

DAISI Services Limited



2018

Annual Report



Shop 3, 166 River Street, Ballina, NSW 2478

Email: info@daisi.asn.au

FREECALL: 1800 800 340

Acknowledgement of Funding

DAISI gratefully acknowledges project funding support from the New South Wales Government Family & Community Services, and the Australian Government Department of Health.



Accreditation



DAISI Services Limited complies with the requirements of NDIS provider, National Disability Service Standards and NSW Disability Service Standards. Our Disability Services verification number is 329NHS.



DAISI is registered with the Australian Charities and Not-For-Profits Commission.

About DAISI

DAISI Services Limited is an award-winning community based charity organisation founded in Ballina, Northern NSW in 1992.

DAISI grew out of a ground swell of community members back in 1992 concerned about the lack of information and advice on supports and services for people with disabilities. Over time that role has expanded to include projects addressing the needs of people who are ageing, people who are experiencing disadvantage, from culturally and linguistically diverse and non-English speaking backgrounds (CALD/NESB), primary carer grandparents caring for their grandchildren and working carers.

DAISI now delivers information, resources and assistance to a diverse range of people across the Far North Coast in NSW and Gold Coast in QLD.

Our Vision

DAISI's vision is for the empowerment of disadvantaged people to live a meaningful, personally satisfying and ordinary life.

Our Mission

DAISI's mission is connecting the disadvantaged to community, formal and natural supports, to enable their full potential.

We meet our Vision and Mission by providing up-to-date and relevant information that is easily accessible and user friendly. We work with people to build their capacity to access opportunities, engage with their communities and realise their full potential

Our Values

Trust and accountability

Establishing trust by being honest, open, transparent and doing what we say in every relationship and by ensuring we take ownership for our actions and decisions.

Individualised practice

Being responsive to the needs of individuals and ensuring the person is at the centre of decision-making.

Sustainability

Ensure all we endeavour to do is cost effective and sustainable giving value for money to our customers.

Capacity building

Developing capacity by providing information and support to both individuals and the community.

ACTING CHAIRPERSON'S ANNUAL REPORT



The 2017-2018 Financial Year has been one of significant movement for the DAISI Business and Team. Before I go into business discussions, I wanted to acknowledge the amazing work done

by all of the DAISI Team. This has been a very intense year of uncertainties and change within the Organisation, but despite this the DAISI Team have remained focused on delivering the absolute best service for our customers. Their engagement in the development and delivery of the DAISI ethos has been nothing short of exceptional. While the Board have worked on our strategic plan

and governance it is the front-line staff that have set and delivered on the high standards of customer centred care DAISI is so renowned for. In this area the Board would also like to acknowledge specifically the work done by new CEO Joanne McLean.

The changing landscape brought about by the NDIS and also the reduction in funding specifically for Information Service Providers required that DAISI take stock and review its place in the Disability and Aged Care sector. This has been an ongoing process and continues to be part of the Strategic Plan in to the 2018-2019 Financial Year. It has resulted in some significant changes to how DAISI conducts its business, but I am very pleased to report has not change who DAISI is to the Community.

Some of the ways DAISI moved to accommodate the changing environment are summarised below:

- Diversification in funding base – At the time of writing no funding source accounts for more than 40% of DAISI's funding base. DAISI will continue to seek external funding for service provision while also growing business areas such as our Support Coordination.
- Community Engagement – DAISI has run community consultations as well as engaged in project partnership to better understand and then respond to the specific needs being expressed within our community. This also goes towards achieving one of our key strategic outcomes of reducing isolation through connecting people.
- Capacity building – DAISI has built a successful NDIS business focusing on support coordination, capacity building and plan management. We see this as a continued area of growth in the coming year also.
- Partnership Development – DAISI has also been working to develop partnership opportunities with like-minded organisations. This was initially undertaken as a survival mechanism, but this last year has developed into a more structurally significant part of our strategic plan that is now underpinning the expansion of customer support growth.
- Recruitment – As noted in the opening paragraph DAISI staff are a crucial factor in the high quality of integrity and service provision offered to customers. Over the past 12 months we have seen the recruitment of highly skilled and dedicated team members that have been crucial in the evolution of the business.

It has been a busy year for the DAISI Team and we expect next year to be no different. DAISI has recently announced an important strategic partnership with The Family Centre. We believe this will provide increased benefits to a wide range of customers, enabling wrap around services that will also not undermine the integrity of our respective services. We see a very significant synergy in values and customer focus with The Family Centre and look forward to where this partnership will take us next year.

I would lastly like to acknowledge the work of my fellow Board members. Their openness and willingness to engage with creative and innovative ways of developing DAISI during this uncertain period has allowed us to take up opportunity as it has arisen and remain nimble enough to respond and flex with the changing environment. We all look forward to a prosperous and exciting 2018-2019.



Trent Rees
Company Secretary
Acting Chairperson



DAISI BBQ at International Day of People with Disability, Lismore, 6 December 2017



CEO ANNUAL REPORT



Hello again... well what a year it has been here at DAISI. When I started to think about this year's report it was almost overwhelming, there has been so much that the team has achieved and so many things to share.

To try and keep things focused I have decided on my top four DAISI achievements for the year.

Top achievements for 2017 - 2018

Firstly, the development of our **organisational values** - this year DAISI was able to really evaluate and redefine who we are and how we work with the communities we are engaged in. The team, including the board, have developed a clear set of values that drive everything we do. We make decisions using them, we work with customers using them, we refer to them in deciding business direction. Trust and accountability, individual practice, sustainability and capacity building are our four values.

Number two is **New business development** - DAISI NDIS is now supporting over 160 customers with NDIS plans, to achieve their goals. We are providing Support Coordination, Specialist Support Coordination and Plan Management services. The key area of work across these services is that we enable people to utilise their NDIS plan.

We are working with people who have a disability across the whole range of support needs and have focused well on the needs of more complex customers who are: young people in residential aged care, people who have mental health issues, young people in out of home care or people who have complex family situations.

We have this year been able to develop NDIS business provision to replace the loss of funding for DAISI that occurred at the end of this financial year. That was a huge achievement in a short time frame.

Thirdly the **Continuation of the information service**. DAISI has been involved in an advocacy campaign called "STAND BY ME". The campaign is fighting to ensure long term funding for information and Advocacy support for people with a disability across NSW. Through this campaign we have had a small win enabling us to continue to provide information services for a further year. Through this we have been able to continue the 1800 number, consultations across northern NSW, assist people who walk into the shop and to engage with a range of community groups, service providers, main stream services such as health across the region. We continue to lobby for the continuation of this valuable support for people with a disability in northern NSW.

Finally, I think the most important and valuable achievement for the 17/18 year are the **outcomes that staff have been achieving for the people we support**, in a difficult time transitioning to the NDIS.

The list of achievements is incredible.

- we have supported people to move out of mental health units into supported independent living,
- we have had people who have had terminal illness in their family receive support where they have previously had none,
- we have worked with customers who were preparing to have an NDIS plan and helped them get the right supports for their needs.
- The staff have developed expert skills in working across mainstream services such as health, justice and education to bring together the supports the customer needs.

I cannot express my admiration for the team and how they have developed, worked together and pushed through many barriers to be where we are.... They are simply astounding.

I did also want to discuss a little of what we are doing in this current financial year as well. We have a clear development plan which includes our shared services and partnership with The Family Centre Australia who are a trusted partner providing supports to families across the region. We are sharing locations and organisational resources that will support us to further expand and develop. We have, at the time of writing, hired a further 2 staff to facilitate us providing NDIS services in Gold Coast City, QLD.

The plan is for us to consolidate the direction of DAISI and expand supports offered while fiercely protecting our values and customer service ethic.

I am looking forward to the coming year as another exciting time of new ways of building strong communities wherever we are.

Yours



Joanne Mclean
Chief Executive Officer
DAISI Services Limited



DAISI attends Ballina Chamber of Commerce July 2017 "Breakfast Before Business" event and asks guest speaker Graham Annersley, Gold Coast Titans Rugby League Club CEO, about the Club's support of a local NSW Physical Disability Rugby League (PDRL) team. To find out more about this team Phone the Titans on (07) 5656 5650



PROJECTS & SERVICES REPORT

Information Project

The start of the year saw the role of Information Coordinator vacant, with networking within the sector being carried across all other roles within DAISI.

Kelly Banister commenced in the role of Community Engagement Officer on 15 November 2017 with the management of the Information Project as part of her duties.

With Kelly in this role the Project was developed, and strategies and connections put in place to ensure the outcomes of the Project were delivered.

The E-news for DAISI has been extended and renamed the DAISI Chain Monthly Digest with content matched to the sectors that DAISI is servicing; **Disability**, **Seniors**, **Community**, **NDIS**, **Service Providers**, **Carers** and **DAISI Services**.

The same cohorts have been utilised to organise the content for the revamped  which has been redesigned and simplified. Subscribers have been requested to nominate to retain this hard copy of our newsletter, or transition to the Monthly Digest E-news. This will in time reduce the cost of producing a hard copy newsletter.

Subscribers to the Working Carers Gateway E-news were transferred to the DAISI Digest, unless they chose to opt out. This migration, along with the hard copy newsletter subscribers opting into the Digest increased subscriptions to over 1,400.

Within Kelly's role, and utilising the knowledge that she brought to the position through her skills in marketing, the rebranding of DAISI has been carried out with collateral being created and/or published. This included business cards, fact sheets, brochures, letterhead, logos, with compliments slips and email signatures. Within the rebranding project, the DAISI website received a major overhaul and redesign, the finished product being an easily read and useable site.

The fact sheets that were redeveloped are included on the DAISI website and cover:

- Carer support and assistance
- Grandcarers support
- Young carers
- Disability resources
- Senior resources
- Community transport
- Housing and financial support
- Income support and subsidies
- Legal support



The project continued to provide information and supported referral and capacity building through the operation of DAISI's 1800 number and visitors to DAISI's shopfront in River Street Ballina.

NDIS Information Packages were created, published and distributed to a variety of stakeholders, consumers and service providers throughout the Far North Coast of NSW.

Pack 1 "What is the NDIS?" and Pack 2 "Am I Eligible?" made available easy access information explaining the pathways to the NDIS and mainstream services.

The coming year will see the development and availability of additional Information Packages and fact sheets explaining "Support Coordination", "Plan Management", "Preparing for your planning (review) meeting" and "I have a Plan, what now?".

DAISI will continue to strengthen and expand key local community networks and explore options to increase engagement with Aboriginal, CALD and other identified cohorts. This will include the provision of information outreach sessions on the NDIS and mainstream services to isolated communities across the Far North Coast of NSW.

Working Carers Gateway

This project ceased at 30 June 2018 due to the funding not being continued. The Work 'n' Care E-news was distributed to over 1,500 subscribers each month for the 1718 year. The articles included each month covered a wide cross section of information covering topics such as industrial relations and workforce development, young carers, swimming classes, pioneering community projects, budget saving tips and expenditure reduction.



The most read articles were personal stories of caring, which provided support and encouragement to our readers that they were not alone. Hearing how another person has managed and improved their situation created a sense of belonging and empowered our readers.

The cessation of this project meant that DAISI's Journalist, Zoe Satherley, finished working for DAISI. Zoe was the journalist for the WCG project for 11 Years. Zoe's passion for giving a voice to the stories that express the lives of families who work, care and are tireless in their commitment to their family members has encouraged engagement and a sense of belonging in the families who have been a part of the project.

DAISI remains committed to supporting working carers as much as we can without these funding resources.

Key information and resources from the Working Carers Gateway have been transferred to the DAISI Services site and relevant news continues to be shared in the monthly Digest.

Commonwealth Home Support Programme

Kelly Banister has managed the CHSP project, with assistance from Program Coordinator Pauline Bourke and Office Manager Lori Kelly.

DAISI has continued to provide information, referral and education for Service Providers, CHSP stakeholders and their consumers through our 1800 number, DAISI Monthly Digest and DAISI Chain newsletter.

Collaborative links have been fostered in the area through engagement by Kelly with CHSP Providers, including Primary Health Network, Multicultural Network meetings, Aboriginal Interagency Gatherings, Ballina Dementia Friendly Community Action Plan; among others.

Pauline has focussed on maintaining and expanding a CHSP/Aged Care provider database that will be utilised to provide Providers and their consumers with up to date relevant contact information on services.

Consultation with representative consumer groups is ongoing with an action plan to be developed for delivery of practical support strategies. Other strategies identified through provider, worker and consumer consultations will support consumer understanding and engagement with new home care support provisioning.

A Seniors Help Package is to be developed and made available for Providers and Consumers with a particular focus on the CHSP and transition to Consumer Directed Care, and how it works in the broader aged care system.

NDIS Support Coordination

2017-2018 saw the commencement of the provision of NDIS Services by DAISI as a Registered Service Provider.

Support Coordination for NDIS participants has grown from 24 customers in December 2017 managed by two Support Coordinators, Leah Louise and Isaac Reed, to 67 by July 2018, and the addition of two more Support Coordinators, Sam Jones and Janelle Monaghan in March.

Feedback from our team indicates the strong culture and service provision, with our Support Coordinators reporting:

“DAISI has a great work culture, problem solve together and work hard. We have helped people plan and prepare for their NDIS LAC meetings and get good packages that change their lives. We have helped guide people through the NDIS process and made it accessible and alleviated stress. We have helped customers understand their plans and they have left “for the first time from a meeting not in tears”. We have a customer who is now able to go swimming in a pool, with a physio and support workers for the first time in 16 years; We have a customer who is accessing his community and going out to the club - things he never experienced; and a customer with mental health who is now seeing a music therapist and an art therapist and loves both.”

“A 24-year-old customer was living in the Mental Health unit for 18 months and prior to that incarcerated; prior homeless for most of their teenage years. They have positively transitioned into their own unit with support and resources enabling them to develop and increase life skills, enhancing capacity for future independent living. This success relates to Support Coordinator being proactive, identifying the risks and using preventative methods which ensured they were provided with options and choices, that they chose for staffing and services.”

“Great customer service quality and feedback. Reputation is growing, and we have a better understanding of how the plans can be used to help people access a range of services”

“The Coordinator team are more united in the intake process... We want to sustain quality with all customers and ensure we never lose our personalised approach; the person continues to be a person and not a number.”

“One customer was close to admittance for a nursing home due to the complexity of his needs increasing. Supporting the mother to keep him home as long as we can, we found a provider who delivered palliative care staff to attend the home. While there have been issues, they have earned the trust of the mother while at the same time keeping her staff safe. This has taken pressure off the mother and provided that extra care for the customer”.

“Developing a diverse pool of sole traders, therapists and services that are able to meet customers’ needs when other services will not”.

Moving into 2018-2019 expansion into the Tweed area of NSW and the southern Gold Coast of QLD is exciting. Two additional Support Coordinators, Paul Mamone and Joanne Heighes, will be added to the team to service this area and deliver NDIS Services and bring DAISI’s values and culture to a new group of people in a new service area.

NDIS Plan Management

Plan Management services grew steadily throughout the year, growing from 15 customers in November 2017 to 65 by the end of the year in June 2018. Kerri Goodger was employed as Plan Management Coordinator on a part time basis delivering a quality service to customers, service providers and suppliers.

The growth in this service provision saw the employment of a full-time coordinator, Rachel Elsworthy, in July 2018.

Customer feedback has been positive: *“Thank you so much for yesterday! It was wonderful to talk to someone who could explain the plan to us.”*

Plan Management will be a future growth area for DAISI with planned efficiencies around processes and systems being implemented to assist with meeting the needs of the customers.

DAISI SERVICES LIMITED ABN 78 054 760 155
STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2018

	Note	2018 \$	2017 \$
Grant Income	2	540,491	674,965
Other income	2	176,015	27,000
Depreciation and amortisation expense	3	(11,617)	(12,351)
Insurance	3	(13,925)	(13,806)
Motor Vehicle Expenses	3	(9,595)	(9,266)
Program Expenses	3	(563)	(1,032)
Rent on Premises	3	(46,734)	(47,767)
Rental on Operating Leases	3	(17,158)	(15,955)
Repairs & Maintenance	3	(6,266)	(5,441)
Salaries and Oncosts	3	(515,858)	(350,339)
Unexpended Grants to carry forward	3	-	(19,369)
Other expenses	3	(131,695)	(146,430)
Profit (loss) before income tax		(36,904)	80,208
Income tax expense		-	-
Profit (loss) for the year		(36,904)	80,208
Other comprehensive income:			
Other comprehensive income for the year		-	-
Total comprehensive income for the year		-	-
Profit attributable to members of the entity		(36,904)	80,208
Total comprehensive income (loss) attributable to members of the entity		(36,904)	80,208



Disability Rugby League team exhibition game at Northern United Dirrawongs annual aboriginal rugby league knockout carnival, Lismore 15 – 16 September 2018. DAISI supported the team with sponsorship of their team shirts and, at invitation of Bunjum Aboriginal Corporation, shared information with players and supporters from the Bunjum marquee.

DAISI SERVICES LIMITED ABN 78 054 760 155
STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2018

	Note	2018 \$	2017 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	4	497,125	428,017
Trade and other receivables	5	62,273	4,257
Other assets	6	5,032	12,167
TOTAL CURRENT ASSETS		564,430	444,440
NON-CURRENT ASSETS			
Financial assets	7	10	10
Property, plant and equipment	8	31,308	42,925
TOTAL NON-CURRENT ASSETS		31,318	42,935
TOTAL ASSETS		595,748	487,375
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	9	311,153	177,062
Short term provisions	10	29,991	10,662
TOTAL CURRENT LIABILITIES		341,144	187,724
NON-CURRENT LIABILITIES			
Long term provisions	10	2,667	10,811
TOTAL NON-CURRENT LIABILITIES		2,667	10,811
TOTAL LIABILITIES		343,812	198,535
NET ASSETS		251,936	288,840
EQUITY			
Retained earnings		251,936	288,840
Reserves		-	-
TOTAL EQUITY		251,936	288,840

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26 October 2018

The Chairperson
DAISI Services Limited
3/166 River Street
BALLINA NSW 2478

MANAGEMENT LETTER FOR THE YEAR ENDED 30 JUNE 2018

Dear Sirs/Mesdames,

The audit of DAISI Services Limited for the year ended 30 June 2018 has now been completed. An unqualified audit opinion will be issued on the Financial Report indicating there were no material audit issues identified or deviations from Australian Accounting Standards or the Corporations Act 2001. The following is our management letter as required under Australian Statements of Auditing for your consideration.

The systems as a whole appear to be operating effectively, with a culture of continuous improvement operating on the information, accounting and governance systems. The following are our recommendations for enhancing and improving this overall control environment as set out in Appendix 1.

As you would be aware, it is the responsibility of the Board to ensure the company maintains complete and accurate financial records, adopts appropriate accounting policies and safeguards assets. This will also ensure that the control environment is sufficient to allow the production of accurate financial statements for members, ASIC and relevant funding bodies. We carry out our examinations on a test basis with the primary purpose being to express an opinion on the financial statements as a whole, and our comments would be more comprehensive if a more detailed engagement was undertaken.

We would finally like to thank the staff of DAISI Services Limited, in particular Renee Jarrett for her assistance in the completion of the audit. We would be pleased to discuss any of the matters identified with the Board.

Kind regards

MF PARTNERS

A handwritten signature in black ink, appearing to read "M. Charter".

Mark Charter
Partner



LOOKING FORWARD

NDIS Information Packs

Additional Information Packs will be created to complement our current What is the NDIS? and Am I Eligible? packs. The new packs will provide information on:

- Support Coordination
- Plan Management
- Preparing for your planning (review) meeting
- I have a plan, what now?

A follow up road trip to small towns and isolated and/or marginalised communities will be undertaken in 2019 to provide outreach information sessions on the NDIS, as well as mainstream services.

Commonwealth Home Support Programme

The CHSP will support a range of activities to support, develop and strengthen the home support service system, including:

- Developing and disseminating information on the CHSP and its interaction with the broader aged care system.
- Embedding wellness, reablement and restorative care approaches into service delivery.
- Strengthening the capacity of CHSP service providers to deliver quality services that are responsive to customer needs, including customers with diverse needs.
- Brokering, coordinating and delivering training and education to service providers, workforce and consumers.
- Developing and promoting collaborative partnerships within the CHSP and across the broader aged care service system.
- Supporting and maintaining the volunteer workforce.

Transitional Advocacy Funding Supplement

Geographically, this project will deliver across the Northern Rivers Region. We will have a particular focus on small towns and isolated and/or marginalised communities, including people who are Aboriginal and from CALD backgrounds.

We will work with mainstream services, specialist providers, people with disability and their families, carers and neighbours to deliver accurate, timely and effective outcomes.

These will enable:

- enhancement and protection of the rights and safety of people with disability
- facilitation of life choices by empowering people with a disability to have their say and make decisions
- people with disability to choose how they want to participate and contribute within their communities and access mainstream services.

We will do this through provision of a range of information and capacity building strategies, including online, telephone and person-to-person in-house and outreach activities, connection with mainstream and specialist services and local media engagement.

Ballina Dementia Friendly Community Alliance

DAISI Community Engagement Officer, Kelly Banister, continues to chair the Dementia Friendly Community (DFC) Alliance. Work will be ongoing to strengthen the capacity of this group and generate momentum for building a DFC Community in Ballina and surrounding districts. This has and will continue to see an increased engagement in the Alliance's work from representatives of key organisations, such as Ballina Shire Council, Southern Cross University, North Coast Primary Health Network, along with Wollongong University who were key partners in the Kiama DFC pilot project.



The DAISI Chain newsletter continues to be a relevant source of information, news, resources and training for the community.

The DAISI Chain Monthly Digest is distributed via email each month. Subscribers can be included in the distribution list by completing the Newsletter Signup on the DAISI website at www.daisi.asn.au or you can contact info@daisi.asn.au to be included in the mail out.

Community members who do not have an email address are encouraged to contact DAISI to be included in the database of subscribers for the quarterly DAISI Chain newsletter in paper form.

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