



A New Era in Disability Care

Annual Report 2017



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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.



Linus Grant Chairman

In just under four weeks Eskleigh will turn 70. Yes, on November 29 she will be a septuagenarian.

There are, however, no signs of the grand dame slowing down – instead, as footy commentators are wont to say, she is “up and about,” mainly in response to policies and pressures from the introduction of the National Disability Insurance Scheme. And it has only just begun.

Among the many changes to Eskleigh's operations during the past year were:

- ❖ The opening of a north-west region office in Burnie, making Eskleigh a state-wide provider of care to people with disabilities.
- ❖ The purchase of land at Prospect in Launceston on which it is planned to build purpose-fit units for a number of clients currently cared for at Eskleigh Home but who, under NDIS rules, must move to a different living environment.
- ❖ The unwinding of a partnership with ARC Support Services in Launceston, freeing up financial and human resources.
- ❖ Adoption of a sharpened strategic focus to align with new demands stemming from the NDIS and to ensure Eskleigh is on the front foot in the new customer-driven disability care world.

One of the biggest operational changes, for example, is the cessation of block, up-front funding from government. Instead, all actual care and support for clients, wherever they may be, has to be billed on a time basis to the NDIS. No invoice, no money. This is a very considerable operational and cultural shift.

Much has been made publicly of the adequacy of prices the NDIS proposes to pay providers for their services, the impact of those payments on the financial health of providers and, consequently, their capacity to attract well-trained, skilled staff.

To date, eight Eskleigh clients from two group homes – one in Hobart and the other in King's Meadows -- have transitioned to the NDIS. The good news is payments for their assessed needs are slightly higher than was the case previously. There are no guarantees though this will always be the case so proposed payments for other clients will be closely monitored during their individual assessment and transition stages. The bottom line is the NDIS is a revolution which has a long way to play out.

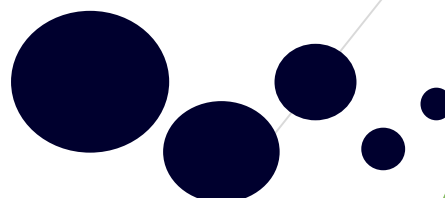
Another major issue is the future of Eskleigh Home as we know it, given that it doesn't comply with NDIS accommodation requirements. Your Board is examining possible options for its continued use as an integral, productive component – and historic heart – of Eskleigh.

On a positive note, I am pleased to report that Eskleigh remains in sound financial health, thanks to the continued generosity of its wonderful supporters, the critical funding from the State Government and, of course, the first-rate management by CEO Dale Luttrell and his entire team. They have recognised that changes are imperative and have embraced them.

I also thank my fellow directors for their commitment to the cause and their support and counsel during the year and to our many volunteers for their generosity. It is very much appreciated.

The coming year is certain to bring more challenges and usher in more changes, but one constant remains: Eskleigh's unflinching commitment to care in every way for those entrusted to us.

It is my pleasure to present to you the Annual Report of Eskleigh Foundation Inc for the 2016-17 financial year.





Dale Luttrell

Chief Executive Officer

Introduction

The 2016/2017 year has again 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 our services to the people we support through our dedicated employees, volunteers, friends and supporters – all guided by the Eskleigh Board.

The Tasmanian and Commonwealth Governments have reached agreement on the roll out to full NDIS. The roll out which is based on an age group cohort approach will result in approximately 10,600 Tasmanians receiving individual support with increased choice and control around the support needed for them to live an independent and inclusive life by 1 July 2019.

The process of transitioning group homes to the NDIS has commenced, with the Carbeen Street Facility completed in May 2017 and with the remaining groups home transitioning prior to the end of December 2017.

Those clients who are over 65 years of age and will not enter the NDIS have had their funding maintained via the Department of Health Continuity of Support Program.

Financial Performance

Eskleigh's financial accounts to the 30 June 2017 details an operating deficit of \$107,794 and an overall surplus of \$337,296, this is compared to a surplus of \$180,950 in 2016.

Indexation of 2.25% was provided for all programs funded by the Department of Health & Human Services in July 2016. 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 2016.

Indexation and funding assistance is greatly appreciated and I would like to acknowledge the assistance provided by the Minister for Human Services The Hon 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 Governments election promise to assist community organisations. Eskleigh received \$63,468.

Person Centred Thinking

Eskleigh as part of its obligations to the Department of Health & Human Services Eskleigh must adopt a “person centred approach” to resident 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 our clients, a process that whilst time consuming has provided clients with the ability to be fully involved in their ongoing support, and the ability to plan and in the majority of cases 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 are listed below:

- ❖ The Estate of Mrs. M M Bennett
- ❖ The Estate of Mr. H C Abbott
- ❖ The Bruce Wall Trust

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

Staff

I would like to express my sincere thanks to our dedicated employees across the organisation as they are the ones who embody our values to the people we support as they perform 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 2017.

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.

Conclusion

In closing I would like to thank the Eskleigh Chair: Linus Grant, and the members of the Board of Directors for their support during 2017.

Dale Luttrell
Chief Executive Officer

Stephanie Van Brecht Operations Manager



The 2016 – 2017 financial year has simply flown by, with so many wonderful things happening in such a short space of time.

With service expansion in all regions including the opening of the Burnie office, Eskleigh is setting itself up well for the future under the NDIS. I am proud to be continuing this journey with everyone towards a brighter and clearer future for people with a disability in Tasmania.

Staff this year have really gone above and beyond to ensure that the organisation continues to run smoothly throughout the changing times. We are so grateful for your dedication and hard work that is put in on a daily basis. The changes will continue as the NDIS rolls out over the coming years; please know that we will be walking these changes with you every step of the way.

With 2017 drawing to a close we can look forward to Eskleigh's 70th Anniversary celebration events as well as all the fun that surrounds the festive season. I am looking forward to celebrating the Anniversary with you all and a new era is Disability Care heading into the future.

Stephanie at a 'Beyond The School Gates' expo



Eskleigh Directors



Mr Linus Grant
Mrs Lynette Broomby
Mrs Linda McKenzie



Dr Fiona Joske
Mr Les Baxter
Mr Lionel Morrell



Mr Tim Whyte
Mrs Rozanne Boyd

Officers

Patron: Governor of Tasmania, Her Excellency Kate Warner

Chair of the Board
Mr Linus Grant

Vice Chair
Mrs Lynette Broomby

Treasurer
Mrs Linda McKenzie

Public Officer
Dr Fiona Joske

Board Subcommittees

Development

Mrs L Broomby
Mr L Morrell
Dr F Joske
Mr L Baxter

Executive Committee

Mr L Grant
Mrs L Broomby
Mrs L McKenzie

Promotions & Fundraising

Mr L Morrell
Mr L Baxter
Mrs R Boyd
Mr L Grant

Tasmanian Art Award at Eskleigh

Ms A Andrews
Mr L Baxter
Mr L Morrell
Mrs M Machen
Mr H Cuthill
Mrs C Riley
Mr D Meader

House Management

Mr L Morrell
Dr F Joske
Mrs R Boyd
Mrs L McKenzie

Audit & Finance

Mr L Morrell
Mrs L McKenzie
Mr T Whyte

70th Anniversary Celebrations

On October 29, 1947 the Governor of Tasmania, Admiral Sir Thomas Hugh Binney, officially opened Eskleigh Home at Perth for people over the age of 18 with chronic disabilities.

Seventy years of unbroken care and commitment have since passed – and Eskleigh has grown.

Today, Eskleigh has more than 100 people in its care at the historic Perth Home, and at smaller 4 and 6 bedroom supported facilities in Launceston, Longford and Hobart. It employs more than 150 nursing and support staff.

Eskleigh also offers in-home support and community access programs across the State. A regional centre has just opened in Burnie.

To celebrate 70 years of service we are holding a number of events during 2017 and 2018, one of which is a celebration of the 25 years of the Tasmanian Art Award at Eskleigh, which has been a major fund-raising activity for us.

The Award was established in 1992 to promote the services that Eskleigh provides to the community by inviting artists to exhibit their works at Eskleigh Home and receive recognition in the form of prizes, the major prize being the Tasmanian Art Award.

The Award is an acquisitive award, with the winner added to the Eskleigh Collection.

Supported by the City of Launceston and the curatorial team at the Queen Victoria Museum and Art Gallery, we are proud to exhibit the Eskleigh Collection, together with a selection of the past winning artists' current works.

This exhibition opens on Thursday, November 2 and will continue until April 3. All artists' current works will be for sale initially by tenders to be submitted above the marketed price from November 2 to 23. The successful tenders will be announced at a Black Tie Dinner to be held at the Queen Victoria Museum and Art Gallery on Thursday November 23. Unsold works at the conclusion of the tender process will remain for sale for the remainder of the exhibition period.

I have pleasure in inviting you to these events. As tickets are limited, and to avoid disappointment, I suggest you confirm your attendance as early as possible. Prepayment is required for both events.

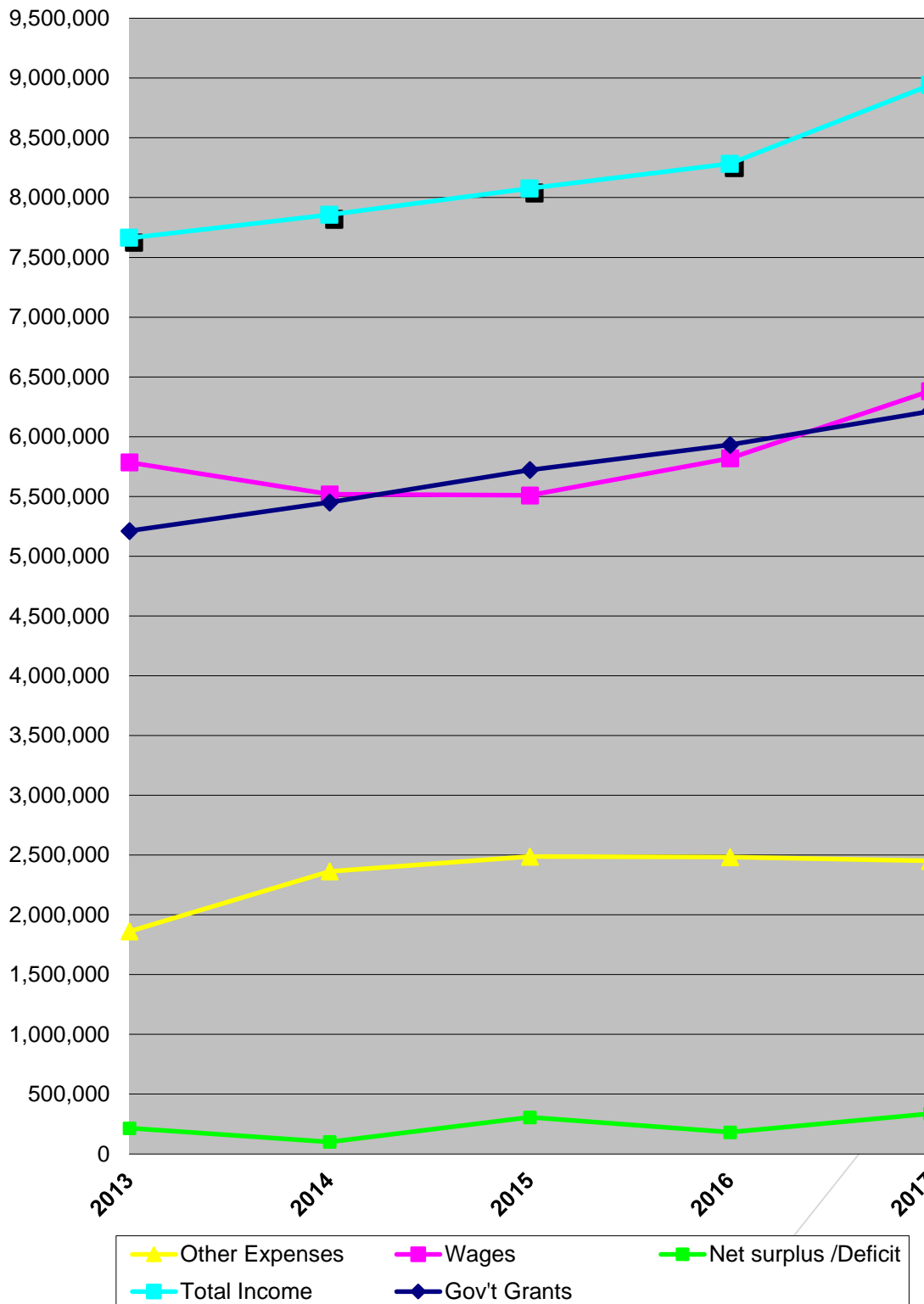
Your support of Eskleigh in attending these events would be much appreciated.

For more information, please contact us via phone on 03 6398 7100 or via email: office@Eskleigh.com.au



Income and Expenditure

**Eskleigh Foundation - Summary of Income & Expenditure
for the five years ended 30 June 2017**





David Watts

Leisure & Lifestyle

To start, I'd like to say that it has been a challenging year. We are constantly changing the way that Leisure and Lifestyle (L&L) runs to introduce and trial new activities, outings, programs and events. Without the dedicated L&L team this would not have been possible to achieve, so I'd like to extend a thank you to Kylie H, Kylie P, Liz, Tony, Kirsty, Phil and Mark.

There are still many new activities that we are trying to roll out each month, as well as the after hours functions that run of a night time or on weekends. We are constantly introducing these new activities with the intention of promoting choice. Our aim is to continue to meet the goals and needs of every individual by providing a diverse and therapeutic L&L program.

In 2017, individuals have been involved in some exciting activities such as circus performances, AFL games at UTAS Stadium, on-site pop up shops, the St Patricks Day Festival at Westbury, picnics, fishing, mini golf, performances at various venues in Launceston including the Albert Hall & Princess Theatre, markets, karaoke nights, Health Revival Gym at Longford, nature walks, a trip to Zoodoo in Richmond, regular monthly barbeques with the Murrays, swim sessions at the aquatic centre, Targa Tasmania 'Kick Start' at the casino, Targa Tasmania Georgetown stage and the V8 supercar transporters.

There have also been plenty of day trips to various locations in and around Launceston including Bridport, Deloraine, Burnie, Campbell Town, Georgetown, Beaconsfield and Derby, just to name a few!

Some of the regular activities that individuals participate in on-site include bingo, cards, board games, relaxation therapy sessions, music group with a music tutor, daily news sessions, mind gym, movies, Keep the Beat, The Shed, floor gym, gardening, upcycling, art with the Launceston Art Society, craft sessions and more.

We have held a number of themed days in 2017 including a pyjama day, footy colours days, Jeans for Genes day and crazy hair day.

We have been working on holding more after hours functions this year due to popular demand. The afterhours functions have proven to be an enormous success. We recently held our second Karaoke Night which attracted over 30 attendees! We also held a Pizza & Footy night for the EJ Whitten 'Legends' game which was well attended and loved by everybody.

We have been extremely busy trying to deliver a varied, meaningful and stimulating program to the people that we support. We are all looking forward to the last quarter of 2017, particularly the lead up to Christmas and our goal of going bigger and better in 2018 while always maintaining our person centred approach.

2018 will be an interesting time with the NDIS rollout well underway. As more individuals transfer onto the NDIS, more options will become available for them. The L&L program at Eskleigh will diversify over the next couple of years to incorporate a comprehensive community access approach and a living and life skills program to bring us in line with the expectations of the NDIS. Under the NDIS we hope to eventually transition from L&L to a day support program with the aim of expanding and facilitating both individuals supported by Eskleigh and external participants.

It is a very exciting time with many changes to implement, but we're looking forward to the challenge and with an excellent group of staff providing a person centred approach to the individuals that we support, I have no doubt that we will achieve our goals.



Some pictures from a recent trip to
Zoodoo, Richmond



Kelly Bolch & Denise Hamilton Southern Services

The Southern Day Support Centre has proven to be an invaluable tool in facilitating community participation for the people that we support.

Our central location on Hobart's Eastern Shore has provided us with a real community presence and is such an advantage in terms of physical access.

The Centre provides an excellent facility for daytime activities such as cooking, shared meals, celebrating events or just relaxing in a safe and social environment. The Centre is also accessed over the weekend by some of the younger people that we support, providing a venue for a variety of activities and interests to be shared.

Whilst the Centre serves as a hub for activity, there are many different pursuits that individuals are following including photography, participating in community house programs, attending movies, going out for lunch, horse care, gardening, school holiday support, day trips and concerts just to name a few. We certainly enjoy seeing the people that we support engaged in living life to its fullest.

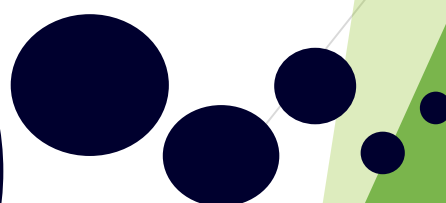
Our committed staff ensure that the quality of flexible support on offer throughout our service remains high, and we acknowledge their commitment to their roles. This year has seen some significant challenges for some of the people we support, and there has been a requirement to respond to changing support needs. Our support staff have excelled in their ability to provide flexible, caring and responsive support and to rally when times are difficult.

Individuals in the two Southern Group Homes have continued to be supported to achieve their personal goals. After a lengthy wait, Brendan has commenced physiotherapy sessions on a regular basis. Recently Brendan was able to stand independently for the first time in seven years. A remarkable achievement that brought immense pride and joy to Brendan and his family.

Our attendance at the Hobart Disability Support Expo in September was a very successful day in terms of promoting Eskleigh's presence in the South of the State. The day was spent engaging with individuals, families, carers, support work students and other service providers. Feedback from the day was very positive and the networking opportunity was invaluable for us. Our booth displayed many photos of the people that we support enjoying life and this helped to promote the Eskleigh values in a very person centred way. Our displays received very positive responses from Expo attendees.

Recent service feedback has indicated that NDIS participants are viewing Eskleigh support favourably. Again, our flexible support and willingness to listen and respond have been key to delivering outcomes and ensuring our person centred approach is central to all that we do.

We look forward to maintaining and growing the support that Eskleigh is able to provide to individuals in the South.



Michael & David Beginning Employment

During 2016 I undertook a TAFE course at the Alanvale campus with Mandy Curtis and Tammy Laycock, and some exciting networking took place. We met Darrin Geard: Manager of Blueline Laundry, who informed us of the magnificent work that Blueline Laundry do with people living with a disability.

Blueline Laundry offers paid employment to people living with a disability at their commercial laundry, situated at the five ways in Kings Meadows.

After many discussions between Mandy, Darren and I, two of the people that we support at Eskleigh Home were identified as new potential employees for Blueline Laundry. I went back to Michael Conley and David Berryman and asked them if they would like to undertake some meaningful employment. Both gentlemen immediately responded yes!

It was arranged that Michael and David would come in each Thursday for a trial. For the first three trial sessions, a leisure and lifestyle employee was organised to accompany them for support.

The trial period has now ended and I am pleased to announce that David Berryman has secured paid employment with Blueline Laundry. David is continually gaining necessary skills to continue further in his new workplace.

Michael is also progressing really well and we are confident that with some more sessions supported by leisure and lifestyle staff that he will be able to be assessed as confident and begin his paid employment in the future.

Michael and David have been employed to the production line area of Blueline Laundry, and their main duties include sorting, folding and storage of the linen, as well as assisting in the preparation of orders.

As their confidence and ability grows, they will have further opportunities to move into new areas and undertake more duties.

Michael and David arrive back at Eskleigh every Thursday feeling very proud of themselves and what they are achieving. Both men are finding it very rewarding to be involved in meaningful employment and working as part of a team.

David is planning on spending his first pay on some new CDs and some posters for his bedroom, while Michael is keen to spend his on Coca Cola and a new calendar or two.

I would like to take this opportunity on behalf of the staff at Eskleigh to congratulate Michael and David on their efforts, we are all very proud of you both.

Well Done David & Michael!

Report by David Watts

To find out more about BlueLine Laundry, please visit www.blueline-laundry.com



Michael folding linen at BlueLine Laundry



David sorting linen at BlueLine Laundry

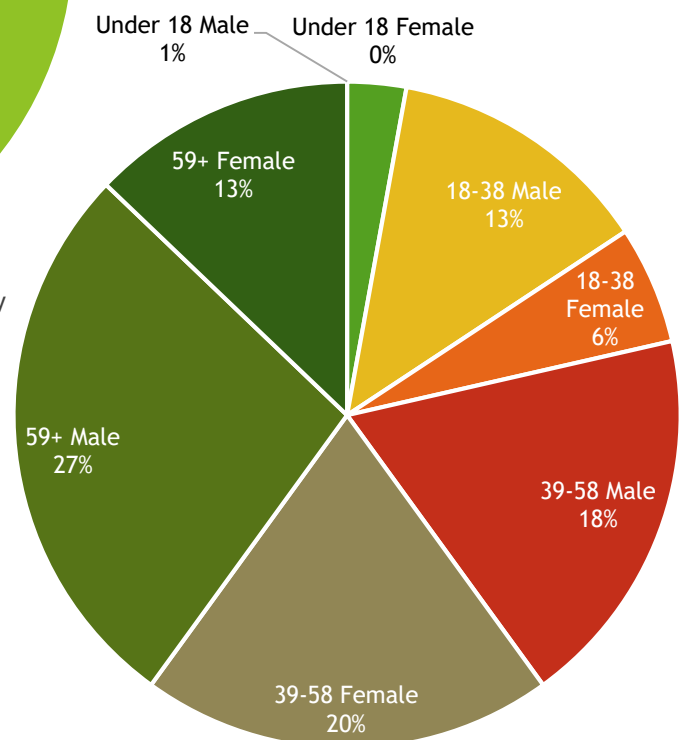
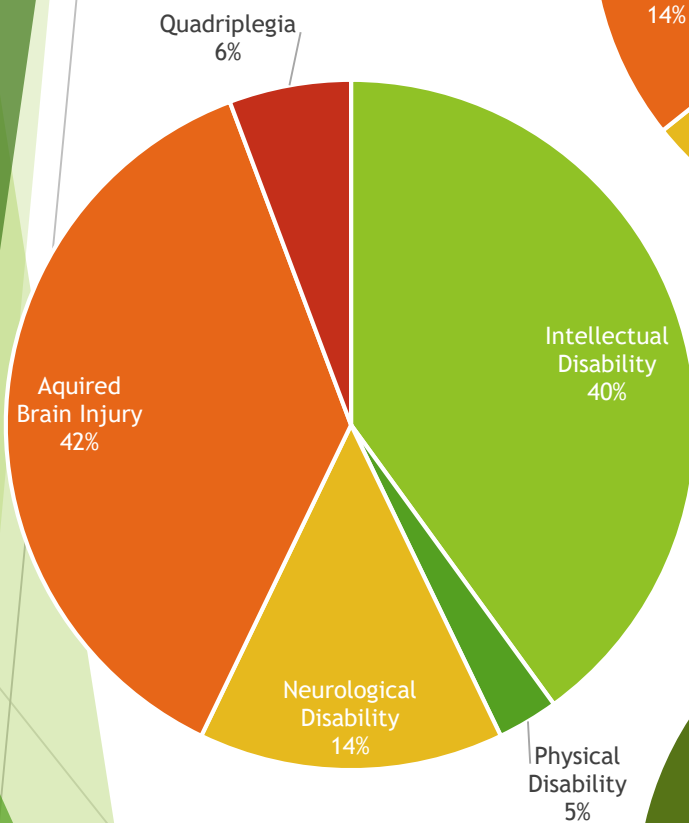
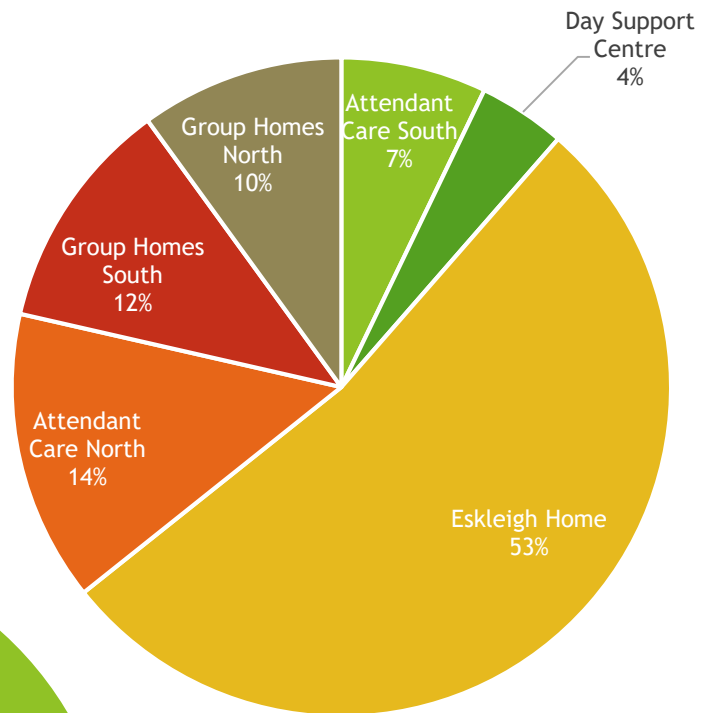
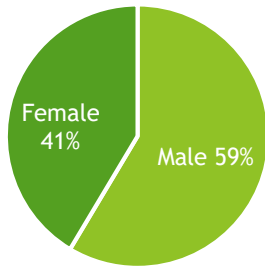


David stacking linen at BlueLine Laundry



Michael stacking linen at BlueLine Laundry

Eskleigh Statistics





Pamela Ivanics Northern Services

I have greatly enjoyed coming to work with the wonderful wider Eskleigh team this past year. One of the highlights has been meeting and getting to know the delightful people that we support and their families, residing at both the group homes and out in the community.

Another has been getting to know and understand Eskleigh's Community North team. It is very humbling to work with such a dedicated group of people who bring care, compassion, humour and professionalism to work with them every day, with the ultimate goal of supporting individuals to work towards what they want to achieve.

The Community North team continues to grow and welcome a steady flow of new individuals to support. This has resulted in sourcing new team members with the high quality skills required to meet individual client's unique needs and wishes. Eskleigh offers a wide range of opportunities to staff, particularly with the provision of both general and specialised training that is customised to meet individual needs.

Team Norm has welcomed a number of new staff this year and Norm has indicated that he is very pleased with the mix of both long term team members and his more recent additions. This has also meant that Norm has not only enjoyed continuity of care, but had some new and interesting opportunities to get out and about in the community.

I look forward to continuing to learn about and meet the challenges offered by the changing NDIS landscape. I also look forward to continuing to tailor support packages to meet our clients' needs and wishes as we move into the coming year.

Norman Gardiner Individual Profile

Meet Mr Norman Gardiner, otherwise known as Norm. Norm had an accident at work in August 2009 resulting in an acquired brain injury. He spent some time in hospital recovering and has since been supported by Eskleigh in the community. Norm also manages diabetes, epilepsy, depression and sleep apnoea, with the help of his support team. However, he doesn't let this slow him down at all.

Norm is 59 years old and a very colourful character. He has six children, two of which live nearby. He enjoys going to their homes regularly for a meal with them and his grandchildren. His mum lives on the mainland, but she calls him every week for a chat. Norm has a friend that lives nearby who comes over regularly for a coffee, chat and sometimes a game of cards. He also has a friend that lives in Ulverstone. Norm's staff often take him for a drive up the coast so they can spend some time together.

Norm went to school here in Tassie. He has also done many different types of work, but has mainly worked on a dairy farm. He also used to enjoy driving trucks for a living years ago.

Blues is one of Norm's great passions. One of his fondest memories is playing blues on the guitar. He still enjoys blues music and attends the Blues Club every month with the support of staff. He even went to the Forth Valley Blues Festival earlier this year with his family and support worker, and enjoyed this experience enormously. Norm has recently been teaching some of his support team to play the guitar, having more success with some than others! Norm is also a skilled artist, and has recently revisited painting with the encouragement and support of his staff.

The local is just up the road from Norm's house, and he enjoys walking up for a counter meal, or just to have a drink and a chat with a few of his mates. He also likes a quiet dinner in with the company of his evening staff, especially when it's winter and a little chilly for a casual stroll up to the pub. Norm is well known in his local community for his fondness for finding the best coffee shops, where he always matches up his coffee with the best cake on offer.

The Shed at Eskleigh is a regular feature in Norm's routine. He particularly enjoys the BBQ aspect of this, along with just hanging out with the guys in general. Norm also comes out to Eskleigh Home every Tuesday where he generally finds someone to have a coffee and a chat with.

Norm really appreciates that his support team are always on the lookout for opportunities they think Norm might enjoy such as car shows, music events, expos, and even coffee shops further afield where he can enjoy a drive and add to his cake expertise.

Written by Pamela Ivanics in conjunction with Norman Gardiner





Sharlene Knight North West Coast

I am very excited that Eskleigh Foundation is now a truly state wide service with the opening of our new North West office.

It is a service that has been met with enthusiasm and great feedback. It is an exciting time to be able to help build this from the ground up and support our local clients and their families and support networks.

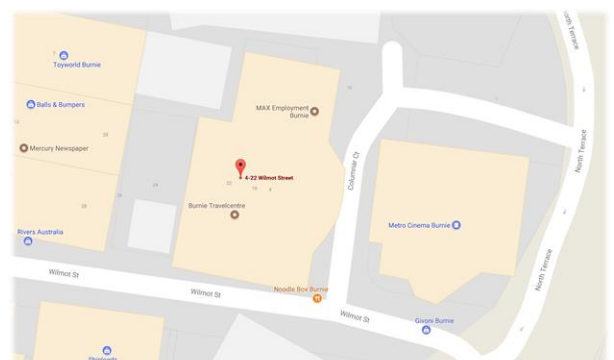
The day support centre and office is located in Burnie so it is nice and central for activities and outings.

We are also supporting the communities of the West Coast of Tasmania, Circular Head and right through to King Island.

We are providing a wide range of activities at the centre based on needs and interests and continuing our people centred approach.

We also offer attendant care services and respite for both NDIS and private clients. This can range from personal care through to community integration.

I look forward to reporting in next year on all the amazing things that have happened on the North West coast.



150 Staff



“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

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.

Life Members

- ❖ Mrs R Boyd
- ❖ Dr W Gibson
- ❖ Mr T Henty
- ❖ Mr L Morrell
- ❖ Mrs E B Sheldrick
- ❖ Mr J Stevenson
- ❖ Mr H C Haines
- ❖ Mrs M Gott

Donation Slip

Have you ever thought about donating to Eskleigh but thought 'my gift won't make much difference'?

As a not-for-profit body, we are greatly reliant on the Tasmanian community. If you are interested in supporting us through corporate sponsorship, please return this form or contact us for more information.

We rely greatly on the generosity of the public for much of our funding. Even the smallest donation can make a big difference. Please consider making a donation, so that we can continue to help those who need it.

Title/s: Mr/Mrs/Miss/Other: _____

First Names: _____

Surname: _____

Telephone: _____

Address: _____

Suburb: _____ Post Code: _____ State: _____

Email: _____

Please accept my donation/s in the form of:

- Cash
- Cheque / Money Order
- Other:

Please debit my:

Visa Mastercard Expiry Date: ___/___ CVV: ___

Credit Card No: _____

Name on Card: _____

Signature: _____



eskleigh

A New Era in Disability Care

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

p: 03 6398 7100

e: office@eskleigh.com.au

w: www.eskleigh.com.au