



**liberty**  
community connect



Supporting  
people to  
live a life of  
their choice

# AGM REPORT 2019



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# DIVERSITY TRANSITION COMPLIANCE

## ANNUAL SUMMARY - GENERAL MANAGER, JO TODORUK

It is no secret that the community care sector ~ aged and/or disability ~ is experiencing a time of significant change and if there were three words to describe Liberty Community Connect in the 2018/19 financial year they would be diversity, transition and compliance.

The Aged Care Reform and the NDIS Commission have opened a very broad platform identifying the need, and creating the opportunity, for discussion in regards to the quality of care, the choice and opportunities, and the respect that people receive who are dependent on services and to ensure that they are supported to live the life of their choice. Policy reform, client expectations and public scrutiny are now well and truly at the forefront of how Liberty explores and determines what, where, how and why we do what we do. Adding to that Home Care Packages (HCP) and the National Disability Insurance Scheme (NDIS) have created a highly competitive environment that is largely transactional, where clients can exercise package portability. Where service providers/Liberty once had security in holding block funding, if we cannot meet clients' needs now they are easily able, and encouraged, to source a different provider, taking their funding with them.

**Diversity** ~ historically Liberty has provided services under the block funded models of both the Commonwealth Home Support Programme (CHSP) and the Queensland Community Care (QCC) government models. The delivery of services was stipulated by the government and closely monitored and controlled by service providers. The guidelines strictly outlined what a person was eligible for. The introduction of HCP and NDIS was a complete shift in this way of thinking and has now put the control of how a person receives services in their hands. Receiving support to remain living in their home in the community has now empowered the client ~ it is their needs, goals, preferences that Liberty supports them to identify and set out in their care plan. As has always been, Liberty maintains strong client relationships achieving person-centred care outcomes that enable clients/people to live longer, healthier and more productive lives.

### *Aged Care ~ Home Care Packages (HCP) and the Commonwealth Home Support Programme (CHSP)*

Two years in to providing HCP's, Liberty continues to see this area of our service delivery remain a very viable area of growth. Through planning and preparation, we continue to expand our suite of services while ensuring financial sustainability. Providing the best level of support available to our HCP folk, we continue to develop and grow relationships with other like-minded service providers and/or businesses. Through this, we are able to offer a holistic level of services from cleaning, lawn mowing, social opportunities to weekend and/or overnight respite, nursing care, meals and more. As we evolve under this model it is evident that clients are learning the benefits of a HCP, becoming more proactive in promoting their own health and engaging / purchasing services / resources to assist with their independence.

Our services under CHSP continues to remain strong, delivering most services at capacity. With our CHSP funding extended to 2022 we look forward to continuing to support these clients. Since our delivery of HCPs it is evident that our CHSP clients are choosing Liberty as their service provider of choice as they transition to their package.

### *Disability Care ~ the National Disability Insurance Scheme (NDIS), Queensland Community Care (QCC) and the Queensland Community Support Services (QCSS)*

In 2018 Liberty received approval to provide specific services under the NDIS. Monitoring our capacity for growth we have strategically chosen at present to provide social support group ~ Leisure and Lifestyle ~ activities and a minimal amount of one on one services under this model. From providing low level support services to people under the QCC model we are conscientious about ensuring that the support that we provide remains at the high standard that our reputation is based on and that it genuinely meets the needs of clients/participants. Our delivery and growth under NDIS are closely monitored and is ongoing.

Historically Liberty has received state funding under QCC, supporting people under 65 with low/basic needs. Effective 1 July 2019, this model ceased with the commencement of QCSS. We were grateful to receive a three month contract with the QCSS providers ~ Blue Care and Life Without Barriers ~ as clients absorbed this change in service delivery.

**Transition** ~ throughout 2018/19 Liberty has worked very closely, supporting applicable CHSP clients to understand, apply for and obtain an appropriate level of home care package. On their HCP approval we have listened to their needs while supporting them to create and implement their care plan ~ ensuring their choice and that their individual goals have been identified and met.

As QCC was winding up in June our clients were supported to understand and to be prepared for this transition. Communicating with their new QCSS provider, Blue Care and Life Without Barriers, we supported them to be ready for this change. In the past 12 months applicable QCC clients were required to apply for NDIS. Although not funded to do so, Liberty worked side by side with our clients to support them to find their way through the NDIS application process. It is an understatement to say that many people/clients found the transition through CHSP ~ HCP and QCC ~ QCSS ~ NDIS to be a challenge beyond their capacity.

**Compliance** ~ ensuring better aged and/or disability care systems, challenging providers to ensure compliance both the Aged Care Royal Commission and the NDIS Quality and Safeguards Commission have continued to investigate the quality and safety of care for people who are aged and/or who live with a disability and what needs to change to make Australia's care system better.



***No One Belongs More Than You***

Under both HCP and the NDIS client decision making has significantly heightened risk taking for Liberty. Growing from a service provider to people with low care needs to now supporting high care needs through HCP and/or NDIS Liberty is addressing our practices and processes to ensure they adapt and meet the standards of the new models of care. Service Agreements have been reviewed and updated with all aged clients signing off on the Charter of Rights. Through the sponsorship of National Disability Services (NDS) we have had the benefit of working with Peter Callaghan of DCA Advisory Services in reviewing and updating our Policies and Procedures, ensuring practices and processes that are compliant through all models of funding/service delivery. In February we completed our Quality Review with the assessor commenting that she had “no suggestions for Liberty as to how we could improve.” Other forms of compliance have been maintained via the invaluable support provided by memberships with Leading Aged Services Australia (LASA), National Disability Services (NDS), Miles Witt (industrial and employment relations advisory service) and ABW Compliance (risk management, training and development).

*In Closing ~ Recognition and Celebrations*

Clients ~ at the core of what we do at Liberty, it is all about the client ~ whether working alongside them to create their care plan or developing and delivering innovative opportunities, we continue to empower them to identify and reach their goals. Developing our strategic plan has been done significantly through knowledge obtained via our client and staff consultations, annual survey and/or compliments/complaints received. We are confident that we have identified the key issues of what it is like for a person who is aged and/or lives with a disability in the community, their current and future needs and expectations, and how we can continue to support people to live well.

Staff ~ employees and volunteers ~ and committee members ~ it is not breaking news that Liberty cherishes our amazing team! Anyone would know that in providing services in a community care sector it is our people that either make or break the quality of what we do. Staff of Liberty continue to tell us that they love working here for reasons such as they feel engaged, respected and valued. Throughout the year we have continued to create and provide staff opportunities for learning and development via guest speakers at our All Staff Meetings, open discussion and information sharing through our six weekly staff meetings and attendance and participation through opportunities such as Certificate IV, NDIS forums, aged care forums and conferences. We continue to support our employees through our Employee Assistance Program, morning barbecue breakfasts, acknowledgement and celebrations on occasions such as the Aged Care Employee Day, significant anniversaries and birthdays, Christmas Social, National Volunteer Week (and more). Recognising the achievements of our team, it was an honour to all staff when Liberty was short listed to the Queensland State top four as organisation of the year by LASA .

Cheers to everyone that has worked alongside Liberty to successfully navigate through the complexities of 2018/19 and to prepare us for the opportunities of the year to come. On behalf of the team that is Liberty Community Connect,

**GENERAL MANAGER, JO TODORUK**

**1 VISION**  
Supporting people to live a life of their choice

**2 MISSION**  
To make a positive difference, promoting client independence, by providing quality care and flexible services that respect the individual

**3 VALUES**  
We recognise the dignity of each individual, demonstrate integrity and moral responsibility in all that we do, and are proudly people focused



# Our 2018/2019 Committee



**President**  
**Vitay Kaitinis**



**Secretary**  
**Robyn Flegler**



**Treasurer**  
**James Yoo**



**Committee Member**  
**Paul McCormack**



**Committee Member**  
**Kim Kyle**



**Committee Member**  
**Damian Scantlebury**



**Committee Member**  
**Sue Burgess**

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## PRESIDENT'S SUMMARY

### - VITAY KAITINIS

I am pleased to present the President's report to the 2019 Liberty Community Connect Annual General Meeting.

During the last 12 months the rapid change in the not for profit sector has continued at an even faster rate, and changes will continue to challenge the sector in the future. Individual organisations need to adapt and remain flexible with the way their services and programs are delivered. Client needs and expectations are changing and, with changes to funding models, clients now have a greater choice of how their contributions are spent. If organisations do not adapt, they will not remain relevant and will not survive.

The sector is evolving and an organisation's business practices need to balance between profitability whilst ensuring community and moral obligations are met. Financial pressures are adding to this challenge, with organisations needing to deliver services with reduced funding while meeting strict standards. Organisations are also now under much more scrutiny, with the community having a greater awareness of what is an appropriate standard of service. The recent publicity surrounding the Royal Commissions in the banking and finance areas, and aged care and disability sectors, has also substantially raised the level of scrutiny. As a result, there are increased compliance obligations not only in the area of policies and guidelines, but the requirement to demonstrate this compliance in a practical sense when conducting business.

Increased scrutiny has refocused Liberty's Management Committee on reviewing governance measures and issues. This has included an annual detailed review of Liberty's risk register, half yearly detailed review of budgets and expenditures and an annual review of governance policies. In addition to this, structured reviews and discussions are held as part of the management committee's monthly meetings. The committee has also identified the need to take a greater role in the strategic planning process and has established an operational plan for the committee, for which it will be accountable. Changes have also been made to the monthly budget and expenditure report format, which now enables the committee to more accurately track expenditure trends and individual program costs. This has been essential to improve the understanding of unit costs when reviewing the viability of existing programs and services, and assessing the viability of new services.

The committee has also acknowledged the need to keep up to date on new and emerging trends in the sector and are now taking advantage of resources available via memberships with Leading Aged Services Australia (LASA) and National Disability Services (NDS). This includes accessing webinars covering areas such as developing processes surrounding performance appraisals, governance and the development of policies as part of the overall governance process. Representatives from the committee attended and participated in various workshops and presentations at the Queensland LASA Conference, as well as the National Disability Services Board Summit. This Summit covered areas such as management committee roles and responsibilities, governance, government funding and financing, and overall trends. Sector representatives delivered presentations on the introduction of NDIS and the issues being encountered by non profit organisations in delivering these services.

The National Disability Insurance Scheme (NDIS) was introduced here in South East Queensland in July 2018, with a number of Liberty clients transitioning into the scheme. When the NDIS was announced by the government, Liberty made a decision to move cautiously due to the uncertainty the scheme would have on Liberty's budget and resources and I believe this conservative approach was correct. A number of other organisations, who fully committed to NDIS at the outset, found a number of issues in implementing services regarding the costs of service delivery and compliance, which had the potential to affect the organisation's viability.

The commencement of the NDIS prompted discussions regarding the growth of Liberty as the need for services in the community continues to grow at a faster and faster rate. Further discussion is needed to determine the optimum size of Liberty. This includes which programs should be expanded, if any, and whether Liberty should continue to concentrate on delivering existing programs and maintaining the current high quality services. Alternatively Liberty could continue to grow, which will increase overheads and possibly affect the quality of the services being delivered. There have been numerous examples of organisations expanding to take up various opportunities in an effort to increase profitability. However, in some cases, this expansion has been difficult for the organisation to manage, while maintaining financial viability and an appropriate quality of service.

**What is the optimum growth level Liberty should be seeking, and should Liberty become involved in developing new programs within the community where a direct financial return should not be expected?** Further discussion is needed going forward between management and the 2019/2020 committee.



This year Liberty recognised the National Aged Care Employee Day. The management committee used this as an opportunity to recognise and honour staff and volunteers for their dedication and commitment in the care of seniors in our community. The committee held a very successful breakfast function in August, which was well attended by staff and volunteers, along with Meaghan Scanlon the State Member for Gaven. I congratulate this team of staff and volunteers, together with management and the committee, for the great outcomes achieved for clients and look forward to the continuation of this success in the coming year.

**VITAY KAITINIS, PRESIDENT**



# TREASURER'S REPORT

## - JAMES YOO

It is with privilege that I write in this year's annual report. I present the audited financial statements for the financial year ended 30 June 2019 for Liberty Community Connect Inc. The 2019 financial year has been a great period for Liberty.

Our net profit for the year has increased from \$38,330 in 2018 financial year to \$125,209; an increase of \$86,879. We had a total income of \$3,140,640 in the 2019 financial year. Compared to last year, this is an increase in income of \$470,672, which is a rise of 17.6%. This was mainly due to income from services delivered under the National Disability Insurance Scheme, home care packaging and brokerage fees.

The total expense for the year was \$3,015,431. The outgoings that had a noticeable increase were the home maintenance program expense and employee benefits. Home maintenance program expenses grew from \$75,877 last year to \$99,444 this year, which represents around a 31% increase. However, the relevant income has increased more than the expense percentage. Employee benefits expenses include salary, superannuation contribution, and leave entitlements for our people. These expenses have risen by 17.19%, with this being slightly less than the increase in income. This expense represents around 75.81% of total income. The percentage was 76.08% last year, which reflects that there has been a slight improvement in our employment expenses over the total income this year compared to last year.

Overall, we had a net profit of \$125,209. The Balance Sheet is in a strong position with net assets of \$3,274,827, consisting of total assets of \$3,948,175 and a total liability of \$673,348. The total asset of \$3,948,175 includes \$3,348,959 in cash and cash equivalents, of which \$2,471,367 is held in interest bearing term deposits. The total liability of \$673,348 includes deferred income for home care packages of \$194,270, deferred grant of \$149,930 and provisions for long service leave and annual leave.

The increase in net profit for the year is a great achievement, particularly acknowledging that the 2019 financial year was a challenging year for us, and the industry, due to uncertainty of block government funding, introduction and changes of home care packages and NDIS funding. Chris, our Financial Officer, and management have worked closely together throughout the year to continually monitor the budget to ensure that we are on track.

All in all, a great year. Well done to the team!

**JAMES YOO, TREASURER**



# Cowlishaw & Co

**LIBERTY COMMUNITY CONNECT INC.**  
ABN 34 180 958 508

## INDEPENDENT AUDITOR'S REPORT

### Report on the Financial Report

I have audited the accompanying financial report of Liberty Community Connect Inc. (the association) which comprises the Balance Sheet as at 30 June 2019, and the Statement of Comprehensive Income, Statement of Changes in Equity and Cash Flow Statement for the year ended on that date, a summary of significant accounting policies, other explanatory notes and the statement by members of the committee of the association.

### Committee's Responsibility for the Financial Report

The committee of the association is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the Associations Incorporation Act 1981. This responsibility includes establishing and maintaining internal controls relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

### Auditor's Responsibility

My responsibility is to express an opinion on the financial report based on my audit. I have conducted my audit in accordance with Australian Auditing Standards. These Auditing Standards require that I comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

### Independence

In conducting my audit, I have complied with the independence requirements of Australian professional ethical pronouncements.

### Auditor's Opinion

In our opinion, the financial report presents fairly, in all materials respects, the financial position of Liberty Community Connect Inc. as at 30 June 2019 and of its financial performance and its cash flows for the year then ended in accordance with Australian Accounting Standards and the requirements of the Australian Charities and Not-for-profits Commission Act 2012.



.....  
Thomas Cowlishaw

Cowlishaw & Co

228 Stafford Road, Stafford

19.9.2019.



## Irene's Story

Ever since her husband Ken, a truck driver, passed away 17 years ago Irene Cooper has focused on being of service to others through the Solace Organisation, which offers grief support to those who have lost their spouse.

All this changed when her health suddenly took a turn for the worse. Where before she could do hours of brisk walking easily, these days, at age 67, she is forced to take "frequent rests" by sitting on electric boxes located along the streets, and thus be properly "recharged" in order to continue her daily walking regime.

"My GP told me I needed to get help but asking for help with household work and shopping was the hardest thing for me to do. Looking back now, I have to admit that it was the best and smartest move I have ever made in my retirement years. The carers from Liberty are friendly, helpful and very nice so that's an added bonus," Irene said.

So how did she learn about Liberty? While in hospital Irene learnt about the government funded help that was available for the elderly that would enable her to retain her own independence, while ensuring her house would always remain in tip top condition. Looking through the list prepared by a hospital volunteer, she proceeded to call all the organisations. However, almost all were filled to the rafters with clients and none could accommodate her request for help with home cleaning.

Irene adds that only Liberty was responsive and sympathetic to her need for extra help. In February 2018 a Lifestyle Support Worker commenced helping out with household cleaning every fortnight and, later, to assist her to do shopping as well. A very contented Irene describes the presence of Liberty's support workers as true lifesavers because "what they do in 90 minutes would have taken me hours and spread over three days at least. So from being someone so used to giving service to others and now to be a recipient of services myself is quite a drastic change for me but I am so glad I took the hand of help that Liberty offered to me because now I can still enjoy living in my own comfortable home while Liberty does its part to make my home and life as wonderful as ever."

# Home Services

*From house cleaning, respite support, mopping, dusting, making a bed, lawn mowing, shopping, meal preparation, shower assistance and everything in between ~ we have it covered*



Living independently in your own home can get harder as you get older but Liberty's home support services help with these everyday tasks. With the right support, you can receive help to make your life easier, and this will enable you to continue living in your own home. Here at Liberty we have a shared goal to deliver outstanding support whilst focusing on continuous improvement.

New opportunities, collaboration and partnerships have been developed to support our clients 'round the clock' including late evening, early morning, weekends or overnight shifts. We are committed to meeting person centred responses and are adaptable to peoples' ever changing and increasing needs.

Family members are quite often the primary care givers for relatives and, at times, this can be stressful and overwhelming. Our goal is to "lighten the load" and ensure the families of our clients feel confident their loved ones are in good hands.

Our footprint continues to spread further and wider and, as a result, we have seen a significant increase in referrals and newly employed support staff to meet the demand.



*"The services give me time and energy to do the things that are beneficial for my health, which is walking, pool exercises and gym twice a week."*

*Lynette*

*"I am very happy with all services that Liberty offer, especially when my support worker takes me to see my friends - she is a very nice person."*

*Lindsay*

*"Since I have been with Liberty my lifestyle has changed for the better in every way. I feel at ease and happy. I look forward to seeing my carer, shopping etc. and I give them 100% for caring for me."*

*Client*

# Home Services

*Everyone has the right to expect safe and high quality care*



Our workforce is diverse and helps us recognise and respect “ways of being” that are not necessarily our own so that as we interact with others we can build bridges of trust, respect, and understanding across cultures. Liberty now employ 26 Lifestyle Support Staff, with further growth anticipated to meet the ever increasing need in our community.

We look forward to an exciting future and, together with feedback, ideas and personal experience, we can drive change to ensure that all people have the opportunity and choice to live a meaningful, engaged and socially connected life.

**connection ~**

**individuality ~ vibrancy ~**

**accomplishment ~ purpose ~ satisfaction**

## HOME MAINTENANCE

Lawn mowing, yard tidies, window cleaning and gutter cleaning are the value added component of what Liberty can subsidise for our clients. We were lucky enough to receive an increase in this funding, which we are happy to announce will be available until 2022 and possibly beyond.

Our loyal contractors, Spic and Span, Improvements R Us and Autonomous Cleaning have been providing our clients with an exceptional service, continuing to uphold our reputation in the community.

*Liberty is a one of a kind provider. We have been told by industry leaders that we are a cut above the rest in value for money, service delivery and flexible approach.*

*My husband had an accident and is unable to mow our lawns. The boys (Dylan & Cory) from Spic n Span provide excellent service*

*Client*

*I am well pleased with the lawn mowing and the yard tidy I receive. I have had injuries from a car accident.*

*Client*

*Not having to mow lawns helps prevent my back and knee pain. Very grateful for this service.*

*Client*

# Shane's Story

Shane is a 45 year old man who is visually impaired, autistic and is a non-verbal communicator, but don't let that fool you, he certainly has a way of letting you know how he is feeling.

In December last year Shane joined Liberty's Leisure and Lifestyle program. With groups each having a different array of clients per day he was warmly welcomed and embraced by all. It has been a learning curve for everyone involved in the care and support of Shane however he has taught us all not to underestimate him, he doesn't miss a beat. There have been moments of hysterics when Shane has laughed out loud at the odd mishap of a staff member unable to find, and do up his seatbelt, turning situations into a good old giggle fest. Shane has a wicked sense of humour, laughing at all the right ... and the wrong ... moments indeed!

When Shane decides he would like to do something he will stand up and get the Lifestyle Support Worker's attention and they have come to understand his signals and what they mean. He has even voiced the word "NO" clear as a bell on a couple of occasions, really reinforcing to all there are no flies on this guy - he knows exactly what is going on around him. Shane's physical activity has increased with supported walks whilst out at the wonderful variety of locations the groups attend, walking up stairs, throwing and catching a ball like a legend, and laughing all the way with the joy of play.

Shane loves food, and thoroughly enjoys going out to paid venues, receptive to the encouragement to choose the healthier menu options on most occasions. Shane's mum, Liz, said she knows Shane enjoys his adventures out with the groups and says, "He is a different boy since he has been at Liberty. He is more smiley and enjoying life!" Liz is grateful for the positive impact the attendance at Liberty has had on him. A true success story for everyone!



# Leisure and Lifestyle Programs

Community Access ~ Centre Based Groups ~  
Small Groups ~ One on One Adults from 18 to 100+  
Everyone Belongs



Ensuring we listen to our clients is an integral part of the programming process. With this in mind, and our commitment to improving outcomes for our clients, the Leisure and Lifestyle program was restructured in early 2019 and the position of a Leisure and Lifestyle Coordinator was introduced. Regular and ongoing consultation between our Coordinator and clients is expanding our thinking and creating new opportunities for everyone. This has proved successful in assisting our clients to fulfil their goals and social connections.

Consultation with our clients ensures that on every given weekday our team delivers a well-planned and considered program of entertainment, activities and information events. We design it all to stimulate the brain, improve physical health, mental health, along with supporting their independence, wellbeing and goals of our clients. We aim to make a positive impact on our clients, allowing them to have great stories to tell and wonderful memories to reflect upon.

Our programs are specifically tailored to meet the needs of both the elderly and adults with a disability. For those who enjoy what the beautiful outdoors has to offer, we are out and about in the community visiting parks, beaches, clubs and pubs too, whilst taking part in community events. For others who prefer to join social groups and settle in at a home away from home, our centre based programs are the place to be. There is truly something for everyone.

Liberty offers a huge range of social activities and community access participation through our leisure and lifestyle programs. We offer the chance to make new friendships, improving one's quality of life, creating and supporting a sense of belonging. Clients regularly tell us that the connections they make here at Liberty increases their confidence in other areas of their lives, enhancing their overall wellbeing. Read on to get a taste of what is regularly on offer.



*"It's a pleasure to arrive on a Tuesday and see happy smiling faces to greet you, especially with a warm hug and kiss."*

*Betty*

*"I like the assortment of activities, of course I like the music, the entertainment, I like the board games. Liberty I would not miss you for anything!"*

*Dorothy*

*"The transport to the centre helps me to get out more, as I find I am a bit isolated, coming from Sydney. I have made some nice friends and I enjoy my activities and outing very much"*

*Renee*

# Leisure and Lifestyle Programs

Liberty's Leisure and Lifestyle programs and activities provide a range of options and opportunities



## Centre Based for the Elderly

Fun theme weeks with dressups, activities to stimulate the body and mind, entertainers to get us singing, dancing and laughing, guest speakers to inform and educate, kinship, conversation, home cooked meals, and outings.

## Centre Based for Adults with a Disability/Young at Heart

Craft, computers, cooking, gardening, exercise, brain training, creative exploits, relevant guest speakers, friendship, entertainers, home cooked meals, and special outings.

## Community Access

Out and about exploring all the Gold Coast has to offer, visiting parks, gardens, beaches and clubs, enjoying the good company of friends and fun activities.



## WELLNESS WEEK

Guest speakers offer information and tips on how to live a healthier and safer life at home.

## MAN 2 MAN

A very popular 'blokes only' day out to do the things that blokes like to do.

## CONNECT 2 TECH

People are amazed as they learn new skills and become familiar with all that technology has to offer them.

## PODIATRY

Regular opportunities exist to visit an experienced Podiatrist at our Centre at Nerang.

## CARER'S PAMPER DAY

Some fun, laughter and information sharing along with a delicious meal.

*Our programs offer all inclusive meals and, when possible, door to door transport in wheel chair accessible vehicles.*



# Home Care Packages

The freedom to choose the services that meet YOUR needs



## IT'S A WORLD OF CHOICE

We currently manage home care packages for 60 clients, ranging from level 1 to level 4. We offer access to a diverse range of services including nursing, remedial massage, acupuncture, hydrotherapy, hairdressing, allied health, domestic assistance, social support, meal preparation, shopping, transport assistance to appointments, medication prompts, overnight respite, weekend and public holiday support, exercise classes and lawn and garden maintenance.

Minor home modifications are performed based on a clinician's report. Dependent on the individual's needs, we are starting to explore assistive technology devices for clients. A number of clients also participate in the leisure and lifestyle program for a social day out.

With the flexibility and responsiveness of our support team, our staff numbers continue to grow, with international diversity from Australia, Japan, Hong Kong, Sweden, South Africa, Zimbabwe, New Zealand and the Philippines, just to name a few.

Responding to changes in the sector, we are embracing and promoting wellness and re-ablement. This is creating opportunities for further training and development for staff as we expand our services. Historically Liberty has been a low care' service but we have expanded across all levels of care, including clinical care delivered by brokered nursing staff. Our capacity has grown with the needs of our clients.

Our goal was to grow steady and confidently, and this has been achieved with new package referrals continuing to be received each month in spite of a growing competitive market place.



## NEED MORE INFO

Check out our website or give us a call on 5578 1668 for information about our home care package services. We are flexible, reliable and focused on your needs.

[LIBERTYCOMMUNITY.ORG.AU](http://LIBERTYCOMMUNITY.ORG.AU)



# NDIS



As an approved National Disability Insurance Scheme (NDIS) provider, Liberty commenced supporting existing clients who have approved NDIS funding plans. In addition, we have received a number of referrals for new clients and we are moving steadily forward. It has been a busy time for sure, but it's business as usual for us. We always strive to focus on the needs of our people - NDIS is just a new way to fund the options we provide.

We have put a lot of focus and energy into our leisure and lifestyle programs. We continue to monitor and explore future opportunities for our programs. This is exciting as we have capacity for new days and programs here in our centre and/or out and about in the community.

As of 1 July 2019 NDIS price increases were introduced. Updates included increases to remote and very remote loadings; updates to travel, non-face-to-face services and cancellation billing policies; updates to assistive technology and home modifications. This has provided some relief for many organisations. Only one of our participants required a review to ensure sufficient funds in their package to maintain their level of chosen activities.

Whether client needs are high or low, Liberty has adaptable and skilled support staff to assist.



*"Daniel loves his day at Liberty. It is a great service and all the staff and volunteers are helpful and obliging. Thank you to everyone at Liberty."*

*Daniel's carer*

*"I have made great friendships with all the volunteers - they are friendly, very understanding and are always caring."*

*Sarah*

*"I look forward to coming along. I like getting out and about and doing things. I didn't get out when I use to live in my old place. In my new place I'm doing things. I have made new friends, they always give me cuddles."*

*Karen*

# Community Development



Liberty aspires to be the service provider of choice. To do this we are getting out and about and promoting Liberty, inviting the community to our Centre in Nerang for our free Mini Expo in November 2018, providing 32 pop up information stands throughout the year and commencing a free games morning in June 2019 at Runaway Bay Shopping Centre.

The Liberty Magazine is the “go to” document filled with wonderful photos, many taken by Trudi Teren Photography, who generously volunteers her time. Our other connections included local libraries with books being donated and space available to display client artworks, and local community organisations, including the Nerang Men’s Shed who recently built us a community library. Stories like these have then been used to spread the word about Liberty during 10 presentations and in local newspapers, ie Seniors Newspaper. As a direct result of our work we received 34+ referrals, however, many of the referrals for over 65’s go through the My Aged Care, and Community Access Point for people under 65, so we are not aware of how clients became aware of the services Liberty provides.

Our ongoing need to raise funds to go back into the programs continues with \$2,746.35 raised through our raffles. A Trivia fundraiser event raised \$3,108.21 and we received support from 18+ businesses, donating raffle and door prizes and sponsored tables. A further \$100 was received through the Community Matters Competition in 2018/2019 and we were successful in receiving funds from the Community Grants Hub Volunteers Grant (\$5,000).

Liberty was a finalist for the Leading Aged Services Australia (LASA) Awards - Excellence in Aged Care Queensland 2019. This award was sponsored by Hesta and we celebrated this achievement at a full staff meeting with Hesta bringing along afternoon tea and giveaways for our staff. In May 2019 we nominated five of our volunteers for awards, with each of the volunteers being invited to events across Queensland to acknowledge and celebrate the work that they do and the difference that they make.

“Coming along to Liberty is my favourite day of the week and I am so glad that my daughter and I met you at the shopping centre and I now come along to Liberty.”

Client



**99.01% of clients said they are Happy/Very Happy with their Liberty Services**

**98.68% of clients told us they have improved independence as a result of their Liberty Services**

**99.63% of clients said they are Happy/Very Happy with their Liberty Support Worker**

# Our Clients and Carers

Real compliments  
from real people  
that confirm we make  
a real difference

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Over 42% of our clients completed our annual survey. Following is just a sample of what they had to say.

"I like hanging out with like minded people. I like the caring staff and I enjoy the activities. I really enjoy the outings we have every six weeks also."

Leisure and Lifestyle Client

"I regard my weekly Wednesdays as akin to a family party, therefore is the highlight on my every week. All staff, plus volunteers, epitomise the word empathy. You are all unbelievable. Long may you all live."

Ken W

"Liberty's empathy, professionalism and compassion has nurtured my husband's path to recovery. This has also allowed me to heal too. Everything is coming together."

Carer



# Our Volunteers

Only a life lived for others  
is worth living

~ Albert Einstein

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With the introduction of our Volunteer Coordinator in February 2019, there has been a significant injection of support for our volunteers here at Liberty. This has enabled them to have direct guidance, training and continued encouragement throughout their volunteering experience. Having the opportunity to have direct contact with their own Coordinator has increased team moral and their sense of value. Without our team of volunteers we would not be all that we are today. The following comments are just a snip of the things our Volunteers have to say.

“I feel like part of a family here. I enjoy working and helping others, it gives me a sense of purpose. It is a happy and relaxed environment to be in amongst. There is a great vibe in the dining room, where we are always fed with the most wonderful food. The fact there is transport provided for me which enables me to volunteer at Liberty is just incredible.”

“I love the interaction with the clients, and I love listening and helping people. It’s also a very nice feeling to be thanked for doing something that helps people too. I really enjoy seeing how the clients just love coming here. I have grown to be an even more caring and empathetic person. It’s an all-round great experience. It’s a shame more people don’t do it!”



# Our Staff

"Unless someone like you cares a whole awful lot,  
nothing is going to get better  
it's not"

Dr Seuss

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We seek open and honest feedback from our staff. This is what some of them had to say about working for Liberty.

"I love seeing the clients light up when they share wonderful encounters with each other. The way they smile and interact and form friendships is wonderful to see. Then there's the excitement they show when they participate in activities. There is a great team of staff and volunteers here who are mindful and supportive."

"I love interacting with people of all different ages and backgrounds. The place is full of cool employees that all get along and are friendly, it a nice place to work."

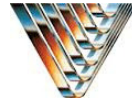
"Starting as a volunteer with the out and about group, it wasn't long before I wanted to join the great team of Lifestyle Support Worker. Love every day."

"I like Liberty's friendly atmosphere and positive attitude to all of the staff, clients and volunteers."

The former Federal member Steve Ciobo kindly printed our magazine throughout the year



# ELEVATION CHURCH



VILLAGE ROADSHOW LIMITED



Throughout the year numerous businesses support Liberty through donations of finances, goods and services. We are truly grateful for their kindness.

Our thanks also goes to the generous individuals who contribute financially including, D Farrow, R Heath, B Rawlings, C Pace, M Imoda, R Eggleston, A, Reeve, K Sheppard, A Harrison and B Steedman.



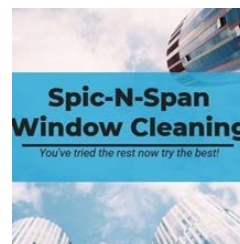
Kim Kyle - Senior Associate of ABKJ Lawyers



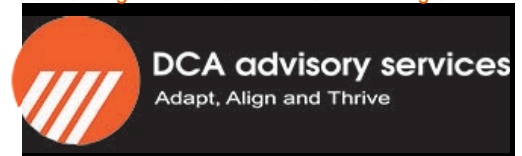
ADAMSON BERNAYS KYLE & JONES

# Our Thanks

"We make a living by what we get,  
but we make a life by what we give"  
Winston Churchill



Peter Callaghan - Partner of DCA Advisory Services



# FUNDING OVERVIEW



During the 2018/2019 year Liberty Community Connect was funded by the Queensland Government via a Queensland Community Care (QCC) Grant, and the Commonwealth Government via the Commonwealth Home Support Programme (CHSP).

QCC funds enabled Liberty to deliver basic levels of care to eligible adults who were under 65 and living with a disability or condition that impacts their daily life. This included domestic assistance, personal care, social support, respite, allied health and center based services. This funding ceased on 30 June 2019 and was replaced by the Queensland Community Support Scheme (QCSS). Liberty has been working with the service providers who hold the QCSS funding to transition existing clients to this new funding.



Liberty commenced delivering services to clients who were assessed and received an approved plan under the National Disability Insurance Scheme (NDIS). The NDIS funds reasonable and necessary support needs by providing an individual budget for each person to manage.

CHSP directly funds Liberty for the delivery of basic support needs for people who are assessed as eligible and who are over 65, or over 55 if they are part of the ATSI community. This funding is more specific, targeted and limited to services approved via assessment from My Aged Care, such as domestic assistance, personal care, social support, flexible respite, allied health, home maintenance (lawn mowing and yard tidies in general) and group based social activities.

People aged 65 + with more complex care needs can request to be assessed again by My Aged Care, and may then be offered a home care package. This funding is more tailored and flexible to meet individual needs. As such, the package budget ranges from level 1 through to level 4, and reflects the cost of delivering a range of services. When a person has been allocated a home care package, Liberty is able to manage and provide services requested by the client, within package guidelines. This includes everything from nursing and clinical care through to shopping assistance and meal preparation. This is the future of aged care funding and there is still some uncertainty as to how all existing CHSP clients will be transitioned to a home care package. Nevertheless, in the meantime, it's all systems go.

As an approved aged home care package provider and NDIS approved provider, Liberty will continue to deliver our services via these funding models as well as services under CHSP. We also deliver our services at cost, either privately or via a brokerage arrangement with other providers. This is a win for both clients and for Liberty.



**liberty**  
**community connect**



The  
Department  
of Health

Liberty Community Connect offers a diverse range of support services on the Gold Coast. Opportunities include activities that are fun, interactive and offer choice and are available in either our 'home away from home' centre at Nerang or within the community ~ out and about exploring and participating in all that the Gold Coast has to offer. Additionally, we assist with support within the home - house cleaning tasks, shopping, appointments, personal care/hygiene, laundry and respite care (to name but a few). Allied health services, such as podiatry and a broad range of support on various health and wellness issues, lawn mowing and yard tidies are also available.

We tailor support ranging from basic needs under the Commonwealth Home Support Programme, to managing a diverse range of services through home care package funding and the National Disability Insurance Scheme. All up ... we're the true meaning of a one stop shop in supporting people to live in their home and to be a part of their community ensuring a better life for all.



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