jed managed the HR, IT, finance, fundraising and marketing areas to provide services to people with multiple disabilities. Prior to this role, Jed was General Manager Central and Eastern Regions for Gemco Rail. In this role he was responsible for maintenance and manufacturing of locomotives and rolling stock at six sites across Australia.

Jed was the co-founder and Joint Managing Director of Avteq, a rail manufacturing and maintenance company. Over a period of four years, Jed and his partner grew Avteq to employ 40 people and manufacture 12 freight locomotives. Prior to this role, Jed was General Manager of Engineering at Freight Australia.

Jed's initial corporate experience was in commercial aviation where, after five years at Ansett where he held a variety of Engineering roles, he consulted on regulatory compliance at Regional Express (REX).

Jed started his career in the RAAF where he rose to the rank of Squadron Leader after initially learning a trade. Various roles gave him experience in major outsourcing programs, contract management, education and training, organisational redesign and change management.

IDS Board & Management

Our History

Housing Resource and Support Services was established in 1986, initially to help people with a disability transition from institutionalised living into independent housing.

The name was changed to Independent Disability Services (IDS), recognising the changing profile of the services offered in 2012. IDS is an incorporated not-for-profit organisation, supporting clients across metropolitan and country Victoria. The organisation is led by a Board who are all people with a disability.

IDS Board Responsibilities

The Board is responsible for the governance, strategic direction and establishing goals for the organisation.

The Chief Executive Officer is responsible for day to day management of the organisation, in accordance with the strategic direction.

Directors must meet the eligibility requirements under the Constitution. The IDS governance framework plays a key role in supporting our business operations through:

- Strategic and operational planning,
- Operational alignment with Mission and Values,
- Risk management and compliance,
- Financial management and reporting,
- Culture.

IDS Board Members are expected to observe the highest standards of ethical behaviour, working for the best interests of IDS.

Financial Reporting

The CEO undertakes monthly financial reporting to the Financial Working Group (FWG). Monthly results are reported against Budget and revised forecasts for the year are prepared for approval prior to FWG and Board Meetings.

Investments

The CEO, Board and Finance Working Group conduct regular reviews of the organisations investments. These include measurement against corporate objectives and budgets.

Risk Management

The organisation has implemented a strategic and operational risk management framework as part of an overall policy and procedure review. The framework integrates risk management within all operational processes.

IDS Board 2014

Tricia Malowney - Chair,
Duke Trench-Thiedeman - Deputy Chair,
Michael Tarulli - Treasurer,
Richard Lee - Deputy Treasurer,
Rocca Salcedo,
Brent Alford,
Wendy Barratt.

IDS Leadership Team

Jed Macartney - CEO,
Rana Hales - Service Manager,
Lauren Hamilton - Finance Manager,
Nicole Stribbles - Individualised Support Manager,
Kerrie Doherty - IDS Bookkeeping Manager,
Ian Payne - Marketing and Communications Manager.



IDS Board Members and CEO, L to R: Rocca Salcedo, Michael Tarulli, Duke Trench-Thiedeman, Tricia Malowney, Jed Macartney, Richard Lee.



IDS has gone through a transformation of operations, brought about by the need to align our client service offering to the principles of the NDIS. We have also undertaken a complete review of internal policies and procedures.

Change of this magnitude invariably results in difficult decisions. There has been a realignment of staff responsibilities, a review of contracts and some roles have become redundant. This has been countered by the introduction of two new business streams **IDS Bookkeeping** and **IDS Individualised Support**. The realisation of these initiatives is the culmination of an 18-month development and implementation process.

A key driver of the change in our client engagement has been the need to focus on the individual goals, needs and aspirations of our clients. The team at IDS now has a clear focus around the

development and implementation of lasting positive outcomes for our clients, whilst improving productivity by reducing inefficiencies across all business streams.

IDS faces ongoing pressure on our funding as we seek to improve and individualise the services we provide.

Business Development

The introduction of IDS Bookkeeping and IDS Individualised support has led to a significant investment in recruitment. We welcome two new members to the Leadership team with the appointment of *Kerrie Doherty, IDS Bookkeeping Manager, and Nicole Stribbles Individualised Support Manager.*

We have also been engaged in an intensive staff recruitment program, appointing two

bookkeepers and eleven disability support workers.

Information Technology

This year following an exhaustive search for an appropriate client relationship management (CRM) system we adopted MERP, a CRM package specifically designed for organisations working in the disability sector.

The system offers a secure environment for recording information across all business streams. Including staff rostering, client details, financial and payroll.

IDS staff have been allocated an Ipad enabling them to remotely access and record client information directly into the individuals case notes.

The organisation undertook a review of service and supplier contracts, resulting in significant improvements in the support and financial savings.

Employee Conditions

All IDS Staff are engaged on individual contracts, recognising their need for a work-life balance.

The organisation welcomes open and honest comment from staff and clients, seeking to maintain a healthy and productive work environment.

All IDS staff have a clear focus centred on the needs and aspirations of our clients. All IDS staff are required to have a police check and a working with children check (where appropriate).

Our Services

Housing Support

Victoria faces a chronic shortage of affordable housing as demand continues to outstrip supply. This is placing pressure on property and rental costs. Because of this, people with a disability are finding it increasingly difficult to find accommodation that meets their requirements.

There is a growing trend towards placing people into rooming houses, studio (bedsit) apartments in the private sector. Unfortunately, in many cases the accommodation offered is not suitable for people with a disability.

Recognising this, IDS will increase our services in 2014/15 to include Independent Living Houses. We are also seeking opportunities to develop Short-term Transitional Houses - helping people transition from the family home into independent living.

During the year the IDS Housing Support team transferred 20 people from our waiting list into long-term accommodation. We also assisted seven people, helping them move from transitional into long-term housing. Unfortunately because of the demand from other providers IDS was only able to place four people into transitional housing.

Our partners in the Greenwood development, EACH Housing has received council approval to commence construction. Once completed, this initiative will offer long-term supported accommodation to six people with physical disabilities.

We continue to offer the IDS HomeShare program, pairing housemates with IDS clients.

IDS staff have been involved in a range of community events, hosting and attending presentations and information sessions across Melbourne.



Bobby Bajram

Bobby's Story

Bobby is one of the youngest people in Australia to have been diagnosed with Multiple Sclerosis (MS). When he was told at the age of 13 he had a disease that would gradually, but increasingly have a detrimental affect on his life he felt confused and isolated.

Bobby spent his teenage years with impaired vision in a wheelchair. The nature of the MS meant that he would have periods of remission, only to be struck down.

Despite, and because of these hardships Bobby has become a passionate advocate for people with disabilities, challenging community's perceptions and opening up the possibilities available.

Bobby has been involved in a wide range of disability awareness campaigns, including a series he put together and hosted for the BBC - Behind Closed Doors.

Having led a life that has always been challenging, Bobby has now set himself a goal that would daunt even the fittest and most dedicated amongst us. He aims

to climb Mount Everest to show that while MS cannot be cured it does not mean people with the disease cannot achieve amazing things.

As part of his training schedule Bobby successfully completed Kala Patthar ascent, an amazing 5,550 metre climb. Bobby follows in the footsteps of trekkers visiting the Everest Base Camp who also climb Kala Pattar. The climb provides the some of the best views of Mt. Everest. Bobby was "blown away by the views from almost everywhere on Kala Pattar of Everest and the surrounding mountains."

As a client of IDS, Bobby was assisted in his search for accommodation.

"IDS came into my life just when I needed them the most, following my separation from my partner, I was in desperate need of accommodation that was located near to my family, was appropriately designed for someone with a disability and was near to local medical and other facilities. The staff at IDS have been fantastic, not only sourcing me an ideal apartment but also helping me to settle in".



Debbie's Story

Debbie is a long-standing IDS client, she lives with her sister Margaret and pet dog Chloe.

The following article has been edited from an English assignment written by Lainey Crofts, Debbie's niece.

Debbie was born with cerebral palsy, when she was born in 1966 she weighed only 1 pound and 14 ounces. Her hobbies include swimming, cooking, tia chi, listening to music, watching movies and dancing. Debbie also loves to talk, shopping with her mates and dressing up. Debbie's other passion is travel, collecting spoons from the places she has visited. Holidays have included visits to Brisbane, Perth, Elliot Heads, Ballarat and Tasmania and a 13-day cruise around New Zealand.

Cerebral palsy was first identified

in 1860 by the English surgeon William Little. It can affect any or multiple parts of the body in different degrees. It is a non-contagious 'motor' condition that causes physical disability in human development.

The words Cerebral refers to the cerebellum, which is the affected area of the brain and Palsy, refer to the disorder of movement. Cerebral Palsy is caused by damage to the motor control centres of the brain and can occur during pregnancy, during childbirth or after childbirth up to about age three. Of the many type of Cerebral Palsy there is no known cure. Debbie's Cerebral Palsy affects her legs, causing her legs to not respond to her brain's commands.

Debbie has led a very full and

Margaret and Debbie

active life, always seeking to be independent and taking on challenges as wide ranging as flying in a glider through to riding a camel. She was brought up by her elder sister Margaret and brother-in-law sharing her childhood with Margaret's children who are a similar age to Debbie. No exceptions were made for Debbie's disability, she was expected to participate in all of the activities undertaken by Margaret's children. At the age of 18 Debbie moved out of the family home, returning to live with her sister after 20 years.

Debbie loves life, meeting with family and the many social activities she is involved in. She also enjoys going to work at a social enterprise where she help's in the packing department.

Individualised Support

A new service introduced during the year was IDS Individualised Support. This initiative addresses the increasing demand from our clients for a support service that genuinely focuses on their needs, goals and interests.

The development of this service recognises the need for IDS to be a support service provider and reduce our requirement to outsource this service, better positioning the organisation to the stated aims of the NDIA.

Recruitment is central to the program. The IDS recruitment and induction program ensures the support workers employed by IDS are appropriately qualified and experienced and share a strong commitment to the values of the organisation and the goals of our clients.

We have also committed to a program of involving our clients in the selection and engagement of their support workers, matching them across a range of personal interests, personality types and client preferences.

A key component of the IDS Individualised Support philosophy is the importance placed on community inclusion. IDS staff work closely with our clients to develop, implement and monitor strategies that focus on their involvement in community and valued social roles, linking our clients into activities that reflect their interests, wants and needs.



Corinne Darby

Corinne's story

Corinne has extensive experience, in the Disability Sector having worked alongside people with challenging behaviours for over eight years.

It was an early episode in Corinne's life that determined the career path she was to follow. Having cancer is everyone's nightmare, but having it at the age of 15 is life changing. The support and care Corinne was given during this time left her with a strong desire to work with people. Inspired by people like Dave Rogers from Challenge Cancer Support, who demonstrated the impact others can make on your life.

Taking up employment at IDS was an easy decision for Corinne to make. The philosophy behind our Individualised Support aligned perfectly with her own values, and she welcomes the fact she can influence the way we work with our clients.

Corinne is keen to change community's perception of people with a disability, she sees

a lot of ignorance and prejudice. "I would like to see a higher degree of public awareness on the issues and challenges faced by people with a disability and most importantly I want to see them given more opportunities to become involved in the community. It is not right that people with a disability are put into aged care facilities because as a society we cannot offer an alternative," she says.

There have been numerous career highlights for Corinne, but when asked if there was a particular one that stood out she recalled a client with a disability who was unable to speak and had no way of communicating with people. Corinne developed a communications dictionary that took account of the clients facial expressions, movements and sounds. The dictionary was given to other support workers and carers. This gave them the opportunity to understand the clients needs and aspirations, leading to a significant improvement in the clients quality of life.

Quality and Risk

IDS is required to hold full three-year accreditation and 100 per cent compliance with DHS Disability Support standards. As of June 2014, we were once again proud to report all operations achieved full compliance in the interim review following an independent Accreditation Agency audit.

This is a reflection of our commitment to deliver the best possible support to our clients and follows a complete review of all IDS policies and procedures, resulting in a centralised resource in an easy to understand format.

Resolving customer enquiries and complaints

We continue to develop our on-line communications strategy, increasing the channels our clients and stakeholders can contact us with a question, complaint or feedback on our service and support.

These channels currently include regular face to face meetings, telephone, email, our website and Facebook.

All client compliments and complaints are recorded and addressed to at the weekly managers meeting. Clients dissatisfied with the outcome of our complaint handling process can refer their concern to the Disability Services Commissioner.

Incident reporting

As a disability provider IDS has a mandatory responsibility to report all incidents involving our clients to the appropriate offices at the Department of Human Services.

We have met this requirement across all categories of incidents as required.

Confidentiality

We are committed to protecting the privacy of all clients and stakeholders. IDS handles large volumes of personal information, including: contact, health and bank account details.

IDS implemented an online file storage and retrieval system in June, moving away from paper files. All new client and stakeholder information is stored securely in soft-copy format with regular back-up and secure offsite storage.

All IDS electronic records are held on a secure server that is password protected, ensuring only approved IDS employees can access confidential information.

We recently commenced a program of scanning and storing all existing paper files electronically. This has resulted in significant improvements information access.

IDS employees are required to comply with the relevant privacy policy and legislation relating to information privacy, such as the Privacy Act 1988, the SPAM Act 2003 and the Do Not Call Register Act 2006.

During the financial year there were no determinations against IDS.

Social media

IDS continues to develop our presence across a range of social media, including Facebook, YouTube and Twitter platforms. We have been able to connect and engage with an ever growing group of people across Australia and beyond on important topics such as the National Disability Insurance Scheme.

Philanthropy

We would like to thank the following organisations' for their support in the last financial year:

- City of Melbourne,
- Australian Communities Foundation,
- Jack Brockhoff.

IDS continues to seek innovative and engaging fundraising initiatives to support our activities. We are currently developing a corporate partnerships program that will support our new business streams during their establishment phases.

Community Engagement

Commencing in 2014, IDS delivered an program of Information Seminars to people with a disability and others involved in the disability sector. Topics have been wide ranging reflecting the concerns and interests of our clients.

IDS staff have attended and presented at a range of seminars and forums across Victoria.

We also reinstated the IDS Newsletter, covering local and international topics that relate directly to people with a disability.

Volunteers

IDS' dedicated volunteers have provided valuable support to our services throughout the year.

Before commencing all volunteers are required to a working with children (where applicable) and police check along with completing the IDS induction program.

Financial Administration

Financial sustainability is essential for IDS if we are to continue to develop new programs for the people we support.

The Financial Administration team manage the IDS budget, supplier payments, income and payroll.

During the year the team worked closely with IDS Support Coordinators to ensure they have an understanding of funding, budgets and costs in delivering these services, monitoring clients ISP's against projected budgets, service provider payments, distributing regular statements.

The team led the implementation of MERP working closely with software developers and IDS staff, ensuring the focus is to deliver individualised services for people with a disability within the available funds.

Once fully operational the MERP program will eliminate the time lag in our financial processes, offering accurate up to date reporting for our clients. This has been a significant issue for staff employed in the Support Coordination team and our clients as we approach the end of the financial year.

With the introduction of the IDS Individualised support program the team will be increasingly involved in negotiating individual contracts with our clients and service providers.

As clients, support agencies and suppliers embrace new technologies, increasingly communicating online, we continue to seek opportunities to develop our Financial Administration communication channels.



IDS client Mags with her husband John

Mags' Story

As soon as you walk into Mags and John's home you realise that the occupants have many interests and live full and active lives. Mags lives with John her husband in Hampton, where she enjoys being part of the local community, she particularly enjoys the suburbs close proximity to the beach and other amenities.

When asked what her key interests are, Mags had no hesitation in replying she is an absolute sports nut, with tennis being her favourite.

Mags love of sport means she also loves to keep active, she recently purchased a hand cycle and regularly goes on cycling trips along the beach with John. Other regular activities include sailing and kayaking, "I am passionate about the sports I participate

in, it's great to be able become involved in a sporting activity out of my wheelchair".

This demonstrates Mags' determination in everything she undertakes. When she says she is going to do something, she means it.

Mags has travelled to many destinations around Australia, but her favourite travel destination is Canada, where she has lived on and off since she was 21, travelling widely across the country. She enjoys the diversity of people and cultures and the marked differences between the landscapes of Canada and Australia.

This year Mags took delivery of a new wheelchair - a lightweight titanium model.

Our Services

Case Management

IDS Case Managers establish a positive collaborative relationship with our clients and their support network, working with them to identify, link with, and organise the supports they need to achieve their goals.

A key driver in the IDS Case Management team is ensure our clients live independent and active lives in the community.

Because we are independent we are able to compare and review the services offered by the support agencies we engage. Where we see a dropping off in level of performance or an increase in complaints our Case Managers make representation to the agency seeking a commitment towards improvement or recommend the client change to another agency.

IDS assists a number of clients who have complex needs, providing ongoing support. We work closely with them to establish networks in their local community.

A significant issue for IDS has been the high turn-over in staff necessitated by the restructure, we recognise the disruption this has caused our clients. We are confident that the recruitment and orientation program developed has given us a team that now share common goals and a commitment to our clients.

The Case Management team meet regularly to evaluate the effectiveness of individual case management strategies.



Parents with a Disability

There is a general lack of understanding about the issues faced by parents with a disability throughout all systems engaged in the disability sector. They face greater prejudice from the community resulting in many parents with a disability staying "below the radar". The rights of the child and the rights of the parent as a person with a disability are often presented as contradictory despite the fact that in the vast majority of cases parents with a disability are good parents.

In January 2014, IDS and Parents With a Disability (PWAD), signed a memorandum of understanding that has resulted in the two parties working together to raise awareness of the issues facing parents with disabilities across a range of areas including, government, the legal, education and disability service sectors.

Following the agreement, the group presented at an IDS

Michelle de Hommel (PWAD) Jed Macartney and Alan Bartlett (PWAD) at the signing of the MOU.

Seminar, hosted by Father Bob Maguire. Central to their presentation was the prejudice faced by people with a disability who have children regarding the lack of support, advocacy and information. The group have supported a number of parents throughout the year.

PWAD supported a range of people, helping them with issues as far ranging as involvement with child protection agencies, through to housing.

IDS supports the goals of PWAD offering support in areas such as:

- Marketing and Communications,
- Raising awareness of the issues facing parents with disabilities,
- Leveraging existing networks within the Department of Human Services, State and Federal governments and other disability providers,
- Developing housing options for parents with disabilities experiencing or at risk of homelessness.

Our Services

Service & Support Coordination

The IDS Service and Support Coordination team continue to build relationships with our clients, case managers, referrers and planners.

The introduction of a new suite of procedures has resulted in the team taking a more structured approach to our client interactions and a clear focus on our individual client's goals, working with them to achieve measurable outcomes.

Recognising the increasing demand that will emanate from our Individualised Support initiative we have appointed a team leader in the division. This role will address the targeted growth in service hours and support staff. Reporting to the Service Manager, the role was filled from within the current team.

The team have substantially increased client contact hours successfully maintaining our flexibility with urgent referrals. They have also worked closely with the Individualised Support Manager focusing on minimising outsourcing to other agencies. This ensures quality of support and improved outcomes for clients, while also reducing costs.

All IDS clients contracts were updated, and now demonstrate the charges applied by IDS and external agencies engaged in an open and transparent manner. The Service and Support Coordination team have also been involved in the development and implementation of MERP. Working with the system developers to build a system that will meet the changing requirements of the organisation in the future.



Maryan with IDS client Erica

Erica's Story in her own words

Hi I'm Erica, I have received services from IDS for ten years. During that time I've had several Service and Support Coordinators. My present one Maryan Baselyous works well with me to help me organise my life and to be as independent as possible.

IDS and Maryan allow me to choose my care agencies and carers, from whom I require services at least twice daily.

I retired from work (nursing) 25 years ago. I was in my 30's and my life changed dramatically after several falls. I had callipers made for my legs to help me walk. I used crutches at first, and now I have a walking frame and a wheelchair for longer distances. I have had many setbacks that I fought to get over, but never regained the strength I had before. Finally I was diagnosed with a form of muscular dystrophy.

My attitude has changed as I accepted things may not improve completely, I got on with my life.

I still enjoy the footy and go to Collingwood home matches three times a season. I have outing days with my carer – going out for lunch, the movies, banking and post office visits. I enjoy personal shopping, often looking for craft materials.

I used to paint with oils, as well as pottery and tapestry. I now enjoy knitting and card making. I am now making Christmas cards, my favourite materials are textured papers. I use to make 3D designs. I've had no tuition, cannot use large machines as I have no room for them so have to make them completely by hand, using cut cardboard and recycled odds and ends.

I have a poem on my kitchen wall called Attitude, it says "I am convinced that life is 10% what happens to me and 90% how I react to it. You are in charge of your attitude." I believe this is so, and when things get difficult, I re-read these words and it helps me to carry on and not give up.

Erica

IDS Bookkeeping

People with disabilities are disproportionately represented in unemployment statistics. Long-term unemployment leads to welfare dependency, isolation and health issues.

Despite improvements in Australia's labour market conditions over the last decade, the gap in employment outcomes for people with a disability has widened.

Recognising the need for genuine career opportunities and a pay structure that reflects standard industry rates, IDS has introduced the IDS Bookkeeping social enterprise.

The program was piloted last year, engaging one participant (a person with a disability). Learnings from the pilot program have given us the confidence to proceed with the full implantation of the Social Enterprise. We engaged the services of a Bookkeeping Manager in July and have two qualified bookkeepers who already service clients. The program will engage an unqualified person with a disability early in the new year, he/she will be enrolled in an accredited Bookkeeping course. During their study they will be supported by IDS Bookkeeping staff who will offer on the job training and supervision of work.

Once qualified, participants in the program will work with external clients, undertaking their bookkeeping services.

It is intended the program realises year-on-year surpluses after year three. These surpluses will be reinvested, expanding the professional business programs and the services offered to our clients.



Rooftop garden at 60L Leicester Street

IDS offices are located in the 60L Leicester Street. When conceived this was the premier green commercial building in Australia, with a unique approach to energy and water consumption, and the use of recycled and re-used materials.

The IDS vehicle fleet was purchased with consideration to our environmental footprint and includes a Smart car, for use by staff attending appointments that cannot be accessed by public transport.

We have embarked on an extensive document scanning and storage program designed to reduce our reliance on paper print outs.

All information and promotional materials are printed on paper stocks supplied by accredited environmentally sustainable resources.

The organisation promotes a culture of environmental awareness. Staff are made aware of their responsibilities as detailed in the Environmental Policy, with issues raised on minimising the use of consumables. Staff are encouraged to provide feedback on alternative methods of working with a focus on reducing the

impact on the environment.

We are committed to:

- Incorporating environmental sustainability into our governance framework, taking into account our environmental risks, responsibilities and organisational capability.
- Embedding environmental sustainability thinking and action in all aspects of our work.
- Encouraging environmental awareness and the our individual environmental impact with all clients.
- Actively engaging with staff, suppliers, industry partners and the community around sharing and realising our commitment to sustainability.
- Minimising our environmental footprint through sustainable management of resources.
- Preventing pollution and minimising waste.
- Introducing more sustainable procurement approaches.
- Continually improving and learning from our efforts in working towards environmental sustainability.
- Ensuring our activities comply with all relevant environmental laws and policies.

Nabil's Story

Not having a fixed address has presented endless troubles for homeless people around the country who struggle to get access to basic services.

Homelessness is an increasing public health problem, according to the World Health Organisation. Homeless people are exposed to infectious diseases, because of poor living conditions.

They also become vulnerable to developing mental illnesses. It is estimated that at least 50% of homeless people either have, or develop a mental illness.

Researchers believe the figure is likely to be higher because many people might not have remembered the diagnosis or might not have been able to access services and therefore have not received a diagnosis.

Nabil came to Australia with his family as a refugee over 12 years ago, fleeing from Iraq following the disappearance of his father under Saddam Hussain's regime.

One of nine children, he lived with his mother and sisters. The family quickly settled into their new life in Australia, Nabil was working full-time as a painter and decorator and for the first time for a long time enjoying life.

"I was bringing home good money, and was able to support my Mother and sisters." Said Nabil.

However a serious car accident left Nabil's body and mind shattered, he had psychological issues stemming from his time in Iraq, uncertainty about his future and the pain he was suffering. This led to Nabil being turned out from the family home and not able to work.

Nabil found temporary shared accommodation in Dandenong, but because of his psychological



IDS client Nabil with Trevor Jackson, Housing Case Manager

state was not able to cope with living with other people he did not know.

"I became more and more isolated even though I was living with others, I would deliberately avoid any contact with them."

This led to confrontation with fellow tenants and once again Nabil was turned out into the street. Another episode in shared accommodation netted the same result.

"My life was a mess, I had started back at work, but the pain from my accident meant I could not finish the jobs I started. This meant I did not get paid and with no money coming in I could not afford accommodation."

Nabil was on a downward spiral, unemployed, homeless, alienated from his family and suffering psychological and physical injuries from his accident he was left with no option other to live in the back of his van, sleeping in car parks and spending his days walking around shopping centres.

"The days weren't too bad, but I had some scary moments during the nights, one night a man ran around my van scratching it"

Finally recognising his need to get some help Nabil was referred to IDS.

Fortunately we were able to find single accommodation through Housing Choices and with the help of St Vincent de Paul have been able to partly furnish it.

Life is still a struggle, Nabil wants to re-establish links with his family, but his pride won't let him until he is back on his feet. He still suffers pain from his accident, preventing him from finding work and he has days of depression when he wants to be alone.

Having a place to call home is a significant step back to his former self.

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IDS is committed to accessibility
of our services and information



IDS provides access to
interpreting services



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