

COMMUNITY FIRST

2014/2015 *ANNUAL REPORT*



LIVE LIFE BETTER

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2014/2015 ANNUAL REPORT

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Our Purpose

*Community First supports people
to live a better life.*



LIVE LIFE BETTER

We are here for people who can benefit from our support - both clients and their carers. We provide assistance that enables you to improve your life. This means different things to different people. It might mean a greater level of independence, allowing you to stay at home longer, a fuller life through social engagement or better nutrition. It might mean managing a mental illness or disability, or personal development with the tools and strategies to manage lives and connect with communities.

We are big enough to matter, small enough to care, an accessible WA organisation with over 30 years of successful history. Because we care, we treat all of our clients as individuals and work with them individually to help them build a better life.

LIVE LIFE BETTER

Community First supports people to live a better life.

Putting our clients and our people first is more than just our name. It's the way we think, work, and live our lives. It's this kind of commitment that has allowed us to grow from our early beginnings as a small Mandurah Community Youth Support provider, to where we are now – one of WA's most trusted providers of diverse personal support services and a respected member of the local WA community.

WE ARE DEDICATED TO PUTTING YOU FIRST

When you choose
Community First you
become part of us
and our community,
and we become ...
your Community First.

We are big enough
to matter, small
enough to care,
an accessible WA
organisation with
over 30 years of
successful history.



FROM THE CHAIR



KAREN GADSBY
CHAIR

The last year has been another rewarding, yet challenging year for Community First. The Personal Welfare sector in Australia is experiencing a once in a generation era of fundamental change. At the forefront is the NDIS and consumer-directed care, coupled with fiscal tightening by governments and a weakening local economy.

This “perfect storm” has made operations extremely difficult for organisations such as ours, and we have not been alone in having to tighten our belts and refocus our business operations. Our management team has done an extremely good job over the past 12 months, turning two years of losses into a positive surplus.

After three decades of addressing employment as a primary route out of disadvantage, we have now shifted our priorities towards supporting people in the aged care, mental health, and disability sectors. At the suggestion of the Department of Health, we merged the services and facilities of Kwinana Home Support Services into our operations, expanding our coverage through the Southern Metropolitan Region. Our joint venture with Campbell Page was a successful exercise in corporate co-operation and shared responsibilities, and we are well prepared to take on new partnerships and collaborative ventures. Unfortunately, the Employment Services contract performance improvement we sought came too little, too late, and the joint venture will be unwound in 2016.

With this refocus of the business, we have refined our purpose statement to be: Community First supports people to live a better life. LIVE LIFE BETTER.

I thank my fellow Directors and staff for their contributions this year and also extend a well deserved and warm thank you to Ian Anderson, who after five years of service and commitment with Community First, retired as a Director in February 2015. We also welcome our new Director, Peter Williams, who brings a wealth of corporate management experience to the Board.

As a values-driven organisation, we pride ourselves on following these values to provide clients the best possible services.

OUR VALUES

LEADERSHIP

Through leadership we encourage the opportunity for positive change

OPENNESS

By interacting openly and with integrity we engender trust and a sound working relationship

CREATIVITY

By being creative we are more productive, flexible and innovative in designing and delivering appropriate supports to meet client needs

KNOWLEDGE

Continually updating our knowledge base ensures we are equipped to achieve our best

EMPOWERMENT

By empowering individuals to act we generate better outcomes for all

RESPECT

Through respect we create positive interpersonal relationships, treating others as we expect to be treated

BOARD OF DIRECTORS



Karen Gadsby, BComm, FCA, MAICD

Chair of the Board

Independent, Non-executive Director

Appointed September 2009

Ms Gadsby is a Chartered Accountant and has over 26 years experience in finance and commercial roles as a General Manager, Chief Financial Officer and Company Secretary. She has 13 years experience in directorships of not-for-profit and commercial enterprises and holds non-executive directorships at Talisman Mining Ltd, Landgate and Strategen Environmental Consultants Pty Ltd.



David Shelton, B.Bus, MBA, GAICD

Appointed as Independent, Non-executive Director November 2010

Executive Director 2013 - Present

Mr Shelton, an entrepreneurial strategic thinker has over 30 years experience as advisor, executive, owner and investor across a wide range of industries. He brings an ability to analyse market situations and assess business opportunity. Mr Shelton was most recently re-appointed Executive Director of the Company on 21 October 2013, following a temporary appointment from November 2011 to March 2012.



Robert McDonald, B.Bus, CPA, MAICD

Independent, Non-executive Director

Appointed April 2012

Mr McDonald consults on management, business case review, financial and budgetary advice and State Public Sector agency reviews following a long career as a senior Public Servant. He served as Chair of the Governing Council for the North Metropolitan Health Service until June 2015, and is Chairman of the Board at the Ability Centre. He also holds a non-executive directorship at the Rottnest Island Authority.

ACT HONESTLY

We agree to act honestly, with integrity, and to respect ourselves and others in our day-to-day dealings. We agree not to make any statements, promises or commitments that we do not believe to be true or that we do not intend, or are unable, to honour.

LEAD THE PURSUIT FOR QUALITY

We will be knowledgeable, creative and demonstrate leadership in our pursuit to deliver the best quality customer service outcomes for our stakeholders.

BE OPEN AND DECLARE CONFLICTS

We agree to be open and declare real, perceived or potential conflicts of interest as they arise.

RESPECT PRIVACY

We will respect the privacy of others and of Community First.

BE FINANCIALLY RESPONSIBLE

We are conscious of our financial responsibility to stakeholders within the not-for-profit framework. We commit to be both open and transparent while demonstrating an appreciation of value. We will lead others in maintaining appropriate financial conduct within the organisation.

ABIDE BY THE LAW

We will respect and abide by those Laws which are relevant in our day-to-day conduct.

BE ACCOUNTABLE

We are each accountable for upholding the values and Principles established under this Code and are obligated to report known or suspected breaches of this Code in an open and transparent manner.



**Fiona Payne, B AppSc, MSc, GAICD,
Associate in Speech and Drama, Australia**

Independent, Non-executive Director
Appointed June 2013

Ms Payne has a professional and management background in the health and disability sectors, both government and non-government, and a particular interest in the strategic development of services that improve the lives of young people and their families. She is an experienced Director with over 20 years board and committee related experience in the government and community sectors and serves as a Board Member on the National Disability Insurance Agency and a Director of Perth South Coastal Medicare Local/360 Health and Community. Ms Payne is also a member of the Consumer Advisory Committee (VisAbility) and Co-lead of the Disability Health Network (Department of Health).



Peter Williams, B. Eng. MBA, MAICD

Independent, Non-executive director
Appointed February 2015

Mr Williams is a widely experienced Director who, after early training as an engineer in the resources sector held senior executive roles at the Water Corporation prior moving into investment banking and funds management. Most recently he has been engaged as a mentor and adviser to CEOs, Businesses Owners and senior executives. Mr Williams is a Director of Willoway Holdings Pty Ltd and Executive Boards Australia WA Pty Ltd.

EXECUTIVE VIEW

Community First has experienced an eventful and successful year. Our tireless staff remain focussed on why we are here, and our client outcomes continue to be impressive. As the social sector progresses through a period of turbulence, we have repositioned the organisation to not only withstand these pressures, but to be even stronger and ready for future expansion.

As part of the integration of Kwinana Home Support Services into our operations, we purchased the property at 157 Medina Ave, Medina. This facility is now our metropolitan hub and supports our expanded coverage throughout the Southern Perth region.

We are now an approved support provider to both the NDIS and DSC WA NDIS My Way trial sites and are beginning to service clients under these funding arrangements.

We have been appointed as Lead Agency for the important Partners in Recovery initiative in the South West and Great Southern regions with unanimous support of the region's consortium.

Our financial performance has been solid with a return to surplus after two years of losses, and our Balance Sheet remains strong.

Unfortunately the year was not all good news, as the Community First Campbell Page joint venture was unsuccessful in the JobActive tender - which saw the number of providers shrink from 82 to 55 nationally.

As we remain focussed on supporting people to achieve a better life, our business is now based on three sectors – aged care, mental health, and disability.

The introduction of the NDIS is being used as a model for consumer-directed care, and we are moving into a very different era with significantly different funding and contractual arrangements.

We have spent a lot of time considering the implications of this and how we should respond.

One key aspect of this is how we present ourselves, the language we use and how to differentiate ourselves from other service providers.

We have always been determined to help our clients build a better life for themselves, and a review process involving senior managers across the organisation resulted in a new purpose statement.

*"Community First supports people to live a better life -
LIVE LIFE BETTER."*

Central to this is our commitment to the individual, and putting our client's needs first.

A lot of management and Board time was spent on getting our strategy right – with the primary goal of being a preferred provider to both governments and clients.

We have undertaken a comprehensive review of our Business Management System, IT infrastructure and capabilities, customer service orientation and NDIS readiness.

Our new website – **cfi.net.au** – is more contemporary, with easy navigation and an emphasis on client stories to illustrate the good work that our team does, day in, day out.

I would like to extend a heartfelt thank you to every staff member for your outstanding efforts over the past 12 months and for all that you do to support our clients to live a better life.



DAVID SHELTON
EXECUTIVE DIRECTOR

OUR PHILOSOPHY

You are always at the centre, and your needs drive our service approach. Individuals are at the centre of our community, and our community consists of the people we support, their family and carers as well as our own people.

All of our services focus on individual needs and are always designed around you. We call this approach 'Person First Planning.'

If you have a disability our aim is to support you to live a good, independent life;

If you experience mental illness we partner and support you on the road to recovery;

If you are aged or frail we provide in-home support so you can remain independent at home for longer.

We take an individualised approach to tailor programs that meet your needs. Our personalised programs are developed to best support you, whether in a group or individualised setting, and with high standards and a high level of governance. Every plan is unique, as we know every person is.

Person First Planning™ is at the heart of the planning process, setting identifiable, realistic and achievable goals with measurable steps of progression. Some of the goals we have helped others with include being able to live independently, staying out of hospital, making friends, finding work, and finding new hobbies.

PERSON FIRST
PLANNING™

AGED CARE

“We help to take care of your personal needs, your home, food for your body, and social activities for your mind, and try to provide all the support you need.”

-Helena Turrel, Program Manager.

In late 2014, we integrated the activities of Kwinana Home Support Services under the Community First umbrella. This complements our aged care services throughout Bull Creek and Melville, into Kwinana, Cockburn and Rockingham. These help keep the aged and their carers in their own homes for longer, by providing services such as home help, showering, transport, ‘Meals on Wheels’, respite, social support, and help with shopping. The Medina Avenue site has now been consolidated as our metropolitan coordination hub, with property renovations improving both access and utilisation.

Integration of the ‘Meals on Wheels’ operations in Palmyra meant a change from fresh to chilled meal deliveries, a welcomed change by our patrons. This is more consistent with increasingly stringent food standards; the WA Health Department generously supplied the necessary funds for the kitchen and delivery vehicle upgrades.

Two of our volunteers were recognised during the year – Jenene Wilkins was a finalist in the ACSWA Excellence in Care Awards and Bob Street was shortlisted for the Lifetime Contribution to Volunteering Award in the 2015 WA Volunteer of the Year Awards.



*“You can’t help getting older,
but you don’t have to get old.”*

-George Burns



Comprised of:

Day Centre Hours	39,075
Social Support Hours	11,703
Domestic Assistance	9,369
Home Maintenance	3,869
Personal Care	1,089
Miscellaneous	491

50,948

MEALS DELIVERED



12,003

TRANSPORT TRIPS



AGED CARE BY THE NUMBERS

*“I hate that
it seems to
get harder
and harder
to do even
the simple
things in
life.”*

-Freddy P.
Kwinana

AGED CARE

Carrying on with daily life does get harder as we get older. Just as you didn't feel you needed to hold your mother's hand when you crossed the street, or were convinced you knew what was good for you as a teenager, we never felt 'too young'. We also never feel 'too old', but sometimes we do need help, as frustrating as that may be. It doesn't mean that we have to lose our dignity, though.

Community First helps people stay independent, providing support to allow you to live a more fulfilled life, while still maintaining your respect and dignity.

The sorts of things we help with include social activities in groups or on a one-to-one basis, help with home maintenance and the garden, delivering healthy, nutritious meals, providing personal care at home, help with shopping or going to the bank, or transport to get from A to B.

We offer these support services so you can maintain your independence and quality of life, stay in your own home for as long as you can, and participate in the community to live a more enriched and fulfilling life.

Social, Recreation, and Leisure Activities

Life is meant to be lived, and we help people to get out and enjoy it! Being involved in social activities and being active in the community will keep your mind fresh and add to the quality of your life.

We put life back into the years by providing centre-based activities and social groups, with regular outings, activities, and social opportunities. We also arrange volunteers to provide one-on-one or group visits on a regular basis, to give companionship from a regular community visitor. This helps you to stay connected, gives you a shoulder to lean on and someone to listen to you, and allows your voice to be heard.

Home Maintenance

A person's home is their haven, it needs to be looked after and maintained to remain as comfortable as possible. The garden needs tending to and the gutters need to be cleaned, but sometimes finding help can be hard, and hiring tradespeople can be expensive. In addition to helping around the home, we also provide raised garden beds, and assist with planting and maintenance to grow your own vegetables and herbs.

“Nobody but you decides what works best for you. We don’t want to take your life away, we want to give it back. We are totally focussed on the needs of each individual, and work with you to make sure that we give you the best that we can, to suit your individual needs.”

-Vinka Beus, Program Manager.

Meals on Wheels

The right to healthy, nutritious food is everyone’s, regardless of age. Our dedicated ‘Meals on Wheels’ team provide nourishing, 3-course meals for those who are unable, or unwilling, to cook for themselves regularly. But this service is much more than that – it’s a daily check on vulnerable people, and a welcome source of daily interaction with others that is sometimes missing for our clients. Delivered by a loyal team of volunteers, this is a service we are very proud of.

In-home Support

Your home is your personal space where you are most comfortable, and where you can relax and be yourself. It is likely to hold your fondest memories, as well as your precious, personal items. We empower people to remain healthy and happy in their own home, by providing services to help with running the home. We are completely dedicated to giving the elderly the freedom to stay in their own home for as long as possible.

Transport

Getting around can sometimes be a challenge as we age. We help people to get to their medical appointments, to do their shopping, to go to the bank, or attend social activities.



AGED CARE



Coffee Club

To Linda and all the people who have made Coffee Club possible:

*Hello again and top of the morning
Another great day for our coffee morning
Linda's on deck, feels fit and well
Her accent has us all under her spell
Our group is a warm and nice friendly lot
Never blows cold and not even hot
Enjoying our laughter and tales that we tell
Our memories are precious and always will dwell*

Thank You "Fos"

*It's not just
about adding
years to life,
it's about
adding life
to years.*

WANT TO GET INVOLVED?

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Volunteers are being called on to help support socially isolated older people.

We offer a program that enables members of the community to visit with a person on a regular basis just like a friend or family member would do, to have a cuppa, or share a hobby or interest.

You need to be 18 or older, willing to do a background check, be empathetic and willing to visit at least one hour each fortnight.

AGED CARE WE CARE

KWINANA HOME SUPPORT SERVICES

Aged care in the Kwinana/Cockburn area was given a boost at the start of the year with Community First joining hands with Kwinana Home Support Services.

Kwinana Home Support Services began in 1982 when a few like-minded people decided to assist the senior citizens in their township. The group enabled the elderly to attend medical appointments. The members also visited the homes of immobile seniors once a week.

Funded by the Home and Community Care Program (HACC), Kwinana Home Support Services provides assistance such as in-home and personal support, home and garden maintenance, Meals on Wheels, transport, social and recreation activities for elderly residents, as well as support through the Community Visitors Scheme (CVS).

With the benefit of Community First's management and quality systems, the scope and range of services offered throughout the region are able to be expanded. We look forward to an exciting and rewarding journey together.

To volunteer and participate in this wonderful program, please call:

9582 6333

MENTAL HEALTH

RECOVERY AND MANAGEMENT

Mental illness is more common in Australia than most people are aware of, affecting 1 in 4 people every year. It is especially prevalent amongst younger people. It can be frightening and distressing, and the stigma that still exists about mental health problems can make things so much worse.

It affects the way you think, feel, behave, or relate to others or your surroundings. It can come from anywhere – but environmental factors, such as conflict, violence, separation, and family situations are common contributors among children and young people.

These issues need not be lifelong. Recovery is possible, and we provide individualised planning and support, offered with understanding, knowledge, respect, and support to provide the assistance for each individual to help on the road to recovery.

*“I’m not going to let my struggle become my identity.
I’m not what I’ve done, I’m what I’ve overcome.”*

Our Person First Planning™ approach is at the heart of our support, setting identifiable, realistic and achievable goals, with measurable steps of progression. Some of the goals we have helped others with include being able to live independently, staying out of hospital, making friends, finding work, and finding new hobbies.

We support individuals from all walks of life, including those who are socially isolated, have a disability, are experiencing severe mental health issues, those who are from culturally and linguistically diverse backgrounds, the indigenous, and people of all ages.

*“It’s like an
invisible
disability.
And putting
yourself
together is
harder than
falling apart.”*

SUPPORT FOR FAMILIES AND CARERS

Our support extends to families and carers of individuals, as we recognise their importance in helping individuals reach their goals.

As part of Carer's Week, Community First organises a 'Carer's Luncheon' across the South West metropolitan region, and also offers information sessions on subjects such as advocacy, guardianship, and enduring power of attorney throughout the year.



WE ASSISTED **397** INDIVIDUALS
EXPERIENCING MENTAL HEALTH ISSUES IN **2015:**

169
IN
ALBANY

104
IN
MANDURAH

101
IN
BUNBURY

23
IN
FREMANTLE

*“Mental health is not a choice, but recovery is.
These are events in life, not life itself.
I know that I can overcome these obstacles.”*

MENTAL HEALTH

MENTAL HEALTH STORIES OF TRIUMPH



“We know there is no cure for Ray, but it is a great help to have someone to talk to and to give us goals to work towards.”

- Ray's wife



Ray's Story

Ray has been suffering from chronic depression for about 20 years. In the beginning, he wasn't aware what was happening and didn't seek help. One day he collapsed with a major anxiety attack and was taken to hospital where he was diagnosed.

Subsequent events involved a series of mini-strokes and discovery of an inoperable brain tumour and later, dementia. With multiple problems, he found it too difficult to mix socially or go almost anywhere without great anxiety. In addition, he lost his driver's licence and ability to ride his bike, one of his favorite pastimes, leaving him very dependant on his wife for care and support.

When he was recommended to Community First his wife was sceptical because “we had tried a lot of things and nothing seemed to work.” Ray has now formed a friendship with his support worker, who has great patience and understanding, and can now go out socially to some events despite facing anxiety before heading out.

“The family have noticed a slow but sure improvement in their Dad ... he is again riding his bicycle, which he loves.”

MENTAL HEALTH

Mark's Story

"The difference in the support that Community First in Bunbury has given us....The support is tremendous....They are truly a very caring group, who get to know the person inside out, so they can deal with issues that arise from day to day... Mark has had a disability since birth and needs daily prompting and supervision....They already have made a difference in Mark's life, finding interesting things for him to do, teaching him how to care for himself, including hygiene, health, a light form of education, volunteering work, in helping others, caring for a garden patch, shopping, transport to these things and places, craft, men's work shop in making belts etc. and friendship days.....The most important thing is the caring part, and the kind of support people need, not what the organisation wants to give."

-Mark's Mum



REGIONAL CAPACITY BUILDING

"Clients with severe and enduring mental illness are often those who are repeatedly left behind and placed in the 'too hard' basket. PHaMS have proven throughout the years to be one of the most supportive NGO's to work alongside us, to achieve positive outcomes for those with acute, severe and enduring mental illness who are the most vulnerable in our community."

- Lee Mickle, Senior Mental Health Professional
Bunbury Adult Community Mental Health Clinic

“PHaMS service is a valuable service to those that need support/mentoring through changes in their lives therefore making their lives a lot more comfortable. ”

- Leanne Gibbs, Manager
Intown Centre



Partners in Recovery

Community First increased our mental health footprint considerably, with appointment as the lead agency coordinator for the Partners in Recovery program throughout the South West and Great Southern regions of WA for 2016. This initiative aims to better support people living with severe and persistent mental illness by providing a more coordinated system response to their needs.

Mental Health Scholarship

Following a generous donation from a client who had been helped on the path of recovery by our Mandurah team, we matched this initial funding to establish a Mental Health Scholarship for students in the Mandurah, Bunbury and Albany regions. This scholarship will help to build better capacity in these regions, in a sector unable to keep up with the growing demand for support.

“Community First recognises that people who have lived the experience of mental health distress benefit from working for the wellbeing and recovery of their peers, as it facilitates recovery for both,” said Eileen Heath, Executive Manager of Community Services.

Courses supported by the scholarship include the Certificate of Community Mental Health Recovery (Certificate IV in Mental Health), offered by the Association of Mental Health, and the Certificate III and IV in Community Services, available through local TAFEs.

Each semester, up to two people in each region will be funded to the value of \$1,000 each towards course fees and associated costs. The scholarship is currently funded for three years.

ABILITY IN DISABILITY

Community First can help you manage your life to put you back in control. You might sometimes feel like you stand out in a crowd, or that you have limitations that others don't. We do everything we can to empower you to see that you can stand out for your strengths; adversity can provide unique opportunities to flourish in ways no one thought possible.

This includes having more of a say when it comes to your support services. It also means being able to build lasting friendships and become more involved in your community through our local community groups and events.

Community First is a registered provider with the NDIS (including the NDIS My Way trials). This is new funding in an individualised model which gives you more choice and control over the supports you receive.

We help you to identify your strengths, develop your aspirations, and explore ways to achieve your goals. You can then choose the support services that best suit your needs, and develop links with the community that's right for you.

ABILITY ARTS

The Ability Arts program cultivates confidence, creativity and independence for people with disabilities. Innovative and personalised, the program is funded by Home & Community Care (HACC) through the Department of Health.

It includes activities that allow freedom of expression and experimentation with many different types and forms of art, music, drama, sport, and photography. Part of the initiative is Poles Apart, a theatre company created through Ability Arts, which uses contemporary theatre to explore disability through stories.

"I think that everyone has something about themselves that they feel is their weakness...their 'disability.' And I'm certain we all have one, because I think of a disability as being anything which undermines our belief and confidence in our own abilities."

-Tenille O'Neill - Team Leader

NDIS

During the year we became an approved provider to support individuals through the National Disability Scheme.

This includes the NDIA and NDIS My Way WA trial sites. This positions us at the forefront of this major industry initiative.



THE CORNER SHOP

The pottery artists have been perfecting their craft over the past five years under the tuition of the very talented Carol Nicolson. Elli Moody joined the team two years ago, and together with our wonderful volunteers, they have supported our artists to turn out some amazing pieces.

We started asking ourselves, “What are we going to do next?”. The artists love fundraising, so we thought, “Why not start a little social enterprise?”. The money earned then goes back into the program to buy more specialised equipment so they can keep refining their skills.

So The Corner Shop was born. Elli Moody was fantastic; she cleaned out the storeroom, painted the walls, and started sourcing furniture from verge pick-ups and items that weren’t being used in centre.

We launched the shop as a part of the Stretch Festival’s Art Trail in May. The artists are now doing commissions, making funky jewellery, magnets, sculptures, and more, and the shop is proving to be quite successful. We’ve been able to buy most of the items on their wish list and they are enjoying thinking of new things to make for their shop. So, if you’re passing by come and have a look! You can also check out the Facebook page where the artist can take your order online here:

www.facebook.com/theCornerShopAtCFI

ABILITY ARTS NOMINATED FOR PREMIER’S AUSTRALIA DAY CITIZENSHIP AWARD!

Our Ability Arts project has been nominated for outstanding community contribution at the Premier’s Australia Day Citizenship Awards. The awards recognise community contribution and participation rather than personal achievement, highlighting active citizenship, outstanding contribution to the local community, and Australian pride and spirit. On Australia Day, the awards were formally announced as part of the national day celebrations held at Mandurah’s Eastern Foreshore.



ABILITY IN DISABILITY



POLES APART THEATRE Co.

In late August, Poles Apart Theatre Company (Ability Arts WA) were given the opportunity to perform their show *The Journey*, alongside the No Strings Attached (SA) show *Sons and Mothers*, at the Mandurah Performing Arts Centre.

The two companies came together to workshop with world renowned artist and director of *Sons and Mothers*, Alirio Zavarce and our very own Kellee Aberg. “It’s been a privilege to work alongside these amazing

actors,” said Ms. Aberg. “By telling their stories, not only are they empowered, but the audience walks away reminded that beneath the surface, we aren’t that different after all.”

The actors have collaborated with professional choreographers, videographers, musicians and artists to create a theatre performance that is one of a kind. You can watch highlights from the workshop in the video here: tinyurl.com/PATheatre

“I would personally like to say that I am so grateful to have had the opportunity to see the production at the Performing Arts Centre yesterday. The level of the production was at the highest standard and all involved must be so proud and well worthy of the standing ovation that occurred when the performance finished. I came away from the production deeply moved and I don’t think I was the only one. The content was very powerful and backed up by the fantastic music/singing by Geoff and his wife.”

Thanks again to the CFI team for this fantastic opportunity and please give all the people involved a thank you from myself and the LAC team. Keep up the fantastic work.”

-Local Area Coordinator Mark Angus

“My advice to other disabled people would be to concentrate on things your disability doesn’t prevent you doing well, and don’t regret the things it interferes with. Don’t be disabled in spirit as well as physically.”

-Stephen Hawking

SMART STREET PARTIES SUITCASE MARKET

As the sky darkened and the street lights turned luminescent, the Smart Street Mall took on a life of its own with busy hands and bustling feet. Under the twinkling nights, three enthusiastic people turned on their charms and persuaded people to buy specially handcrafted pieces.

Kristi, Darren, and Suzanne had a night to remember. They sold the pieces, which were created by participants of the Ability Arts program, at the Suitcase Market and made a cool \$86. When they were done selling, they wandered through the Smart Street Party, played a game of giant Jenga, and indulged in some tasty street food.

This was our first Dinner Club group of 2015, established by Renee Wilson last year to provide Community First members an opportunity for a fun, social night out with their friends every month. This allows them to make independent decisions with positive impact – an important part of the Wellness Approach.



HELPING PEOPLE INTO WORK

Everyone wants to find their place in the world and make a contribution to society. Most people also want financial independence, to learn new skills, and gain more confidence as individuals. Through our support services, we help people find meaningful employment that's right for them.

“All things are difficult before they are easy”

-Thomas Fuller

The services we provide help reduce the burden of disadvantage and give options of employment to fulfill a rich and productive life with a sense of achievement. Helping people find employment makes a positive difference in their life, and makes them more active members in the working community. Over the last year, we assisted more than 10,000 job seekers find meaningful employment.

Our services are always focussed on the needs of the individual. We call this approach Person First Planning™ because the people we help are always at the core of our effort. We work with our clients to help identify their aspirations, abilities and strengths, and offer support to explore employment, volunteering, work experience, or training opportunities.

We also strive to address any areas of concern that may arise around getting a job or being part of the workforce. Our mental health teams also provide employment assistance through the Personal Helpers and Mentors (PHaMS) employment program in Bunbury.

10,504
JOBSEEKERS ASSISTED
2015

1,462
JOB PLACEMENTS

1,130
CLIENTS PLACED INTO
WORK EXPERIENCE

2,297
JOBSEEKER DEVELOPMENT

887 - ACCREDITED EDUCATION
1,410 - TRAINING PROGRAMS

477
LONG TERM UNEMPLOYED
(STREAMS 3-4)
PLACED IN EMPLOYMENT

125
CLIENTS SUCCESSFULLY PLACED
DES CASELOAD OF 259

107 - EMPLOYMENT
18 - QUALIFYING EDUCATION
COURSE

EMPLOYMENT
BY THE
NUMBERS

EMPLOYMENT

In 2015 we were directly active in three separate government employment contracts – Jobs Services Australia (JSA), Disability Employment Services (DES), and Personal Helpers and Mentors Employment (PHaMS).

Our other programs also have a large influence on many individuals' capacity for work, even though the program is not directly targeted at that outcome.

Our capacity in two of these programs was enhanced through the creation of a joint venture with well-respected national jobs services provider Campbell Page, covering both JSA and DES contracts. A new entity was formed – Community First Campbell Page (WA) Ltd. – with a clear definition of partner roles and responsibilities.

The joint venture was successful operationally, and both organisations learnt a lot about collaboration and shared responsibilities. The bond between Campbell Page and Community First is a strong one and opens the door for future collaboration and joint tendering for national contracts and opportunities.

Rationalisation of the industry sector by the government saw the number of JSA providers nationally reduce from 82 to only 55, and unfortunately we were unsuccessful in the 2015 JobActive tender. The DES contract has now been novated back to Community First, effective 1st July 2015.

Our ability to partner with other organisations was also demonstrated by the DES team's successful partnering with the South Metropolitan Mental Health Services in 2014, which was recognised as a finalist in the WA Health Excellence Awards in 2015.

RECENT DES SITE CHANGES

The Rockingham site has been reclassified as an out-reach site, and Kwinana added as a part-time site to provide better location support for our DES job-seekers.

KIM'S CLEANING UP THE TOWN

Kim had a car accident in 2010 which left her with fractures and crash injuries, resulting in a distinct limp which has improved over time. She came to CFI having been out of the workforce for 5 years with child care responsibilities and recovering from her injuries.

She had previously been a factory worker and a gardener, but due to her injuries she could no longer do this type of work. Kim was very positive about securing employment. She was keen to seek a cleaning position, but wasn't sure if this would be too demanding for her.

Kim did not have a driving licence, which is required by most cleaning companies and this reduced the number of available opportunities for her. We approached John Curtin College of the Arts who were happy to consider Kim and take her on without a driving licence.

Kim catches public transport which takes 15 minutes to John Curtin, and then works two shifts per day; three hours in the morning and three hours in the afternoon five days a week. The shorter shifts enable her to rest in between which makes her work less physically taxing.

CFI also assisted her with a working with children check, a national police clearance and a uniform for her employment. On commencement of her employment, CFI assisted with eight sessions of physiotherapy for pain management and manual handling instruction.

Kim is very happy in her job. Her employer, has stated that she is a great worker and that she does a very efficient job.



THE PEOPLE WHO MAKE IT POSSIBLE

We are fortunate to have so many committed and caring people working for us. They uphold the values of Community First on a daily basis, and their empathy for the people we help shows through in their actions and thoughtful treatment of their clients.

Serving society as we do, with a strong focus on positive outcomes tailored to individual needs may not be the most glamorous job, but it is a noble one. The people who make it possible are the unsung heroes who strive and persevere for the sake of others, they show that humanity begins with heart and heart is at the core of our organisation.

Everyday challenges present opportunities for forward-thinking innovation and our staff use that creativity to egalitarian ends.

*Big enough to
matter, small
enough to care.*



Heart is at the core of our organisation. Our devoted staff have heart in a big way, dedicated to providing assistance to those in need so that they can LIVE LIFE BETTER.



We are constantly seeking new ways of ensuring that everybody in the Community First family is looked after, and we have further expanded our reward and recognition program.

We are committed to facilitating an organisational culture that actively seeks to improve work practices, while fostering attitudes which sustain healthy and safe work environments, and provide return to work opportunities for ill and injured staff.

Over 180 active volunteers support our delivery of aged care, mental health and disability support activities.

47

FULL-TIME
EMPLOYEES

52

PART-TIME
EMPLOYEES

11

CASUAL
EMPLOYEES

LIVE LIFE BETTER

COMMUNITY FIRST
2014/2015 ANNUAL REPORT

29

THE PEOPLE WHO MAKE IT POSSIBLE



LEADERSHIP

To recognise an individual within Community First whose leadership provides their team or clients opportunity for effective positive change.

Winner

**Tania Payne, Manager
Mental Health Services
Bunbury**

To recognise an individual within Community First whose openness engenders trust, integrity and ethical workplace cooperation.

Winner

**Sanette Smith
Peer Mental Health Recovery Worker
Bunbury**



OPENNESS

STAFF AWARDS



To recognise an individual within Community First whose creativity is productive, flexible and innovative in the pursuit and promotion of ideas.

Winner

**Kellee Aberg, Support Worker
Mandurah**

To recognise an individual within Community First who engages in active learning to create a knowledge base that ensures they have the tools to achieve their best.

Winner

**Helena Turel, Program Manager
Aged & Disability Services
SW Metro**



THE PEOPLE WHO MAKE IT POSSIBLE



EMPOWERMENT

To recognise an individual within Community First who empowers people to maximise their capacity to perform at their best.

Winner
Darren Whiffler
Project Development Manager

To recognise an individual within Community First who respects and treats others as they expect to be treated in return.

Winner
Alysha Silver, Assistant Cook
Healthy Meals Service
Palmyra



RESPECT

COMMUNITY RECOGNITION AWARDS



JENENE
WILKINS

2015 ACSWA Excellence in Care Awards Finalist

Community First is delighted to announce that Jenene Wilkins our nominee for the Volunteer Award, was a finalist in the Excellence in Care category.

Jenene has been a volunteer with Kwinana Home Support Services since 1990 - 25 years ago! In that time she's taken on a range of roles, and is a highly valued team member.

The Excellence in Care Awards celebrate excellence across the not-for-profit aged and community care sector in Western Australia and recognise the people who contribute to maintaining the quality of life of older people, people with disabilities and their carers.



BOB'S
ON THE
JOB!

2015 W.A. Volunteer of the Year Awards Finalist

Community First volunteer Bob Street, was recently nominated and shortlisted for the Lifetime Contribution to Volunteering Award. Bob has dedicated over 65 years to volunteering, 36 of which were spent at one organisation – Meals on Wheels. What an outstanding achievement!

For over six decades, Bob assisted community members of all ages. A good samaritan who never hesitates to help or share his extensive knowledge with our staff and volunteers, he continues to contribute to his community.

*“We are what we
repeatedly do.
Excellence, then,
is not an act,
but a habit”*

-Aristotle

GOVERNANCE

Community First is a not-for-profit organisation fully compliant with the Australian Charities and Not-for-profits Commission (ACNC) governance standards.

Our Board of Directors oversees and supports client-focussed operations by establishing a framework of policies and procedures, allocation of resources and providing clear guidance on authority structure.

The Board is comprised of a majority of independent non-executive Directors who recognise the importance of establishing high standards of corporate governance through transparency, accountability, and integrity, to allow the ability to deliver against long term strategic objectives.

Our Board Charter and Governance Manuals set out the Board's specific powers and responsibilities, details procedures aimed at ensuring the effective operations of the Board, establishes the relationship and lines of authority between the Board and Management Team, and identifies matters specifically reserved for the Board and those delegated to the Executive Director. Board performance is reviewed annually.

Oversight of risk comes through regular reporting to the Board about Community First's financial position and performance, reviewing internal control mechanisms and risk management processes on an on-going basis.

All of Community First governance statements and financial reports are available on our website: **www.cfi.net.au**

Maintenance of transparent management systems and practices are essential to ensure we continually improve our services and comply with all legislative and contractual requirements for our various service agreements and contractual arrangements. Community First is an accredited contractor to the WA Mental Health Commission, WA Department of Health, Commonwealth Department of Social Services and the Commonwealth Department of Employment.

As of June 30, 2015 Community First has a complement of 110 staff, 79% of which are women (not uncommon in our sector) and the average age of our employees is 45.

Community First is compliant with the Workplace Gender Equality Act 2012 (Act).

The key standards that Community First maintains accreditation against:

- AS/NZS ISO 9001:2008 Quality Management Systems Standard;
- Disability Services Standards (now National Standards for Disability Servicing);
- Job Services Australia Quality Assurance Framework
- Community Care Common Standards (now Home Care Standards); and
- Food Safety Programs for Food Services to Vulnerable Persons Standards.

Processes and controls in financial and operational systems underlie our significant experience in managing large government funded contracts and compliance with government financial agreements.

Our financial processes are based on the International Federation of Accounting Practices, Financial Management Regulations and Australian Accounting Standards.

Our Quality Management System (QMS) incorporates all company policies and procedures to ensure standardised operations compliant with legislative and regulatory requirements; Management Committee meetings to review operational issues and activities; Delegations of Authority to guide management authority structure; Management and HR protocols to define responsibilities and conduct regular performance reviews; and Records Management Procedure to ensure compliant record keeping.

Incident/Accident and Complaints Registers, integrated into the continuous improvement process, further assist in identifying potential system or service improvements.

Community First encourages all staff and volunteers to provide feedback via the staff portal 'Staff Feedback' function, which is a simple but effective tool to further enhance the continuous improvement process.

Our governance framework is modelled on the Australian Securities Exchange (ASX) Corporate Governance Principles and Recommendations . . . to ensure that we maintain the highest possible standards in all our endeavors.

FINANCE

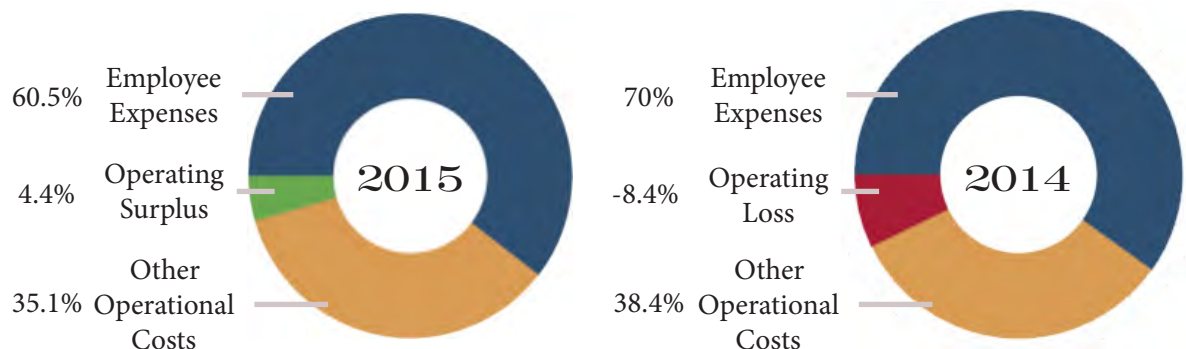
In 2015 our financial performance was strong, with a significant return to profitability after two challenging years. In this period we needed to draw on the substantial reserves accumulated through past prudent management practices.

The restructuring and cost control measures we put in place in 2014 helped us achieve a surplus in 2015 of \$558,352, and reserves are now being replenished, with a significant increase in Equity (up by 23.7%). Our Balance Sheet remains strong, with significant cash holdings and property assets. This gives us the flexibility to pursue future opportunities and the ability to manage the transition to individualised funding models.

Total revenues of \$12, 971,468 were 15% lower than in 2014, with reductions in Employment Services. Offsetting this was an increase in Community Services revenues of 30%, as a result of both the integration of Kwinana Home Support Services and additional growth funding awarded to us by the Department of Health.

It was a year of substantive change as we moved to transition the business away from its traditional employment services roots. Staffing costs in 2015 were managed down to a more respectable 61% of revenues compared to their peak of 70% in 2014.

To introduce better management systems into our employment services division, we entered into a joint venture with respected national employment service provider Campbell Page, commencing in August 2014. This had back office and administration benefits for both companies.



*Financial stability restored following
restructure and tighter cost controls to
generate a surplus of \$558,352*

		2015	2014
STATEMENT OF COMPREHENSIVE INCOME	Revenue	\$12,971,468	\$15,234,010
	Expenses		
	Staff Costs	\$7,748,732	\$10,671,932
	Other Operational Costs	\$4,170,652	\$5,772,541
	Total Expenses	\$11,919,384	\$16,444,473
	Surplus (Loss)	\$1,052,084	(\$1,210,463)
YEAR ENDING 30 JUNE 2015	Other Comprehensive Income	(\$493,732)	(\$72,568)
	Total Comprehensive Income	\$558,352	(\$1,283,031)

		2015	2014
STATEMENT OF FINANCIAL POSITION	Assets		
	Current Assets	\$5,045,590	\$3,066,913
	Non-Current Assets	\$2,225,157	\$3,047,150
	Total Assets	\$7,270,747	\$6,114,063
	Liabilities		
	Current Liabilities	\$1,770,738	\$1,624,332
YEAR ENDING 30 JUNE 2015	Non-Current Liabilities	\$9,800	\$51,606
	Total Liabilities	\$1,780,538	\$1,675,938
	Net Assets	\$5,490,209	\$4,438,125
	Equity & Reserves	\$5,490,209	\$4,438,125

WHERE TO FIND US

Subiaco – Head Office

Level 2, 40 Subiaco Square Road,
Subiaco 6008 WA
PO Box 2024
Subiaco 6904 WA
P: (08) 9591 5500
F: (08) 9381 2826

Fremantle

(Disability Employment Services
/ Partners in Recovery)
Unit 18, 27 – 35 William Street,
Fremantle WA 6160
PO Box 8019
Fremantle WA 6959
P: (08) 9435 1300
F: (08) 9335 3005

Palmyra

(Healthy Meals Services
– Meals on Wheels)
38A Waddell Road
Palmyra WA 6157
P: (08) 9435 1379

Bull Creek

(Multicultural Activity Centre)
24 Leichhardt Street,
Bull Creek WA 6147
P: (08) 9435 1380

Kwinana

(Day Centre, Aged Care Scheduling,
NDIS My Way)
157 Medina Avenue,
Medina WA 6167
P: (08) 9439 3747

Cockburn

(NDIS My Way)
Cockburn Health & Community Facility
Suite 9, 11 Wentworth Parade
Success WA 6164
P: (08) 9494 3739



LOCATIONS

Mandurah

(Personal Helpers and Mentors / Individualised
Community Living Strategy)
98 Mandurah Terrace, Mandurah 6210 WA
PO Box 3022, Mandurah East WA 6210
P: (08) 9550 4555
F: (08) 9535 3942

Mandurah

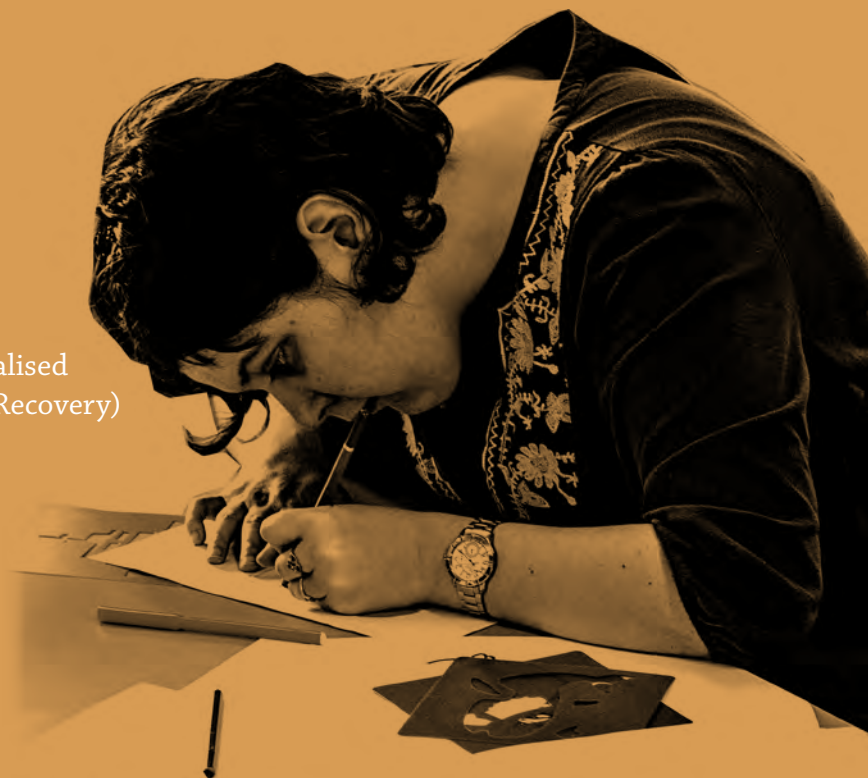
(Ability Arts / CVS)
6 Cumberland Ave
Mandurah WA 6210
P: (08) 9582 6333
F: (08) 9582 0899

Albany

(Personal Helpers and Mentors / Individualised
Community Living Strategy / Partners in Recovery)
Unit 2, 63 Serpentine Road
Albany WA 6330
P: (08) 9892 6677
F: (08) 9842 5987

Bunbury

(Personal Helpers and Mentors
/ Partners in Recovery)
Unit 5, Level 1, 53 Victoria Street,
Bunbury 6230 -Entrance on Elliot Street
PO Box 1094 Bunbury WA 6231
P: (08) 9792 6700 / F: (08) 9791 9044



Tell Jerry the manager as
from today August 27th thurs
I am ready to fly now.

and to release you totally to go to
new clients. give this to Jerry. ↓ ↓

Dear Jerry I am willing to release
preetie to concentrate on new clients.
thank you and staff for all your help.

kind regards - Julie Spriggins 27/8/15.
goodbye and Thanks.

Thanks for all your help preetie
Bye!

You are welcome
to ring up
anytime
or drop in

~~Julie Spriggins~~
Your my friend
I'm not a client now.

COMMUNITY FIRST

INTERNATIONAL LIMITED

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SUBIACO WA 6008

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