

Golden City
SUPPORT
SERVICES



Life Choice Community

2017 ANNUAL REPORT

Table of contents

- 1 Acknowledgements
- 2 Values & Mission Statment
- 3 2017 AGM agenda
- 3 Board Members
- 4 2016 AGM minutes
- 6 A year in review from the CEO and President

Strategic Goal: We work so that people are more in control of their support

- 8 Planning for the NDIS
- 9 Person Centred Active Support
- 10 Sharing
- 11 Growth

Strategic Goal: We are relevant for the future

- 12 Increased business capability
- 13 Disability and mental illness
- 14 Home

Strategic Goal: We contribute and are known in our local community

- 16 Connection to community; it's the secret to ageing well
- 17 Celebrating local
- 18 Conversations create inclusion
- 19 Talking and listening for better mental health services
- 20 CreateAbility is centre stage, leading local creative production

Strategic Goal: We have the right staff, doing the right things, in the right places, at the right time

- 22 Learning
- 23 A positive difference

Thankyou to our partners

Bendigo Art Gallery
The Capital
Bendigo Health
Bendigo Community Health
Alzheimers Australia
La Trobe University
Castlemaine State Festival
Association of Relatives and Friends of the Emotionally & Mentally Ill
Centre Against Sexual Assault
Haven Home Safe
Murray PHN
Centre for Non Violence
Anglicare Victoria
Bendigo Community Health

Goldfields Library
Annie North Inc
Sunraysia Residential Services
Make a Change Australia
Catholic Care
Bendigo & District Aboriginal Co-operative
Mallee Family Care
Bendigo Health Psychiatric Services
Partners in Recovery
City of Greater Bendigo
Bendigo TAFE
Choice Voices Choir
ABI Road

Acknowledgements

We have the right staff, doing the right things, in the right places at the right time

Support Team

Our support staff are the foundation of our organisation, their day-to-day support practice defines us - active support, recovery and enablement.

We thank our staff for their consistent and outstanding work, in a year of change.

Practice Leaders and Practice Coaches

Our Practice Leaders and Coaches are invaluable to the quality and the success of the support we provide.

Thank you for the quality of leaderships, mentoring and coaching you have provided to staff, especially as the services were transferred from program delivery to individual support.

Resource team

Thank you to our Resource Team who resource the support we provide.

The team undertakes a wide range of functions, specifically workforce planning and rostering, recruitment and on-boarding new staff and other human resource functions including providing industrial relations leadership and advice to managers, undertaking internal investigations, implementation and management of information & communications technologies, quality assurance audit including systems development support, property and fleet management, occupation health and safety leadership and guidance and a range of other important administration functions.

The team this year, as well as maintaining the resourcing of support across the agency, has been focused on implementing a wide range of new processes and technologies to meet the agency needs operating under the NDIS.

Intake and Enquiry Team

As the new friendly face of Golden City Support Services, who have incredible knowledge and expertise, the Intake and Enquiry team are dedicated to journeying with the people we support through the NDIS and CHSP.

Our aim this year was to work closely with everyone we support to plan for their first NDIS meeting; be available to attend their planning meeting and help people understand their first plan.

Thanks to the Intake and Enquiry team we were able to achieve this, despite the challenges of an ever changing NDIS and the number of people and their families that required assistance.

Finance Team

It was due to the clarity of leadership and thorough costing analysis by the Finance Team, that we were well positioned and resourced to make decisions that added value and stability to our organisation during a time of major change to the disability and aged care sector.

The Finance Team worked at transitioning to a whole new model of operation. Moving from block funded services to services funded in arrears.

There is not a financial system that has not changed. Thank you to all the members of the Golden City Support Services Finance team.

Management Team

Sound leadership and advice from our Management Team has ensured clear navigation through the disruption our industry faced this year with the NDIS and CHSP.

This year our Management Team played an essential role in attending industry training and ensuring our organisation remains up to date with industry changes and best practice.

Thank you also to our Management Team who do such a great job in working with our partners and creating outcomes that benefit each organisation and our community at large.

Values & Mission Statement

a life in your community

We work with you to have a good life

We make a difference in people's lives

We implement support practices that work

We provide community-based services (support that builds relationships in the community). We work with you to achieve your goals, providing the right amount of support at the right time, so you can live your life as you want to. We recognise your rights and responsibilities and we pay attention to your physical, mental and emotional health.

We do what we say

We are a reliable and trustworthy organisation that has built a strong financial base. We have processes and procedures that ensure effective practice and minimise risk. We implement what was agreed. We work in a collaborative and planned way with individuals, their families and guardians using evidence as a basis for action.

We make it easy for individuals and families to use and understand our services

We work to ensure that you have a positive experience right from your first contact with us. We treat people respectfully and well. We listen and reflect, we work with and alongside you, and we help to make sense of the process for you. We are accountable to you.

We are a purposeful organisation with committed staff

We work well amongst ourselves and with other organisations and businesses. We work best together, building everyone's competence and confidence. We communicate effectively. Regardless of our roles and positions we are all focused and committed to providing the very best support.

We work locally within communities

We are an active part of each local community where we work, not just 'parachuting in'. We work to develop good relationships and good partnerships because we know that this means better results for people using our services.

We work for social change

We act where there is an opportunity to make a difference, whether that is locally, nationally or internationally. We uphold national and international rights, linking with other organisations who share our values.

1. Acknowledgement of Country
2. Welcome
3. Notice of Meeting
4. Apologies
5. Confirm Minutes of previous Annual General Meeting
6. Reports:
 - Presentation of Annual Reports**
 - (a) President and CEO Report
 - (b) Treasurer's Report
 - (c) Golden City Support Services Annual Report

Ross Baring - President

Vic Tripp - Vice President Acting

Andrew Snowdon - FCPA Treasurer

Jessie Wade - Secretary Acting

Professor Chris Bigby - Member

Dr. Dru Marsh - Member

Joined 26 June 2017

Alison Maclaren - Member

Joined 28 August 2017

7. Reception | adoption of Reports and audited Statement of Accounts
8. Election for the vacancies on the Board of Management
9. Election of Auditor for the year ending 30th June 2018
10. General Business (of which 7 days notice has been given)
11. Presentations:
 - NDIS - David Moody | Victorian State Manager - NDS
12. Meeting Close
13. Supper

Sue Jalland - Member

Resigned 17 March 2017

Rosemary Sims - Member

Resigned 10 July 2017

Agenda

**Thirty-Eighth
Annual General
Meeting: 6.30pm
Monday 27
November 2017**

Board Members

**Board of
Management**

Minutes of the Thirty- Seventh Annual General Meeting

Wednesday 30
November 2016

Meeting Commenced: 6.04pm

Present: Deb Allen, Greg Allen, Linton Ashley, Simone Baird, Ross Baring, Chris Bigby, Phillip Blair, Christopher Bolton, Russell Burrows, Tanya Christy, Claire Clarke, Beryl Dann, Mandy Dempster, John Doering, Suzanne Gould, Paul Harrington, Kerri Hicks, Sue Jalland, Pauline Ling, Kathleen Lyons-Walton, Terri Mackay, Kim Mammoliti, Tamara Marwood, Ian McLean, Xavier Middleton, Shelley Moore, Santo Pezzimenti, Yvonne Reither, Rachael Roberts, Marty Ryan, Tara Sheridan, Rosemary Sims, Andrew Snowdon, Reanna Stanway, Kate Stokie, Ian Swan (DHHS), Vic Tripp (CatholicCare Sandhurst), Jessie Wade, Leon Wilcox, John Willis, Jo Zeman

Minute Taker:

Terri Mackay

Acknowledgement of Country:

Read by Ross Baring

Performance by Choice Voices Choir:

Introduced and lead by Deb Allen

Welcome:

The President of the Board, Ross Baring, welcomed attendees to Golden City Support Services 37th Annual General Meeting

Notice of Meeting:

Read by Ross Baring

Apologies:

Georgia Anderson, Allira Cherry, Anne Clarke, Brian Coolahan, Alex Cotterell, Trevor Cox, Dawn Davey, Catherine Doherty, Judith Emmerson, Anne Fahey, Dave Jeffrey, Elly Jukes, Pam Kendrick, Shane Mason, Michelle McCaffrey, David Morley, Delaraine Pell, Michelle Ryan, Josie Sinclair, Neil Sing, Kate Steele, Vic Tripp, David Warde, Grace West, Caitlin Windridge

Motion: That the apologies received be accepted

Moved by Sue Jalland

Seconded by Jessie Wade

Carried

Minutes of the Previous Meeting:

Motion: That the Minutes of the previous Annual General Meeting be confirmed.

Moved by Sue Jalland

Seconded by Jessie Wade

Carried

Reports:

The following reports were addressed verbally in addition to being presented in the Annual Report -

- a) President & CEO – Ross Baring | Ian McLean read by: Ross Baring
- b) Treasurer’s Report – Andrew Snowdon read by: Shelley Moore

The following reports were taken as presented in the Annual Report -

- c) Disability Support Services – Jo Zeman
- d) Disability Support Services – Kerri Hicks
- e) Disability Support Services – Pauline Ling
- f) Disability Support Services – Mandy Dempster
- g) Mental Health and Dual Disability Planning and Case Management Frail Aged and Dementia - Anne Fahey
- h) CreateAbility Events Network - John Willis
- i) Resource Management - Neil Sing
- j) Finance and Administration - Shelley Moore

Motion: That all Reports be received as presented in the Annual Report

Moved by Ross Baring

Seconded by Rosemary Sims

Carried

Motion: That the audited Statement of Accounts be received

Moved by Ross Baring
Seconded by Rosemary Sims
Carried

Election of Committee Members:

4 Positions Vacant

Nominees

Vic Tripp

Nominations do not exceed vacancies on the Board of Management. Those nominated were duly elected.

Election of Auditor:

One nomination received for Auditor of Golden City Support Services Accounts for the 2016|2017 financial year being AFS & Associates Pty Ltd

Moved by Ross Baring
Seconded by Andrew Snowdon
Carried

General Business:

Nil received

Meeting Closed Official Component:
6.38pm

Presentations:

Physical Health Assessment Tool
– Marty Ryan

Older People & Social Connections –
Tanya Christy

Dual Disability – Linton Ashley

CreateAbility Video – John Willis

Vote of Thanks:

Provided by Ian McLean

Meeting Closed: 7.17pm and a light supper followed



Left: We have been serving the community of Loddon Mallee for over 38 years.

From the CEO and President

Ross Baring
President

Ian McLean
Chief Executive
Officer

2016 - 2017 a Year in Review

It gives us great pleasure to present the President and CEO report to the 38th Annual General Meeting of Golden City Support Services.

I hope you find our stories of 2017 contained in our Annual Report inspirational - they are from everyday life in our community with supports provided from our disability, aged care and mental health team. In total we have supported 450 people alongside our partners in the Loddon Mallee region.

On reflection, this year has been a time of change and transition, focus on outcomes for the people we support and strong emphasis on the quality of support.

Our 2015-2018 Strategic Plan has proved invaluable at giving us direction and determining where we have focused our energies and taken up new opportunities. These decisions have been important for our organisation as it adapts and responds to the new world presented by the National Disability Insurance Scheme (NDIS) and Aged Care reform.

We are a thriving community-for-purpose organisation, well positioned for the future. The strength we bring is our commitment to the people we support and the competency of our staff, in active support, enablement and recovery practices.

There is no part within our organisation that has not been effected by significant change. We have invested from our balance sheet the total of \$455,260 in the 2017 financial year.

This investment included the introduction of new information and management systems to meet National Disability Insurance Agency (NDIA) and Commonwealth Home Support Program requirements, strategic communication

activities, costing analysis and design of a new financial process, creating a dedicated team to support people's successful transition to the NDIS, staff recruitment and training, rostering hub and the creation of new practice leader positions. Implementing Support Coordination for new services, Stays Your Way, OT service, Creative Links and supporting clients to access the My Aged Care portal.

Staff need to be congratulated for handling the transition so successfully thus far.

Our start up service, 'Creative Links', connects people to their interests in the community. This visionary program was our swift response to the closing of a large local disability service provider.

HOME is another innovative flagship program for mental health that we continued to support financially through this last year. We celebrate the success of our submission to Bendigo Health that has secured funding for the next three years to address the serious lack of longer-term residential accommodation for people who need intensive psycho-social rehabilitation.

Funding through the NDIS and Murray PHN Partners in Recovery program has resulted in an increase in the number of mental health participants supported by Golden City Support Services and it is anticipated there will be further growth into 2018.

This year we were awarded the funds to produce guidelines for services for people with an intellectual disability who have mild or moderate mental illness. This project drew on our experience and extensive practice in both mental illness and disability.

With all of the great potential that

the NDIS brings, there have been significant implementation challenges for participants, their families and organisations providing support.

These include:

- A high number of plans that have not met participant's reasonable and necessary needs as witnessed by our Intake and Enquiry team and local advocates who state that 60% of NDIS plans in Loddon region have submitted review requests.
- The experience of a flawed NDIS planning process has caused concern and distress for many participants and their families. We are pleased to report that this is being addressed for future plans by the NDIA trialling a new participant pathway.
- The severe shortage of housing for people with a disability is an impediment to people having their own home, living independently and connecting to their community in the short to medium term. The NDIA Specialist Disability Accommodation payment seems to have created

interest with property developers to create new purpose built housing stock in the longer term. This may still not address the demand our community is facing.

- Access to transport is a fundamental requirement for people to participate in their community. The NDIA has had a policy position of not funding transport in people's plans, even when transport has been acknowledged as essential and funded by the Department of Human Services in the past. Though the Administrative and Appeals Tribunal has ruled in a participant's favour that transport should be regarded as part of NDIS funded reasonable and necessary support, the NDIA is very slow to move from the policy position of not funding transport. People still remain isolated.
- It is great to see that NDIA has recently revised and reviewed the pricing for short-term accommodation to be sustainable and viable, ensuring a continuity of service.

We continue to journey with NDIS participants and their families ensuring people receive the appropriate level of necessary and reasonable support that they require. We work locally with other organisations to highlight implementation issues. We work on state government committees and with our peak organisation National Disability Services to influence policy.

We acknowledge and thank all Golden City Support Services staff for their individual contribution this year.

We would also like to acknowledge a staff member who has recently left Golden City Support Services after 20 years of service. Thank you to Kathy Wilton for her contribution over such a long period.

We would like to thank the members of the Board for their tireless efforts and expertise in steering Golden City Support Services.

Acknowledging the work of departing board members Rosemary Sims and Sue Jalland and extending a warm welcome to our new Board members Dr. Dru Marsh and Alison Maclaren.

Funding Sources

Golden City Support Services recognises the following main source of funds in the 2016-2017 financial year

Direct Funding

- Commonwealth Department of Health
- Victorian Government Department of Health and Human Services
- Murray PHN
- City of Greater Bendigo
- Regional Arts Fund
- Bendigo Community Health
- Bendigo Health
- National Disability Insurance Scheme

Requests to provide services funded through:

- Amicus
- Annecto
- Australian Home Care
- Bapcare
- Bendigo Health Care Group
- City of Greater Bendigo
- Distinctive Options
- Moira
- National Disability Insurance Scheme
- Uniting Care
- Victorian Government, Department of Health and Human Services
- Villa Maria
- Windarring

We work so that people are more in control of *their support*

Planning *for the* NDIS

With you
on your
NDIS Journey

This year our focus has been on taking the NDIS journey with the people who receive our support.

Our newest team works with individuals and families who are new to Golden City Support Services or are looking at changes or additions to their current supports.

Dedicated to helping people prepare for the transition to the NDIS, they are particularly skilled in developing plans with people; capturing all aspects of a person's life and identifying where the important areas for support are.

Approximately
146 people we
support have
transitioned to
NDIS

Attended 80
NDIS planning
meetings with the
people we support
and their local area
coordinator

"Thanks again for all your assistance. You have been a valuable help to us right from the beginning of the NDIS journey, promptly answering all the questions correctly and succinctly—always with us in mind. It was so very much appreciated."

- Family Member

Left: Our Intake and Enquiry team. Pictured left to right - Michelle Gallagher, Kerri Hicks, Yvonne Reither, Georgja Anderson.



Our service is all about understanding what people want and developing tailored and affordable solutions to meet people's needs

It's important to us that we implement support practices that work—backed up by research.

Active Support is a way of providing just the right amount of assistance, to enable a person with intellectual disability to successfully take part in meaningful activities and social relationships.

For the last seven years, we have taken part in research with La Trobe University to understand the key factors required to implement active support. This study has grown to include 14 organisations from around Australia.

Being part of the study means the quality of our staff support practice and leadership is independently monitored annually.

There is overwhelming evidence that people receive the best active support when their support person experiences regular one-on-one practice leadership and coaching. In preparation for the NDIS, we have invested significantly into our practice leadership team, ensuring our support workers receive regular coaching.

Person Centred Active Support

La Trobe University research shows that best practice Active Support requires great practice leadership. This year we have invested into 8 new Practice Leader positions to support our team to provide quality and consistent Active Support

“Our research indicates that practice leadership in Golden City Support Services was among the best in our sample of 14 organisations,”

**Professor Christine Bigby, Director, Living with Disability Research Centre
La Trobe University**



Right: Lee-Ellen is someone who has great organising and scheduling skills.

At Creative Links, Lee-Ellen talked about how she manages taxis in Bendigo, as well as helping out others she knows.

Together with the Creative Links team, she approached Bendigo Taxis to see if there might be some way for her skills to be developed in a work environment.

Colin at Bendigo Taxis was very receptive to exploring this and agreed to have Lee-Ellen come in to the taxi office to gain some hands-on experience with a busy taxi dispatch room.

We work so that people are more in control of *their support*

Sharing

Making it easy to understand and prepare for the NDIS

Our family NDIS forums and regular NDIS newsletters are designed to deliver simple and clear messages with real examples. Our aim is to help the people and families we support to realise the opportunities that the NDIS offers.

At our forums we presented the most up-to-date information about the NDIS, and people could share their questions and experience with each other. This experience was invaluable during a time when so many

changes were happening in transitioning to the NDIS.

Thank you especially to our guest speakers sharing their experiences of preparing for the NDIS with Golden City Support Services.

10
NDIS
forum

7 NDIS
newsletters

Forums in
Bendigo &
Gisborne

"The forum was very informative and information was clear and easy to understand. It was useful for getting ready for NDIS planning."

- Forum attendee Jane



Our service is all about understanding what people want and developing tailored and affordable solutions to meet people's needs, that includes family and community

We can offer more services in our region than ever before with the roll out of the NDIS.

As a registered NDIS provider in Bendigo, Echuca and Gisborne, we are now able to provide individualised and tailored services for people with a disability and people with mental illness.

People requiring mental health support have re-engaged with Golden City Support Services during the roll out of the NDIS this year.

We can assist people to develop skills and abilities to participate in the community and we support people on their recovery journey.

We support 176 people to be independent in their day to day lives

24 Partners in Recovery clients

12 Support Coordination referrals for mental health

6 HOME residents and 11 families

50 participants receiving Support Coordination for disability services

Nearly 150 aged care clients

We support 27 people in their purpose built homes

Growth

Due to new growth in our organisation we have a greater capacity to support people on their NDIS journey in our region

"In preparation for my son's NDIS plan, we are asking for funding to support my son to stay connected with his family," says Gisborne Mum. "We are working towards him having a fulfilled life."

A young man's life in Gisborne is crowded with appointments. Making time for ordinary activities with friends and family requires a lot of planning and preparation.

He is supported by Golden City Support Services Gisborne to consider options and make choices to get involved in his interests and encouraged to form friendships, participate in community activities and get away on holidays.



Left: We provide computers and Internet access to families if required. We are on the NDIS journey with you.

Right: This young man is supported to be independent and realise his goal to travel to visit his friends and family.

We are *relevant* for the future

Increased *business* capability

We have dedicated resources of \$350,000 per year for three years to create innovative solutions, improve services and adapt to the NDIS

We can offer so much more to the people we support in the new world of the NDIS and CHSP.

To make sure we can be the best we can be, we have invested into a new innovative management structure, systems and internal communications. These changes were essential to ensure we are relevant for the future.

Changes include:

- Development of additional services such as Occupational Therapy Services and Support Coordination
- FLO; our internal communication tool
- Implementation of a rostering hub
- Setting up of CRM system to streamline GCSS services in the future

A special note of thanks to our IT team. They have been outstanding in their collaboration with every area of our organisation.

The Person Centred Active Support Checklist App means reporting happens in real time, reducing administration time by 10 hours per fortnight per practice leader - making more time for coaching and feedback

Our internal communication system is essential to our team; aptly named "FLO", after life member of Golden City Support Services, Flo Robinson. For over 28 years, Flo was integral in shaping the course of the organisation to support people in various programs from Gisborne to Mildura.

Flo's contribution over her lifetime significantly changed what is available for people with a disability and their families. Flo was recognised as Bendigo Citizen of the Year and received an Order of Australia Medal.



With strong internal governance we are ready to embrace the opportunities the NDIS brings to our community

As specialists in mental health, aged care and disability in our region, we are proud to have been commissioned this year by Murray PHN.

We have worked with other agencies in the development of a regional implementation strategy for people with intellectual disability who have a mental illness.

Our work contributes to creating cultural change, information exchange and staff capacity building.

Thank you to our collaborating partners; Bendigo Health Psychiatric Services, Carer Support Services, Scope, Mind Australia, Murray PHN, private medical practitioners and Victorian Dual Disability Service.

Prepared guidelines for the delivery of services to people with disability and mental health - Stepped Care

Working towards systems change for people with serious mental illness and intellectual disability: a regional response

Disability and mental illness

Commissioned by Murray PHN to undertake a review of access to primary mental health services for people with intellectual disability within a stepped care approach and provide recommendations for improved access

The review undertaken by Golden City Support Services provides a foundation from which to build improved access to primary mental health treatment for people who have an intellectual disability. Golden City Support Services were responsive and agile in bringing together key stakeholders in the early stages of this work and delivered a report and recommendations based upon evidence and best practice.

- Melissa Knight, Mental Health and AOD Lead, Murray PHN



Left: Flo Robinson OAM, was a Life Member of Golden City Support Services.

Right: Our expertise is the intersection between mental health, aged care and disability.

We are *relevant* for the future

Home

We work at HOME with people on their recovery journey

Housing Opportunity Motivation and Engagement (HOME) addresses our community's serious lack of longer-term residential accommodation for people with a need for intensive psychosocial rehabilitation.

This year, we were chosen by Bendigo Health to deliver HOME,

a recovery-focused rehabilitation initiative.

HOME is a four-bedroom house. It is a comfortable and spacious house that provides a home-like environment in which people can undertake their recovery journey with the aim to live independently in the community.

"... early and sustained intervention brings about the best chance of positive outcomes."
HOME Manual Evaluation Report 2011

For Luke, HOME offered a much-needed stepping-stone to pick up his life.*

He was living on a rural property and had plans to build a home, but his mental ill-health was preventing him from looking after himself and achieving his goals.

Being isolated in an unfinished home with unreliable power and suffering from poor physical health, were some of the factors contributing to Luke's mental ill-health. After an acute admission, Luke's case manager referred him to the HOME program.

Once in HOME, Luke was able to engage in social activities and develop skills in housework, managing a budget and preparing and eating meals. With support, he attended a gym and his physical health improved greatly.

Luke has re-established regular contact with his family and has moved into supported accommodation in a small town in the region.

***"Luke" is not his real name and this story is a composite of people's HOME stories**

With strong internal governance we are ready to embrace the opportunities of the NDIS brings to our community



Left: Housing Opportunity Motivation and Engagement (HOME) addresses our community's serious lack of longer-term residential accommodation for people with a need for intensive psychosocial rehabilitation.

Below: We identify opportunities to expand and grow through a systemic approach to continuous improvement.



We contribute and are known in our local *community*

Connection to community; it's the secret to *ageing well*

Social relationships are important for quality of life for everyone. Our research into “learning from older people who are socially connected”, shows that social relationships are the secret to ageing well.

Living in your home as you age, where places and people are familiar,

is important to the older people and their carers we support in Central Victoria, Sunraysia and Swan Hill. We work with Mallee Family Care in Swan Hill and Sunraysia Residential Services in Mildura.

With the experience and deep understanding we have of a person centred

approach and of the importance of people being engaged in their community we welcome the Aged Care Sector Statement of Principles; person-centred support, healthy ageing and active ageing.

Nearly
150 aged
care clients



It was later in life that Jan first got to do what she truly loves; painting.

“I remember my introduction to art at school,” Jan shares. “It was on the first day. We were given a book with grey pages, a pencil and we were allowed to draw!”

Jan fondly recalls her childhood feeling of being thrilled with her drawings. Unfortunately, that was the last time Jan was allowed to draw during her time at school. As an older woman, she has reconnected with her passion and some years ago commenced art classes.

“Then I got a brain disease. It can stop you from doing things,” says Jan. “I didn’t know what I was going to do. Recently, I received an invitation to

Meet Me at the Gallery. I love going to the gallery; I thought I would come along and try it out.”

Meet Me at the Gallery is a monthly opportunity for people in the early-to-mid-stages of dementia. Golden City Support Services Dementia Support Program partner with Bendigo Art Gallery and Alzheimer’s Australia Vic, to provide the sessions at the gallery where artworks from the collection are used to inspire memories and discussions.

Another newcomer to Meet Me at the Gallery, Bernie, shares, “When you get out and meet other people, you feel like you belong to a community.”

We are an active part of every local community where we work. Great community is great for everyone!

In everything we do we always aim to contribute in a positive way to the fabric of our community. We act where there is an opportunity to make a difference.

With service delivery in, Bendigo, Gisborne Echuca, Swan Hill and Mildura we work in ways that strengthen each local community.

41
new staff
recruited to
support
work

In reviewing this year we are celebrating our continued strong financial base and contribution to the economic fabric of our communities.

We are a major employer in our region in community services, which is the largest sector in our economy and this sector is forecast to experience the largest growth over the next 20 years.

Approximately
200 staff working
in our local
communities

\$9.0 mil
in wages
contributing
to the local
economy

Celebrating *local*

Local is core to our business

Left: "When you get out and meet other people you feel like you belong to a community," says Bernie, a Meet Me at the Gallery participant.

Right: We work in ways that strengthens our local community.



We contribute and are known in our local *community*

Conversations *create* inclusion

For us, contributing to our broader community is important because it creates broader community inclusion, participation and discussion

Sponsoring a series of discussions and events this year alongside other leading organisations; La Trobe University, Bendigo Health, North Central Catchment Management Authority and Country Fire Authority, we connected people and organisations who have common interests, and found

ways to work and support each other.

Facilitated by Make a Change Australia, people were encouraged to share stories and ideas.

It is inspirational hearing just how many extraordinary things are happening in our own neighbourhood.

Once a 'shush' space, controlled and quiet, the Bendigo Library is now a vibrant community hub of music, events, study and entrepreneurial activity. The diversity of library uses and users is what the library seeks to nurture and foster each day. However, with difference, there can also be challenges.

It takes time to be inclusive. After many discussions over a

period of time with the team at Golden City Support Services, the library staff established ways to communicate expected "standards of behaviour".

"With Golden City Support Services, we created an easy-English guide that we use to explain to people about the behaviour that we expect from our users," said Kathy Waugh, Manager of the Bendigo Library.



We are an active part of every local community where we work. Great community is great for everyone!

The Consumer Participation Group is made up of people who share a desire to make mental health services as good as they can be and that the voice of the consumer is heard and valued.

Group members consist of people who use mental health services, and the people who provide them.

Their input guides the development of important consumer engagement design. The group recently provided valuable insights into the design of patient accommodation in the Psychiatry unit at Bendigo Hospital.

We are proud to support the Consumer Participation Group.

The Consumer Participation Group provides invaluable co-design for Psychiatric Services and enables a robust consumer critique of policy and service development.

Bendigo Health Psychiatric Services is privileged to be involved with this model of consumer participation that supports broad and independent consumer participation.

- Francis McCormick, Acting Senior Psychiatric Nurse Consultant, Bendigo Health

Talking and listening for better mental health services

When we come together to understand people's diverse and differing needs in mental health care, real change happens



Right: Greater Bendigo's Curriculum for Change. A series of discussions and events throughout 2017, underlining how each and every one of us can play a part in creating the future we want.

Photography: Make a Change Australia

Left: John Willis of CreateAbility at Inspiration Cafe La Trobe University.

We contribute and are known in our local *community*

CreateAbility is centre stage, leading local *Creative* production

**We are so proud
to be part of
CreateAbility.
An arts company
producing original
and locally created
content revealing
the distinctive
stories of the
region at the 2017
Castlemaine
State Festival and
Ulumbarra Theatre**

A standing ovation with a capacity audience at Castlemaine State Festival was a huge thrill for the cast and crew of CreateAbility's 2017 production, "No Hands".

No Hands further established CreateAbility as a performing arts company based in regional Victoria that is capable of producing work at a professional level.

There are few companies in our region creating original performance works and we are proud that this work was also presented at Ulumbarra Theatre as part of The Capital's Theatre Season for 2017, alongside work from respected and established companies from across the country.

Our local community takes pride in CreateAbility's contribution to local culture. It is important that everyone creates and contributes to culture and art, and that it is not something that is always imported from other places.

It is significant also that people with disability are recognised in this project as performers who are capable of reaching a high standard of presentation. Seeing this kind of diversity on stage expands everyone's expectation of what people with disability are capable of and reminds us of who makes up our community.

**CreateAbility
is preparing for
its next theatre work
that will be a part of
the Regional Centre
for Culture, in
2018**

Performer Francis Bush and his cast mates have been in the studio for eight months creating No Hands. When interviewed by the Bendigo Advertiser, he said, "It's really good and emotional. I love it. I love everything about it and like being in the spotlight."

We are an active part of every local community where we work. Great community is great for everyone!



**createAbility**

Top: CreateAbility performing No Hands.

Below: CreateAbility performing No Hands.

*Photography:
Bendigo Advertiser*



We have the right staff, doing the right things, in the right places, at the *right time*

Learning

Life skills, plus training, plus coaching— equals a great support person

We are investing in and planning for the future of our workforce to meet the changing demands of the community sector and our clients' needs.

Our support workers come from many different backgrounds. They bring a wealth of knowledge and experience that complements our specific training in our practice framework; the Five Bases of Support.

Every member of our team—from support staff to administration staff - is trained in our Five Bases of Support, which are:

- Communication
- Choice and Control
- Engagement
- Predictability and consistency
- Positive and respectful language

Another training opportunity we hosted this year, with 60 participants from many sectors across Victoria, was “Positive Behaviour Support Training”, with international behaviour-expert, Gary LaVigna. Gary presented a workshop on how to make a change in someone's life without using restrictive or negative support practices.

Our team also attended many industry training opportunities including NDIS training.

202,359 hours of support delivered

5,200 hours of paid support worker training on Five Bases of Support

102 people attended information sessions to find out about working in the sector

“Base training has been good. I enjoyed the positive behaviour section most and how everything was related to an individual to improve my understanding.”

- Five Bases of Support Training Attendee



We are proud to deliver regular training and coaching for our support team

Practice Leaders work in close partnership with our support workers through active participation at staff meetings, offering telephone consultations and support, observing and coaching staff in their workplace or environment, responding

to day-to-day challenges and by providing specific training for individual staff.

Our aim is to ensure everyone on our team knows how they can make a positive difference in a person's life.

"Receiving feedback from my Practice Leader has made me more aware of my words and the importance of positive language."

- Golden City Support Services Support worker

A positive difference

We've increased the number of Practice Leaders who coach and mentor every support worker

Ebonie Saunders is a support worker at Golden City Support Services. She provides daily active support for people who live in their own homes.

"I enjoy supporting people in their homes," says Ebonie. "It's good because it is quality one-on-one time with the people we support."

"The role of my job is to work myself out of a job!" shares Ebonie. "The more tasks people can do independently, the less support we need to give. This means people have more choice and control in their lives."

She reflects, "Sometimes this job can be challenging because it is so person-centred. Things change from day to day, from moment to moment, because we are all human. It is important for me as a support worker to be supported—especially on bad days. Instead of feeling bad or that I have screwed up, I have a team of supportive people at Golden City Support Services that I can talk to about whatever happened."

"Supporting people with challenging behaviours can be hard. Having a supportive work team of Practice Leaders means that when challenging behaviours happen, you don't take it personally."



Left: We have a workforce planning strategy to meet changing demands.

Right: Ebonie Saunders. "You give the person you support, the opportunity to participate in every area of their life. It means that in every moment, you support a person to be engaged in their life as much as possible."



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