

# HomePlace Living Supports Inc.

## Annual General Meeting and Reports

**October 5<sup>th</sup> 2016**



HomePlace City to Bay Fun Run team Sunday 18 September 2016

We acknowledge that this land on which we meet is the traditional land of the Kaurna people. We pay respect to elders past and present. HomePlace embraces the cultural diversity of all people connected to our community.

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**Annual General Meeting**  
**Wednesday 5<sup>th</sup> October 2016 at 6:00 pm**  
**AGENDA**

- 1) Welcome and acknowledgement of the Kaurna people, the custodians of the land we meet on: Mr Kim Thorpe
- 2) Apologies: (read by Mr David Calvert)
- 3) Minutes of 2015 Annual General Meeting
- 4) Presentation of Annual Reports
  - (a) Chairperson's report: Mr Kim Thorpe
  - (b) Annual report: Ms Shirley Paterson
  - (c) Financial report: Mr Braden Naylor
- 5) Appointment of Auditor
  - (a) Peter Hall is available to continue as Auditor for the 2016/17 financial year
- 6) Presentation of the amended Constitution of HomePlace Living Supports Incorporated.
- 7) Membership of the Board of Management
  - (a) Retired members:
    - (i) Alexandra Christopher
  - (b) Continuing members:
    - (i) Maree Hollard
    - (ii) Leslie Wightman
    - (iii) Edgar DySylva
  - (c) Election of Board members: in accordance with the Constitution, there are 5 (five) vacancies occurring, and the following have offered themselves available for election/re-election;
    - (i) Braden Naylor (election)
    - (ii) Vince Mazzeo (re-election)
    - (iii) Kim Thorpe (election)
    - (iv) Denice Whardall (election)
    - (v) Nominations received for election of Sunita Miranda and Jodie Custance to the Board
- 8) Other Business
- 9) Close and supper

## **Board of Management of** **HomePlace 2015-2016**

Ms Maree Hollard	Community Representative
Ms Leslie Wightman	Community Representative, Deputy Chairperson
Mr Vince Mazzeo	Community Representative
Mr Edgar D'Sylva	Community Representative
Mr Braden Naylor	Co-opted member and Treasurer
Ms Alexandra Christopher	Co-opted member and Secretary
Ms Shirley Paterson	CE & Public Officer
Mr Kim Thorpe	Co-opted member and Chairperson
Ms Denise Whardall	Co-opted member

### Non-members:

Mr David Calvert	Administrative Support
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# Minutes of Annual General Meeting

## Individual Supported Accommodation Service Inc.

**Held on:** Monday, 28<sup>th</sup> September 2015  
 At the Domiciliary Care Training Room, Woodville

**6:00pm** AGM commenced

### 1. Present

Name	Organisation	Name	Organisation
Judy Wild	ISAS Staff	Pam Salter	Friend of ISAS
Monica O'Wheel	Friend of ISAS	Valerie Fraser	Friend of ISAS
Vince Mazzeo	Board member	Lina Thorpe	Friend of ISAS
David McGregor	Friend of ISAS	David Leitch	Friend of ISAS
Julie-Beth Chomel	Friend of ISAS	Trevor Cahill	Friend of ISAS
Kathleen Lawless	ISAS Staff	Deborah Aust	ISAS Staff
John Jacobs	ISAS Staff	Vicki McCubbin-Myles	ISAS Staff
Patrick Footman	Friend of ISAS	Leonie Murphy	Friend of ISAS
Cheryl Medlen	Friend of ISAS	Margaret D'Sylva	Friend of ISAS
Patricia Knight	Friend of ISAS	Margie Reichstein	Friend of ISAS
Gabi Buchmann	Friend of ISAS	Braden Naylor	Board member
Matt Downing	Friend of ISAS	Gavin Haese	Friend of ISAS
Rachel M	Friend of ISAS	Shirley Paterson	ISAS CE
Colleen Bennett	Friend of ISAS	Leslie Wightman	Board member
Helen Wegner	ISAS Staff	Maree Hollard	Board member
Kim Thorpe	Board member	Peter Banjac	Friend of ISAS
Marlene Munro	ISAS Staff	Shonah Boynton	ISAS Staff
David Higgs	Friend of ISAS	David Calvert	ISAS Staff
Edgar D'Sylva	Board member	Denice Whardall	Board member
Nicholas Urbon	Friend of ISAS	Denise Tyrell	ISAS Staff
Salvatore Mazzeo	Friend of ISAS	Phill Ashby	ISAS Staff
Walter Elliot	ISAS Staff	Siva Shivamputra	ISAS Staff
Lisa Jenkins	ISAS Staff	Brenton Chomel	Friend of ISAS

### 2. Apologies

Name	Organisation	Name	Organisation
Angela Gregory	accountant	Katy Knight	Friend of ISAS
Kerrie Ashcroft	consultant	Di Hissey	Friend of ISAS
Megan Starr	staff	Svitlana Ilovaiska	staff
James Richards	Friend of ISAS	Judy Sage	Friend of ISAS
Angela Keneally	Mayor Charles Sturt	David Hodgetts	Friend of ISAS

**3. Welcome**

Leslie Wightman as Chairperson acknowledged that we meet on Kaurna land, and welcomed everyone to the AGM – clients, families, Staff, Board Members.

**4. Recognition of Serving Board Members**

Leslie Wightman acknowledged the ISAS Board members who served the Board of Management for the previous 12 months, and thanked all of them for their time and efforts in guiding ISAS.

**5. Minutes of 2014 AGM**

Minutes of 2014 Annual General Meeting of ISAS held on 27 October 2014 were accepted as a true and correct record.

Moved by Edgar D'Sylva, seconded Maree Hollard, carried.

**6. Presentation of Reports**

**Chairperson's Report – Leslie Wightman**

- Leslie Wightman spoke briefly to her report, highlighting the following;
  - ISAS is a community based organisation originally set up by a group of parents, and is now in its 26<sup>th</sup> year of operation.
  - ISAS has great values and can feel confident that the recent changes in membership will continue to provide stable governance.
  - Recognition of the efforts of both Peter Lumb and Carol Johnson, both of whom resigned from the Board in 2015.
  - Leslie noted with pride the contributions made by Peter Lumb in his time on the ISAS Board, especially Project Green, which is creating more comfortable living habitats as well as ensuring environmental sustainability.
  - A welcome to new Board members Braden Naylor, Kim Thorpe and Denice Whardall.
  - The challenge of raising our organisational profile, which will include a new name which will fit with “who we are and what we do.”

**Annual Report – Shirley Paterson**

- Shirley Paterson presented and read out the 2014/2015 Annual Report to the meeting.

**Treasurer's Report – Braden Naylor**

- The financial records were audited by Peter Hall – Chartered Accountants.
- Braden Naylor introduced himself as Treasurer, and paid respect to all who work and support the objects of ISAS. Braden then gave a brief summary of the key indicators within the Financial Reports, and invited questions from the floor;
  - No member of the Board or their family have received any financial benefit or payment from ISAS as a result of their

association to the Board.

- The financial reports provided to the Auditor were considered by the Board to provide a true and accurate representation of the financial performance and position of ISAS for the financial year ended 30 June 2015.
- That the Board has every confidence that ISAS is able to meet its financial obligations for the coming financial year in the normal course of business.

Moved by Margie Reichstein, seconded Maree Hollard that the Audited Financial Statements as presented in the ISAS Annual Report 2014/2015 be accepted; carried.

#### **7. Appointment of Auditor**

- Peter Hall – Chartered Accountants has advised that he is available to be the auditor for ISAS for the financial year 2015/2016.

Moved by David Higgs that Peter Hall – Registered Company Auditor; be appointed as Auditor for Individual Supported Accommodation Service Inc. for the financial reporting period of 1 July 2015 to 30 June 2016, seconded Helen Wegner and carried.

#### **8. Membership of the Board of Management**

- Leslie Wightman informed the Meeting that the following were continuing Board Members;
  - Vincent Mazzeo
  - Shirley Paterson – Executive Officer ISAS
- Co-opted members: (clause 3.1.3; Not more than 2 persons as required by the elected Board members, to further Board deliberations, for a period of not more than 24 months).
  - (i) Braden Naylor (replacing Joanna Connolly)
  - (ii) Kim Thorpe (replacing Carol Johnson)
- Co-opted members: (clause 3.1.4; Not more than 2 persons co-opted by the Board subsequent to the Annual general meeting, for a period of not more than 24 months, after taking into account the need to provide the Board with expertise in management and service delivery).
  - (i) Denice Whardall
- There are 4 (four) vacancies now available on the Board of ISAS. The following individuals offer themselves for re-election to the Board;
  - Edgar D'Sylva
  - Maree Hollard
  - Leslie Wightman
- As there were no further nominations for membership to the Board of Management, Leslie Wightman declared Edgar D'Sylva, Maree Hollard

and Leslie Wightman duly appointed to the Board for the term of two years. This leaves one vacancy yet to be filled on the Board.

**9. Close of Annual General Meeting:**

- There being no other business brought forward from the floor, Leslie Wightman declared the Annual General Meeting of Individual Supported Accommodation Service Inc. closed at 6:45 pm, thanking all in attendance.



## **Chairperson's report – HomePlace: October 2016**

It has been an exciting year as chairperson of the Board at HomePlace. The Board has the responsibility of providing direction for this organisation, and for making sure that it runs well now, and in the future. I am pleased to say that HomePlace is currently very healthy, and in great hands.

When I joined the Board, we had the name I.S.A.S. The world is constantly changing, and recently that name took on an alternative meaning – one that conjured up images of violence and hatred: not what we represent. In light of this, and of the impending challenges of the NDIS, the Board decided to change our name. Shirley and I met with a company that specialises in communications, and we started on the journey to find a new name. Many of you were at the launch of the new name and brand of HomePlace, and it was a proud day for this organisation.

HomePlace is in a healthy state – with excellent staff, and a strong financial position. The Board is fortunate to have Shirley as the Executive Manager, and David Calvert as the Administration Finance Manager both of whom have provided excellent support to the Board. Shirley's wisdom, passion, experience and leadership is highly valued and is the reason that HomePlace is as strong as it is today. Shirley's leadership will be a critical factor in HomePlace's journey in the next few years.

I would like to say thank you to my fellow Directors, who volunteer their time, passion and energy to ensure that HomePlace has sound direction and governance. This has included not only attending meetings in the evening, but also workshops on weekends. They give up their time enthusiastically and willingly – and deserve a big thank you.

The NDIS is making sweeping changes to how services are defined and delivered across Australia, and this will impact us next year. As the Board, our responsibility is to position HomePlace to ensure that it continues to provide high quality, person-centred support in the decades to come. This means working hard at planning and responding to the new environment that we will be in next year. To do this, the Board is developing a strategic plan that prepares HomePlace for sustainable growth and success.

A recent review of the HomePlace Board recognised that the Directors work well together, and that there are healthy relationships between the Board and the Executive Manager. It is refreshing to hear that the positive feelings around the Board table have been validated. The review recognised that while the Board has made improvements in its governance and professionalism, it is essential the Board continue to make further improvements to ensure HomePlace's long term sustainability.

A clear message from the review was that we need to build the capability of the Board for the next part of the journey. The environment in which we will be working is more commercial and we need the appropriate skills to lead HomePlace through the next few years. So there will be some new faces on the Board. Please welcome them, as their experience, skills and knowledge will make a significant contribution to building Homeplace as a strong, sustainable organisation that can continue to provide excellent person-centred support and is a great place to work.

**Kim Thorpe – Chairperson of HomePlace Living Supports Inc.**

## 2016 Annual Report

*Issues of disability affect power relations in the most intimate of places-the home.*

*The most critical aspect of living a life with disability is having a voice in the place you call home and defining the meaning of your own life such that no human being feels less because of the way they are different.*

*A Voice in the Place I call Home.*

*Elizabeth Kamundia*

The 2015-2016 year has been a busy one for us and there has been a lot of activity on many levels.

We complete this year with a new name, HomePlace, improved website<sup>1</sup> and a renewed sense of purpose and achievement.

Our journey to HomePlace took some time and a lot of thoughtfulness. After the Board trying to rename the organisation in a positive and creative way we finally bit the bullet and contracted some experts to help us out.

Our thanks go to Fuller for the name and brand materials, to Quisk for the rebuilt website, Tom Roschi for the photography and Rumpus and Co. for the video (which you'll see on our website).

Behind these very creative people was the team from HomePlace: Kim Thorpe, Leslie Wightman, David Calvert, Vince Mazzeo, Alex Christopher, Deb Aust, Julie Cronin and Yvonne Clarke.

This very diligent team helped explain to Fuller the purpose of HomePlace, our relationship to the people we serve, how we deliver our services and the benefits of our service to our participants.

Our appreciation is also extended to Tricia Knight, Gavin Haese, Paula Alarcon and Pam Salter for the use of their lovely images on our banners and for their generosity in opening their homes for the photo and video shoot. Also, to Brenton Maxwell, Deb Aust and Julie Cronin for their support to these participants during this time.

We celebrated the HomePlace brand with a highly successful launch on Friday 6<sup>th</sup> May, 2016.

So in these highly volatile times what does HomePlace stand for? What did we learn from the branding experience where we needed to focus specifically on what we offer, what benefit this offer is to the customers of the agency and how we are differentiated from other similar services.

In focus discussion groups within HomePlace people spoke strongly and passionately about its values.

We work in changing times and the values that connect us help us create guiding principles that drive behaviour and action. Our values are our compass and will help guide the perspective of the organisation.

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<sup>1</sup> [www.homeplace.com.au](http://www.homeplace.com.au)

So if we are guided by our values we are guided in the direction of the questions we ask:

- Are we a trusted companion to the people we serve as they manage the challenges of adult life?
- Are we genuinely useful to our participants?
- Have we respected their journey?
- Have we celebrated all the small but important markers of success?
- Have we kept a highly personalised approach to individual circumstances ?
- Are we resilient when things don't go the way we had hoped?
- Will these HomePlace values guide us into the future?

### **Preparation for transition to the National Disability Insurance Scheme. (NDIS)**

The transition to NDIS for the people supported by HomePlace will begin in earnest in July 2017.

Perhaps most challenging for everyone will be the internal and external cultural and operational challenges ahead and the reshaping of how supports to individuals with a disability are delivered.

The HomePlace Board will be driving the strategy for transition to the NDIS and for the sustainability of HomePlace into the future. The Board has completed a risk assessment and recently a Board review and is positioning itself for the challenges of the future.

The Board has commenced the preparation of the next strategic plan so we are in a position to respond to both internal and external issues.

Critical to the transitions of the future will be the capacity of HomePlace to be able to articulate clearly our strengths and to be able to sustain these in the new environment.

We have been a resilient and purposeful organisation in the past and there is no reason this should not stand us in good stead in our future. This won't be achieved lightly however and will need a significant degree of strategic thinking and planning to be resourceful and successful.

There are financial challenges ahead. We have moved from group funding to individual funding under the state agreement however we still benefit from the funds being delivered by a grant in advance. It will be a huge change for itemised supports to be paid individually and in arrears. For a transition to this style of payment to be sustainable we will need to clearly understand our services costings, break –even and sustainable income and working capital. We will need to operate with a lean infrastructure while we establish the working arrangements that allow us to be sustainable into the future.

Critical to our success will be the right people with the right skills. We'll need a flexible and responsive workforce and a larger variety of skill sets that we had before.

We'll need to improve our IT capacity and our marketing and business skills and to develop flexible and easy to use business systems. Potential customers need to know

who we are, how to find us, what we deliver, how we deliver it and how much it costs. Our outcomes will need to be responsive and consistent.

These internal developments will need to occur in the context of the culture that we want to sustain.

The 2013-2016 HomePlace Strategic Plan had the following strategic direction and priorities

**Direction:**

- We will develop and deliver a range of Flexible and responsive approaches to people's needs.
- We will successfully meet the challenges and changes introduced by the NDIS

**Priorities:**

- To offer a quality support service and measure the positive outcomes this has on the lives of people we support.
- To deepen our knowledge and skills in person centred thinking, strategies and literacy throughout HOMEPLACE,
- Ensuring a thriving and sustainable organisation.
- Our leadership management and organisational systems support our work, are clear and accountable and increase service quality.

This plan had 4 pillars: Individuals and Families, Staff, Organisation and Board.

Over the last 3 years our plan has been to develop person centred literacy throughout HomePlace. As part of this literacy we hope to be able to better track individual outcomes for participants and sustainable outcomes in service delivery for the organisation.

Participant feedback is extremely important for us to be able to measure whether we are genuinely useful to people and whether we have met desired outcomes. To help gather effective feedback a consultant has been engaged to meet and talk with participants and their families. This approach of gathering information from conversations (appreciative inquiry) began in July and will be completed by April next year. This feedback will help us make our service more responsive and help participants have a stronger voice.

A flexible and skilled workforce with the right people and the right skills has been an important outcome of the second pillar of the strategic plan. Over the last couple of years we have restructured the coordinator role to enable supports to participants to be better coordinated, and staff to be better led and supported. As part of our preparations for the future we have engaged a Human Resources consultant to assist HomePlace with strategic HR planning. As part of this process we are currently undertaking an employee feedback survey and feedback interviews. We have also reviewed our recruitment processes to ensure more targeted outcomes.

HomePlace will need a comprehensive plan to address the organisational impact of the NDIS. We have been mapping the number of hours we will need to be sustainable. We have been exploring potential information, communication and technology strategies in our quest for flexible and easy to use business system. It is going to be one of our biggest challenges to really develop business systems that

work for us. Having said this we are not the only service provider with this issue. We have ongoing issues around succession planning and having the organisational flexibility to meet the challenges ahead.

We have recently employed a project manager to steer the NDIS transition for participants and staff and to provide feedback on optimal organisational systems and structures.

The final pillar of the strategic plan is related to Board functioning and the need to have a strong diverse and skilled Board to steer the direction of HomePlace. The Board recently contracted an external consultant to provide a Board review and recommendations to the Board. Board members have attended training on Board governance and NDIS preparation and updates, have updated the risk register, reviewed the constitution, developed more in depth financial reporting and recruited additional Board members.

It's an exciting year ahead and it is the intention of HomePlace to be in the best position possible to assist participants in every way possible and to move forward in strength.

#### **Shirley Paterson – Chief Executive Officer**

*Keep your thoughts positive because your thoughts become your words  
Keep your words positive because your words become your behaviour  
Keep your behaviour positive because your behaviour becomes your habits  
Keep your habits positive because your habits become your values  
Keep your values positive because your values become your destiny.*

- Mahatma Gandhi



## Treasurer's Report

### AGM – October 2016

The financial health and ongoing financial viability of HomePlace is a key responsibility of the Board.

The Financial Report for the year ended 30 June 2016 shows HomePlace in a sound financial position, with sufficient resources to continue to provide services to the people we support into the future.

The Financial Report has been audited by Chartered Accountant Peter Hall, with no issues identified.

The report is made up of four main elements. The first are written assurances that the reports are accurate and that HomePlace is a going concern. The second is the income statement, which shows what we earned and spent. The third is a balance sheet, which shows what we own and owe. The fourth are notes, which provide further detail to the report.

The report shows an operating surplus of \$177,632 for the year ended 30 June 2016 and increases in both our assets and accumulated funds from the position last year. This is a significant achievement given the costs and uncertainties HomePlace is facing now and into the future.

In particular, the transition to the National Disability Insurance Scheme will represent financial challenges for HomePlace. These include the current uncertainty and unpredictability of the scheme regarding services to adults in South Australia, cash flow implications of receiving payments after services are provided and the need for more robust costing and financial systems that interface with the NDIS.

The Board believes HomePlace is well placed to meet these challenges.

**Braden Naylor – Treasurer**

### Budget for HomePlace for 2016/2017

<b>Income Estimates</b>	<b>\$</b>	<b>\$</b>
<b>Government Funding</b>	<b>2,586,179</b>	
<b>Interest</b>	<b>12,500</b>	
<b>Total Income</b>		<b>2,598,679</b>
<b>Expense Estimates</b>		
<b>Wages</b>	<b>2,167,187</b>	
<b>Transport</b>	<b>65,486</b>	
<b>Participant expenses</b>	<b>59,000</b>	
<b>Administration</b>	<b>246,340</b>	
<b>Total expenses</b>		<b>2,538,013</b>
<b>Operating Result surplus</b>		<b>60,666</b>



