

INDEPENDENT
DISABILITY SERVICES

2019 ANNUAL REPORT





MESSAGE FROM OUR CHAIR

Our well-respected Chair resigned in December 2018 and I was privileged to be elected to the role. Tricia Malowney stabilised then grew Independent Disability Services to be a caring service provider focused on the needs of People With Disabilities: I will continue that focus as we shape the future.

Regretfully, our CEO, Jed Macartney, moved on to pursue other opportunities and the Board selected Renzo Sgarbossa to fill the role.

I thank Jed for his dedicated and valued service.

With personal experience of the needs of People with Disabilities, Renzo is stamping his own brand on the Organisation whilst keeping our vision of People With Disabilities for People With Disabilities.



All Boards must refresh and we are no exception; I thank Doug Hughes and Tully Zyglar for their most valued contributions. I am building the Board and looking for the right people to continue the Independent Disability Services journey.

The challenge, this year past, has been to transition Independent Disability Services from DHHS to NDIA funding; Independent Disability Services continues to increase the business focus on client needs.

Our best advertisement is word-of-mouth. Our clients continue to laud our services, especially the care and thought which goes into that provision. I ask you all to spread the word so that small providers with a conscience like us can grow whilst retaining the personal touch easily lost in larger, less personal providers.

Furthermore, we welcome clients onto our Board so that they gain fulfilment through their contributions made to lives of the clients we serve. Not satisfied with just service provision, we want to establish a range of social enterprise to offer employment for People With Disabilities along with exploiting the latest technology to provide independence, satisfaction and peace of mind for clients and carers.

A special thanks to Renzo as he tackles the “reins” of Independent Disability Services and implements the Board’s strategic direction. A warm thank you to the hard-working and dedicated staff who have stood with the principles of the organisation and are the engine-house of our growth.

John Baker, AM

Chair



MESSAGE FROM OUR CEO



IDS has gone through a significant transition during these past twelve months, confronting many challenges as we all seek to learn and adapt to the new National Disability Insurance Scheme (NDIS) model of funding. Despite the challenges faced, we are inspired to see the NDIS providing opportunities for our clients to develop as individuals in ways that may not have been available to them previously.

A substantial number of our clients, their carers and families have undergone the new process of working with the NDIA as well as the Local Area Coordinators to prepare their NDIS plans and to liaise with IDS staff to ensure those plans are implemented seamlessly. Our team has endeavoured to ensure we are supporting our clients and their families through this important time. I would like to thank all our team members - our wonderful support workers and dedicated office staff - for their hard work and commitment during this past year of change.

I would also like to thank all our clients, their families and carers for your ongoing support of IDS. This year brought challenges to us all, however we have withstood them with persistence, while remaining steadfast and true to our core values. We look forward to the future with confidence.

Renzo Sgarbossa

CEO



OUR SERVICES

IDS's values-driven commitment to continuously improving the quality of its services underpins our every action. Our Personal and In-home support teams have been through a year of consolidation and development.

Our client numbers have been relatively stable in the context of the transition. In-home supports have been provided to people with a range of disabilities, including intellectual, psychosocial, physical as well as those with neurological conditions. We have also delivered supports to participants across a broad age spectrum and those requiring ad-hoc or short shifts.

IDS offer these services seven days a week, every day of the year so that our clients continue to maintain living in their own homes throughout the year, including holiday periods and to also ensure greater access to local community activities.

Some of the diverse tasks and activities we have supported our clients with have included, social activities such as 'Board Game' get togethers, community access such as interstate trips to the Gold Coast, carer respite, personal care to prepare for the day, daily living activities such as shopping, meal preparation and cooking, laundry and cleaning.

IDS are proud of the achievements and strong commitment to quality of our Client Relationship Officers and our Disability Support Workers, who have endeavoured to provide consistent support during the year and especially where a client has indicated a preference or requirement at short notice. We have continued to maintain a strong focus on improving continuity of supports for our clients.



STRONG COMMUNITY CONNECTIONS

Creating and maintaining strong connections and presence within our local community remains important to IDS. In the past year, we worked with a local training organisation to support students during their placements with us. The placements allowed the students to observe, practice and reflect on the varied role of a support worker. We were thrilled to have had the opportunity to contribute to the training of next generation professionals in our sector.

During the past year we have also attended the VALID Expo in Melton. The IDS Board members, staff and clients who attended the expo had a wonderful time connecting with people in the community, participants, carers, families as well as other service providers.



What sets Independent Disability Services apart

Established by people with a disability

Led, influenced and inclusive of people with a disability

INNOVATION

Consistent with our core values, this year has provided us with an aspiration to explore opportunities for innovation. We know that by working closely with our clients and their families, we have the opportunity to innovate for significant and meaningful change. Options for and solutions around housing remains a complex service issue for many clients, their families and carers. Therefore, our focus going forward is to explore Support Coordination services particularly around housing support for people with a disability.



IDS STATISTICS SNAPSHOT

**80% of our
clients are
NDIS Funded**

**10% continue
with DHHS
Funding**

**5% are
COS funded**

**60% of our
board members
are people with
disability**

**3% are
TAC funded**

**1% are
Self-funded**

**1% via Funds
In Court**

A YEAR OF TRANSITION

With a backdrop of 46 years in the disability services space, 2018/19 marked another successful year in providing client-centred supports, as we commenced the process of transitioning to the new National Disability Insurance Scheme (NDIS) environment.

This year saw 80% of our clients transition to the NDIS, while we continued to support those clients whose services were funded from State and Federal government resources.



NEW LEADERSHIP IN 2019

IDS farewellled long-standing CEO Jed Macartney this year, and extended a warm welcome to our new CEO, Renzo Sgarbossa who along with having a lived experience of disability, has wide-ranging and extensive work experience in the disability sector providing him a solid understanding of the needs and challenges faced by people living with a disability, their carers and families. Renzo has demonstrated his fundamental commitment to ensuring every action at IDS is client-centred and client-led, doing with rather than for.

OUR PEOPLE

The success of our clients in reaching their goals is dependent upon the calibre of our staff. One of the impacts of the NDIS transition has been an unprecedented increase in the demand for qualified disability support workers. Finding well trained support workers is an ongoing challenge across the sector.

IDS has continued to recruit as well as maintain a quality pool of support workers by ensuring firstly that the staff we hire, where possible have a lived experience of disability. This enables them to have a greater understanding of the needs and challenges experienced by our clients. Secondly, we continue to ensure staff have extensive experience along with qualifications and that the skills and qualities they possess match the personal preferences of our clients.

All IDS staff nurture a work environment where staff have an opportunity to:

- work among a team of caring and motivated industry professionals
- have flexible hours
- develop skills and pursue further training
- advance their career in different roles
- work within a genuinely values driven, client centred organisation.

With a strong focus towards continuous improvement, IDS continue to find innovate ways to find and maintain quality staff.





OUR BOARD MEMBERS



John Baker - IDS Chair



Tricia Malowney - Deputy Chair



Richard Lee - Treasurer



Geoff Schomburgk - Board Member



Tully Zygiar - Board Member

Our Vision

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

Our Values

Independent Disability Services client centred values:

- Respecting people,
- Providing opportunities,
- Individualising control,
- Maximising choices.



IDS is a registered provider with:
Victorian Department of Health & Human Services;
National Disability Insurance Agency;
Transport Accident Commission; & WorkSafe.

Independent Disability Services performance centred values:

- Leadership,
- Performance,
- Innovation,
- Accountability.



**INDEPENDENT
DISABILITY SERVICES**

Changing lives, empowering people