

DASSI

Bringing Care Home



Annual Report 2011



Our Clients...





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About DASSI

This is really about our Staff and our Clients

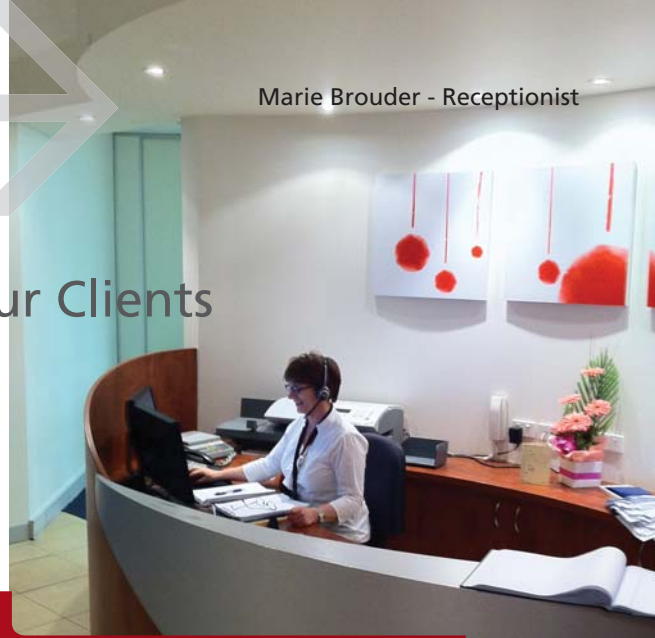
For the past 25 years, DASSI has been supporting its clients of all ages and from all backgrounds to remain in their own homes.

Depending on each person's individual needs, the services provided by DASSI might include personal care, home care, light meal preparation, information and advocacy, transport, respite care, or complex specialist care.

DASSI was established in 1984 by a small group who saw a need for a community-based organisation to help those with disabilities enjoy more freedom and experience a better quality of life than what they could receive in institutional care. In that first year, the State Government provided funding for 18 people with disabilities. Funding is now provided by more than 150 sources, including State governments, agencies, community service organisations, insurers and individuals. DASSI continues to be driven by the principles that underpinned its foundation – to care for people of all ages who need support in their day-to-day lives.

With a reputation as a responsive, innovative provider of direct care services, DASSI is a fully accredited organisation providing quality care tailored to the needs of its clients.

Our Strategic Plan 2011-2014 was completed in early 2011 and in the process of developing highlighted a strong need to continue to focus on what DASSI means to its clients and their families. DASSI was formed by families for their own families, and in 2011, the focus remains on how DASSI can improve lives.



Our Purpose

To enable individuals to live valued and independent lives in their home and in the community through the provision of quality care.

Our Values

Choice:

People are supported to determine how they want to live their life and to achieve their goals and aspirations.

Independence:

People are empowered to live independently, with dignity and to actively participate in their family life and their community

Excellence:

We strive for excellence for our clients, our workforce and in everything that we do.

We will achieve our purpose and live the values through: Working with our clients as partners achieving growth with an engaged and effective workforce.

Our Services

DASSI provides one to one direct support to a wide range of people who have been born with a disability or who have acquired a short term or longer term disability as the result of an accident, injury, disease, illness or age.

DASSI delivers services across Metropolitan Melbourne and Regional areas of Victoria.

Our model of care is applied in a range of areas including management of challenging behaviours, medication management, lifting and transfers for all clients along with children and teenagers. Conditions such as Acquired Brain Injury, Schizophrenia, Epilepsy, Autism, Cerebral Palsy, Muscular Dystrophy, Alzheimer's Disease/Dementia and other similar conditions.

DASSI provides individually designed support for people who need assistance to live, learn and work independently in the community. Planned and Emergency Respite continues to be a significant component of the support plans developed for all clients and their families such as:

- individual support programs
- assistance with personal care,
- household tasks, mobility, rehabilitation, social/recreational,
- educational and support within the workplace

Chair and CEO's Report

We are pleased to present the 2011 Annual Report to our members, clients and their families, funding and support agencies, and our staff. This Report is provided to inform you of the activities and achievements of DASSI over the past year.



Cynthia Lahiff, Chair of the Board

For more than a quarter of a century, DASSI has been supporting Victorians to remain in their own homes by providing individual care to people of different ages and abilities. We create positive relationships with our clients, external agencies and staff to provide a sound foundation for DASSI's Bringing Care Home services. Our aim is to maximise choice, independence and participation for people with a range of needs, preferences and goals.

Our clients and their families quite rightly exercise a considerable degree of personal choice in selecting DASSI as their care provider. From the inner suburbs of Melbourne across regional Victoria, DASSI's carers live and work locally, ensuring that our clients remain engaged in their communities. Whatever physical or social challenges our clients might have, our key objective is to enable people of all ages to stay in their much-loved homes by providing individualised care and support. The priorities of the Board and the operational activities of the organisation are focussed on achieving this fundamental objective.

Once again, this reporting period has been a busy time. In 2010-11, we have continued to provide thousands of hours of support to our broad range of clients. Throughout this report, you will read how we have continued to align our client management and service delivery functions by consolidating our workflow processes, improving our business systems and supporting our staff.

We are confident that these changes will allow us to progress towards meeting our strategic objectives by enhancing our services responsiveness to clients and quality service provision within funding and legislative parameters.

Predicted shortfalls in community and residential aged care places by 2050 and ongoing changes and demands in disability support services challenge us to find ways to successfully support individuals, families and communities in times of need. We know from our annual client feedback survey that our model of care is working. Combined results show that clients are 'mostly satisfied' in having their human and legal rights respected. They had the same level of satisfaction in having their privacy and dignity respected during service provision. We were also pleased to note that our clients feel comfortable with our complaints resolution processes.

All of these achievements, efforts and goals depend on our people. The award winning program initiatives developed for DASSI Work Life balance have continued to deliver results across the entire year. The investment in our people continues to return considerable dividends in terms of lower absenteeism rates and higher labour retention rates across the year.



Esther C Murray, Chief Executive Officer

As a nominated employer of choice, the investment in those programs that allow flexible work practises for our staff has provided encouragement to our staff and clients alike. The effort of the various teams to promote and implement these programs are to be congratulated for the take-up within the workforce.

During the year, DASSI continued a campaign to build brand awareness and to position itself as the preferred State-wide provider of in-home care in both the funded and fee-for-service market segments. This has contributed to expanding opportunities and delivering our message to a wider audience by connecting with over 3,000 stakeholders.

A significant element of this campaign was to engage AFL Legend and recent Victorian of the Year, Ron Barassi, as our Brand Ambassador. We are delighted to have such a relationship with Ron, who in his own words defined the DASSI ethos with simplicity and crystal clarity, 'When someone needs a helping hand, the right thing to do is to offer it.' It was Ron himself who suggested the phrase 'Barassi for DASSI', which was adopted as the name and tagline of a major promotional campaign.

As our Brand Ambassador, Ron is helping us take the DASSI message to people all over Victoria: Wherever you are, whatever challenges you might face, you need never be alone. DASSI is ready to care for you or a loved one at home.

Our success in accessing new markets and communicating with new client groups motivated us to translate our main client information into six different languages. The DASSI message has also been formatted into a pictorial version. We have also added a comprehensive set of resources to our website, to assist current and potential clients to access information and services which might support their needs.

We welcome our new CEO, Esther Murray who joined DASSI at the end of this financial year in June 2011. Esther brings significant experience in the Human Services area with many years in Health & Disability and most recently from Community Health. Esther holds a strong client focus philosophy, which compliments the DASSI values.

The Board is confident that the activities outlined in this Report place DASSI in a good position to continue its important work. We extend our deepest gratitude to our colleagues on the Board for their contribution, efforts and energy over the past year.

On behalf of the Board, we would like to thank the management and staff, in particular the attendant support workers, who are the face of DASSI.

Lastly and most importantly, we would also like to thank each of our clients for choosing DASSI. We will continue to be guided by your needs and you are assured of our best endeavours.

Cynthia Lahiff
Chair

Esther C Murray
Chief Executive Officer

Board & CEO Profiles

Ms. Cynthia Lahiff



Is the Chair of the DASSI Board of Governance and immediate past Treasurer. As a Certified Practising Accountant, Cynthia has extensive financial management experience. She is a graduate of the Australian Institute of Company Directors. Currently, Cynthia is a General Manager of a government business enterprise, with responsibilities including corporate support functions and business planning.

Mr. Frank Cresia



Is the Vice Chair of The Dassi Board of Governance. He is the Executive Director/CEO of Waverley Industries, a not-for-profit organisation that provides supported employment opportunities to people with disabilities. He has more than thirty years of marketing, operational and management experience in areas including retail, project management and manufacturing.

Mr. Dennis O'Keeffe



Is an experienced executive with a professional background in Finance and General Management. His career to date has included executive roles in both the Corporate and Not-For-Profit sectors. He is a member of the Institute for Chartered Accountants in Australia and Ireland.

Ms. Cathie Kennedy



Has over twenty years experience as a senior practitioner in organisational change and human resource management. She is an executive coach in her own consultancy and was the founding CEO of a national occupational rehabilitation organisation.

Mr. William Cook



Is a member of the DASSI Board's Client Advisory Sub-committee and is a past member of the Quality Sub-Committee. He is a Board member of the Disabled Motorists' Association and is an advocate for accessible public transport. Previously, he was employed by Telstra in a variety of payroll and accounts roles.

Mr. Neil Cowen



Is the CEO of the Kyabram and District Health Services and a Director of the Loddon Mallee Health Alliance Ltd. He is a board member of his Local Rotary Club. Previously, Neil was CEO of the South Gippsland Hospital and Corner Inlet Community Care Inc. Neil is also a mentor to young managers in the ACHSM program.

Mr. Robert Kuebler



Is a Lecturer/Tutor in Architecture & Building at Deakin University. He is a qualified architect and lives in Barwon Heads. Robert has extensive knowledge of the disability sector.

Ms Penelope McKay



Works in the Victorian Government's Department of Treasury and Finance, where she is a Director in the area of budgetary and financial management. She has previously worked in the Commonwealth Department of Finance and Administration and in the Victorian Departments of Human Services and Justice.

Esther C Murray



Employed by the Board of DASSI at the end of June 2011, Esther's career has largely been in the Health/Human Services Sector, including 11 years as a Chief Executive Officer. Esther has served as CEO for Manningham Community Health Services and of St John of God Disability, Vic, plus as Director of their Private Health in Sydney. Esther has also been a Director at The Alfred in Melbourne.



CLIENT STORY

Back from the Brink: *Kerbie Edelsten*

Life as a vivacious, sports loving and somewhat mischievous 15 year old changed forever on 5 April, 1991. Before her car accident Kerbie participated in several sports – she was a swimmer, a rower and she played netball at the highest level in Victoria. She planned to become a physical education teacher.

Her family had moved from Melbourne to Hamilton, where she attended the local high school and had a part-time job. Kerbie had also been accepted into the Victorian Schools Netball Team.

Kerbie sustained head injuries, shattered both her legs and had massive dental damage as a result of the car accident she was involved in. Doctors told her parents that the prognosis was grim and if she did manage to survive it would be in a vegetative state.

Kerbie was in a coma for 3 months, endured countless operations and endless rehabilitation, but she wasn't about to listen to the medicos. Twenty years on and she continues to defy the odds. "I had a choice: give up or slowly try to rebuild my life. I choose the latter," Kerbie says.

Today she not only walks and talks, but with the support of DASSI staff – Kerbie completes a rigorous weekly training program. She swims 40 laps of a 50 metre pool, and then transitions into a combined cardio and weights session in the gym in Hawthorn. Kerbie continues to grind out this three hours program, four days a week, with our support staff as her constant companions.

Our staff member, Yvonne, sums up her drive and independence, "her energy and willpower is amazing, she simply refuses to give up and I am privileged to view what she achieves every day of her life." Yvonne and the other staff on her support roster, are not only involved in her training regimen, but assist her in the community, at home, and are alongside her when she follows her favourite recreational pursuits.



Kerbie keeps going, and going and going.



CLIENT STORY

Family Events include DASSI Support Workers: *Gaetano Spada*

Gaetano Spada is a man who has many connections with his community and enjoys a rich and varied life. He enjoys action movies and the drama and showbiz style of television wrestling with John Cena being one of his all time favourites stars.

He travels to Plenty Valley Community Health during the week for a full range of activities with other people. He loves practical jokes, and throwing the footy around the office. He loves his (Italian) coffee and relishes his outings in the community. He particularly enjoys the outdoors and the feeling of the sun on his face.

Gaetano was only four years old when he was stuck by a car, he was left with serious lifetime injuries. He has lived with these injuries for the last 45 years. Living at home with his family has been extremely important, not only for Gaetano but for his family as well. Angela and Bob, his mother and step father have looked after Gaetano for the past 40+ years.

Gaetano has been a part of the DASSI client family for the past 20 years. Some of his current carers (pictured above) have been with Gaetano for over 10 years, and they are locals in the Lalor area. His carers are considered part of his family and sit at the family table to share the evening meals together with Gaetano.

In 2011, Angela, Bob, and Gaetano together with his sister Vanessa and brother David all

celebrated the wedding of Gaetano's sister to Joe, his now brother-in-law.

It was important to them to also have Gaetano's support workers at the wedding to help him make his entrance into the reception and then to present his sister with a beautiful bunch of roses. Gaetano dictated his speech and his smile painted a wonderful picture at the joy the families experienced on such an important day.

Gaetano knows that he is surrounded by love and support. His sense of humour is seen by everyone who meets him, and people talk about his beautiful personality. He understands that having family and friends around him provides him with the ability to participate in life.

The support that he receives from family and organisations help increase his connections in the community and in his family's big events!



his smile painted a wonderful picture



CLIENT STORY

Reward for Effort: *Dean from Hamilton*

Dean was a happy, healthy and engaged young man until the age of 15 when he was diagnosed as having an undefined neurological condition which to this day remains unclear. Now he needs to be instructed verbally along with light physical prompting to do everyday tasks.

In 2010 Dean enrolled in the Duke of Edinburgh Awards Program – Victoria to complete the Individual Bridge program. He progressed during the year to complete his development within the program to be awarded the Gold Award. The Award concept is one of individual challenge designed to encourage young people to develop within a structure of voluntary activities including physical activity, assisting the community, and learning a new skill.

The Gold Award was a huge undertaking for Dean, but it worked well to support his ongoing rehabilitation. Dean was able to take on tasks that he had thought were never possible, such as camping. He loved the freedom and company of other young people and being able to do it again. He has also continued with his developing skill of cooking and usually makes a slice or biscuits each week and his support workers sample his results for their morning tea and Dean enjoys their feedback.

He continues with his Community Service work, delivering meals on wheels, and it gives him pleasure to be able to help others in need. Dean's physical fitness is also important to him and he has moved from general gym work and

swimming to doing Zumba classes and water aerobics with another group of young people.

DASSI support works are involved everyday with Dean. From the moment he wakes up to the end of each day, the DASSI support workers are there with him. They have seen the tremendous strides he has made in his personal journey and the Duke of Edinburgh is another beacon of success along the way.

His team of support carers are immensely proud of Dean and his achievements. Their role is to provide support in the background. They work to maintain and improve his quality of life and to assist and encourage his growing participation in life.

Dean's mother, Elizabeth says "The Duke of Edinburgh has really become Dean's life. It has given him a structure and purpose, and he is really enjoying the activities he is doing. I think the most positive thing about the Duke of Edinburgh is that it gives everybody a chance to achieve without competing, except against yourself which means everybody is able to reach their own potential"

Congratulations Dean from your support team at DASSI

everybody is able to reach their own potential

Human Resources, Quality and Risk



DASSI Executive Team:
Richard Burn, GM Client Service, Esther Murray, CEO, Rayphe Collins, HR Manager

Staffing

During 2010 we made a number of changes to our staffing model. In particular we realised our Regional Administration requirements and integrated these into our Head Office. We introduced 2 levels of support for our clients, they are:

1. Client Support Consultants

They provide day to day support for clients, families and support staff. This role also covers rostering.

2. Client Liaison Officers

This role provides face to face contact, on a regular basis, for clients and their families along with opportunities for phone and email communication. This role also liaises with our funding organisations to support client care.

These changes also facilitated the rationalisation of administrative services with the operations being centralised to Melbourne.

Following the appointment of our new CEO, Esther Murray, a review of the services area was undertaken. This was to ensure a focus on service delivery, communication and the integration of new clients. Positive outcomes of this initiative has included better access for clients to senior management in regards to discussing their individual requirements and providing feedback on service delivery.

Training

Staff training is very important in ensuring quality service delivery. We continue to provide training at 3 levels:

- Comprehensive 2.5 day induction program;
- Professional Development Program; and,
- Promotion and support of Traineeships.

Last year **197** new support staff completed the DASSI induction program. The on-line recruitment system implemented in 2009/2010 has significantly streamlined the recruitment process and delivered overall efficiency gains in administration costs.

162 support staff attended professional development sessions throughout the year. A First Aid course funded by DASSI was also popular attracting 83 staff.

Traineeships are promoted and supported by DASSI, but despite this encouragement the numbers of Support staff completing traineeships for the year is 12 with only 5 Support Staff continuing their studies. DASSI will review this and look at ways of improving these numbers over the coming year.

SUBJECT	No. Attendees
Advanced Manual Handling	9
Autism	13
Behavioural Support Plans	9
Challenging Behaviours	2
Dementia	2
Family Sensitive Practice	7
First Aid	83
Food Handling	10
Self Care and Boundaries	12
Spinal Care	3
Working With Families	6
Ventilators	6
Total	162

Quality

DASSI continues to monitor and improve management information systems and maintains its certification for ISO9001-2008. Certification for Standards Disability Services Victoria – SDSV-2007 was undertaken in October 2011.

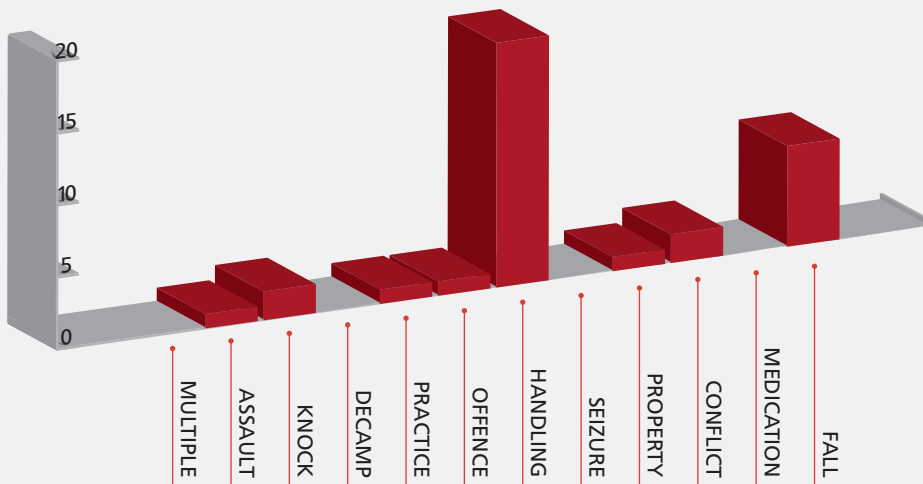
Like other parts of DASSI the quality position has also undergone a change in personnel. Temporary staff occupied this position for most of 2010. The need for a permanent appointment was highlighted in an audit by the Department of Human Services in June 2011 and recruitment has subsequently seen this position filled.

Work Health

DASSI support staff, provide a range of services in many different environments which often presents challenges in regard to safety. It is pleasing to report that over 2010-2011 the incident rate and claims have reduced to 32 (previous year 40), 8 of these being reports only with no injury.

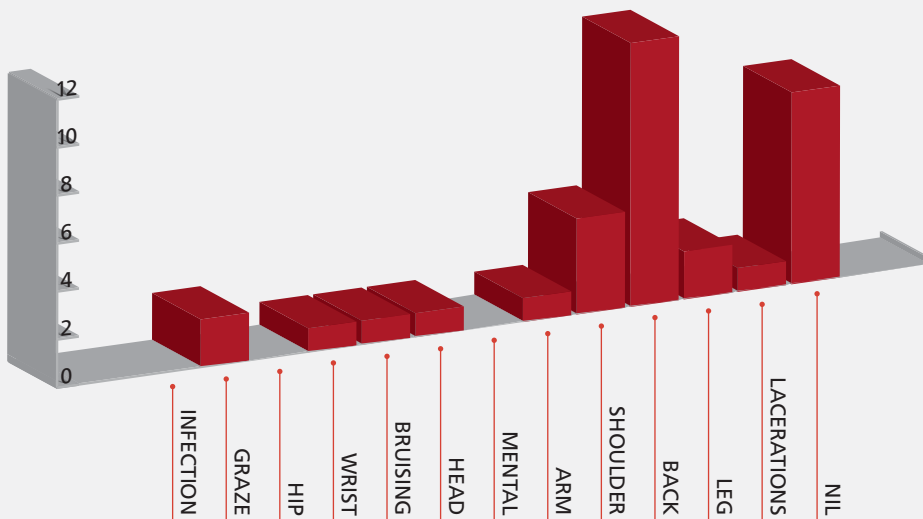
Incident by Type

Incidents involving handling, usually transfers or repositioning still remain the predominant type of injuries. Although Manual Handling is a significant component of induction and training, this often reflects the nature of the clients varying capacity to assist and the environments Support Staff provide services. Falls are often due to slipping.



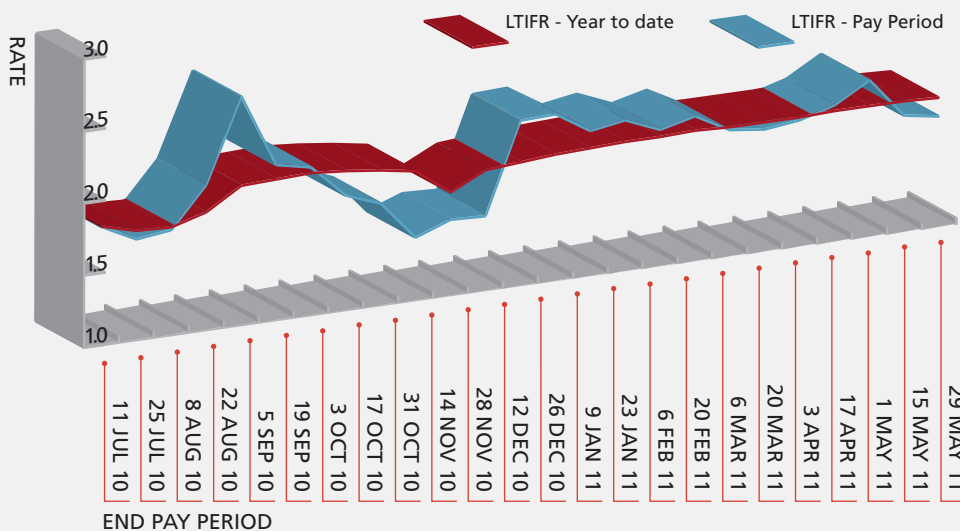
Incident by Category

Back injuries still remain the predominant injury type with the main cause being transfers of one kind or another. This type of situation is not unique to DASSI and is recognised as an industry wide issue. As an organisation arranging around 4,500 shifts a week, this risk will always be present and mitigation strategies are in place.



Lost Time Injury Frequency Rate - Overall

Lost time has also declined over the year and is down by over 25% since the start of the year. This is not reflected in the Lost Time Injury Frequency Rate (LTIFR) graph as illustrated being due to the decline in business referred to previously, the hours worked overall have decline a similar amount. The year to date rate remained below the target of 2 percent for the year regardless of any fluctuations in any pay period.



Our Members

Life Members

- Chris Edwards
- Colin Jensen
- Cath McNamara
- Vincent Pirrottina
- Fiona Smith
- Moira Thomas

Members

- Naomi Arnauld
- Ron Barassi
- Dimetrio Ciardulli
- Rowena Cole
- Wendy Hunter
- George Lacanale
- Vincent Licciardi
- Ann Lyon
- Luke Percy
- Michelle Wesley
- Paul Briscoe
- Janita Doravelu
- Maxine Edelsten
- Christine Falletti
- Ross Harford
- Hilton Adams



Mandy Kursat, Client Services Manager & Sylvia Constantinou, Commercial Manager

FAIRFIELD OFFICE TEAM



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