CONTENTS

2016 Chairman’s Report 3
2016 Chief Executive Report 6
Client Services Update 10
Property and Fleet Update 12
Information, Communication & Technology Update 14
Human Resources Update 15
Board Membership 17
Sub Committees 17
Statement of Profit or Loss and other Comprehensive Income 30 June 2016 18
Statement of Assets and Liabilities 30 June 2016 19
2016 CHAIRMAN’S REPORT

It is with great honour that I share the first Community Living Australia Annual Report with you.

It has been a little over a year since Community Living Australia was established through the merger of two well-respected specialist, disability service providers – Community Living & Support Services and Community Lifestyles. Community Living Australia is founded on the same values and principles that guided these organisations for over 30 years respectively.

The year has been one of challenges, changes and successes, the key focus of the Board, Chief Executive and employees has been to ensure that clients and families experienced no difference in their services in the short term whilst we began to realise the many benefits identified in bringing together the two great regional organisations.

I wish to thank our dedicated employees for the thousands of hours of support they provide on a daily basis, the hundreds of thousands of kilometers travelled by land, air and sea to deliver the exceptional services we provide, and the thousands of hours of professional training they undertake to ensure that we continue to provide quality services that meet clients’ needs. This dedication will continue as we charter the new waters of the National Disability Insurance Scheme.

While the efforts by our team have been considerable, our clients, families and carers are focused on the outcomes achieved.

Achieving our strategic aims cannot be done without the support of our funders, supporters, stakeholders and our local communities and I thank them for their partnership and collaboration.

Outcomes for the past year that include:

• Building critical life skills so they can live independently
• Helping to find and keep employment
I pay tribute to our clients, families, volunteers and employees who embody Community Living Australia.

I thank my fellow Board Members for their dedication and hard work in charting Community Living Australia’s course.

Achieving our strategic aims cannot be done without the support of our funders, supporters, stakeholders and our local communities and I thank them for their partnership and collaboration.

I thank our Chief Executive, Mark Kulinski and his team, for their continued energy, focus and unwavering values to support our clients and position Community Living Australia as a leading, regional provider of specialist disability services.

We will continue to ensure that we remain our clients’ trusted partner in delivering outstanding, lasting outcomes that help them live the life they want.

Yours Faithfully,

Bill Rowe
Chairman

Community Living Australia is founded on the same values and principles that guided Community Living and Support Services and Community Lifestyles for over 30 years respectively.

These outcomes continue to support our desire to create communities where people in regional areas, living with disability, have valued roles and every opportunity available to accomplish their life goals.
Our focus is the growth of a person – our clients so that they can achieve and live how they want.
This Annual Report marks a very significant milestone for Community Living Australia. This was our first year of operations.

Community Living Australia is very much focused on growth. But not growth in the traditional sense for an organisation – such as growth in clients numbers, services, employees and the such – our focus is the growth of a person – our clients so that they can achieve and live how they want.

What we know is that every person, in fact all living things need care to thrive. We are strong and resilient and can adapt and thrive well in changing environments – people in regional communities know this better than most.

People grow where they have opportunity – that is where Community Living Australia steps in. Our role is to provide the opportunity for people to grow and thrive. To ensure that a person’s disability is not what defines them and which can overwhelm their existence. Our team’s focus is on what people can do so that their disability barely exists as a point of interest and that they are defined by the attributes that others in the community are defined by.

When reporting on the activities of the past 12 months, most organisations will invariably state that it was a busy period – and we are no exception. This was no ordinary year for us though – it was a year where we merged two significant organisations into one – this meant bringing together over 450 employees and ensuring no disruption to services and the supports more than 500 clients received.

Our Corporate Services team committed to a challenging plan to merge our back office functions.

"People grow where they have opportunity – that is where Community Living Australia steps in. Our role is to provide the opportunity for people to grow and thrive."

With steadfast leadership, the Corporate Service team:

- Commenced implementation of an electronic time recording and rostering
service that has resulted in more than 3,500 timesheets now being submitted each fortnight electronically. This implementation is supporting more responsive and effective matching of client needs to employees most suited to provide the supports and provides our team with a more effective means of managing their schedules

- Implemented a new telephone system providing better connectivity across sites
- Merged back-of-house functions such as payroll, finance, human resources
- Secured new office and day services facilities in the South East
- Effectively managed fleet upgrades to ensure the comfort and safety of employees and clients

The work undertaken by the Corporate Services Team has been underpinned by ensuring that the organisation is well supported to deliver quality services and ensure that we continue the prudent stewardship of our resources. To that end, I am pleased to advise that we achieved a sound surplus of funds for the year. This will support us in our ongoing organisational transformation in an NDIS environment.

By far our greatest and most treasured resource is our team of individuals whose commitment, professionalism and values lay testament to the outstanding service they deliver in all areas of our organisation. With the introduction of the National Disability Insurance Scheme, demand for services will increase exponentially.

Supporting our people to be able to deliver on these expectations has been a focus. Having our team located throughout numerous regional communities is not without its challenges – as anyone living in a regional environment will know. During the year we:

- Implemented regular employee communications to support two-way communication, using various communication tools

"What we know is that every person, in fact all living things need care to thrive. We are strong and resilient and can adapt and thrive well in changing environments."
2016 CHIEF EXECUTIVE REPORT

- Undertook ongoing recruitment and reviewed our induction to ensure that our newest team members continue our strong tradition of people whose values are closely aligned to the organisation’s
- Enhanced our human resources supports to ensure all employees are provided with responsive support
- Increased our proportion of permanent employees providing for additional job security and opportunities for our team to study towards additional qualifications
- Achieved gold standard for Mental Health First Aid Training
- Established our new Work Health & Safety committee and ensured consistent work, health safety processes across the organisation
- Developed a preferred training providers panel after a due diligence process to ensure that our team are provided with quality training where the learnings are implemented in their daily activities.

Our commitment to quality continued with unabated enthusiasm during the last 12 months. Ensuring quality services requires a focus on all areas of our operations. This commitment was evidenced by the overwhelmingly positive feedback received from our quality audit through the ASES program, renewal of 2 children’s respite licences, an upgrade undertaken of our Bed & Breakfast style respite offered in the well-appointed Myranth House, upgrades undertaken to our Farm House in Murray Bridge offering children a wonderful environment to learn new skills and spend special time and make memories with their friends and endorsement of the Rights of Children and Young People.

The boys Aiden, Alex and Lance playing in the new sandpit at Nepean Avenue Respite House on Kangaroo Island.
We were successful in being awarded new services through competitive tender processes reinforcing our capability to providing quality personalised services and clients and carers approaching us to provide support throughout the year.

I would like to thank our clients, families, carers and supporters for their continued trust. To our team of exceptional professionals, thank you for your commitment and uncompromising values in supporting people live the life they want.

Our range of services from in-home support, respite, accommodation, day services, and recreational support is helping people thrive. Our focus ahead will be on supporting people as they enter the National Disability Insurance Scheme to ensure they receive the support necessary to live the life they want. Our work is far from complete but we continue with enthusiasm and a strong commitment to collaboration.

Best Wishes,

Mark Kulinski
Chief Executive
Our transition to the National Disability Insurance Scheme (NDIS) has continued with every part of our organisation affected by the change in the way disability services will be delivered in the future.

A NDIS Project Manager has been appointed and Steering Committee established. Collaborating with all areas of our organisation, projects and engagement strategies have been developed to ensure that all clients are well prepared for their gradual transition to the NDIS.

The report demonstrates Community Living Australia’s commitment to delivering quality services throughout the organisation. Additionally, the renewal of 2 children’s respite licences on Kangaroo Island and in Murray Bridge ensures that we are well placed to provide children with a highly engaging environment where they can be with friends and learn new skills. Our commitment to children was also demonstrated with the endorsement of the Rights of Children and Young People.

During the year our Bed & Breakfast style respite located in historic and picturesque Strathalbyn was upgraded and feedback from clients has positioned Myranth House as a respite destination of choice.

Our most visible work is the work and support undertaken through our client services team to support more than 500 people thrive throughout regional communities in South Australia.

Much work continued during the year on our focus on quality. An external quality audit during the year provided the organisation with overwhelming positive feedback and minor areas for improvement.

Some highlights for the year include:

- Achieving gold standard for Mental Health First Aid Training
- Supporting more clients to move into their homes and achieving independence
• Supporting clients to participate in various sporting, recreational and creative programs including the All Abilities Cricket Carnival, Tri-State Games, Tutti Film Making Workshop, Boccia events, Weekender Camps, swimming, Sound Waves Festival, Out & About program and 8 ball group
• Redeveloping our Individual Support Planning process during the year, where we are now better placed to support clients and carers with goal setting and the development of strategy support to ensure sustained outcomes linked to the needs of clients
• More clients being supported to transition into new homes and experience all the wonders and benefits of being able to live independently, and
• Working with local communities to further breakdown the barriers people with disability experience.

- Due to the success of our highly valued Adelaide Hills Breakfast Bar Program, where clients prepare nutritious bars for school children, the program has been extended to other regions
- Clients achieved outstanding success at the Tri-State games
- Facilitating a parent support group and building parent’s natural networks of support as they continue their journey to raise their children
- Supporting clients to establish their own micro-enterprise businesses and undertake valued volunteering roles in our communities such as supporting school children to learn how to cook and read

Bianca and Sally getting a photo with Sensory Santa at the South East Sensory Santa Day.
PROPERTY AND FLEET UPDATE

Community Living Australia manages 50 properties across all regions.

The past 12 months have been focussed on embedding property maintenance systems across Community Living Australia post-merger and ensuring that all properties are being maintained to the same high standards.

Relationships and networks have been established with regional property developers and other regional organisations to ensure that Community Living Australia is well placed to capitalise on new developments and opportunities.

During the year, the Victor Harbor Scout Hall was secured as an additional service hub. As a result of a grant through Community Benefit SA, the Hall is being renovated to meet the needs of local clients. This dual purpose site is a wonderful example of supporting people with disability to be more connected with their wider community. The project is expected to be completed and ready for use by January 2017.

“Relationships and networks have been established with regional property developers and other regional organisations to ensure that Community Living Australia is well placed to capitalise on new developments and opportunities.”

Updates to our properties continued through a highly ambitious plan and included an upgrade to the flooring at the Murray Bridge Day Options Cottage.

The organisation’s fleet continues to be maintained and replaced to ensure their safety and comfort. The fleet now boasts the Community Living Australia brand – as a way of increasing the profile of the organisation.
Our focus ahead will be on supporting people as they enter the National Disability Insurance Scheme to ensure they receive the support necessary to live the life they want.
INFORMATION, COMMUNICATION & TECHNOLOGY UPDATE

Throughout the year all services were fitted with Tablet technology to assist Support Workers with the new electronic Clock In/Out process, which has eliminated their requirement for manual recording of this data.

In the latter part of the year a new phone system was rolled out across the three main Offices, being, Strathalbyn, Mount Barker and Murray Bridge. This system has provided much needed integration between offices and a more sophisticated after hours service.

As Community Living Australia has a large geographical spread, video conferencing was configured in our Mount Barker office providing more effective communication with both internal and external stakeholders.

The system allows for high quality video and voice transmission, including sharing of on screen data and presentations with others, no matter where they are. During the 2016/17 financial year it is planned to install the same solution in both the Strathalbyn and Murray Bridge offices to allow for more opportunities to communicate via this means. Given the continual expansion of the organisation, a highly flexible solution was sought and as such the hardware and software chosen is not only transportable but completely scalable.

“This system has provided much needed integration between offices and a more sophisticated after hours service.”

Tracey, Jamie and Mary-Anne standing in front of the Green Screen filming their video as part of the Tutti Arts Film Making Workshop.
HUMAN RESOURCES UPDATE

Workforce

During 2015-16 we have seen our workforce grow to more than 450 employee members as a result of the merger and through active recruitment campaigns to support organisational growth.

Our commitment to being an Employer of Choice has resulted in us attracting 110 new employees across the organisation, this year. This commitment will continue into 2016 as we look to further develop our range of working options to continue to attract and retain quality employees as we grow our team.

Work Placements

Strengthening our partnerships with three nationally recognised training providers has achieved positive results this year. Through an increase in the number of work placements we have provided for students undertaking Certificate III in Disability; 90% of these students have secured employment with Community Living Australia following a successful work placement.

In addition, working in partnership with these training providers has allowed us to influence the elective units that are offered to students, for the new Certificate III in Individual Support, aligning these more closely to skills required by our employees to deliver high quality services.

We have continued to support placement opportunities for University students studying Disability and Developmental Education and Social Work qualifications. Our placements provide students with positive learning experiences of supporting people with disabilities in a range of settings and experience working on organisation projects which aim to improve services and enhance our clients’ experiences.

Training

As we grow as an organisation, employees training and development is playing an important role in our commitment to maintaining high standards of service delivery through having skilled employees equipped with up to date skills and knowledge. The key training provided during 2015-16 has included:

Our commitment to being an Employer of Choice has resulted in us attracting 110 new employees across the organisation, this year.
System Enhancements

TimeTarget, an electronic rostering/time management system, was rolled out across most parts of the organisation during the year and is in use by all employees for rostering purposes. The system is being used to efficiently generate workforce planning and development reports and ensure we meet our legislative obligations in relation to mandatory qualifications and licenses. Further work will continue in developing the use of the system to assist with achieving greater employee and client compatibility.

- A Leadership Program for our Team Leaders and Service Coordinators which aims to further develop their leadership skills and understanding of business processes.
- Mental Health Frist Aid training which was accessed by employees from across the organisation, to help support colleagues experiencing a mental health illness or crisis. This training has resulted in CLA being awarded Gold Standard as a Mental Health First Aid Skilled Workplace.

The “Little Drummer Boy” and the crew enjoying the Murray Bridge Christmas Pageant.
PATRON & BOARD MEMBERSHIP

Patron
His Excellency the Honourable Hieu Van Le AC Governor of South Australia

Board Membership

Bill Rowe (Chair)  Ken Coventry OAM JP (Deputy Chair)  Jill Coombe  Rex Keily AM JP  Roz McGowan  Garry Ashworth

John Wicker  Brad Butler  Kym Lynch  Mike Galea  Mark Kulinski (Company Secretary and Ex Officio)

Sub Committees

Nominations
Rex Keily AM JP (Chair)  Ken Coventry OAM JP  Bill Rowe  Mark Kulinski (Ex Officio)

Finance & Audit
Bill Rowe (Chair)  Jill Coombe  Ken Coventry OAM JP  Garry Ashworth  Kym Lynch  Mark Kulinski (Ex Officio)

Service Quality
Brad Butler (Chair)  John Wicker  Jonty Whitehead  Mark Kulinski (Ex Officio)

Business Development & Marketing
Ken Coventry OAM JP (Chair)  Rex Keily AM JP  Mike Galea  Mark Kulinski (Ex Officio)

CLASS and Community Lifestyle are now part of Community Living Australia
# Statement of Profit or Loss and Other Comprehensive Income

## Year Ending 30 June 2016

<table>
<thead>
<tr>
<th>Description</th>
<th>Year Ending 30 June 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Living Australia</td>
<td>$</td>
</tr>
<tr>
<td>Revenue</td>
<td>23,087,918</td>
</tr>
<tr>
<td>Other income</td>
<td>385,248</td>
</tr>
<tr>
<td>Employee benefits expense</td>
<td>(19,396,952)</td>
</tr>
<tr>
<td>Depreciation and amortisation expense</td>
<td>(337,337)</td>
</tr>
<tr>
<td>Other operating expenses</td>
<td>(2,820,511)</td>
</tr>
<tr>
<td>Contribution of net assets*</td>
<td>1,650,658</td>
</tr>
<tr>
<td><strong>Surplus for the year</strong></td>
<td><strong>2,569,024</strong></td>
</tr>
</tbody>
</table>

*The value of the deemed acquisition of the assets and liabilities of CLASS Inc. and Community Lifestyles Inc. by Community Living Australia on 1 July 2015 for nil consideration. Further details are available in the Notes to the Financial Statements for the year ending 30 June 2016.

A copy of the full set of Financial Statements and Audit Report is available upon request from Community Living Australia Ltd.
# Statement of Assets & Liabilities

## 30 June 2016

<table>
<thead>
<tr>
<th></th>
<th>As at 30 June 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Living Australia</td>
<td>$</td>
</tr>
<tr>
<td><strong>Assets</strong></td>
<td></td>
</tr>
<tr>
<td>Cash and cash equivalents</td>
<td>2,697,885</td>
</tr>
<tr>
<td>Receivables</td>
<td>1,272,346</td>
</tr>
<tr>
<td>Other current assets</td>
<td>515,455</td>
</tr>
<tr>
<td>Property, plant and equipment</td>
<td>1,455,531</td>
</tr>
<tr>
<td><strong>Total Assets</strong></td>
<td>5,941,217</td>
</tr>
<tr>
<td><strong>Current Liabilities</strong></td>
<td></td>
</tr>
<tr>
<td>Payables</td>
<td>1,280,024</td>
</tr>
<tr>
<td>Employee related liabilities</td>
<td>1,039,799</td>
</tr>
<tr>
<td>Funding received in advance</td>
<td>457,645</td>
</tr>
<tr>
<td>Unexpended grants</td>
<td>50,000</td>
</tr>
<tr>
<td><strong>Non Current Liabilities</strong></td>
<td></td>
</tr>
<tr>
<td>Employee entitlements</td>
<td>544,725</td>
</tr>
<tr>
<td><strong>Total Liabilities</strong></td>
<td>3,372,193</td>
</tr>
<tr>
<td><strong>Net Assets</strong></td>
<td>2,569,024</td>
</tr>
</tbody>
</table>

*The value of the deemed acquisition of the assets and liabilities of CLASS Inc. and Community Lifestyles Inc. by Community Living Australia on 1 July 2015 for nil consideration. Further details are available in the Notes to the Financial Statements for the year ending 30 June 2016.*

*A copy of the full set of Financial Statements and Audit Report is available upon request from Community Living Australia Ltd*