



Independent Disability Services

Changing lives, empowering people

ANNUAL REPORT 2023



Contents

Message from the IDS Chairperson _____	3
CEO Report _____	5
Governance Committee _____	7
The Client Carer and Engagement Group _____	7
Treasurer’s Report _____	8
Interview – Mr. John “Mr Hollywood” Lee _____	9
Client Services Operations _____	11
Client Engagement Officer Report _____	13
Financial Overview 2022-2023 _____	14
Quality, Risk and Compliance _____	15
International Women’s Day 2023 _____	16
Thank you to outgoing director Mr Richard Lee _____	18
Our IDS Heros _____	19
Excellence Awards _____	21
Top Ten Highlights for 2023 _____	23

Independent Disability Services acknowledges the Traditional Owners of Country throughout Australia and their continuing connection to the land and waterways. We pay our respects to Elders past, present and emerging, and acknowledge the strength and resilience of all Aboriginal and Torres Strait Islander people, families and communities.

Message from the IDS Chairperson

As we come to the end of another busy year, it is again time to reflect on what what IDS have achieved this last year and what lies ahead for 2024.

There is a growing public awareness of the needs and challenges of the disability sector including the high-profile Disability Royal Commission. We are optimistic that the recommendations, with a strong focus on human rights, will be implemented to bring some much-needed positive change to the sector, to benefit our clients and carers.

At IDS we have chosen to be a registered provider to demonstrate our commitment to quality and to give our clients confidence in the quality of services we deliver and will continue to deliver. Many of the recommended best practices are already "business as usual" at IDS.

During the year the focus of the Board and management team has been on executing our strategic plan. And we continue to make good progress.

- Whilst our client numbers were steady, we grew our supports to clients by over 50% from 2022. A significant YoY growth, reflecting the value that our clients and carers see in the IDS team.
- Our Client and Carers Engagement Group (CCEG) continues as a critical forum for clients and carers to engage with the IDS family and importantly to get feedback on how we are delivering services and a source of ideas on how we can improve.
- We held our 2nd annual Service Excellence awards in April and I congratulate Gabrielle Guichi and Chris Beeston as the winners for 2023.
- Our 2nd International Women's Day event was again a success with a great turn out of clients, carers and board members all enjoying themselves in a relaxed environment.
- The improved monthly newsletter, highlighting what has been happening in the IDS world, continues to be popular across the IDS family.



GEOFF SCHOMBURGK
Chair

- We continued our investment in technology, implementing the client portal on our Visual Care platform to provide faster, easier access to IDS services.

Financially, we grew our income by over 50% from 2022 and reported a small surplus from our operations. The impact of some abnormal items was unfortunate but our financial position remains stable. The Treasurer's report outlines our financial performance during the FY 22/23 in more detail.

Of course, there are challenges ahead, with the rising cost of living and inflation placing further pressure on the IDS organisation and team. We will continue to drive efficiencies in our organisation to provide the time for the team to spend more time with our clients, to be able to support them in the best way possible.

Later this year the Board and management team will again get together to review and fine tune our strategy for the period ahead in light of these challenges and opportunities to keep IDS moving forward.

OUR VALUES:

- CLIENT-CENTRED
- RESPECTFUL
- PROVIDE OPPORTUNITIES
- PROVIDE CHOICE AND CONTROL

From the Board's perspective, we were sad to say goodbye to Ms Nadia Mattiazzo, who resigned in March for personal reasons. And we are excited to welcome three new Board members, Ms Michelle Frazer, Ms Caroline Eagleson and Mr Ben Renshaw. I am sure they will both make a positive contribution to IDS.

But I reserve a special mention for Mr Richard Lee, whose term on the Board has expired. Richard is our longest serving Board member, having served IDS for 10 consecutive years in various capacities including Treasurer and most recently as Chair of the Client and Carers Engagement Group. Richard, your service to IDS has been outstanding and on behalf of the Board and Management team, I thank you most sincerely for your dedication and service. Whilst leaving the Board, Richard will not be lost to IDS entirely.

Richard has kindly volunteered to continue to serve as an external member of the FRAC committee and a member of the CCEG.

The IDS Board is an impressive team and my thanks to Deputy Chair Jenny Cato, Michael Royal (FRAC Committee), Vikki Cummings (Governance Committee) and Jeff Bye for their effort and support on the Board and committees during the year.

We have much more to do and I am excited to continue this journey into 2024.



Geoff Schomburgk
Chair, Independent Disability Services

Report date: November 2023

CEO Report

2023 was full of challenges and success stories and seemed to simply fly by. IDS was able to achieve strong results as a registered provider by providing a client centred approach to service delivery and continuing to be a provider and employer of choice.

Through the board's and staff's expertise, experience and hard work, IDS was able to achieve excellent results as outlined in the highlights page in the IDS 2023 annual report.

In last year's annual report, I highlighted that IDS finished the year in a strong position and ready to continue to build on service delivery. This was achieved in 2023 and demonstrated by a significant increase in service delivery hours and 57% growth in revenue. This year IDS is on the trajectory to continue the growth and deliver quality services. This will be achieved by continuing to ensure staff have the right skills and training to deliver quality support to clients that align with the NDIS standards and ethics.

Towards the end of 2023 the Disability Royal Commission (DRC) recommendations were released to the government. After 3 years of intensive investigations, and listening to individual stories, the panel delivered 222 recommendations on how to improve laws, policies, structures, and practices. The panel was tasked to investigate violence and abuse, neglect and exploitation within the disability sector. The investigation exposed some disturbing facts and experiences within the disability sector. The recommendations provided expertise to develop strategies to eliminate a repeat of these cases.

Additionally, the NDIS 10-year review took place with the theme "working together to deliver the NDIS". The panel handed 26 recommendations with 136 actions to improve the delivery of the NDIS. These changes will be rolled out over the next 5 years.



SYLVIA ROSEMOND
CEO

IDS is very well placed to successfully navigate the changes that are expected to improve service delivery to participants and the broader community living with disabilities.

The board, management and team at IDS are very positive about the recommendations and the improvements to the sector. As an organisation we believe we are well placed to implement the recommendations of the DRC and the NDIS review improving accessibility and ensuring choice and control in a safe and accessible communities.

I would like to acknowledge and thank IDS clients who entrust IDS to deliver their support. We uphold your choice and control in everything we do and deliver support with respect as a priority. We appreciate your feedback and engagement and look forward to continuing to work with you in 2024.

Our disability support workers (DSWs) are core to the success of IDS and are the face of IDS. The organisations reputation relies on, IDS DSWs to provide care and supports to clients. IDS DSWs have achieved this by being qualified, attending and completing ongoing training, attending forums, listening to clients and understanding their needs. We appreciate your dedication and skills that make IDS a provider of choice.

I would also like to thank the office staff and management team in the engine room who support clients and DSWs in the field – from rostering, finance, HR, admin and everything in between – the team works extraordinarily well together making IDS an employer of choice.

IDS is also very fortunate to have a highly skilled board of directors who volunteer their time to provide governance, meet registration and constitutional requirements to ensure IDS operates in an ethical, robust and profitable manner ensuring the longevity of the organisation. I would like to specifically thank the outgoing board member Richard Lee who has been on the IDS board for the past 9 years. Richard's contributions as a director with lived experience has been extremely valuable.

I would like to sincerely thank the directors Geoff Schomburgk (Chair) Jenny Cato (Vice Chair), Michael Royal (Treasurer), Vikki Cummings (Chair Governance), Richard Lee (Chair CCEG), Jeff Bye (FRAC member) for volunteering their time, utilising their expertise to drive the strategic direction of IDS. We also welcomed 3 new board members Caroline Eagleson, Michelle Frazer and Ben Renshaw as directors to the IDS board in the last quarter of the year and I look forward to working with you.

Well done team, it's been a great year. We expect the future to have challenges and we are confident IDS is well positioned to continue to thrive as an organisation and deliver quality service and supports to IDS clients as a registered ethical provider.



Sylvia Rosemond
CEO, Independent Disability Services



GEOFF SCHOMBURGK
Chair



JENNY CATO
Deputy Chair



MICHAEL ROYAL
Treasurer and Chair of FRAC



VIKKI CUMMINGS
Chair of Governance Committee



JEFF BYE
Board Member



RICHARD LEE
Board Member



BEN RENSHAW
Board Member



CAROLINE EAGLESON
Board Member



MICHELLE FRAZER
Board Member

Governance Committee

The Governance Committee held 5 meetings between January 2023 – December 2023 reporting back to the full board at our monthly meetings

The committee consists of Board Members Vikki Cummings (Chair) Jenny Cato, and Sylvia Rosemond, our CEO.

As a committee, we are continuing to update and review that Annual Board Calendar and IDS Workplan throughout the year. This provides the Board and CEO with an overview of all Chair of Governance Committee areas of the organisation to be reviewed as the organisation grows.

The role of Governance Committee is to implement and assist in providing good governance practices for the organisation at Board level alongside the CEO to assist with the organisational governance of IDS.



VIKKI CUMMINGS
Chair of Governance Committee

The Client Carer and Engagement Group

The implementation of the IDS Client Carer and Engagement Group (CCEG) commenced in 2023.

This group is an imperative part of shaping IDS. The CCEG shares thoughts ideas and ways IDS can improve our services. The consultation group meets quarterly throughout the year and have robust discussions and make valued suggestions to management and the board representative. The group was led by IDS director Richard Lee.

The management team and staff we would sincerely like to thank Richard, John, Rebecca, Eulie, Melanie, Cheryl, Sylvia and Emily for your considered input and honesty in improving IDS.



Treasurer's Report

The last few years have been challenging for IDS as we have been navigating the impact of Covid.

However, for the year to 30 June 2023 (FY23), we have had a year largely uninterrupted by Covid.

As a result, we were able to consolidate the performance of the business with a very strong growth in revenue of almost \$2.4M, which represents a growth of 56% in revenue from FY22. This is a continuation of the trend from FY21 to FY22 when revenue grew by 9% despite heavy impacts from Covid. And at this stage, it looks like there will be further strong growth in revenue in FY24, albeit it is not likely to be at the stellar heights of the FY23 growth.

It was also pleasing that the net result was a small surplus of \$59,246 which compares to a loss in the prior year of \$210,936. Whilst there were good reasons for the loss in FY22, which were not the result of operational underperformance, it is good to see that FY23 resulted in a small profit.

During FY23, there was a further investment in general IT maintenance and security-related costs which will be an ongoing expense in future years. This investment in IT is necessary to allow the business to grow without increasing the risk of poor service delivery as well as compliance-related and security-related issues. As IDS navigates the relatively new NDIS landscape, it is important that we continue to meet the challenge of excellent service delivery and industry-best practices in compliance and security as well as client and worker safety.

The only negative news to come out of FY23 was the result of a provision for bad debt expense of \$117,759, of which about \$100,000 relates to a potential overspend compared to an approved plan fee for a client. This has been raised with NDIS and whilst we have provisioned what we believe may not be recovered, we are hopeful that a significant portion of this provision will be paid within the next 12 months. Based upon management's



Michael Royal
Treasurer and Chair of FRAC

investigations of this issue, it was an isolated event and it is unlikely to be repeated. Management are now aware of the issues which resulted in this write-off and they have processes and systems in place to prevent a recurrence.

The balance sheet remains strong with \$578,560 in cash and investments.

Trade receivables increased slightly compared to FY22 but there was a significant increase in trade payables, primarily resulting from employee wage accruals resulting from the timing cut-off at year-end. Specifically, there has not been any increase in liabilities due to an extension of the credit terms for suppliers.

Interview

– Mr John “Mr Hollywood” Lee

John “Mr Hollywood” Lee can light up a room when he enters. His flamboyant nature, infectious smile and humor is valued by all IDS staff. John is a valuable member of the Client & Carer Engagement group which helped build the strategic direction of IDS and informs on decision making.

Thank-you John for your contribution and we look forward to working with you 2024.

Let’s get to know Mr John “Hollywood” Lee a little bit better.

What are you looking forward to in 2024?

Continuing to participate in the Client and Carer Engagement Group we are doing very well, it’s been a very good job this year in 2023 and hopefully next year the engagement group will have more clients and carers. Also with more value to other clients and more will get done like What’s App group or Facebook group, and get more staff involved in 2024.

I like meeting new people, the office people and the people that are like friends that have been coming to the engagement group like Emily and Rebecca and so on, and the office people like Sylvia, Marcia, Deb and CB and other office people, it’s been a fantastic job the engagement group. We have done a lot and we’re allowed to express what we think because this helps us and others.

Recreation has been very awesome this year we have been like family like at the grand final day, bowling, going to Kryle Castle and different things. I went away on 1:1 so that I could see some other community groups – it was awesome.

On the trips to Daylesford and Sorrento were just what I needed to clear my head. And I really enjoyed that and thanks to IDS for giving me that opportunity to do that kind of stuff and hopefully in 2024 that I get to do that again.

All this helps me be positive. In 2024 I want to get a better dynamic and better outcome. Get my best goals is most powerful.

Be stronger.

How do support workers encourage you to live the life that you want?

The supports that I have had has been very good. Like I’ve had a lot of good supports from female and male support workers that have taken me places where I go shopping and getting the place clean. They have done a fantastic job. Support workers are awesome. Thanks to them, I’m so happy to be me right now.

I know I had made a couple of good friends like in the in the last couple of years, like I had met JB, I met Angela and I’ve met a couple of other ones that I have met at the Christmas party. I have met a lot of good people that’s on as a client. And yeah, and hopefully I get to meet new people next year in 2024.



What is your favourite part of the day?

Meeting new people.... I like meeting like all the beautiful staff and clients. Like sometimes I do feel a bit down, but I'm starting to get a bit more positive in myself. I am to go out and enjoy myself like go shopping, do a bit of like looking in the city, go to shopping centres as I get support from Anita my Support Coordinator – she helps me make decisions that will help me with my goals. I did have some support coordinators in the past before I had come to IDS - but I now feel like things moving in a faster pace for me so that I can achieve my goals. And hopefully find a new home.

What is something that you never get tired of doing?

I don't get tired of getting some shopping and getting the house clean, making it look spotless and clean and glittery. I don't get tired of going out to the shops to look at every thing that's new.

I don't get tired of meeting new people. Going on beautiful recreation activities and enjoying a meal with them that get to choose myself.

How can we all make this world a better place?

IDS is a beautiful company that can make it a better place for people with disabilities and disadvantaged people and make 2024 a better year as well. Bring on 2024 and make the world a better place without need. We want us to be happy on the outside and inside.

What are three things that make you happy?

#1 The staff and the clients and the support workers that make me happy like going to the office and like meeting new support workers. That's going to make me feel better, like get out of the house a bit more.

#2 how? Get myself better. Make myself positive. And get a better lifestyle.

#3 Today achieve my goals in my plan that I have ideas and I ask for support when I need it. To make the plans to move out. That's going to make me more happier and more positive. In the next years.

Mr John Lee.
19/12/2023



Client Services Operations

This year has been a great year for progress and we have seen many changes in our clients and our staff numbers. Along with the services team we have seen a few changes come through our department.

The IDS clients services team of 3 Service Coordinators who work tirelessly to meet client and DSW needs, and one utilizing their skills as the Recreation Coordinator planning our day trips and short term accommodation trips for our clients. Our recreation trips are weekly with a range of activities to suit everyone including travel training on public transport, navigating the city and surrounding areas, with lunches (DSW and Clients) along with some regional areas. This is a strong tight knit team who have excellent skills.

A few 3 day 2 night trips to Daylesford, Sorento, Phillip Island and Mornington Peninsula has seen groups of our clients enjoy the company and the fun of being away from the everyday environment that they know and socializing with others.

The decision re after hours services to be brought in house after being out sourced for a long time was confirmed. Our after hours team consists of four wonderful staff (75% being DSWs) that run the phone from 6am till 10pm at night x 7 days per week. This has worked well with a couple of our DSWs



Marcia Helmers
Operations Manager

discovering a career progress into office work that is still connected with people with disabilities – this has been a huge success for both parties.

February saw us support Toby C to speak at VALID – a Geelong based event that sees folks from around Melbourne come together to discuss the new and up and coming improved trends in the disability sector. Toby attended some coaching sessions from the office staff along with our placement students to improve his public speaking and plan his speech. He also attended Toast Masters to learn personal presentation speaking. Toby delivered his speech on the topic of – How I live with a disability. It was warmly received by a very large audience.

In March we delivered 2 Forums for the DSWs to discuss any new legislation, policy and procedure and office updates. A well received audience of more that 50% of our DSWs attending.

April was our Excellence Awards Presentation – with one of our office staff and one DSW being the recipients of this award. A supper was enjoyed by clients, DWS's Office Staff and Board Members. Great to see the gathering of everyone at IDS being together celebrating and enjoying supper.

In August the position of Client Engagement Officer was rolled out.



Deb Williams accepted the new position of Client Engagement Officer – this role incorporates:

- Engaging new clients
- Provide information about NDIS to families, carers, community groups and community organizations
- Client retention
- Complete and enter tasks lists for support workers to be carried each shift.
- Help to create networks in the community for people with disability to achieve their goals
- Assist children and young people with disability and their families and carers prepare for the transition to the NDIS.
- Assist with plan development for required services
- Helping potential participants on the NDIS access process including:
 - Verbal access requests
 - Completing the access request form
 - Collating evidence to support and access request
 - Assisting with support plan implementation

These are all key components of onboarding new clients. Deb has been very busy being out and about delivering brochures to Hospitals, Allied Health Professionals, Social workers and Rehab Units. More importantly contacting support coordinators looking for core Supports for their clients. This turn has increased our client numbers and delivery of services.



July and August we took on the task of a full overhaul of the DSW Compliance records -this was in conjunction with the HR Team and services team. This has highlighted a range of compliance records and VC data that has now been updated.

September – we recruited our first regional DSW to support one of our clients that has moved back to Bendigo – we are now in a position of looking for the second to recruit.

October we held our forums again – the West and South East – again a good attendance. information transfer is an extremely important part of having a remote work force – this exchange of information is invaluable.

November and December saw us preparing for the Client Christmas party and DSW Staff party.

As with every party we plan for all abilities to ensure that everyone has a fabulous time.

As the year has progressed with highs and lows we have been in ore of the people that we work with from all the remote staff to the CEO who supports and guides us daily.

From this support we go from strength to strength.

Client Engagement Officer Report

2023 has brought new additional features of visual care including the addition of the client portal where our clients are able to see in live time their roster as well as give feedback and make shift requests. This has given our clients that are using this more control over their roster.

Our support worker base has grown to 150 support workers that cover Melbourne from Officer in the southeast to Doreen in the North and Werribee in the west, and expanding our services to Bendigo!. This has given us the opportunity to assist a wider base of participants, in areas we have not previously been able to service,

Our support workers have a diverse working background that gives them great insight to be able to work with our clients. We have clients receiving services through NDIS, TAC, Work Cover and DSOA.

Through relationships built with support coordinators we have had a rapid uptake of enquiries to support new participants with a focus for referrals for younger children which is an area we have not previously been very active in.

The new role of client engagement officer has been a great success to date with clients happy to have the face to face meetings regularly to discuss the support they are receiving and give feedback on how IDS is currently performing in their eyes, it has made us more client focused as we are hearing what they are saying and I am able to bring it back to the team to action any requests as soon as possible.



DEB WILLIAMS
Client Engagement Officer



Financial Overview 2022-2023

FY23 was a year of growth with a large increase in revenue as we came out of COVID restrictions. This growth was largely due to increasing our client base and increasing service levels for several clients. The investment in our IT systems in FY22 allowed us to keep overhead costs low, with efficiencies in rostering one of the highlights. Our total staff numbers increased significantly to support the additional services, with recruitment an ongoing priority for our HR department.

This growth allowed for a small year-end surplus which was a big improvement on the loss in FY22. This surplus was impacted by some year-end adjustments around doubtful debts, which are in dispute with the NDIS. It is worth noting that IDS is in a strong position compared to many organisations in the industry as some recent benchmarking reports have shown that 63% of organisations made a loss in FY23.

The industry is under a lot of financial pressure at the moment, with a growing gap between the NDIS hourly rate and staff costs. Overhead costs are also rising, especially around workers compensation and insurance. The new PACE system that the NDIS has introduced for payment claims will also add a lot of admin time. These factors are affecting IDS, although our lean back-office structure has mitigated some of the impact. We are hopeful the NDIS review due in December 2023 will address some of these issues and provide a better operating landscape for providers. Whatever the outcome, I am confident in IDS's ability to adapt to any changes that are forthcoming.



CHRIS BEESTON
Finance Manager

Looking forward, FY24 will be another year of growth with strong financial results already achieved through the first few months. This has been due to a new client acquisition and retention strategy, with a new role created to support the client services department. Client and staff engagement will also be a priority, with positive client outcomes always at the forefront of our thinking.

Quality, Risk and Compliance

As a registered provider for the National Disability Insurance Scheme (NDIS), you can be sure of the quality of our services. IDS undergoes regular external audits which include interviews with clients, staff and stakeholders to check how well our services meets people's needs. Our next external audit will be held on site in early 2024. In 2023 we successfully completed the surveillance audit.

We are committed to our values of being client-centred and respectful, providing opportunities and choice and control. Whilst meeting regulatory requirements.

The Board is committed to participation and feedback from people with disabilities. IDS includes Board members and staff with lived experience of disabilities. The Client and Carer Engagement Committee (CCEG) continues to provide feedback directly to the Board is an example of that commitment.

We look forward to continuing to grow our supportive, responsive high quality service delivery further with all our clients in 2024.



ANDREW KAULER
Quality Risk Compliance and HR
Manage

Human Resources (HR)

IDS has a small but very busy HR department that actively recruits Support Workers throughout the year. We work closely with the Client Services team to find workers to match the support needs of our growing number of clients.

The stories and the pictures you can read in this report, including Mr John "Hollywood" Lee's, and the IDS heroes, shows what rapport our staff in the field form with all our clients. In the human services sector, relationships are key. For IDS, organisational culture starts with living our value of respect

for one another: clients, families, staff and stakeholders. Having the right staff, getting clients' and staff members' feedback, all helps to build services. As IDS expands, HR will take on more of a strategic role in 2024 in workforce planning and development.

International Women's Day 2023

This year's theme was **DigitALL: Innovation and Technology for Gender Equality**. IDS held our event at Pier 35 on the 8th of March to celebrate International Women's Day. We enjoyed beautiful food and music, and prizes whilst we watched the sunset and the beautiful twinkle of city lights in the background as evening set.

Thank-you to all the intelligent and beautiful women who came to enjoy the evening and celebrate all the achievements of being a woman. We celebrated strength, empowerment, innovation and the promotion of gender equality.

Board Director Vikki Cummings delivered a heartwarming and inspirational speech at the event – all the guests were spellbound by her story.

This has now become a pivotal event in the IDS annual calendar, and we look forward to holding the event annually.





Thank you to outgoing director Mr Richard Lee

Richard Lee has been an IDS Board Member since 2013, over the years he has chaired several committees including over 3 years as the Treasurer and chair of the Client and Carer engagement group. He also formed part of the FRAC committee.

Richard has lived experience as a person with disability who brings his personal perspective of the challenges and needs experienced first-hand throughout his life and working career.

Richard's experience, knowledge and expertise has been greatly valued in his time on the IDS board and committees. Richard holds a Bachelor of Commerce and experience in economic history, economics, PR & marketing). He has extensive management experience in the furniture industry, along with previous work as a rehabilitation technician.

He also is a campaigner and speaker against the use of mobile phones in vehicles.

Richard will continue to be a part of the IDS family continuing to be a representative on the Client and Carer Engagement group, and an independent member of the FRAC committee.

THANK-YOU for your dedication, knowledge, expertise and kind nature that is valued across IDS.



Our IDS Heros



In 2023 IDS introduced a new initiative to recognise exceptional support workers. Each month the IDS client services team nominates a hero of the month -in October a whole amazing team was nominated!!

Thank-you to the IDS heros throughout the year including Rajan, Harmeet, Karen, Amal, Christine N, Cyrus, Nat G, Nyaliep, and Nemo.

The nominated support workers demonstrate IDS values and go beyond and above their roles. They have a Can Do Attitude and always put the client first. Each of the amazing support workers are featured in the IDS newsletter and receive a gift voucher as a gesture of IDS gratitude for their hard work. Some of the interview comments include:

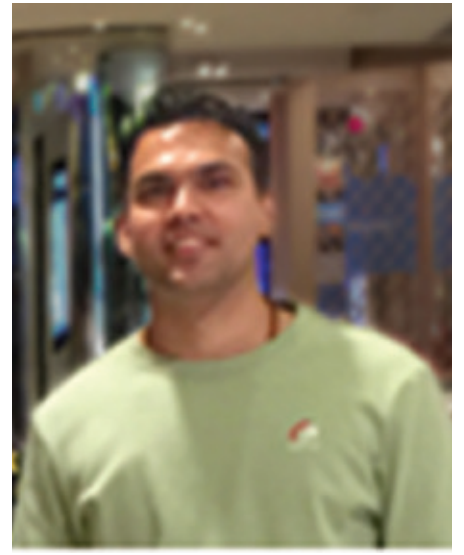
I have found IDS to be more involved with their DSWs and take interest in areas to improve our skills and acknowledge our accomplishments. IDS have set out values that makes us appreciated with things like birthday wishes, holding special events and rewarding DSWs for their good work and efforts.

I like IDS because clients are straight forward and everyone is nice. The app makes your job really easy , all you need to do is look at the app and you know what you need to do with the clients.

I chose to do disability work because I purely love to help people and make a change in people's lives even if it's a small thing. I like to help people and these things make their life better.

I encourage Clients to become active and involved in their community so once the morning routine is completed we are always out.

Building a rapport and trust with your client from early on is significant in how comfortable the client will feel with you.

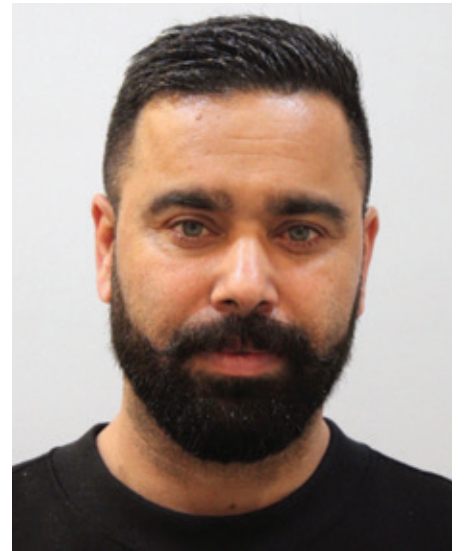


One of the highlights for my client and myself was attending the International Womens Day hosted by IDS

I always treat everybody with respect and strive for excellence in everything I do.

Always be respectful and you can make the industry better for people who need it.

I found my passion (as a DSW) and have never looked back.



The best day when you can see that you are was very helpful to the client, or you can see how they are progressing.

It is not an easy job but very enjoyable because you will work with interesting people.

Excellence Awards

In 2023, IDS celebrated the 2nd Excellence Awards. The awards are presented by the Chair of IDS – Geoff Schomburgk in recognition of the winners excellence

The winners of the 2023 IDS Service Excellence Awards were Chris Beston and Gabriel Gichuhi.

These winners demonstrated Excellence in client services, living the IDS values and innovation & process improvement.

Congratulations to the winners and the nominees including Anna, Bina B, Rajan, David, Grant, Jade, Karen and Marcia.

We look forward to recognising excellence in 2024.





Top Ten Highlights for 2023

1. In-house training and crisis management and complex needs training for disability support workers (DSWs). This training was delivered in-house at IDS office to specifically meet the needs of our clients. This style of training will continue to be a priority in 2024.
2. Successfully meeting the NDIS surveillance audit ensuring that IDS deliver high quality services in line with registration requirements. IDS is well placed to for the full audit in 2024.
3. International Women's Day was again a huge success. Guests included clients, staff, board members and friends. It is a wonderful chance to acknowledge women their strengths and achievements in a beautiful setting and enjoying each other's company.
4. Recreation continues to grow from strength to strength with strong friendships being made through camaraderie and familiarity.
5. 57% growth in revenue. The organisation saw a substantial growth in revenue of 57%. This was achieved in a volatile marketplace. IDS was placed in the top 25% in benchmarking This demonstrates the resilience of IDS, sustainability, and longevity.
6. Implementation of Client Engagement Officer role. This is a client facing role that enables staff to develop care plans and monitor clients care needs.
7. Key workers implementation of the key worker role that leads support worker teams to provide greater oversight. The role includes weekly care meetings with the team leader. IDS HEROS recognising the outstanding work of individual DSWs.
8. Compliance requirements for all the DSWs has seen a major overhaul with new process to ensure ongoing compliance. DSWs not meeting compliance requirements were required to update their compliance prior to working with clients. This process ensures IDS meets registered provider requirements and delivers qualified supports to clients
9. Short term accommodation opportunities (STA) Analysing clients funding to identify clients that have access to STA funding that enables them to take up a chance to visit new destinations and access to new environments and experiences. This has opened up opportunities for clients to develop their skills sets and increase community access and meet parts of their goals. Only those clients with the funding stipulated in their plans can attend an STA.
10. Recruitment of regional support workers to support a client who has moved to Bendigo. We have now expanded out DSW Bank. To be able to employ DSWs to continue services. We are now a regional operator.



Independent
Disability Services



Independent Disability Services

Changing lives, empowering people

Independent Disability Services

Level 3, 60 Leicester Street
CARLTON VIC 3053

www.idsa.org.au