

ANNUAL REPORT

2015




eskleigh

A Real Quality of Life

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OUR VISION

To be the leading provider of disability and support services in Tasmania.

OUR BUSINESS PURPOSE

To provide quality, individual support services that enrich the lives of people with a disability.

OUR GOALS

Sustainability

To be sustainable in five years' time with opportunities emerging for growth.

Marketing and communication

To have raised our profile as demonstrated in increased membership, participation, fundraising and partnerships.

Our People

To have a skilled and happy workforce.

Our Clients

To be delivering quality care to an increasing client base, with a higher percentage of satisfied clients and value added services.

QUALITY POLICY

Eskleigh in supporting people will:

Deliver a quality, efficient and diverse service.

Value and respect all people we support in policy and practice.

Eskleigh operates to a quality management system. This system complies with the requirements of ISO 9001:2008 and legislative and regulatory requirements relevant to the service.

All Directors and employees shall be made aware of the requirements of this quality policy. Adherence to the systems and procedures defined in the Quality Manual ADM030 is mandatory for all Directors and staff.

All Directors and staff are directly responsible for the quality of their own work and actions.

The quality system shall be systematically reviewed for continuous improvement.



TIM WHYTE CHAIRMAN

“As the NDIS continues to roll out the Board has recognised the need for change so as to comply with this new regime. We have commenced planning and developing strategies so Eskleigh can embrace the roll out of NDIS and develop with it”

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It is with great pleasure that I present the Annual Report for the Eskleigh Foundation Inc for the financial year 2014 – 2015.

Once again we have had a successful if uneventful year. Thanks to the careful management of our CEO and his staff, Eskleigh has operated within our budget without having to compromise service to our clients.

The continuing function of Eskleigh is totally dependent on funding from our State Government and I would like to recognise the Government, its ministers and staff for their continuing support in this regard.

At last the roof has now been completed and the cost of which has been the subject of much fund raising. Fortunately, that has been fairly successful and we are now in the position of embarking on another project in the optimistic assumption that further funds will be raised. The Board has been examining the benefits of a lift for the main building. There are a number of advantages in this as it will enable the whole main building to be utilized. This will assist in using the whole building for various functions. In the short term and will enable us to put the first floor to use as the future direction of Eskleigh changes with the introduction of NDIS. Such a project will require fund raising.

Whilst on fund raising, the Promotions and Fund Raising Committee has re-invented itself this last year and has been very active. A number of activities have been undertaken such as the Trivia night and the very successful Doll and Bear Fair held at a new venue. Particular thanks go to Rozanne Boyd for her hard work and organisation. The Committee will have more activities in store.

As the NDIS continues to roll out the Board has recognised the need for change so as to comply with this new regime. We have commenced planning and developing strategies so Eskleigh can embrace the roll out of NDIS and develop with it. One such strategy is to commence a respite facility and it is envisaged that this will be a future use for Esk Banks which until now remain leased to private individuals. Whilst the lease has been useful it is not our core business and a respite center will be more appropriate.

The operations of Eskleigh have become more and more complicated and time consuming as regulations get more onerous. This has resulted in our CEO focusing on administration duties and restricting his ability to spend time on development of our core business. It has therefore been a strategic move to appoint an Operations Manager and I am pleased to welcome Stephanie Van Brecht to our team. This should relieve Dale of some of the administrative duties and allow him to focus on the future development and growth of Eskleigh.

Again, I want to thank all the people and organisations that have made generous donations to Eskleigh. Of particular note are the donations from managed Estates who have continued to provide Eskleigh with much needed support so we can continue to provide the high level of service to our clients.

I also want to thank our staff, CEO, Operations Manager and my fellow Board members for their support and hard work in the last year. I would like to pay tribute to Brenda Sheldrick and Michael Walsh who are retiring from the Board - Brenda at the AGM and Michael in December. Both Brenda and Michael have been dedicated members of the Board, Brenda since November 1986 and Michael since November 2008. During her time on the Board Brenda has served as Chair for a period of three years and has been active on many Board Sub-Committees and Michael has acted as treasurer for a number of years and very ably managed Eskleigh's finances. Both Brenda and Michael will be missed and we wish them both the best in the future.

CHIEF EXECUTIVE OFFICER DALE LUTTRELL

Introduction

The 2014-2015 financial year has been dominated by the National Disability Insurance Scheme (NDIS). While the necessary focus for Eskleigh has been on preparing the organisation for this major change, we have maintained the quality of services provided to the people we support through our dedicated employees, volunteers, friends and supporters – all guided by the Eskleigh Board. NDIS trials commenced in South Australia, the Hunter region of NSW and the Barwon region in Victoria, where the cohort group is the 0 – 14 age range. In Tasmania the cohort group is the 15 – 24 age range. The introduction of such a massive piece of social policy that has been embraced across jurisdictions and across political parties will afford Australians living with disability the opportunity to exercise much greater choice and control in their lives.

Financial Performance

Eskleigh's financial accounts to the 30 June 2015 details an operating surplus of \$79,307 and an overall surplus of \$306,183 this is compared to a surplus of \$101,070 in 2014.

Indexation of 2.25% was provided for all programs funded by the Department of Health & Human Services in July 2014. In addition to indexation a further supplement to assist with the wage increases as a result of the Equal Remuneration Order was provided in December 2014. Indexation and funding assistance is greatly appreciated and I would like to acknowledge the assistance provided by the Minister for Human Services The Honorable Jacqui Petrusma and the officers of the Department, however it should be noted that current indexation levels are not consistent with the annual increase in operational costs, particularly wages.

I would also like to acknowledge the Tasmanian Government's election promise to assist community organisations. Eskleigh received \$46,629.



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Person Centred Thinking

As part of its obligations to the Department of Health & Human Services, Eskleigh must adopt a "person centred approach" to client support. Person Centred Support is defined as:

An ethical approach to supporting persons with a disability, which evaluates the support being delivered, through the eyes of the person receiving that support.

Person Centered Support is a holistic and comprehensive system that meets each individual's support needs of love, identity, comfort, inclusion, attachment and occupation, acknowledges and accepts each resident as a whole person, and provides moral and ethical development of support staff.

I am pleased to report that with the support of staff we have been able to develop individual plans for the majority of people supported by Eskleigh. While this process may be time consuming, it has provided clients with the ability to be fully involved in their ongoing support, and the ability to plan and achieve their goals and aspirations.

Acknowledgements

As always, Eskleigh has been supported during the year by the Trustees of a number of Estates. Those Estates include: The Estate of Mrs M M Bennett, The Estate of Mr H C Abbott and The Bruce Wall Trust.

In addition, Eskleigh again received generous donations from Mrs Patricia Roberts and Mr & Mrs Brian Faulkner.

The donations and bequests have enabled major works to be undertaken to renew the slate roof and the Haines Wing Bathroom at Eskleigh Home and are very much appreciated.

ARC Support Services

Eskleigh and St Giles partnered in 2012 to form ARC Support Services Ltd. Eskleigh Board Members Michael Walsh and Lynette Broomby together with the writer sit on the ARC Board of Management.

ARC provide community support to persons with a disability on a statewide basis, and additionally provide administrative support in the form of payroll and accounts management.

I am pleased to report that this venture has continued to be successful with a growing number of clients seeking support from ARC. In addition, through the introduction of an integrated rostering and payroll system called EmpLive, the administrative bureau will be in a position to offer its services to other community organisations during 2015.

Staff

I would like to express my sincere thankyou to all of our dedicated employees, as they are the ones who embody Eskleigh's values to the people we support while performing their roles throughout the organisation.

Eskleigh is fortunate to have a strong management group bringing together a mixture of youth and experience and I would like to acknowledge their significant contribution in 2015. The team was enhanced in May 2015 with the appointment of Stephanie Van Brecht to the role of Operations Manager.

Volunteers

Eskleigh is also fortunate to have the support of a group of volunteers who assist clients with activities and social programs. Without the assistance of this dedicated group many of our programs could not continue.

In closing I would like to thank the Eskleigh Chair Mr Tim Whyte, and the members of the Board of Directors for their support during 2015.



ESKLEIGH VALUES

Empathy

We value the opinions and uphold the rights of the people we support. We identify with the people we support and treat everyone equally with dignity, respect and compassion.

Integrity

We approach all of our communication, work relationships and work practices in an open, honest and transparent manner, respecting privacy and trust at all times. We deliver support with high moral principles and professional standards.

Accountability

We are responsible to the people we support to deliver quality evidence based practice. We are committed to manage funding and policy to maximise the opportunities and outcomes for all the people we support.

Community

We value team work, and the involvement and inclusion of all stakeholders with the broader community working and interacting together toward common goals.

Happiness

We recognise and celebrate the efforts and achievements of all. We value happiness as it brings self-esteem and confidence to both the people we support and our staff.

Flexibility

We are ready for and open to change. We demonstrate innovation and continuous improvement to be the best we can be, finding effective, creative and environmentally responsible ways to fulfil our mission.

ESKLEIGH DIRECTORS



Mr Tim Whyte
Dr Fiona Joske



Mr Michael Walsh
Mrs Brenda Sheldrick
Ms Alison Andrews



Mr Lionel Morrell
Mrs Lynette Broomby
Mrs Rozanne Boyd

OFFICERS

Patron: Governor of Tasmania, Her Excellency Kate Warner

Chair of the Board

Mr Tim Whyte

Vice Chair

Dr. Fiona Joske

Treasurer

Mr Michael Walsh

Public Officer

Mrs Brenda Sheldrick



BOARD SUBCOMMITTEES



Tasmanian Art Award at Eskleigh

Ms A Andrews Mr H Cuthill
Mrs E B Sheldrick Ms N Nieuwhof

Mr L Morrell Ms D Potter

Mr P Austen



House Management

Mrs R Boyd
Dr F Joske
Mr L Morrell
Mrs E B Sheldrick



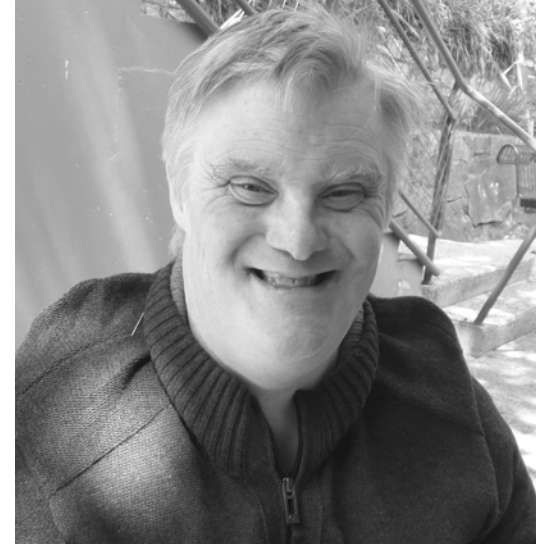
Promotions & Fundraising

Ms A Andrews
Mrs R Boyd
Mr L Morrell



Audit & Finance

Mr M Walsh
Mr L Morrell
Mr T Whyte
Mrs E B Sheldrick



Development

Mrs L Broomby
Mr L Morrell
Mr M Walsh
Dr F Joske



CEO Recruitment & Appraisal

Mrs L Broomby
Ms A Andrews
Mr M Walsh
Mr T Whyte



In late 2014 and at the beginning of 2015, we witnessed how important a culture based around our values is, and how vital it is to genuinely know and understand the people we support.

Due to various reasons several of the people we support suffered quite dramatic and sudden health issues that greatly impacted everyone. The clients involved needed the Eskleigh Team to be able to provide empathy, understanding and effective communication to help them through this difficult period.

As a group we met on a regular basis with all the clients involved and their families, and agreed on how to move forward. The conversations were about how Eskleigh could be flexible and modify support in order to provide quality care in an environment that had suddenly changed.

The changes made included increased one on one support, specialised assistance for those who needed it, adjustments to shift times and increased communication with clients and their families.

Alongside management, key support workers had regular open discussion with Medical Professionals to impart information and seek a positive outcome.

It was these conversations and the rapport between the support team and the clients that ultimately led to a diagnosis. As such, clients have seen vast improvement and are now able to continue planning to live their life the way they wish to. Those wonderful smiles have returned!

The reason I have mentioned these incidents in the Annual Report is to outline how effective Person Centred Support can be, especially when incorporated with the Eskleigh Values of Empathy, Integrity, Accountability, Community, Happiness and Flexibility. There is no doubt that a culture that encompasses these values has proven to be extremely effective and resulted in all clients involved seeing positive outcomes.

I think it is important to acknowledge the wonderful team including staff and families who assist us to provide fabulous ongoing support to all clients.

Lastly I would like to take this opportunity to thank all the people that we support for allowing us the privilege of being a part of their lives.



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INCOME AND EXPENDITURE

Eskleigh Foundation - Summary of Income & Expenditure for the five years ended 30 June 2015



The Leisure and Lifestyle Department are looking forward to the challenge of providing a new look Leisure and Lifestyle program for the people supported by Eskleigh. We would like to introduce a plethora of new activities, extend the program to involve community clients and possibly expand the program to include external participants from other service providers.

It's our aim to provide a more goal orientated program for the people we support. We want to offer more choice, more variety and promote independence.

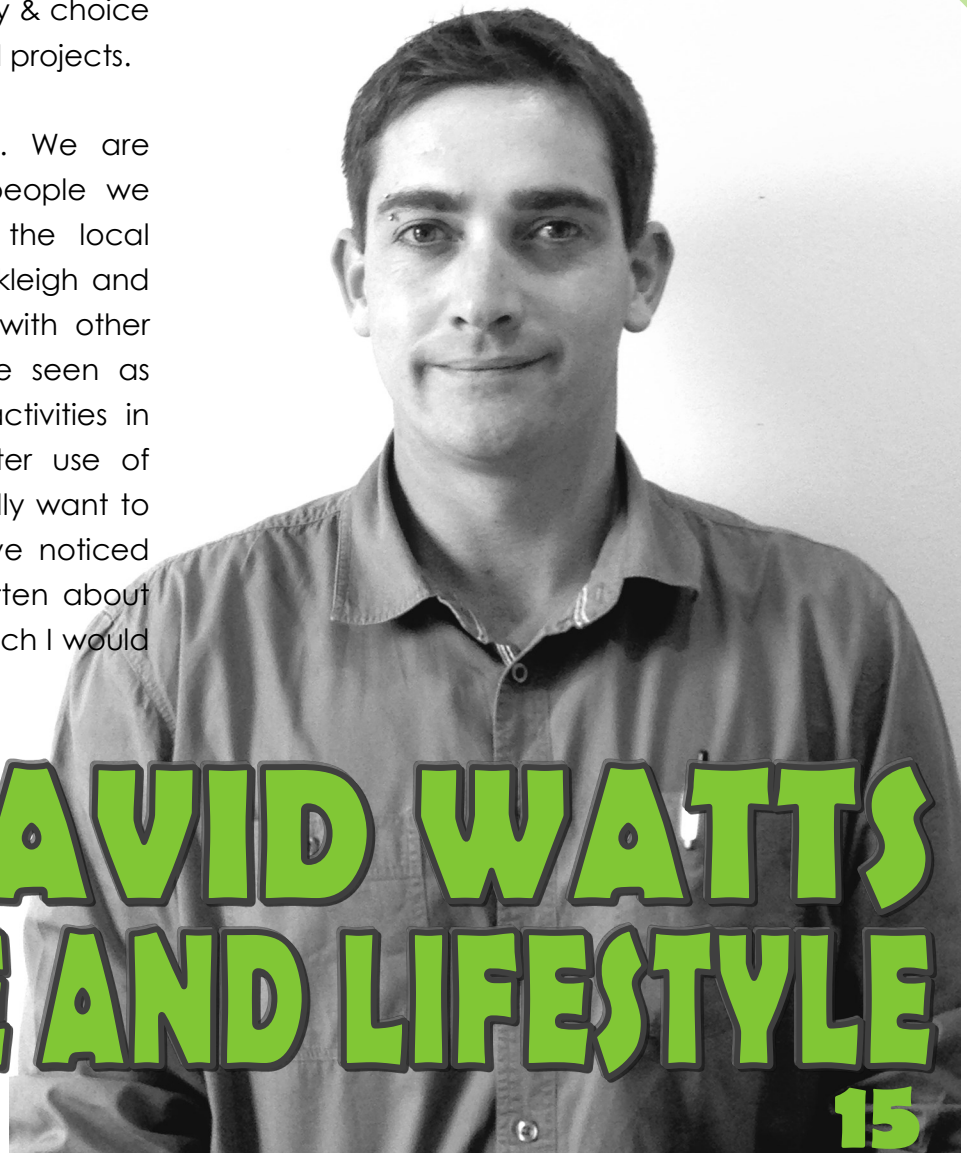
Our new program started on Monday 17 of August 2015 and it is clear that we are delivering on our mission to provide more choice. While the old program had 12 – 15 activities, the new program has been increased by over 900%. The new program offers the people we support variety & choice in over 130 activities, excursions and projects.

It's an exciting time at Eskleigh. We are looking forward to getting the people we support involved in activities in the local community. It's our aim to get Eskleigh and the people we support involved with other service providers. We want to be seen as actively participating in regular activities in the community and making better use of local facilities and venues. We really want to push out the Eskleigh name as I've noticed that sometimes Eskleigh are forgotten about within the local disability sector, which I would

say has a lot to do with our rural location.

Some of the new activities that the people we support can choose to participate in include: Science Lab, Gardening, Lawn Bowls, Aqua Aerobics, Swimming, Sewing, Cooking, Dancing, Pottery, Art and Craft, Community Access, Music, Self Defence, Restoration Projects, Sailability, Burnie 10, Ten Pin Bowling, Croquet, Fishing, Gymnastics, Bingo, Walking Group, Golf, Pamper Parlour, AFL Games, V8 Supercars, Crib, Happy hour, Floor Gym and Tennis, plus over 100 other options!

I truly believe it's an exciting time at Eskleigh. I'm looking forward to the challenge of coordinating the new Leisure and Lifestyle program and working closely with the people we support to assist them in acquiring new skills and achieving their goals.



DAVID WATTS LEISURE AND LIFESTYLE



I would like to start my report by once again taking my hat off to our wonderful and dedicated Support Staff, who work to the highest level of professionalism at all times.

As we continue along the road of working with Person Centred Planning we are seeing achievements from our clients and it is extremely gratifying. For example, we have seen one of our clients reach his goal of moving into a unit, living independently with minimal support from staff. The sense of independence this has given him is evident in his ongoing goal plans. Even with all the obstacles he has had to overcome in the recent months, he continues to be positive in what he wishes to achieve. With that in mind, he has embarked on seeking assistance to have a resume compiled and wishes to gain employment outside of Self Help and in what he sees as 'main stream' employment.

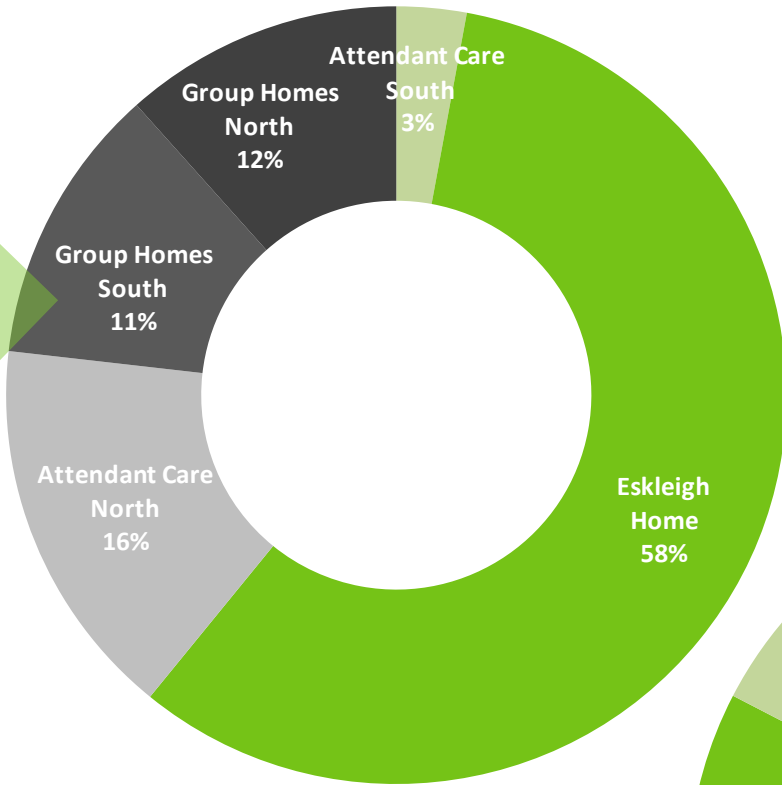
We are about to embark on a trial of merging rosters between our two Northern Group Homes. This will give the people we support a wider range of staff, and broaden staff's knowledge and experience. The people we support are looking forward to having a little more variety in staff and being able to take advantage of all the strengths that our wonderful staff bring to the homes.

We welcome Kylie and Leah to the Group Homes, who were successful applicants for part time roles. Kylie has worked in both of our Northern Group Homes and regularly fills some of our sick leave coverage. Until taking on this role, Kylie has been working in Eskleigh's Leisure and Lifestyle Department. Leah has many years of experience in the disability field and has been working for Eskleigh in the Northern Attendant Care Program. I am sure that all staff and clients will enjoy being able to work with Kylie and Leah.

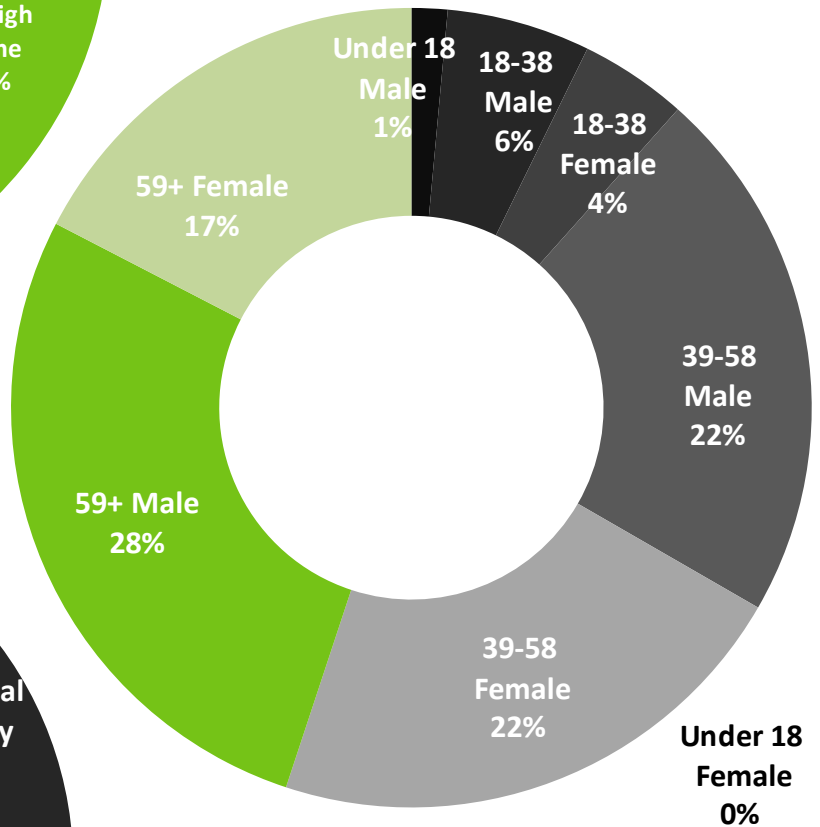
Exciting times for Debbie Rudd, who has been studying computer Courses at TAFE. Debbie is now pursuing a volunteer role at the library, offering assistance to people who are taking beginner classes in computers. This position was recommended to Debbie by one of her teacher at TAFE.

ESKLEIGH STATISTICS

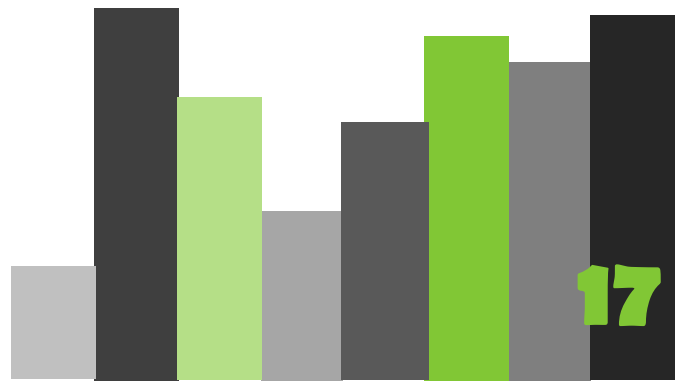
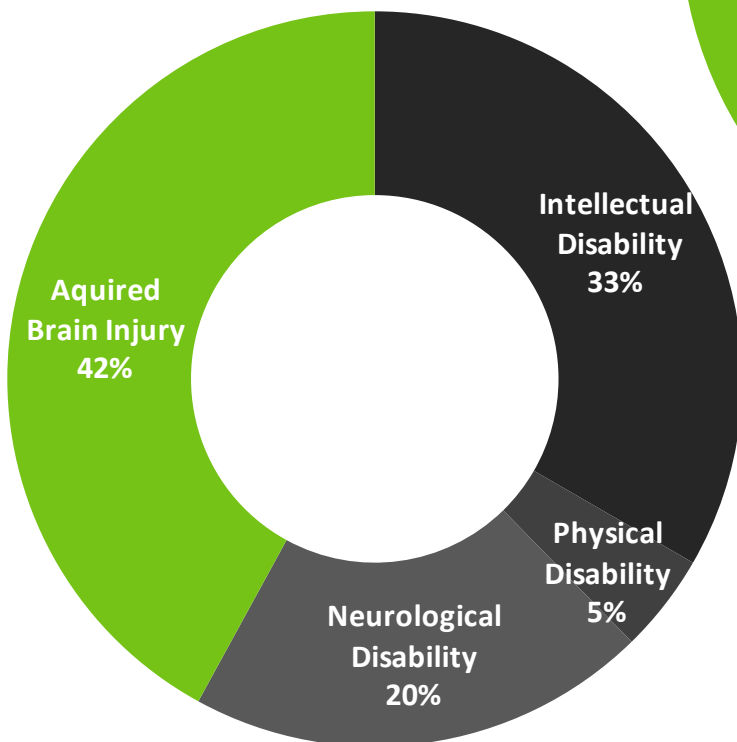
Number of Clients



Age & Gender



Primary Disability





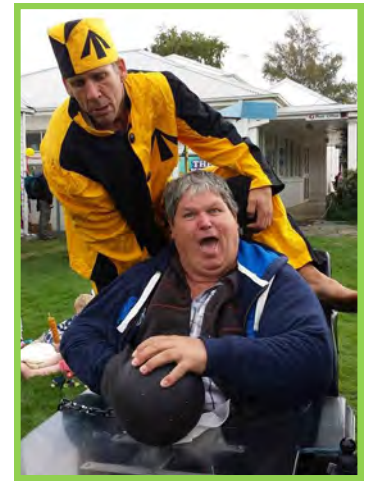
CLIENT PROFILE
PHIL COLEMAN



Phil's photography



Phil in his roadie days with 'The Sports'



Phil going to footy

Hi, my name is Phil Coleman. I have been with Eskleigh since January 2000.

I use to be a Roadie for Bands like INXS, Midnight Oil and Angels. So I had a pretty wild kind of life.

I moved to Nubeena from New South Wales in the mid-80s to settle down with my Wife Louise and two children Amy and Dayne.

Sometime in 1987 I suffered a Brain Injury that placed me in a wheelchair so I ended up in nursing homes and other places that I hated. I finally ended up at Eskleigh in 2000.

My disability has not stopped or slowed me down and my life is busy and full.

Monday – Thursday I attend Headway and enjoy Arts and Craft, Coffee Club Tuesdays, Horticulture Thursdays. Fridays I attend Arts with Eskleigh.

Weekends my favourite thing to do is to head down to the local shopping complex on my own and have a look around the shops. I love concerts and go often. I have seen Blondie at Joseph Chromy in Launceston, Human Nature at the DEC, Kiss at the showgrounds, Grease at the DEC and the list goes on.

Evenings I like to be supported to go for drives such as Sandy Bay Beach or Salamanca we often go for meals.

My art is really important to me and I have lots of art I have done over a long period of time. I also have a photographer mate who helps me take photos and some of my work has been displayed at the Moonah art centre. As you have probably worked out I am a huge music buff and at times will just kick back in my room with Meatloaf blasting.

We have a lady called Helen who comes and does massage and facials she even cuts my hair and I look forward to her visits.

I like a good holiday and recently went to Launceston and was able to stay at Esk Banks. It was great and Launceston was amazing, I went to Monkey Park, Casino, Car Show and restaurants and had a great time.

I get to spend time with my mate Tom and we do lots of different things. Tom is a fantastic artist so we share a lot in common we recently went to a Chinese Dinner ooh yes and I should add I LOVE FOOD.

Greg has asked me what I like about living where I do. I just like everything it is a good place to be.

The 2014-2015 Annual Report gives me the perfect opportunity to recognise the amazing support that clients of Eskleigh receive from a wide range of staff, allied health professionals, contractors, families and suppliers.

Support Workers, Lifestyle & Leisure Staff, Catering Staff, Laundry Staff, Registered Nurses, Volunteers, Students and Families often provide physical, emotional and material assistance for clients at their own expense with no thought of reimbursement. This contributes to the emotional wellbeing of the people supported by Eskleigh and allows their limited finances to be used for social activities and luxuries rather than the mundane essentials. There is a seemingly endless stream of clothing and other items being brought on site because "I thought one of the clients would like it". This generosity does not go unnoticed and is greatly appreciated.

The allied health professionals and suppliers often go out of their way to provide a service to the people we support that is above and beyond the normal. Massages are given, spare parts found, repairs attended, equipment delivered and assembled. This assistance in providing quality, affordable care for the people supported by Eskleigh is highly valued.

Moving in to the next year we hope to be able to continue these successful partnerships and nurture new relationships for the benefit of people supported by Eskleigh.



The perfect opportunity to recognise the amazing support that clients of Eskleigh receive'

**MANDY CURTIS
ESKLEIGH HOME**

LIFE MEMBERS

Mrs
R Boyd

Mr R A
Dawson

Mrs A H
Gott



Mr H C
Haines

Mr T N
Henty



Mr L J
Morrell

Mr R A
Nobes

Dr W
Gibson

Mr P L
Prevost



Mrs E B
Sheldrick



Mr J S
Stevenson



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STEPHANIE VAN BRECHT OPERATIONS MANAGER



As a new Employee of Eskleigh in early 2015, I would firstly like to thank all the staff and directors for so openly accepting me as part of the team.

I have greatly enjoyed my short time so far getting to know the fantastic people that Eskleigh supports on a daily basis and the dedicated team of staff throughout the state.

With Tasmania operating as a trial site for the NDIS during the last few years, 15-24yr cohort, it has been an interesting time in regards to changes with funding, support and service structure and the shift within the Disability Sector as a whole. This new legislation and funding brings with it the power for Australians living with a disability to more freely choose services that they would like to access and the flexibility to plan and reach goals and pursue a life which is meaningful to them.

Eskleigh is excited and welcomes this shift in the sector. As an organisation who is highly committed to the satisfaction and enjoyment of all those who access our services, it creates opportunities to showcase our Values, Mission Statement and high quality of service. The NDIA allows Eskleigh to build on our skills in person-centred practice and innovation to try to fill some of the unmet needs within the Tasmanian Community.

During my short time with Eskleigh I have been happily travelling throughout the state meeting with a large variety of people to ask the question 'What is it that Eskleigh might be able to do for you?' or 'What is it that is needed in your area which Eskleigh might be able to assist with?'. It is great to see that gone are the days of listing what an organisation does, much like a menu, and asking people to fit with what is on offer. Eskleigh is dedicated to ensuring that

support is tailored to the individual need and circumstances as well as coming up with solutions and ideas that are left of centre.

I am looking forward to working with the Tasmanian people and the Eskleigh Board of Directors, CEO and Staff to adapt Eskleigh over the coming years as the NDIA moves to full rollout. Eskleigh aim to ensure that Tasmanians living with a disability have more choice and control, as well as an organisation that will listen, adapt and learn with them.

In closing I would like to again acknowledge the hard work of all the Management Team and Staff at Eskleigh who go above and beyond each day to ensure the smooth daily operations of the Organisation.



“I would like to express my sincere thanks to all of our dedicated employees, as they are the ones who embody Eskleigh’s values to the people we support as they perform their roles throughout the Organisation”

Dale Luttrell, CEO



As a not-for-profit body, we are greatly reliant on the generosity of the Tasmanian community.

If you are interested in supporting us through corporate sponsorship, please contact us for more information

p: 6398 7100 e: info@eskleigh.com.au w: www.eskleigh.com.au


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