

Annual Report

2017/2018



The reason we do what we do...

PQSA leads positive impact for people with Spinal Cord Injury and the broader disability community through quality support and services.

Welcome

We are proud to present the 2017/2018 PQSA and HomeCare+ Annual Report. It is a reflection of the year that has just passed for the Association. It is also an opportunity to share stories from our clients.

Shane, Airlie and Simon kindly agreed to let us into their lives so that we can learn more about their lived experience with disability, how they have achieved their goals and how PQSA/HomeCare+ positively impacts their everyday.

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Our Vision

We will be the voice, advocate and support to enable every South Australian with Spinal Cord Injury to fully participate in their community and live their potential.

Our Core Values

At all times, we will demonstrate:

- Excellence
- Innovation
- Responsiveness
- Equality
- Ethical Behaviour

Patrons

His Excellency, Hieu Van Le, AO
Governor of South Australia

Board of Management

President: Craig Clarke
Vice-President: Suzanne Twelftree
Treasurer: Steve Russo
Gary Allison
Kenneth Soward
Marissa Brown

Chief Executive Officer: Peter Stewart



Please note, throughout this document, the abbreviation SCI refers to Spinal Cord Injury



“To our management team, organisation staff and especially our in-home and community support staff, you have not only myself and the Board’s gratitude, but also our admiration.”

Report from the President

I concluded my report last year with the following sentence: ‘I also hope that when next year’s Annual Report is compiled, it will have been a solid and successful 2017-2018.’ Well I can assure you that due to the efforts of many people, our 2017-2018 performance has been just that.

It’s always difficult to cover every achievement, but I’m going to try and highlight a few, and align those with the Association’s strategic objectives.

Client and Member Services

As mentioned previously, PQSA has started a strategic expansion into what is often referred to as ‘Allied Health’; we now offer Occupational Therapy and have two therapists on-board – welcome.

Our Peer Support program has been extended beyond its centre at the Spinal Rehabilitation Unit to the greater Adelaide metropolitan region as well as regional areas. We have also incorporated an on-line delivery method.

We have seen continued expansion of our Discovering the Power in Me (DPM) program and our Community Lifestyle Advisory (CLA) services.

The Association continues to extend its engagement in research, which included participation in the recent International Spinal Cord Injury (SCI) survey, the largest of its kind in the world.

PQSA continues to offer free support and resources regarding NDIS transition for our members and clients.

Continued Growth

The Board and Management are keenly mindful of the need to grow the Association’s activities to ensure it achieves its desired objective of being South Australia’s ‘peak community body for SCI’, and to gain greater influence in the sector to advocate on behalf of our membership, especially those living with SCI.

In order to achieve this, we have made significant investment in NDIS readiness. This is represented by allocation of resources, many operational adjustments to our processes, and the enhancement of IT infrastructure across all six offices. We have both invested in and updated our data and privacy protection.

Our Lifestyle Support (formerly Support Services) and HomeCare+ services continue to identify areas which not only generate income, but also support and enhance the lives of our members and clients.

The Association hopes that its effort in preparing members and clients for the wide-ranging sector transition that is upon us, will serve its continued growth – I’m asking members and clients to put their faith in PQSA and support the Association.

We are not perfect, we do make mistakes but I can assure you, we’ll always acknowledge them and more importantly, do our best to fix them where possible and ensure they don’t happen again.

Raising Community and Stakeholder Awareness

Our final strategic priority is raising community and stakeholder awareness. PQSA has taken a leading role as advocate for our clients nationally; areas of note include the Continuity of Support program and funding which impacts older people who are (or were) receiving state specialist disability services, and who are not eligible for NDIS support because of their age.

PQSA has lobbied for changes in aged care funding for people living with SCI, and for changes to the NDIS planning process for people living with SCI.

At the State level, the Association has advocated for the interests of our members and clients, raising awareness through the media, the South Australian Department of Human Services and our participation in the National Disability Services organisation.

As the Association expands its Lifestyle Support Services, especially into regional areas via Peer Advocacy, we inevitably raise community and stakeholder awareness.

The Association continues to support the broader community that supports it. PQSA has funded community initiatives, such as Changing Place at Adelaide Zoo, the Kevin Duke Scholarship and the Little Heroes Foundation. All of these initiatives are focussed on improving the lives of our members – and we are proud to be involved with these.

My Thanks

I honestly don’t know where to start. I remain indebted to my Board colleagues, especially Sue Twelftree – I thank you all (especially for putting up with my occasional grumpiness). To our Chief Executive Officer (affectionately known as ‘Fearless’) – thank you for your dedication.

To all our community supporters – thank you! We will always endeavour to be the type of organisation that deserves your support.

To our management team, organisation staff and especially our in-home and community support staff, you have not only myself and the Board’s gratitude, but also our admiration. We know change doesn’t come easy, and we’re changing. Well done on a great year.

Final Words

Every year most of us feel a little older; in the last year or so I have heard myself utter the words my parents use to say ‘back in my day...’, which is inevitably associated with a younger person’s ‘eye roll’. Well, here we go again...I’ve been a non-compensable C5/6 quadriplegic for 31 years, and when I sustained my injury I received 45 minutes of ‘care’ Monday to Friday.

So, what’s my point and why should you care?

We have come a long way. Despite the numerous frustrations I’m sure many of you are experiencing as we transition into the NDIS, Australians living with SCI have never been better supported at home and in the community.

This has not happened by accident. Many people before me across this country have worked hard for the advancement and betterment of all our lives and our society. I thank all of those people – many of whom I’ll never know, and I urge you all to positively contribute to – not just criticise – what they have managed to achieve.

Best wishes. Craig PRESIDENT



“...it is our clients and members who continue to choose us to be a part of their incredible lives, which gives us the not-so-secret ingredient to our continuing growth, development and success.”

Report from the CEO

One day we will look back on the challenging years surrounding the rollout of the National Disability Insurance Scheme (NDIS) and the energy and resources we have all put into ensuring PQSA/ HomeCare+ successfully transitions, and we will say ‘it was worth it’.

PQSA has been viewed as a leader for the way we have provided information and support to our clients and members to assist them in the difficult task of negotiating entry to the NDIS. It’s fair to say that we have shared some frustrations amidst some of the complexities of the scheme, but we are seeing some great outcomes, hence my positive outlook for the future. We have invested significantly in our adaptation to disability reform and it is paying off.

What many of you won’t be aware of, is the work that goes on behind the scenes by our Board, who make every effort to contribute to the experiences of the people who receive our services and support. We never avoid a fight that needs to be had and special mention must be made of our President and Vice-president, Craig Clarke and Suzanne Twelftree, who bring not only their lived experience, but also their wisdom and passion, to each cause that we believe needs to be upheld.

Craig and Suzanne, the team at PQSA can’t thank you and the Board Members enough. Personally, you drive me to be better each and every day and you are there to support me every step. I can’t ask for more than that.

With six offices and six-hundred employees, I don’t think it’s understating things to say we are a big organisation. Importantly though, we’ve retained the feel of a large family.

Our staff retention figures and the constant celebration of 10, 15, 20 and 25-year milestones (and I salute you all once again) demonstrates we are doing something right. To every employee and volunteer, I extend my personal thanks once again for making us awesome.

More importantly, it is our clients and members who continue to choose us to be a part of their incredible lives, which gives us the not-so-secret ingredient to our continuing growth, development and success. You do actually inspire us. You do drive us to want to do better each and every day. And you do make us want to be a part of your journeys, so we can celebrate your achievements with you and do what you ask us to do when things need to be turned around.

In 2017-18, we’ve seen exciting developments within Lifestyle Support (the name we have adopted to replace ‘Support Services’), with the addition of an Occupational Therapy service, additional NDIS Support Coordination and expansion of our Peer Support programs and DPM with thanks to the ongoing support from the Lifetime Support Authority. We are proud of the suite of world-class services we offer.



HomeCare+ now provides over half a million hours of premium disability support to South Australians across the state each year – this is a phenomenal achievement for an organisation that started with a few like-minded people sitting around a table discussing spinal cord injuries in 1963. Each time I write a newsletter article and an annual report, I am completely aware that new and exciting activities in the advocacy, service and research spaces are either already happening or are in the planning phase. I say with confidence, stick with us, because we will support you to live your potential and we will still be your trusted community partner. In the meantime, enjoy reading our stories from the past year.

Cheers, Peter CHIEF EXECUTIVE OFFICER

HomeCare+
PARTICIPATED IN

**16 NDIS
EXPOS**

“The hard work, commitment and dedication by all HomeCare+ staff should be the bench mark and envy of all other providers.”

HomeCare+ Adelaide

There are many adjectives that can describe the past year. The three that spring foremost to my mind are challenging, frustrating and exhilarating, as we continue to support our clients' transition to the National Disability Insurance Scheme (NDIS).

HomeCare+ was proud to participate in 16 NDIS Community Information Expos across the state held by the Department for Communities and Social Inclusion, ensuring existing and potential clients were well informed, not only about the scheme, but about the plethora of different support options available to them. This was further complemented by the numerous information sessions provided by our Project Coordinator, Linda McMillan, for our clients, their families and support workers across all regions, to assist them to navigate the NDIS maze.

Although it is important to 'talk the talk', it is fundamental that 'we walk the walk' and this is evidenced by the growth of HomeCare+ across all regions whilst never wavering in our commitment to high quality and responsive services to our existing clients.

Of course, we could not achieve this without our amazing staff. All regions have seen increased staffing levels of office-based and support staff.

We have continued on our journey to be the employer of choice by recruiting and retaining local staff who are dedicated, suitably qualified, highly skilled, motivated and experienced people with values aligned to that of the Association and who choose the disability service sector as a realistic career path.

A highlight this year was the opportunity to represent the organization and participate in a NDIS Study tour visiting like-minded organisations who had transitioned their services to the NDIS in New South Wales and Victoria. The tour was arranged by the Department of State Development and attended by representatives from other not-for-profit organisations from across the state. It was a wonderful opportunity to connect with these organisations and discuss the challenges and commonalities each of us had experienced thus far in transitioning to the NDIS.

HomeCare+
SERVICES HAVE
INCREASED BY
14%
ACROSS ALL
REGIONS



HomeCare+
NOW PROVIDES
**>500,000
HOURS**
PREMIUM DISABILITY
SUPPORT TO SOUTH
AUSTRALIANS
EACH YEAR

The visits to The Benevolent Society, Life Without Barriers, House with No Steps and GenU were informative, challenging and thought provoking and have provided me with additional inspiration and passion as PQSA/HomeCare+ tackles the NDIS moving forward. From a HomeCare+ perspective, I gained great confidence knowing just how well we have progressed; in fact, we are better prepared than some of those organisations we visited and our ability to embrace the changes and to support significant growth is strong.

Another highlight of the year were our Christmas Party functions held in each region and Adelaide, when we got to spend quality time with our clients and their support workers in a fun, more relaxed environment. Each event is filled with fun and laughter and is a wonderful celebration.

We have been so appreciative of opportunities that have been presented to HomeCare+ throughout 2017-18. Upon reflection, it has reminded me of what makes HomeCare+ the best at what we do. The hard work, commitment and dedication by all HomeCare+ staff should be the bench mark and envy of all other providers. We are truly blessed, and I congratulate and thank each of them.

We all look forward to the next chapter as we continue to strive to be the provider of choice for people living with disability and support their potential.

Sue

BUSINESS MANAGER
HomeCare+



SUE HOUSTON
BUSINESS MANAGER
HomeCare+





“With the resources of the Association and the enthusiasm of my team, we can achieve many great things, and we do!”

HomeCare+ South East

We have had a very exciting year, with challenges and rewards along the way, which have provided us with many opportunities to have a positive impact on our community and the Association as a whole.

NDIS

As the transition to the NDIS continued, we supported our clients through their pre-planning meetings as they have requested, which has resulted in some wonderful outcomes for them and a steady flow of transitions to the new system.

We have successfully supported a number of clients to have a special holiday which they have never had in the past; it is so rewarding to see the pleasure that they have from these well-orchestrated events.

Outreach Clinic

We have been pleased to be able to continue to work collaboratively with Hampstead Rehabilitation Centre and Country Health SA to provide this ongoing service twice a year, which is now in its 13th year.

Local participants regularly comment on how useful and helpful this service has been to them, allowing them to receive a high level of medical support in their own community; this of course reduces the stress and expense of trips to Adelaide.

Ryder Cheshire Home

The Board of Management has successfully gained funding to build the second home, which is well underway with a planned opening in late 2018.

It is an exciting project and the HomeCare+ team has supported the Board as requested in relation to gaining the best outcomes of a project of this magnitude.

Special visitors to HomeCare+ South East

We have had the opportunity to showcase our services and region to a number of visitors, including Tony Pasin MP and the Ryder Cheshire Foundation from Victoria; these opportunities give us a chance to celebrate what we do and potentially learn from others.

100 Homes Build

HomeCare+ has been supporting five families who have been selected for this project. One unit has been finalised and the client is now in residence, and it has been a rewarding programme in which to be involved. We have two further units near completion in the new financial year.

Corriedale Park

This project has continued to be utilised fully by our community, with all five units being occupied, resulting in a waiting list being established. The residents of this facility enjoy the environs in which they reside and have developed their own community, which has allowed them to share their journey and socialise together, expanding this to the community as a whole, wherever they can.

The staff who work with this client group do an amazing job supporting them to achieve their potential, each and every day.



Client Dinner

This annual event was a roaring success, with more and more clients participating. The noise in the room is always a good indication of the joy felt and they were both present in abundance! The local RSL did their usual lovely meal, which complemented the fellowship; the next one is already being planned.

Training Opportunities

We have continued to access both in-house and community based opportunities which has allowed staff to increase and hone their skills throughout the year.

Office Refurbishment

We are currently underway with the refurbishment of the South East office, with the inclusion of a new accessible toilet and conference room, along with a fully functional kitchen. This will allow for catering, staff amenities and the opportunity to provide individual skill development for a number of our clients, in a safe and comfortable environment.

Staffing Numbers

Due to the steady growth in the demand for HomeCare+ services, we have increased our local administration staff levels to meet these demands, with a number of new positions and staff joining our ranks. We welcome them all and look forward to the growth continuing.

Final Word

It is an honour to support my team, to provide the services that they do. With the resources of the Association and the enthusiasm of my team, we can achieve many great things, and we do! The new financial year is shaping up to be another dynamic and exciting time, with many new programs in the planning and the continuation of many others which is as a result of the participation level and positive feedback. I look forward to providing you with an update again next year, which shows our achievements and mirrors the needs of our community and the disability sector.

Krys MANAGER NURSING & SOUTH-EAST HOMECARE+

FIRST UNIT
COMPLETE IN THE
100 HOMES PROJECT

OUR OUTREACH
CLINIC
13th IS IN ITS
year



shane



Shane in his workshop

It's clear from the minute you meet Shane that he has a story to tell. His eyes sparkle with warmth. Shane lives independently in Adelaide, in a location with great neighbours and enough space to house his substantial workshop.

Shane grew up in WA and by the age of 14 he had decided to volunteer as an Ambulance Officer and later became an apprentice mechanic. Shane has always valued a strong work ethic and by adulthood had sheep shearing, welding, shed building and roof tiling under his belt, to name a few!

After marrying, welcoming a son and supporting two stepchildren, Shane came to work as a road pilot, accompanying oversized vehicles. During a trip from South Australia to Western Australia he stumbled during a rest stop. Not thinking much of it, Shane continued the journey to Ceduna, by which time he was in immense pain and couldn't walk. He managed to get to a Nurses' Station at Mount Magnet and was transferred to Meekatharra Hospital. The diagnosis was a severe infection and the decision was made to amputate Shane's leg at the Royal Adelaide Hospital. Shane says it was just a rational decision on recommendation from doctors and spent the next few years focussing on adjusting.

Shane met PQSA's Senior Occupational Therapist at a time in his life when he finally felt comfortable accepting support. With David's guidance, Shane is now using his in-home gym every morning and can already see the benefits. He is working toward using a prosthetic.

"I don't like asking for help, but I have learned that when it's available, the right thing is to accept it. David has helped me no end. Nothing is too hard for Dave!" David recommended Shane order an electric chair recliner, which he says has had a huge impact on his life. He can now rest comfortably on days when he has pain or fatigue, and this helps him to sleep better at night.

David also suggested a chair lifter for the roof of his vehicle, making driving accessible for Shane. He has supplied simple household tools such as a shower chair, bottle opener and vacuum, allowing Shane's time at home to be more focussed on the activities he chooses. Shane built a workshop at the rear of his property to take on manual repair and refurbishment jobs and loves to utilise his array of machinery and tools!

**“The people around
you make all the
difference”**

Part of David's role is to review his client's satisfaction with their goals in areas from mobility to personal care. In Shane's case, David has seen an improvement from 3/10 to 10/10 in many areas, allowing him to live with more independence and positivity. Shane recognises that everyone, including people with disabilities, benefit enormously from connecting with their support network. "The people around you make all the difference. People with disabilities should reach out so they can live their lives. Meeting David has been a life saver. He always works something out!"

We lead disability support by...

empowering our clients,
partnering with our members
and valuing our people.

Lifestyle Support

NDIS and PQSA

Linda Macmillan, our Project Coordinator, presented 15 "Getting NDIS Plan Ready" sessions to clients, family members and staff throughout metropolitan Adelaide and regional South Australia. The sessions were received very well and Linda has now worked with the Communications Department to film information sessions which are available on PQSA's YouTube channel.

Lifestyle Support responded to hundreds of enquiries from our clients regarding the NDIS and is now providing Support Coordination to a number of participants.

The Community Lifestyle Advisory Service

Our team of highly experienced nurses, Michael Arthur, Nicola Bennett and Janine Jaede provided a valuable education, advocacy and referral service to 146 clients.

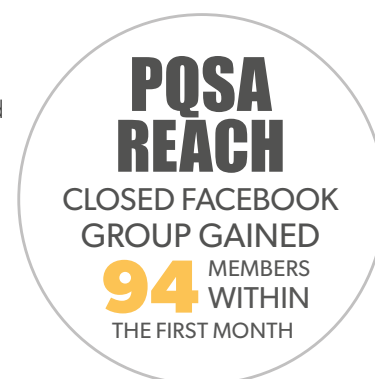
Michael, Nicola and Janine maintained their close working relationship with Dr. Ruth Marshall and her staff at the Spinal Injuries Unit and have maintained their involvement with the Mt. Gambier Clinic, the Hampstead Rehabilitation Centre Wound Clinic, the Spinal Outreach Team and the Ambulatory Care review meeting.

Our CLA team has strong working relationships with case managers, equipment and continence suppliers and various medical specialists working in the field, allowing them to effectively represent the interests of their clients.

Push Thru and PQSA Reach

In November, Grant Leonard commenced as our Coordinator of Regional Peer Networks, a program funded by the Lifetime Support Authority. The first of our network meetings was in Murray Bridge, followed closely by groups in the Barossa, Riverland and Yorke Peninsula.

On 22 May, we went live with our closed Facebook page 'PQSA Reach', and by the end of the financial year, we had 94 members.



Community Lifestyle Advisory Service

OT Service

In February, David Coleopy, an experienced OT, joined us to commence our formal Allied Health services, and by the end of the financial year, the service is booming, with great potential for growth.

The Recreation Program

The Recreation Program, facilitated by Mick Occhiuto, with the assistance of support workers from HomeCare+, continued to provide a fortnightly program that is highly valued by the participants. Highlights for the program this year included a guided tour of the Samstag Museum and the Greenfields Wetlands Nature Trail.

QWERTY

QWERTY, our Technology Hub at Hampstead Rehabilitation Centre, has been open six days a week due to the commitment of our Volunteers and under the supervision of Thayne Jackman, providing over 780 hours of service during the year.



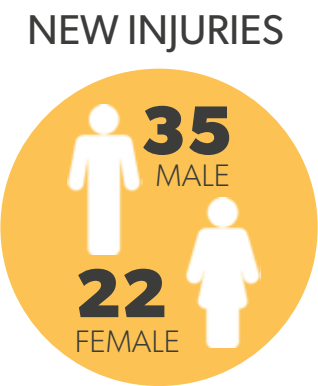
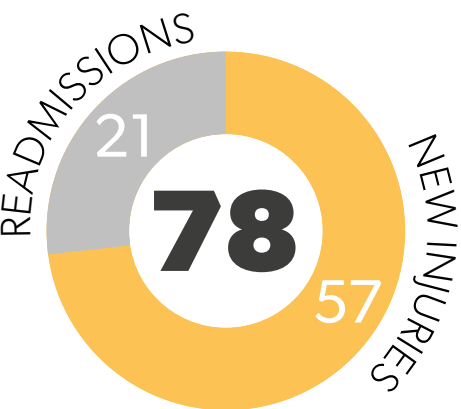
Occupational Therapist
David Coleopy

QWERTY
VOLUNTEERS
PROVIDED
OVER 780
HOURS OF
SERVICE



Recreation Program group at Greenfields Wetlands Nature Trail

ADMISSIONS THIS YEAR



16/78
OF ADMISSIONS
WERE TRAUMATIC CAUSES

59/78
OF ADMISSIONS
<65 YEARS OLD

31 PARAPLEGIA **22** TETRAPLEGIA **2** GUILLAIN-BARRÉ SYNDROME **2** SPINA BIFIDA

TRAUMATIC INJURIES

- 1 ASSAULT
- 7 FALLS
- 2 MOTOR VEHICLE ACCIDENTS
- 1 SANDBOARDING
- 1 AFL GAME
- 1 PUSH BIKE
- 2 BOOGIE BOARDING
- 1 DIVING

NON-TRAUMATIC INJURIES

- 27 MEDICAL
- 2 GUILLAIN-BARRÉ SYNDROME
- 12 CANCER

ALL MASSAGE PARTICIPANTS REPORTED SIGNIFICANT IMPROVEMENT



AVERAGE PAIN/DISCOMFORT
BEFORE MASSAGE = **5.9/10**
2.2/10 = AFTER MASSAGE

plus... IMPROVED RANGE OF MOVEMENT, REDUCED MUSCLE SORENESS & FELT MORE RELAXED

These statistics include only those admitted to the Spinal Injuries Unit at Hampstead Rehabilitation Centre. They do not include people discharged from the acute service at the Royal Adelaide Hospital or other hospitals in South Australia.

214
CALLS WERE MADE TO
CLIENTS DISCHARGED DURING THE YEAR



Graham O'Neil



Vicky Machen

The Peer Support Advocacy Service

During the year, there were 78 admissions to the Spinal Injuries Unit at Hampstead Rehabilitation Centre, of which 57 were new injuries. Vicky Machen and Graham O'Neil provided a skilled and flexible service to clients of the Unit. This support, as always, extended to transition to the community following discharge.

Vicky and Graham also supported their valuable counselling with an education program to clients, clinicians and medical students and facilitated visits to AFL games at Adelaide Oval and the bi-monthly lunches for family and friends at the Spinal Injuries Unit.

Volunteer Program

With the invaluable assistance of 48 fabulous volunteers, and coordination provided by Megan Quirk and Mick Occhiuto, the program provided approximately 3,300 hours of service to our clients.



Volunteer dog walking



Peer Support Advocacy Service

Home Based Counselling and Family Support

Sharron Neeson continued to provide counselling services for clients with more complex needs. The monthly ‘Take Some Time Out’ dinners have been an ongoing and valuable resource to family members of people with newly acquired SCI.

Discovering the Power in Me (DPM)

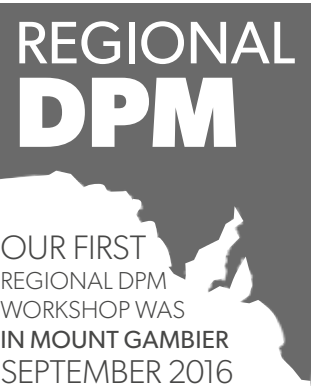
DPM workshops were held in July, 2017 and April, 2018 at Dulwich and Wallaroo in June, 2018. With thanks to the Lifetime Support Authority, we have funding to extend this program to our regional areas and we trained an additional 3 facilitators in October 2017.

Massage Service

From December 2017, massage students from Evolve College, under the coordination of PQSA, have been providing massages to clients of the Spinal Injuries Unit every Friday afternoon. This program has been a resounding success with all participants reporting that there had been a significant improvement in pain/discomfort relief.

Sharron

MANAGER LIFESTYLE SUPPORT



Strategic Focus

HR supports and upholds PQSA core values by fostering a responsive and innovative work environment while identifying and responding to the changing needs of our diverse workforce.

Building a better future

We are supporting the delivery of a contextualised Certificate III in Individual Support at our Dulwich training rooms, which is aimed at empowering support workers with the knowledge and skills to specialise in working with clients with autism, intellectual disabilities or mental health issues, whilst developing their own resilience strategies.

Where to from here?

Support workers will receive new specialised training in supporting clients with complex health needs. An investment in training is an investment in long term, confident workers.

Long term success

Diversity is a key enabler for long-term success. The approach to strengthening our corporate culture has been multi-pronged. In addition to a clear message from the top, HR has focused on actively engaging workers and embedding the values of PQSA in all people processes, practices and policies. This has gone hand-in-hand with an increased focus on robust controls and greater personal accountability.

We ask three basic questions:

- What do we do well?
- What don't we do so well?
- How can we work together to improve?

Work, Health and Safety (WHS)

Every employee and client is important to us! By promoting the health and safety of individual employees we are ensuring the health and safety of everyone.

We invest in WHS training. Our workers are our eyes. Worker reporting of hazards helps us maintain a safe workplace for our worker and a safe home for our clients.

Safety programs for 2017/2018:

- Footwear – avoiding slips, trips and falls.
- Flu season – staying healthy and looking after yourself.
- Are You OK? Day – mental health in the workplace.
- Emergency evacuation training – keeping physically and psychologically fit.

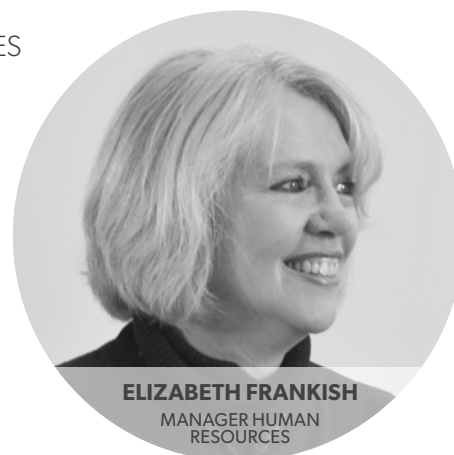
Training

We respond to the needs of the clients, workers and the business. This year we have focused on customer service – building relationships based on honesty and open communication.

We can deliver and we do deliver!

Libby

HUMAN RESOURCES
MANAGER



ELIZABETH FRANKISH
MANAGER HUMAN
RESOURCES

“The training was fun and everyone got involved!”

SUPPORT WORKER



RETENTION STATS

22 SOUTH EAST
SUPPORT WORKERS
HAVE MORE THAN
10 YEARS
OF SERVICE
WITH HOMECARE+

17 ADELAIDE
SUPPORT WORKERS
HAVE MORE THAN
15 YEARS
OF SERVICE
WITH HOMECARE+

RECRUITMENT STATS

ADELAIDE
41:57
MID NORTH/YORKE
8:29
SOUTH EAST
10:29

ADELAIDE
SUPPORT
WORKERS
=280

Human Resources

Airlie was teaching Japanese at St. Peters Girls in 1991 and had just completed a music degree when she was involved in a vehicle collision, resulting in a severe brain injury. She was in a coma for weeks, followed by several years of rehabilitation, allowing her to return home. During rehab, Airlie had to relearn the skill she most loved - to write. She now lives with spastic quadriplegia which means Airlie can communicate only through writing.

Not only is writing Airlie's only channel to communicate, it is her greatest passion! Demonstrating a talent for writing in childhood, Airlie published an autobiography of her personal journey in 2017. At the launch of the book, 'There is a Light at the End of the Tunnel', over 100 books were sold in thirty minutes and hundreds since.

Airlie continues to write for an invitation only poetry group, sharing a new poem every month and critiquing others' work. In 2018, one of her poems was published in a collection of poetry called 'Wild'.

With the support of her parents and HomeCare+, Airlie returned to the University of Adelaide in 2002, completing her Bachelor of Music Degree with Honours in Musicology and her Master of Music Degree six years later.

She attends Adelaide University weekly to be part of a program of seminars, hearing music or spoken presentations on a wide range of subjects, feeding Airlie's intellectual appetite. She also meets with a weekly bible studies group and has been awarded a Government grant to publish her next poetry book.

**“HomeCare+ are
part of our family now”**



Airlie and her Mum, Pam

“I have a remarkable story to tell of how I came back from near death to be able to set my sights on achieving my degrees and writing my story through poetry. I have a strong sense that my poetry will benefit many people, especially those who have suffered as I have.”

Airlie has known her team of HomeCare+ support workers for over ten years, many of those long standing. Knowing Airlie for the entire period means they treat her like a little sister. Pam says “They like taking her out on walks to Linear Park where Airlie finds a lot of inspiration for her poetry. HomeCare+ are part of our family now!”

Pam also shares that HomeCare+ has very particular standards, and the support coordination is managed in a way that enables Airlie to engage in the activities she enjoys. “Teamwork is the key to their success, they don’t miss a trick.”

Due to Airlie's high needs, HomeCare+ coordinates her support combined with another agency. She says “I need support to help me achieve my goals in writing. HomeCare+ is there for myself and my family”.

How does Airlie explain her extraordinary success in achieving her goals? Simply - patience, persistence and perseverance.



IF YOU WOULD LIKE TO PURCHASE A COPY OF AIRLIE'S BOOK OF POETRY, DUE TO BE PUBLISHED IN POCKET SIZE BEFORE THE END OF THE YEAR, PLEASE VISIT WWW.GINNINDERRAPRESS.COM.AU

PQSA is known for...

Positive outcomes through
expertise and experience.

Accommodation



OUR NEW MITCHELL
PARK PROPERTY
IS FULLY ACCESSIBLE
**AND CATERS FOR 24/7
SUPPORTED LIVING**

PQSA Properties

PQSA added to its accommodation portfolio this year with the purchase of a property in Kelsey Avenue, Mitchell Park. The property is fully accessible and caters for 24/7 supported living. This means that HomeCare+ has additional capacity to provide short or long-term respite support for clients.

The National Disability Insurance Scheme (NDIS) and Accommodation

The NDIS is providing new opportunities for people to have more choice about where and how they want to live, but the road to independent living is not easy. For many people who have had so little choice for so long, it can be a daunting task navigating the NDIS to get where they want to be.

PQSA continues to offer an Accommodation Advisory service, supporting people to source appropriate housing, but is partnering with a number of providers, such as the Summer Foundation Housing Hub, to provide greater resources to our clients and members.

Specialist Disability Accommodation (SDA)

Specialist Disability Accommodation (SDA) refers to accommodation for NDIS participants who require specialist housing solutions to cater for their significant functional impairment and/or very high support needs. Very few participants have received SDA in their NDIS plans as yet.

Quality Assurance

The NDIS Quality and Safeguards Commission

As a registered NDIS Provider, PQSA came under the NDIS Quality and Safeguards Commission (the NDIS Commission) on 1st July 2018. PQSA has been preparing for this transition during the past year and whilst we have existing registration to provide services under the NDIS, we are already looking forward to achieving Certification status under the new framework in 2019.

The NDIS Commission is an independent government body that will work to improve the quality and safety of NDIS services and includes robust guidelines around the use of restrictive practices. At full rollout, the NDIS Commission will deliver a nationally consistent approach to quality and safeguards in the NDIS. It will work with providers, people with disability and their carers, families and advocates to achieve this.

Heather

ACCOMMODATION AND QUALITY MANAGER



HEATHER HALES
ACCOMMODATION &
QUALITY MANAGER



Corriedale Park property



Mitchell Park property

Photo courtesy of Gary J Smith Real Estate

The growth of the organisation throughout 2017/2018 meant it was even more important for the Communications Department to look at the ways we connect with our work colleagues, members, clients and the wider community.

In January 2018 our quarterly newsletter Ps&Qs+ became a shorter, monthly newsletter allowing the organisation to inform our readers more succinctly and more regularly. We used our social media sites more strategically, posting the latest news of the organisation, NDIS information, job vacancies, breaking news and general news each day.

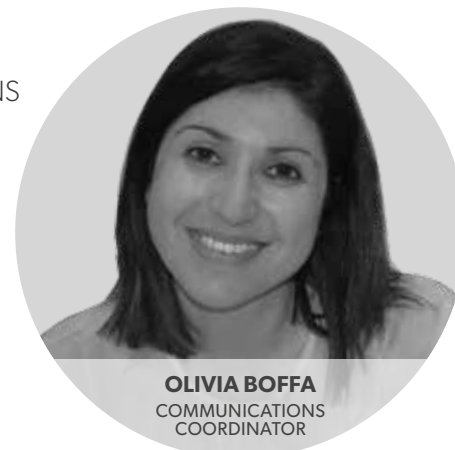
Our social media following grew by 15% during 2017/2018, demonstrating that our followers respond well to information through our social media channels. Information that we traditionally posted to our members and clients is now sent via email, allowing us to keep our members and clients up to date on the latest news.

On Friday 18 August 2017, together with our supporter Andersons Solicitors, we hosted our seventh Leading Ladies Luncheon at the Highway Hotel. The special guest speaker for the luncheon was cooking and TV personality Poh Ling Yeow. For the second year in a row the event sold out with an estimated 70% of tickets bought by return guests. We are proud of the amazing South Australian women who speak at our luncheons, all with incredible stories to tell.

PQSA hosted its first Trivia Night on 20 March 2018 and clients completing rehabilitation at Hampstead Rehabilitation Centre and their families were invited. The event was hosted by our talented Peer Support Advocates, Vicky Machen and Graham O'Neil, who had the crowd entertained!

Olivia

COMMUNICATIONS
COORDINATOR



Communications



simon

In 1994 Simon was working as a landscaper in Cairns when he fell from a coconut palm, sustaining a spinal cord injury and becoming paraplegic. Soon after completing rehabilitation, Simon considered his future and decided to study drafting as a progression from his work in landscaping and building. He returned to his hometown Adelaide to complete a drafting Degree, soon becoming employed and now works full time in the Adelaide University Work & Infrastructure Department.

Simon maintains his home and land in the Adelaide Hills, growing fruit, vegetables and chooks! Naturally, he thrives on the work of gardening and joked that the only thing he could think to add to his NDIS plan later this year is a little funding for taking garden waste to the tip!

Simon grew up in Robe, four hours from Adelaide and loves visiting to have fun and catch up with friends. He visits his holiday home there monthly to make use of his many 'boys toys' including an adapted scooter and quad bike.

Simon competes in hand cycling at national level and is currently ranked second in Australia. He joked that not so long ago he ranked number one in the State because his friend, number one cyclist, had to attend his wife's birthday! Simon trains weekly with his hand cycling team and this year also competed in the Westpac City-Bay.

“I’ve taken up living”



Simon recently had a meeting with his NDIS Service Planner and was pleased to have guidance from Janine, one of PQSA's Community Lifestyle Advisors (CLAs), through the process. Our CLA team have supported him with information on skin care since his accident 24 years ago and Simon asserts they are a fantastic resource. He first contacted PQSA to utilise the Accommodation Advisory Service, securing a property he lived in for 8 years before buying his own home.

Between work, sport, recreation and supporting his elderly Mother with weekly visits, Simon has a busy schedule but doesn't see it as anything extraordinary. He has a simple approach to maintaining motivation to achieve his goals - "I've taken up living".





Financials

Full copies of the 2017/2018 PQSA Financial Statements are available to Members on request and will also be provided to the Australian Charities and Not-for-profits Commission for posting on their website.



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INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF THE PARAPLEGIC AND QUADRIPLAGIC ASSOCIATION OF SOUTH AUSTRALIA INCORPORATED

Report on the Audit of the Financial Report

We have audited the accompanying financial report of The Paraplegic and Quadriplegic Association of South Australia Incorporated, which comprises the statement of financial position as at 30 June 2018, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information and the statement by the Committee.

In our opinion, the financial report gives a true and fair view of the financial position of The Paraplegic and Quadriplegic Association of South Australia Incorporated as at 30 June 2018, and of its financial performance and its cash flows for the year then ended in accordance with Australian Accounting Standards, Associations Incorporations Act (SA) 1985 and Australian Charities and Not-for-profits Commission Act 2012.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report.

We are independent of The Paraplegic and Quadriplegic Association of South Australia Incorporated in accordance with the independence requirements of the Australian professional ethical pronouncements and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Committee's Responsibility for the Financial Report

The Committee is responsible for the preparation and fair presentation of the financial report and have determined that the accounting policies described in Note 1 to the financial statements which form part of the financial report are appropriate to meet the financial reporting requirements of the Associations Incorporation Act (SA) 1985 and Australian Charities and Not-for-profits Commission Act 2012 and are appropriate to meet the needs of the members. The committee's responsibility also includes such internal control as the Committee determines necessary to enable the preparation of a financial report that is free from material misstatement, whether due to fraud or error.



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Accountants
Auditors
Advisors



In preparing the financial report, the Committee is responsible for assessing The Paraplegic and Quadriplegic Association of South Australia Incorporated's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Committee either intends to liquidate The Paraplegic and Quadriplegic Association of South Australia Incorporated or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website at: <http://www.auasb.gov.au/Home.aspx>. This description forms part of our auditor's report.

BENTLEYS SA AUDIT PARTNERSHIP

DAVID FRANCIS
PARTNER

Dated in Adelaide on this 17th day of October 2018

**The Paraplegic & Quadriplegic
Association of South Australia
Incorporated**

ABN 92 713 327 348

Financial Statements

For the Year Ended 30 June 2018

The Paraplegic & Quadriplegic Association of South Australia Incorporated
ABN:92 713 327 348

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For the Year Ended 30 June 2018

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The Paraplegic & Quadriplegic Association of South Australia Incorporated

ABN:92 713 327 348

Committee's Report
30 June 2018

The committee members submit the financial report of the Association for the financial year ended 30 June 2018.

1. General information

Committee members

The names of committee members throughout the year and at the date of this report are:

Craig Clarke - President
Suzanne Twelftree - Vice President
Steven Russo - Treasurer
Marissa Brown
Phil Court Kowalksi (appointed on 15 May 2018)
Gary Allison
Rob Snowdon (appointed on 23 May 2018)
Kenneth Soward

Principal activities

The principal activities of the Association during the financial year were to provide attendant care and other support services to those who have suffered a spinal cord injury.

Significant changes

No significant change in the nature of these activities occurred during the year.

Benefits as a result of contracts

During the financial year, there were no benefits received or entitled to be received as a result of a contract between an officer, firm or body corporate and the Association.

Payments and other benefits

No payments or benefits of a pecuniary value were received by any officers of the Association during the financial year.

2. Operating results and review of operations for the year

Operating result

The profit of the Association for the financial year after providing for income tax amounted to \$ 1,422,907 (2017: \$ 929,973).

Signed in accordance with a resolution of the Members of the Committee:

Craig Clarke: _____

Steven Russo: _____

Dated this 16th day of October 2018

The Paraplegic & Quadriplegic Association of South Australia Incorporated

ABN:92 713 327 348

Statement of Profit or Loss and Other Comprehensive Income
For the Year Ended 30 June 2018

		2018	2017
	Note	\$	\$
Income	4	26,682,608	21,912,857
Employee benefits expense	5	(22,624,497)	(18,852,118)
Depreciation and amortisation expense	5	(156,604)	(146,280)
Travel expenses		(384,098)	(338,505)
Telephone expense		(171,356)	(136,876)
Promotions		(185,405)	(146,144)
Operating lease rental payments	5	(554,440)	(540,148)
Other expenses		(1,165,088)	(904,968)
Finance costs	5	(32,791)	(9,323)
Profit before income tax		1,408,329	838,495
Income tax expense		-	-
Profit from continuing operations		1,408,329	838,495
Profit for the year		1,408,329	838,495
Net change in the value of available for sale assets		14,578	91,478
Other comprehensive income for the year		14,578	91,478
Total comprehensive income for the year		1,422,907	929,973

The Paraplegic & Quadriplegic Association of South Australia Incorporated
ABN:92 713 327 348

Statement of Assets and Liabilities
30 June 2018

	Note	2018 \$	2017 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	7	2,674,974	2,477,638
Trade and other receivables	8	2,451,130	651,634
Inventories	9	41,227	67,102
Other assets	12	74,103	67,527
TOTAL CURRENT ASSETS		5,241,434	3,263,901
NON-CURRENT ASSETS			
Financial assets	10	1,189,260	1,068,675
Property, plant and equipment	11	4,201,016	3,681,955
TOTAL NON-CURRENT ASSETS		5,390,276	4,750,630
TOTAL ASSETS		10,631,710	8,014,531
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	13	1,274,005	695,791
Borrowings	14	15,610	6,249
Employee benefits	15	1,451,506	1,372,213
TOTAL CURRENT LIABILITIES		2,741,121	2,074,253
NON-CURRENT LIABILITIES			
Borrowings	14	838,018	359,672
Employee benefits	15	264,111	215,053
TOTAL NON-CURRENT LIABILITIES		1,102,129	574,725
TOTAL LIABILITIES		3,843,250	2,648,978
NET ASSETS		6,788,460	5,365,553
EQUITY			
Retained earnings		6,788,460	5,365,553
TOTAL EQUITY		6,788,460	5,365,553

The accompanying notes form part of these financial statements.

The Paraplegic & Quadriplegic Association of South Australia Incorporated
ABN: 92 713 327 348

Statement of Changes in Equity
For the Year Ended 30 June 2018

2018

Note	Retained Earnings \$	Investment Revaluation Reserve \$	Total \$
Balance at 1 July 2017	5,259,546	106,007	5,365,553
Profit attributable to members of entity	1,408,329	-	1,408,329
Total other comprehensive income for the period	-	14,578	14,578
Balance at 30 June 2018	6,667,875	120,585	6,788,460

2017

Note	Retained Earnings \$	Investment Revaluation Reserve \$	Total \$
Balance at 1 July 2016	4,421,051	14,529	4,435,580
Profit attributable to members of the entity	838,495	-	838,495
Total other comprehensive income for the period	-	91,478	91,478
Balance at 30 June 2017	5,259,546	106,007	5,365,553

The accompanying notes form part of these financial statements.

The Paraplegic & Quadriplegic Association of South Australia Incorporated

ABN:92 713 327 348

Statement of Cash Flows
For the Year Ended 30 June 2018

	Note	2018 \$	2017 \$
CASH FLOWS FROM OPERATING ACTIVITIES:			
Receipts from customers		24,777,360	22,232,601
Payments to suppliers and employees		(24,398,054)	(20,661,778)
Dividend and distributions received		55,803	40,350
Interest received		49,949	43,621
Interest paid		(32,791)	(9,323)
Net cash provided by operating activities	23	452,267	1,645,471
CASH FLOWS FROM INVESTING ACTIVITIES:			
Proceeds from sale of property, plant and equipment		-	326,686
Purchase of property, plant and equipment		(675,664)	(684,848)
Purchase of Financial Assets		(315,335)	(761,257)
Proceeds from sale of financial assets		248,361	569,392
Net cash used by investing activities		(742,638)	(550,027)
CASH FLOWS FROM FINANCING ACTIVITIES:			
Proceeds from borrowings		502,967	379,119
Repayment of borrowings		(15,260)	(13,198)
Net cash provided by financing activities		487,707	365,921
Net increase in cash and cash equivalents held		197,336	1,461,365
Cash and cash equivalents at beginning of year		2,477,638	1,016,273
Cash and cash equivalents at end of financial year	7	2,674,974	2,477,638

The accompanying notes form part of these financial statements.

The Paraplegic & Quadriplegic Association of South Australia Incorporated

92 713 327 348

Statement by Members of the Committee

In the opinion of the committee the financial report as set out on pages 2 to 28:

1. Present fairly the results of the operations of The Paraplegic & Quadriplegic Association of South Australia Incorporated as at 30 June 2018 and its state of affairs for the year ended on that date in accordance with Australian Accounting Standards (including Australian Accounting Interpretations) of the Australian Accounting Standards Board and the Australian Charities and Not For Profits Commission Regulation 2013.
2. At the date of this statement, there are reasonable grounds to believe that The Paraplegic & Quadriplegic Association of South Australia Incorporated will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the committee and is signed for and on behalf of the committee by:

Craig Clarke 
Steven Russo 

Dated this 16th day of October 2018

Notes

Notes

Notes

Notes

Notes

Thank you

PQSA and HomeCare+ are proud of our achievements during the past year. We look forward to continuing to support the disability community across South Australia to live their potential.

The Paraplegic and Quadriplegic Association of South Australia
ABN 92 713 327 348



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