

**Annual Report  
2017–2018**

**EVERYDAY**  
CareSouth



# CEO's Report

It is my great pleasure to share with you, for the final time as CEO, the highlights and challenges of the past year.



It is with a mix of pride and sadness that I say farewell to CareSouth after seven years at the helm. It has without doubt been the most rewarding role of my career. But as with every ending there is a new beginning and CareSouth will soon welcome our new CEO Liz Forsyth.

Firstly and most importantly I wish to express my gratitude for the loyalty and exceptional commitment of our staff, carers and volunteers. The resilience, courage and compassion I have had the privilege of seeing first hand has been an inspiration and personal driver for me to never give up, to advocate for positive change and do what is right despite the challenges.

Reflecting on last year we experienced the continuation of change, primarily in the Disability and Out-of-Home Care sector. We continue to navigate and apply our learnings in the NDIS space alongside those we support to ensure they receive the best possible package to meet their needs.

The Permanency Support Program introduced by FACS in October is a step in the right direction towards providing greater stability for children and young people. While the reforms are not perfect I am so thrilled that we finally got here. Over time I am hopeful we will iron out some of the issues and I certainly know from our staff that they are absolutely loving the work they are doing with families

to achieve safety and permanency for children.

Further to the reforms and changing landscape of OOHC is the introduction of Intensive Therapeutic Care (ITC). CareSouth were unsuccessful in the re-tendering process for these services and have commenced a transition plan that will be achieved by June 2020. Fortunately we had a plan to repurpose the properties for supported independent living options if unsuccessful. Pre-planning identified a gap in supported accommodation options for people living with disability within our existing footprint. We are optimistic that we can retain our wonderfully skilled staff through redeployment and other business opportunities or work with them to transfer to a successful provider.

Although it was a challenging time for the organisation, we successfully completed the extensive auditing process of our Out-of-Home Care services, led by the Office of the Children's Guardian (OCG), to achieve Re-Accreditation. While the audit placed additional pressure on our staff and carers to competently meet the higher scrutiny required by the OCG, it has allowed us to enhance our practice. Keeping children safe and the provision of quality care and support is



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paramount in the work we do at CareSouth. I am thankful and incredibly proud of our staff and carers who work tirelessly to meet best practice standards.

Our inaugural Ignite & Inspire Conference, held over two days at the UOW Innovation Campus, was a stand-out highlight for me as CEO. Without doubt everyone who attended the conference in October walked away inspired to be better and do better. Speakers such as Kate Alexander - Family and Community Services, Cormach Evans - Strong Brother Strong Sister, Dr Ben Rockett - KidsXpress, and of course Li Cunxin and Kurt Fearnley brought the house down. It was a tremendous success that was expertly coordinated by our talented Community Relations Team.

We have had some significant wins in our business development in the past year, with CareSouth awarded \$1.5M to support the construction of our new office and community hub in South Nowra. The funding will be used to construct a new multi-purpose facility containing office space, meeting rooms, training facilities, call centre, family contact rooms, a Community Hub and more.

This building will be simply amazing. I am so proud that

we will be able to provide a therapeutic and welcoming environment for staff, visitors and most importantly those we support. In my early career every dollar spent went to service delivery rather than on offices or equipment, we just didn't see the value. We have come so far and we want to send a message to staff and those we support that they are valued. I love the concept of having fruit and flowers in the foyers of our offices, they are things that just make you feel good for minimal cost.

I would like to thank Director Peter Murphy who retired from CareSouth's Board late last year. Peter has dedicated almost a quarter of a century to supporting and advocating for CareSouth. The Board hosted a farewell dinner for Peter and our Founder and former Chairman Jim McEwan, who retired in July, to formally acknowledge their dedication and commitment to improving the lives of children and young people since CareSouth opened its doors more than a quarter of a century ago. I also wish to extend my appreciation to our current Chairman John Dorahy



and Directors for their excellent governance, valued advice and support.

When you leave a role like this there's never a good time, there's never the right time. But I can't think of a better time. I feel so satisfied and that's a really nice feeling. How fortunate and lucky am I that I can end my career feeling like that, not everyone gets that opportunity. I feel truly blessed that that's the case.

#### **Debra Tozer – CEO**

*This year we have made the decision to produce a brief annual report containing our top line financial results. In previous years we have included many of the great stories of our people and achievements which can now be found in the CareSouth EVERYDAY Magazine. These documents are available at our offices and online.*

# Chairman's Report

In my first full year as Chairman of the Board of CareSouth it has been an honour to witness so many great achievements across the organisation which enhance the lives of the people we support.



The Board and I are incredibly proud of our CareSouth staff who everyday continue to provide incredible support to our community whilst meeting the requirements of an ever increasing regulatory

environment across the organisation who rose to the challenge accordingly.

It was a proud moment for the Board to see CareSouth win the Employer of Choice Award at the Illawarra Business Chamber

likes of Li Cunxin, Kurt Fearnley and many of our CareSouth teams was a truly humbling experience.

We look forward to seeing the development of a new CareSouth Community Hub in Nowra in 2019 after receiving \$1.5M Funding from the Federal Government Regional Jobs and Investment packages in February. This was one of the largest grants awarded in the region and will see a great asset developed for the community.

With mixed emotions we will farewell Deb Tozer who has announced her retirement at the end of 2018. During Deb's time as CEO we have doubled the size of the organisation enabling us to help thousands more people and communities across the state. The impact this has had on the lives of the people we support is immeasurable.



environment. Their exceptional work on our recent audits and accreditations saw the organisation achieve five year accreditation with the Office of the Children's Guardian as well as achieving Third Party Verification Certificate against the NSW Disability Services Standards. The enormity and detail required for these processes placed tremendous pressure on teams

Awards and being named as a state finalist. Our staff are our most valuable asset and it is great to see the programs we are implementing to support staff recognised in this way.

I was privileged to be a part of the audience at our spectacular 25 year conference, Ignite & Inspire in October 2017. Hearing first-hand the inspiring stories of the

Deb has had many achievements in her career, being named as Business Leader of the Year in the NSW Business Awards among many other accolades awarded to CareSouth during her time as CEO. She is a trusted adviser to many and I personally thank her for her assistance and counsel in my transition to the Board and to the Chairman role. We wish Deb a very long and happy retirement.

“Our staff are our most valuable asset and it is great to see the programs we are implementing to support staff recognised in this way.”

I would also like to extend my sincere gratitude to Jim McEwan and Peter Murphy on their retirement from the Board after guiding the organisation for the last 25 years. Peter & Jim’s dedication to support the community in which they live and work has been tremendous. Both Jim & Peter have accepted our offer of Life Membership of CareSouth for their incredible commitment and stewardship.

This brings to mind the famous quote from Isaac Newtown “If I have seen further it is by standing on the shoulders of Giants”. The Board and I are confident that the foundations built by Jim, Peter, Deb and all those who’ve contributed to CareSouth over the last quarter of a century will continue to hold us in good stead to enable us to reach those in our community who most need our help.

On behalf of the Board I wish to thank the incredible CareSouth staff, volunteers and carers who’s care and commitment continue to grow and develop this amazing organisation.

**John Dorahy** - Chairman



# Our Footprint

Our reach is great and has expanded throughout regional New South Wales and the Southern Tablelands, now providing services across five regions.





**WAGGA**

**GOULBURN**

**ILLAWARRA**

**SHOALHAVEN**

**QUEANBEYAN**

**BATEMANS BAY**

# Our year in focus

## JUL 2017

- CareSouth celebrates NAIDOC Week with stalls across our regional footprint
- CareSouth receives Berkeley Sports Club Grant to fund two community programs, Homework Hub and 5S swim safety initiative

## SEP 2017

- Everyday Therapeutic Care Training rolled out for CareSouth Staff
- NDIS Planning Workshop held for CareSouth Staff

## NOV 2017

- CareSouth attends New South Wales Business Chamber Awards as Winner of 'Employer of Choice' in the Illawarra Business Chamber Awards
- CareSouth's Shoalhaven Youth Support Service (SYSS) receives grant from StreetSmart Australia, an organisation committed to tackling homelessness through local, grassroots fundraising.

## AUG 2017

- CareSouth CEO Debra Tozer meets with the Hon. Pru Goward MP, as newly appointed New South Wales Minister for Family and Community Services

## OCT 2017

- CareSouth Wins Employer of Choice at Illawarra Business Awards
- CareSouth's new 24/7 call centre and customer service model, CareSouth Connect, is fully operational
- CareSouth Inaugural Conference, Ignite & Inspire 2017, for CareSouth staff and carers, featuring guest speakers Paralympic Gold Medallist Kurt Fearnley, international author Li Cunxin, widely known as Mao's Last Dancer, and a range of industry speakers on key focus areas
- CareSouth launches its SafeCare program, an evidence-based parent training program developed for parents with children aged 0 to 5 who are at risk of, or have been identified as experiencing neglect and abuse
- CareSouth commences gradually implementing the New South Wales Government's Permanency Support Program reforms for the out-of-home care sector, and developing practice, with the full program to begin on 1 July 2018

## DEC 2017

- CareSouth Christmas Giving Campaign
- CareSouth Staff End of Year Function

# 2017

# 2018

## APR 2018

- Office of the Children's Guardian Accreditation to provide out-of-home care achieved until 2022
- CareSouth's joint initiative with McKeon's Swim School, intensive water safety program for local disadvantaged kids
- Out-of-home care internal practice session for staff launched by CareSouth CEO Debra Tozer with each region to roll out key focus sessions quarterly

## FEB 2018

- Office of the Children's Guardian Audit commences
- CareSouth awarded \$1.5 million to support the construction of a new Head Office and Community Hub in South Nowra, as part of the Federal Government's Regional Jobs and Investment Packages

## JUN 2018

- CareSouth Third Party Verification Certificate achieved in March 2017 against the NSW Disability Services Standards submitted to the National Disability Insurance Agency as required by the end of June 2018

## JAN 2018

- CareSouth Homework Hub establishes partnership with University of Wollongong Master of Teaching students. UOW students complete 30 hours of Professional Experience placement in the Homework Hub as mentors for vulnerable students

## MAY 2018

- New South Wales Ombudsman training for CareSouth senior and operational leaders on mandatory reporting, responding to serious child protection allegations and conducting investigations

## MAR 2018

- CareSouth Becomes Accredited White Ribbon Workplace demonstrating our commitment to addressing the issue of violence against women, both within the workplace and broader community

# Financial Overview 2017-18

## Financial Performance

The financial performance is summarised from extracts of the audited financial statements of CareSouth for the period ended 30th June 2018.

## Review of Operations

Growth in Western NSW Out-of-Home Care continued in both foster care and residential care services. Investment income has declined compared to the previous year due to investments in assets and lower interest rates.

## Trading Results

The operating profit for the year ended **30th June 2018**

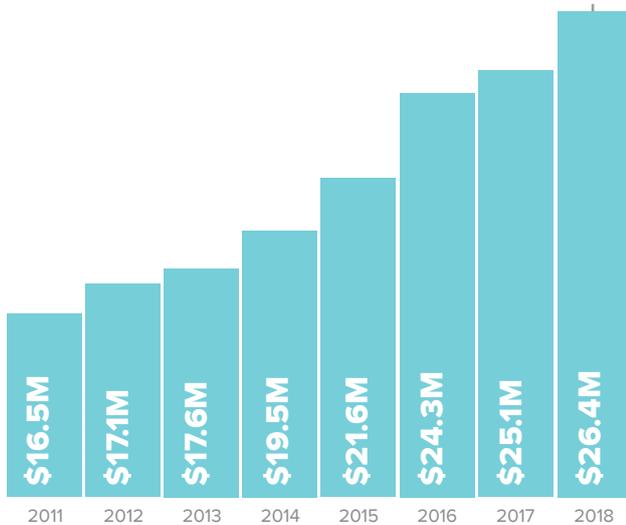
**\$210,550**

In the previous year it was

**\$85,005**

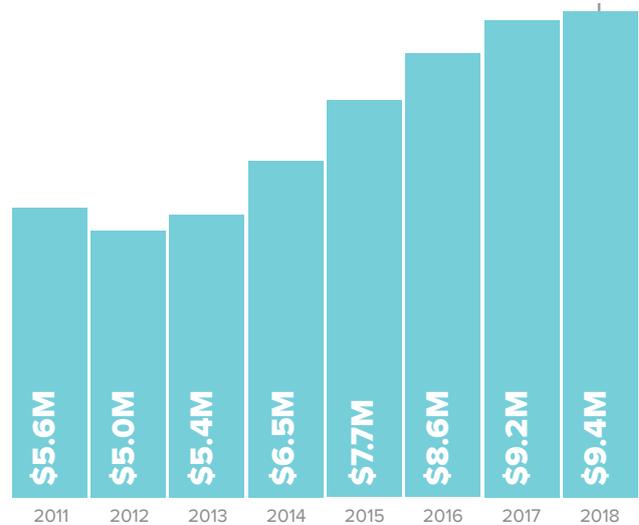
## Revenue

**\$26.4M**



## Operating Costs

**\$9.4M**



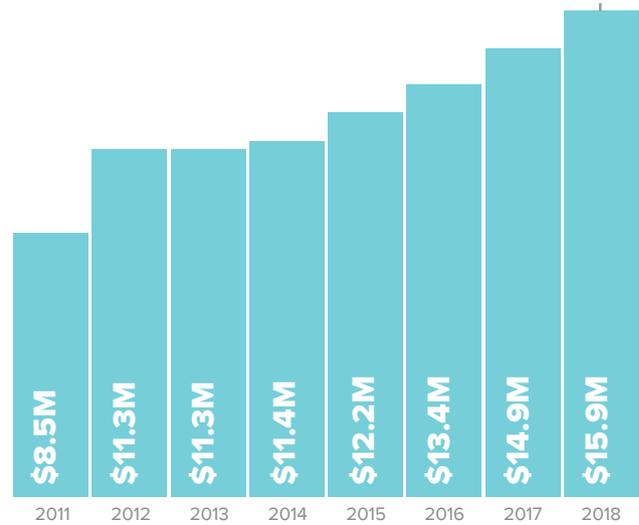
## Likely Developments

The Organisation intends to:

- a) Expand services provided to clients through provision of more community based services across a wider geographical area.
- b) See continued growth in relation to the National Disability Insurance Scheme (NDIS) within the regions we operate in.
- c) Grow in our Clinical Services with the roll out of our multi-disciplinary team across our regions to support all of our program areas.

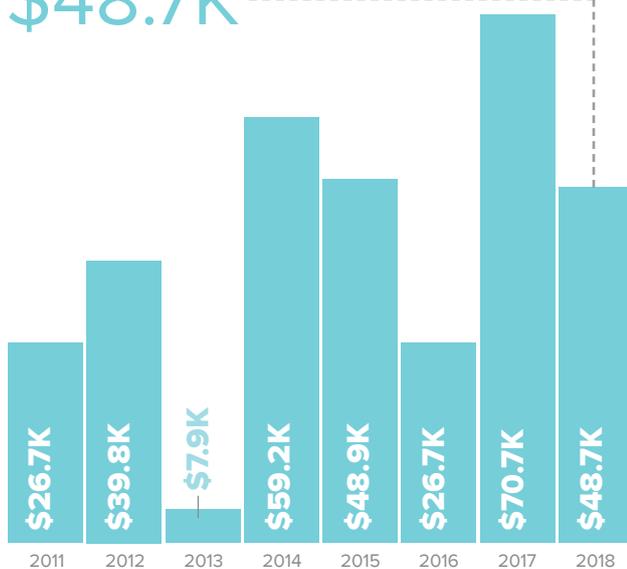
## Employee Costs

\$15.9M



## Fundraising and Donations

\$48.7K



## Trading Surplus

\$211K



**EVERYDAY**

**CareSouth**



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