



amicus

one person at a time

Annual Report 2018







Annual Report 2018

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President Report

Paul Somerville



It is with great pleasure that I provide this annual report for Amicus for 2017/18. It has been a significant year for Amicus in many ways with progress made across the whole organisation on a number of fronts. We have a new Strategic Plan, all Participants have transitioned to the NDIS, we have continued to grow and expand our services, our financial result has been strong, the Committee of Management have improved its governance practices and we have made excellent progress with our Cecil Street project.

During the year, in consultation with management, staff and other stakeholders the Committee created a new Strategic Plan for Amicus. The plan clearly articulates a new Vision for Amicus which is for "A community that welcomes everyone for who they are and what they bring" and a Purpose of "Supporting people with a disability or disadvantaged". The Plan clearly articulates a set of priorities, goals, strategies and targets for us to work on over the next 3 years. This work sets clear parameters for growth and measure to ensure the continued provision of quality services.

During the year all existing participants transitioned to the NDIS and many more new people chose Amicus to be their support provider. Amicus currently support more than 350 people and total number of support hours provided during 2017/18 was nearly 40% higher than the previous year. This significant rate of growth demonstrates the growing reach and positive impact Amicus is able to have on people's lives. This transition and growth has come off the efforts of our dedicated and hardworking staff for which the Committee is appreciative of their efforts.

With growth, Amicus has been able to deliver a strong surplus of \$234,008 and is well placed to reinvest this back into operations and further enhance service delivery and our ability to grow. The Committee of Management have been strengthening our approach to Governance with the establishment of a new Governance Subcommittee and a Governance Action Plan.

The Action plan includes a review of our organisations legal structure, a focus on Committee Recruitment and a review of meeting structure and agenda. In to the future it will also include the Committee reviewing its own performance.

A Cecil Street project is nearing completion after a challenging renegotiation of project finances during the development. Land lots are now available for sale, the profits from which Amicus will reinvest back on that site to construct Specialist Disability Accommodation on selected lots.

The Vision and Purpose of Amicus is underpinned by four clear values that clearly inform our daily practice and service delivery.

- **Self-direction** Each person decides for themselves
- **Individuality** Each person is an individual
- **Active participation** Each person should be in the community and be part of it
- **Capacity building** Everyone has a chance to grow and learn a new skills

These values help shape our positive organisational culture at Amicus which is characterised by a number of other factors including:

- A willingness to put the Participant at the centre of decision making,
- A "can do attitude" within Amicus that often sees Amicus providing support when no-one else will, and;
- An appetite to innovate and try something new like our Self Directed Teams pilot.

On behalf of the Committee of Management I would like to thank the Participants who choose Amicus to support them. It is a privilege to be part of your life. I would like to thank our staff that support them, the Amicus Management Team for all that you do and our Executive Officer Ann-Maree Davis. You have been recognised nationally and internationally for your efforts and I would like to thank you for your leadership contributions Amicus and the sector generally.



SALLY AND PAUL

CEO Report

Ann-Maree Davis

My report this year provides reflections on our successes and challenges throughout 2017-18, which is potentially one of the most complex in Amicus' 30 year history. With such significant sector reforms across funded programs there have been many external drivers that Amicus has needed to plan for and respond to.

Targeted Care Packages were an area of significant growth during the year, as demand increased for our One Person at a Time approach to service delivery and the outcomes that are achieved working in this way. The past 12 months saw our commencement of these services in Ballarat, requiring the recruitment of a local workforce.

The implementation of the NDIS from 1 May 2017 has also created substantial growth for the organisation in our NDIS service delivery and also in our NDIS Support Coordination and Specialist Support Co-ordination service.

We saw existing participants choosing additional services and new participants choosing Amicus to provide their NDIS core supports and Supported Independent Living. We have seen an expansion in our direct service delivery into new geographic areas including Castlemaine, Maryborough and Daylesford. Similarly our Support Coordination Service is responding to service requests across all local government areas of the Loddon region.

While 2017-18 has been a year of significant opportunities for Amicus and the participants who choose our support it has not been without it's challenges.

Changes to Commonwealth Home Support Program have made some of the services we have delivered for many years unviable, and we are currently rethinking our service offering and geographic catchment for these services.

Many of the people who choose our support experienced difficulties in their transition to the NDIS with the majority of these occurring due to the planning or level of approved funding. For some this meant a significant reduction in funding and lengthy review processes, which in some instances still delivered unsatisfactory outcomes.

We understand that the landscape of the NDIS and the policy framework are ever changing in



response to feedback, and we will continue to raise these issues and potential solutions locally, and at a state and national level to inform change.

Significant growth also poses challenges to an organisations infrastructure, but luckily Amicus made the decision early on to try a different way of working in an effort to reduce these impacts. We were able to trial this way of working, Self-Directed Teams, supported by a grant offered under the Innovative Workforce Fund, administered by National Disability Services (NDS) with funding from the Australian Government Department of Social Services.

Our trial delivered many positive results including participants reporting greater choice, control and empowerment, improved communication and decision making and consistency of staff. Following the conclusion of our trial we are now working our organisational framework based on our learnings. I would like to thank congratulate all staff who have been involved in our trial including the Amicus Organisational Development Working Group, Team Coaches and our Self Directed teams and our participants, they truly are our pioneers.



Our growth also saw us expand to an additional office space at 90 Queen St which is now the home of our Corporate Services and Support Coordination teams. We also strengthened our Corporate Services Team with additional resources in Finance, Quality and Human Resources to respond to growth. In February we recruited a HR Manager and luckily so, given that we have recruited more than 100 staff since then.

As we look to 2018-19 there are further opportunities for service development. Through our implementation of the NDIS we have noticed significant unmet need in Behaviour Support Services and we will be responding to this need, through the creation of our Behaviour Support Service Team. The team will offer services including functional behaviour assessments, Behaviour Support Planning and training as well as some individual therapeutic work throughout the Loddon area. We hope that this will assist in the wait times for a service and also the costs that have been associated for many participants for practitioners to travel from Melbourne.

We also know that the transition point for young people exiting the Child Protection system can be problematic, and we would like to trial some new approaches in this area.

In closing I would like to say a sincere thanks to our participants, their families and supporters who continue to choose Amicus in the quest for their good life. I would also thank our community partners who are growing in number and are absolutely essential in our work, to ensure that the people who choose our support are able to actively participate in the life of their community.

Our staff truly are our greatest asset known their passion for their work and desire to make a difference in the lives of the people who choose our support. I thank them for their continued commitment and dedication, even in the face of adversity at times, to continue to live out the values of Amicus in their daily work.

Lastly I would like to thank my Senior Leadership Team and the Committee Of Management for their continued strategic vision and practical support provided to me in my role. We are a great team at Amicus and 2017-18 has been no exception!



Sub-Committee Reports

Governance Committee

A Governance Committee chaired by Greg Noonan was established during the year. Its purpose is to oversee the many aspects of governance as good governance is a cornerstone of an effective organisation. Some of the matters addressed by this committee to date include recruitment of people to Committee of Management positions and the development of a skills matrix and a review of the organisation's structure.

Audit and Risk Committee

The Audit and Risk Committee has been in operation since October 2015 and has oversight of the organisations Internal and External Audit programs and Risk Management Plan, and more recently the Cecil Street Redevelopment Risk Management Plan. The committee have been monitoring the changed complexity of the organisation with our increased growth and have developed and recently implemented a dashboard reporting system.

Finance Committee

The Finance Sub Committee has had a key role in monitoring performance of the organisation during this major growth year for Amicus. Amicus reported a surplus for the year ended 30 June 2018 of \$234k (\$283k for the year ended 30 June 2017). Cash flow has been an area of focus for the Finance Sub-Committee especially with the implementation of the NDIS and the Cecil Street project being funded from cash reserves.

Cecil Street PCG

The Cecil Street PCG was established at the commencement of the redevelopment of our former facility based site and have been monitoring the project and making recommendations to our Committee of Management to progress works. 2017-18 has seen significant progress and at the time of writing this report our subdivision is complete and titles are due to be issued for the individual lots.



Financial Report

Year ended 30 June 2018

Summary of financial performance

2017-18 has been a significant year for Amicus. The implementation of the National Disability Insurance Scheme (NDIS) has had a major impact as we have adapted to a new environment and ensured participants are well supported. Growth has been achieved in all areas of operations. Amicus has expanded regionally into Castlemaine, Maryborough, Daylesford and Ballarat.

Amicus achieved a surplus of \$234k for the year ended 30 June 2018 (\$283k surplus for the year ended 30 June 2017). The Statement of Financial Position reports total assets of \$4.19m (\$2.94m in 2016-17) and Net Assets of \$2.08m (\$1.85m in 2016-17).

A major achievement for 2017-18 has been seeing the Cecil Street project progress. Within assets, there is a work in progress balance of \$1.042m for works which were carried out on our Cecil Street site to develop it into a residential subdivision.

Amicus was fortunate to receive \$295k of funds from Equity Trustees from the estate of Gordon Webster to be used in a further stage of the Cecil Street development.

Where our funds came from

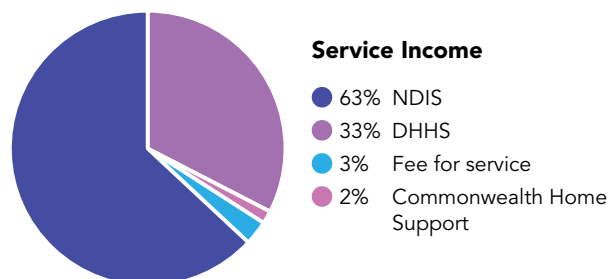
The total income for Amicus for 2017-18 was \$7.15m (compared to \$4.86m for 2016-17). This represents 47% growth in income.

With the implementation of the NDIS, Amicus' major income source is now from participants which are funded under the NDIS. Amicus still provides services that are funded through the Department of Health and Human Services (DHHS). Other funds came from the Commonwealth Home Support Program for HACC services for participants over the age of 65.

There has been substantial growth in the area of Targeted Care Packages funded by the Department of Health and Human Services.

In 2017-18 Amicus has also grown in providing services in the area of Supported Independent Living which is funded under the NDIS.

Service Income by funding source:



How our funds were used

Expenditure for 2017-18 was \$6.92m (compared to \$4.57m in 2016-17). Amicus has grown its team to meet the demand for services. Employee costs account for 89% of expenditure.

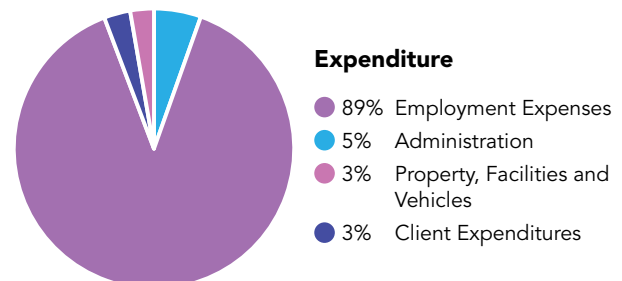
Amicus has invested in staff resources. Expansion into new regions has required recruitment of staff in those areas. There has also been a need for key positions such as our first Human Resources Manager, additional team leaders, coaching roles and support coordination staff. The trial of self directed teams has had an impact on operations.

An additional building was leased in Queen Street from January 2018 to accommodate our Support Coordination and Corporate teams.

Works undertaken at Cecil Street have been funded by cash reserves, making cash flow of particular importance to the organisation.

We have continued to upgrade information technology resources and provide a platform for our growing team to access and record information whilst not on site.

Expenditure by major category:



Future financial outlook

The future is bright for Amicus. Amicus turned 30 years old on the 4th August 2018 and there is a lot to celebrate. Growth is still planned in all areas for 2018-19. We will continue to meet the needs of the community and people we support. We will focus on developing key systems that will serve us well into the future.

In 2018-19 our Cecil Street subdivision phase will be complete. The subdivision is known as the "Market Gardens Estate". Future stages of this project will see further developments on this site.

Thank you to everyone for your contributions to the success of Amicus this year and for your support as we head into 2018-19.

Greg Noonan
Treasurer

Auditor's Independence Declaration under section 60-40 of the *Australian Charities and Not for Profits Commission Regulation 2013* to the committee members of AMICUS Group Inc.

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2018 there has been no contraventions of:

- (i) the Auditor independence requirements as set out in the *Associations Incorporation Reform Act 2012* in relation to the audit; and
- (ii) any applicable code of professional conduct in relation to the audit.

RSD Audit

A handwritten signature in blue ink, appearing to read 'P.P. Delahunty', enclosed in a thin black rectangular box.

P.P Delahunty
Partner
Bendigo
29 October 2018

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF AMICUS INC.

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of AMICUS Inc. which comprises the Statement of financial position as at 30 June 2018, the statement of profit or loss and other comprehensive income for the year then ended 30 June 2018, notes comprising a summary of significant accounting policies and other explanatory information, and the certification by members of the committee on the annual statements giving a true and fair view of the financial position and performance of the association.

In our opinion, the accompanying financial report presents fairly, in all material respects, the financial position of the association as at 30 June 2018 and its financial performance for the year then ended 30 June 2018, in accordance with the accounting policies described in Note 1 to the financial statements and the requirements of the *Association Incorporation Reform Act 2012 (VIC)*.

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 association in accordance with 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.

Emphasis of Matter – Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist the association to meet the requirements of the *Association Incorporation Reform Act 2012 (VIC)*. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.



Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon. In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of the Committee for the Financial Report

The committee of the association is responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards and the *Associations Incorporation Reform Act 2012 (Vic)* and for such internal control as the committee determines is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the committee is responsible for assessing the association'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 association 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 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.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit 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 association's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the committee.



- Conclude on the appropriateness of the committee’s use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the association’s ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor’s report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor’s report. However, future events or conditions may cause the association to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.
- Obtain sufficient appropriate audit evidence regarding the financial information of the entities or business activities to express an opinion on the financial report. We are responsible for the direction, supervision and performance of the audit. We remain solely responsible for our audit opinion.

We communicate with the committee regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

RSD Audit

A blue ink signature of P.P. Delahunty, written in a cursive style, enclosed in a thin black rectangular box.

P.P Delahunty

Partner

Bendigo

29 October 2018

Our Organisation

Amicus Board Members



Top row (from left): **Paul Somerville (President)**, **Greg Noonan (Treasurer)**, **Mike Kiernan**, **Graeme Parker**
Bottom row (from left): **Heather Paterson**, **Judy Sheaf (retiring)**, **Jessica Ritchie (retiring)**

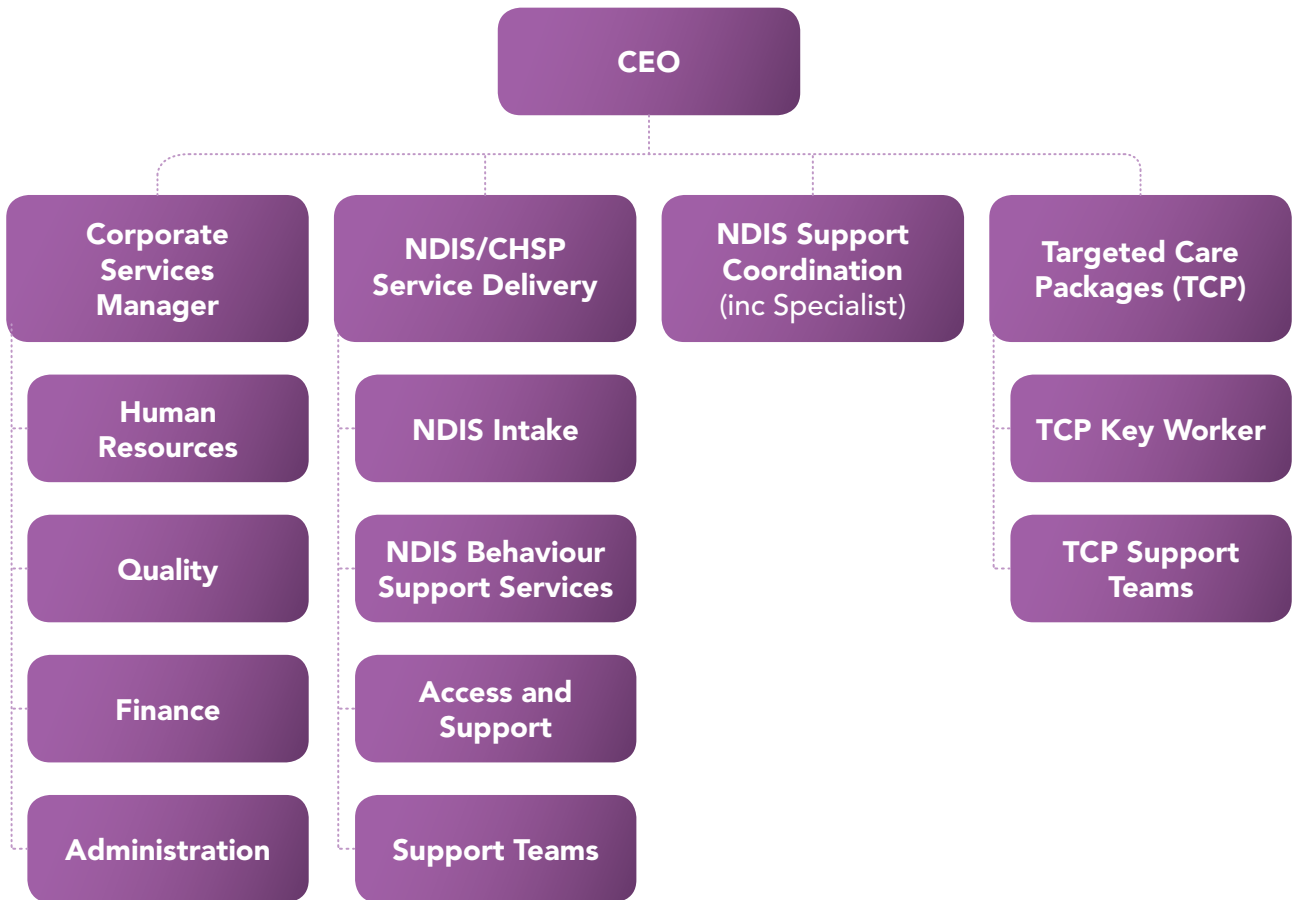


Amicus Executive Team



Top row (from left): **Ann-Maree Davis (CEO)**, **Judy Bish**, **Cathy Gaskell**, **Janet Gregory**, **Susan Perkins**
Bottom row (from left): **Megan Phillips**, **Shanye Scott**, **Diane Ryan**, **Sophia Wight**

Organisational Structure



Service Milestones

Amicus service badges as a way of acknowledging staff who have achieved five, 10 and 15 years of continuous service to Amicus. We thank them for their valued contribution to the lives of people who choose our support and their commitment to the Vision Mission and Values of Amicus.



Christine Cox
Ann-Maree Davis
Glenda Duffy
Anthony McDermott
Dean Pawlowski
Tina Skerry
Kathryn Walder



Judy Bish
Jade Ferguson
Angela Mutch
Diane Parker
Jessica Parker
Nicholas Rayner

OUR VISION

A community that welcomes everyone for who they are and what they bring

OUR PURPOSE

Supporting people with a disability or disadvantaged of all ages to live their good life

OUR VALUES

SELF DIRECTED

Each person decides for themselves

We believe that all people have the right to decide about the things that happen in their lives. We give information, support and opportunities for people to direct their own lives and the services they want from Amicus.

INDIVIDUALITY

Each person is an individual

We welcome and respect that people are individuals and have their own cultural background. At Amicus this means people we support, their families, people who work here, volunteers and everyone in the community

ACTIVE PARTICIPATION

Each person should be in the community and be part of it

We believe that all people have the right to be part of the community they choose. We recognise the unique skills and interests of a person and their ability to contribute to the community. This means we support people to be involved in the community, feel part of the community and to add to the community in their own way.

CAPACITY BUILDING

Everyone has the chance to grow and learn new skills

We have an important role to make sure that everyone has the skills they need. At Amicus this means the individuals, their families, people who work here, volunteers, people in the community and our partners. We give everyone the chance to keep learning.

OUR GOALS

1

Deliver high quality and flexible services that meet the individual needs of participants

2

Encourage empower and build the capacity of participants to direct their own lives

3

Be our community's leading advocate for full inclusion of people with disabilities and vulnerable youth

4

Improved our organisational systems and support our people to do their best work

5

Build a strong financial base that provides for investment in new and innovative services for participants

Strategic Direction

To establish Amicus as a leading provider of personalised support which promotes community inclusion for individuals and their families who are socially disadvantaged, isolated or culturally diverse, including people with disabilities and people who are aged and also frail, through:

1. BEING PERSON DIRECTED

Providing support which is distinctive and person directed

2. ADAPTABILITY

Being a flexible and responsive organisation which is growing

3. PARTNERSHIP

Networking, cooperating and collaborating with other local, regional, national and international organisations

4. SUSTAINABILITY

Implementing business processes which ensure ongoing financial and environmental viability and accountability

5. CAPACITY

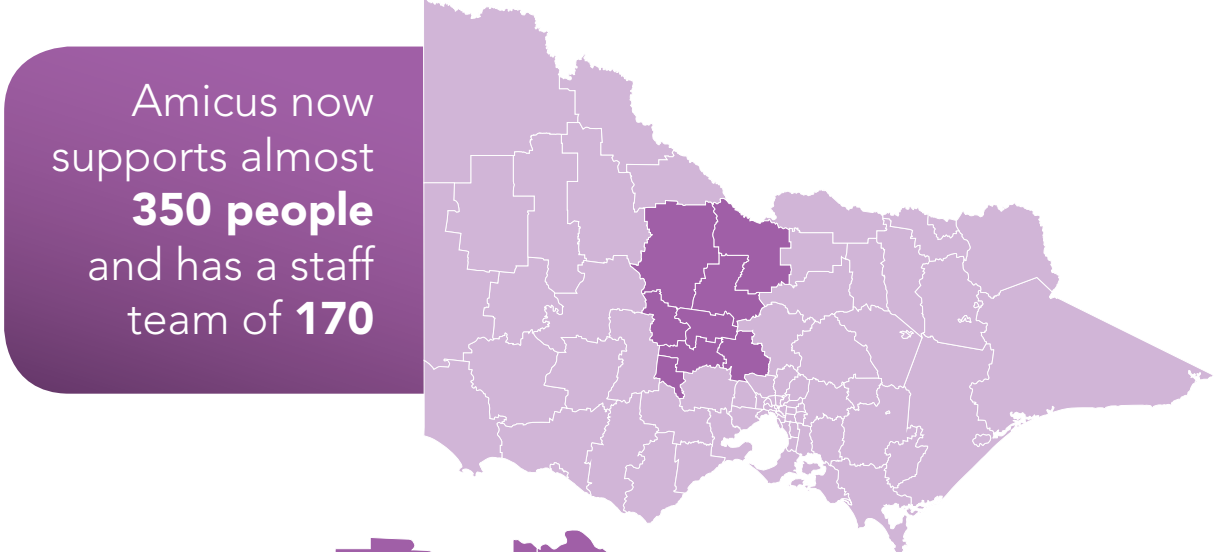
Recognising that the development of participants, families, staff, managers and the Committee is essential to Amicus' future.



Growing our organisation

In our 30th Birthday year, Amicus has experienced unprecedented growth in service delivery. Our 'One Person at a Time' approach to service delivery enables people to receive individualised supports tailored to meet their unique needs, and enables people to pursue their goals without compromise. It is due to this style of support that people are seeking Amicus services.

Growth has not been limited to Bendigo, with other communities inviting Amicus to deliver our 'One Person at a Time' approach in their local communities. Amicus is now supporting people in Maryborough, Daylesford, Castlemaine and Ballarat with teams of local staff who know the community and can facilitate local inclusive opportunities for those they support.



Maryborough



In Maryborough, 20 people are receiving community based supports with a staff team of 9

Ballarat & Daylesford

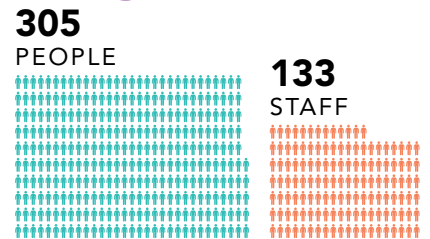


In Daylesford and Ballarat, 8 people are receiving community based and individualised accommodation with a staff team of 13

Loddon Shire

Campaspe Shire

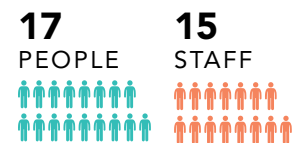
Bendigo



In Bendigo and surrounds, 305 people are receiving community based and individualised accommodation supports with a staff team of 133

Macedon Ranges

Castlemaine



In Castlemaine, 17 people are receiving community based and overnight respite supports with a staff team of 15

Diversifying our service delivery

A unique development in Bendigo has been the establishment of our specialist Karen team to meet the support needs of the rapidly growing Karen community in Bendigo. We have a staff team of four who speak Karen and understand the cultural and refugee experience, and the impact this has on people's lives. Amicus now support six adults with individualised accommodation supports in their own homes, which may increase into the future as our Cecil St redevelopment project to build affordable housing options comes to fruition.

Demand for Amicus supports continues with a sustained average of 6-7 people approaching Amicus each month seeking supports. To effectively manage this growth, Amicus established a dedicated Intake Team to support people and their families to navigate the NDIS system, and to ensure Amicus understands the specific supports each person is seeking from our service.

Amicus also established a specialised behavioural support team with Behavioural Psychologist Megan Phillips, to meet a significant unmet need for people requiring this extra assistance to successfully manage daily life.

In short, 2018 has been huge! None of this would have been possible without the dedication, enthusiasm and focus that Amicus support workers bring everyday to their role always striving to support people to 'Live their good life'. Thankyou everyone.

Shayne Scott
Operations Manager

Yoha

Yoha has developed many new skills and increased significantly in confidence with the support of Amicus this year.

One of Yoha's goals was to obtain his Lerner Drivers License, however language was a huge barrier. With Kwa's supports, Yoha learned all about Australian Road rules using Vic Roads book and online resources. Yoha successfully obtained his driver license in August this year.

When Amicus first commenced supporting Yoha, he had no money handling skills nor did not understand how to purchase items in stores. Yoha also didn't have any confidence whilst in the community. Yoha has been attending English lessons at TAFE, practising his English with Kwa.

Initially supports were very home based, but with growing confidence, Kwa now meets Yoha in the community.

Yoha has now developed some money handling skills and has developed confidence to make his own purchases in shops, although he is still working on his confidence to speak to community members in English.



Supporting Vulnerable Youth Targeted Care Packages

Targeted Care Packages is an allocation of funding attached to a specific child based on an assessment of that child's needs. There are two types of TCPs:

- 1. Transition** – to support the exit of children from residential care
- 2. Prevention** – to support the prevention of children entering residential care

TCPs are a significant element in the overall strategy to support children in Out-of-Home Care. A total of 153 TCPs have been developed by the North Division to support 145 children from August 2015 to July 2018.

- 30% of these TCPs were used for children 12 years old and under
- 31% of TCPs were for children with a registered disability
- 39% were Aboriginal and 61% were non-Aboriginal
- 32% were female and 68% were male
- 65% (99 Exit packages) were used to exit children from residential care and
- 35% (54 Prevention packages) used to prevent others from entering residential care.

TCPs have particularly assisted the priority group consisting of Aboriginal children, those who are 12 years old and under and those with a disability. Amicus currently supports 12 young people with TCPs, TCPs have enabled these children and young people to achieve successful outcomes in safety, health, overall wellbeing, life skills, education, employment, in leaving care and engagement with family and community.

A number of the young people Amicus supports have reached their goals some of which has been attending school on a regular basis, moving into a kinship care arrangement where the focus is on independent living skills to prepare the young person for when they live on their own. Others have been involved in community events for the first time and have used their communication tools for better outcomes. We have also assisted a young person to move into their first independent home and are working closely with that person on the next stage of their life, which is employment/study.

We have seen increasing demand for our supports throughout the year and welcomed Caitlin Smith and Jack Bloom to the TCP team as Key Workers, Caitlin and Jack work very closely with staff and young people to ensure they reach their goals and have positive outcomes. We have also recruited specifically for TCP and have grown our numbers of support staff to meet the demand.

It has been a year of growth in TCP and I can only see this continuing as unfortunately there will always be young people that need us to help them live their good life. I would like to take this opportunity to thank all of the staff who work in the TCP team as their dedication and support to the young people is enabling them to move forward, achieve outcomes and provide hope for the future.

Sophia Wight
Targeted Care Package Service Coordinator

Tanisha

Tanisha is 19 years old and is in the TCP team, Tanisha has always wanted to finish her schooling and have a career in Beauty especially make up application.

Tanisha attends DOXA and will graduate from Year 11 in December, Tanisha also works in the café at DOXA making coffees, hot chocolates etc. which she serves to the general public. Tanisha will be returning to DOXA in 2019 to complete Year 12.



This is a massive achievement for Tanisha as completing Year 12 has been her wish, want and goal for a very long time.

While attending DOXA Tanisha has also been doing VCAL Hair & Beauty which has given her the opportunity to be involved in the beauty industry. The following photos are some of Tanisha's work.

NDIS

Support Coordination

Amicus commenced providing Support Coordination in April 2017 and has experienced considerable growth following the rollout of the NDIS in Loddon from 1 May 2017. Support Coordination can help people understand their NDIS choices, organise services and help join in community activities. We make sure everyone is working together to help people reach the goals in their NDIS plan. It is available to people over seven years of age, with an NDIS plan which has Support Coordination included.

Specialist Support Coordination is time limited and focuses on addressing barriers and reducing complexity in the support environment, while assisting the participant to connect with supports and build capacity and resilience.

Through Support & Specialist Support Coordination several of our participants have achieved major life goals. Some great examples of this are a new home, finding a job, feeling valued and a being part of their community.

In the 2017-2018 financial year we supported the implementation of 138 plans in the following regions:

- **103** Greater Bendigo
- **2** Campaspe
- **14** Mount Alexander
- **9** Central Goldfields
- **8** Macedon Ranges
- **2** Nema

- **115** adults
- **3** young people in nursing homes
- **10** in Supported Residential Settings
- **12** in Group Homes
- **63** living with families or carers
- **27** living independently in the community
- **23** children
- **20** living with their families
- **3** in out of home care or kinships carer's settings

Amicus is currently supporting 108 participants through our Support Coordination service and four participants receive Specialist Support Coordination.

I would like to thank Jess, Adrian, Joanna and Megan who have thought outside the box, worked tirelessly to find the right provider to support people to achieve their goals and to find solutions to problems to get the best outcomes.

Susan Perkins
Support Coordinator, Team Leader

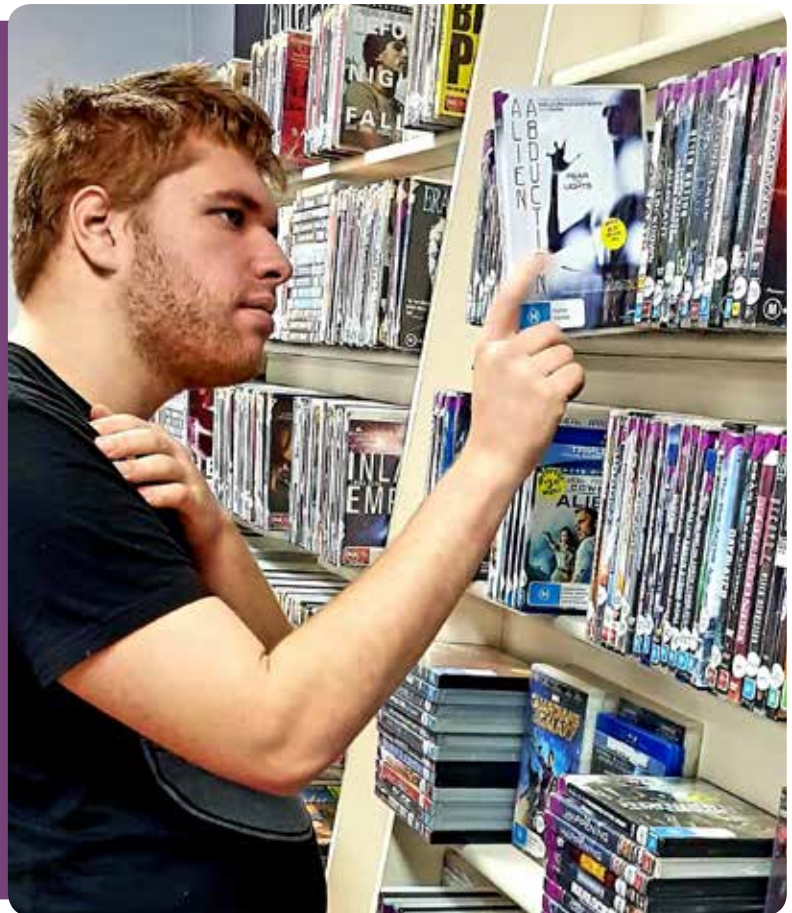
Judah

Recently Judah has recently commenced doing some Volunteer work at the Family Videoland store in Castlemaine one day per fortnight. Judah enjoys his Volunteering work and is eager to engage in this role.

Judah is now using the Self-Service machine at the Library to take out and return books and DVD's and knows who to contact if the machine is not working.

Judah has been liaising with the Lifeguards at the Peter Krenz Swimming Pool to ensure Judah has his own lane to swim in.

Judah does not like if his day changed or his day doesn't go the way he had envisioned. Support staff have been working with Judah implementing strategies to assist for when this may occur.



Didoy

One of Didoy's goals for this year was to be involved in a community function with his mum and he achieved this by being part of his Deb Ball.

Didoy attended the all Season's with his mum and participated in the ball. This was an emotional time for his mum as she was so proud of Didoy and what he has achieved.

Didoy has also been working on his communication and has been able to use his tools to communicate to others in sentences.

This has enabled Didoy to communicate his wishes, wants and desires and to have a voice about the things he needs.



Anne Maree

Let me introduce you to Anne Maree

Since beginning on her journey with Amicus, Anne Maree (Annie), has been able to take up more opportunities to access community events, and develop relationships with members of her community.

Here are some photos of Annie enjoying attending the recent Gala night for Amicus. This was a great opportunity for Annie to get dressed up for a night out, something that Annie enjoys, but doesn't do regularly. She is very much a people person, and likes to be celebrating with others.



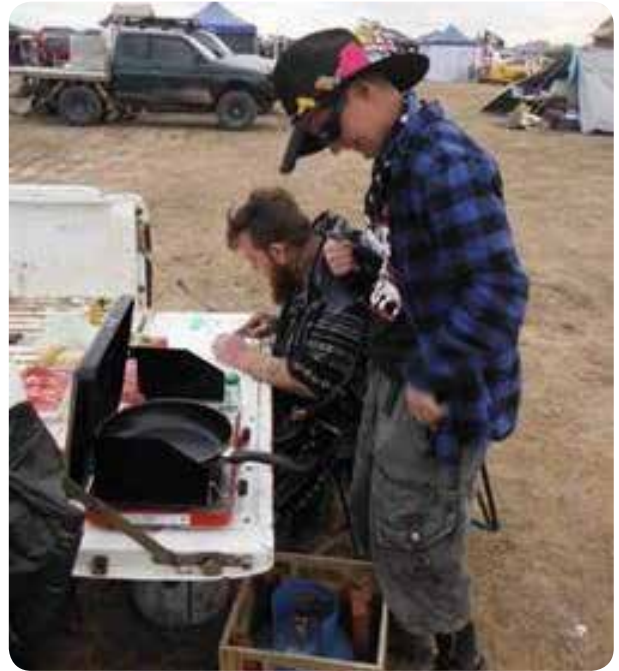
Also you will find some photos of Annie enjoying some afternoon tea with her friend Tina. Annie is starting to engage more with people she regularly sees in the community, and develop friendships outside of the people she lives with, and spends time with at Day Placement in a more structured setting.

Melinda

Melinda has been getting out more thanks to the support she receives from Amicus

In the last few months, Melinda has been to the Denni Ute Muster, Harley Davidson Shovel Festival & The Bendigo Show.

Amicus support Melinda with essential hydrotherapy support three times per week and is also assisting Melinda to develop new strategies to self-regulate her anxiety.



Peter

Peter has made some great strides towards his goals to obtain employment this year.

Peter works each Wednesday morning at the Complete Garden maintaining their fountains and water features, feeding the fish, sweeping floors and any other tasks required.

Peter is also about to commence a kitchen hand role once a fortnight at the 'Basement on View' restaurant, assisting with basic food preparation, dish washing, setting up restaurant tables. Peter then gets to cook his own meal of choice at the end of his shift.

Peter has developed links with KLFM where he visits every 3-4 weeks where he has developed a great rapport with radio staff, and is able to sit in the studio whilst broadcasting on air. Peter's goal is for KLFM to have an Easter float which Peter could represent the station in the parade.

Peter also works on Tuesday mornings at Peppergreen Farm where he undertakes lawn mowing and garden maintenance.



Scott

Scott this year has continued paid employment on Fridays with the Bendigo Weekly. Last Christmas Scott wrote Christmas cards for everyone that he delivers the paper too. People were very grateful for his generosity and it was mentioned on a Facebook page.

Scott has been actively participating and completing a gym routine. He enjoys going to gym and completes the gym circuit laughing and smiling. Scott has increased his physical ability and has lost weight in the process.

Scott is choosing his own meals by picking them out of magazines at the library. Scott then goes shopping for the ingredients and cooks his own lunch. Scott has improved and built on his skills in the kitchen. Scott is using the kitchen utensils and has also with the assistance of an OT is using cutlery to eat his food.

Scott actively participates in his daily living and does things with such an enjoyment and real sense of pride.



Tammy

Tammy currently lives in Shared Supported Accommodation which is not a happy environment for Tammy. Being involved in community is essential for Tammy to give her a break from her home environment and to enable her to maintain her sense of independence and freedom.

Tammy attends a community craft group where she maintains an important longstanding friendship with Faye who used to be Tammy's next door neighbour when Tammy lived independently raising her four children. Faye volunteers to transport Tammy to the craft group, and occasionally a small group of ladies will then go out for lunch.

Tammy was expected to participate in facility based group activities by professional case managers which was not in line with Tammy's wishes.

Naturally, Tammy refused to attend this style of service and now her 'advocacy through inaction' has now enabled Tammy to increase her support hours with Amicus where our 'One person at a time' approach better meets Tammy's needs.

Tammy is now pursuing her love of animals – horses in particular, and also her love of music. Tammy has been attending live music at the Vine Hotel.

Tammy loved the Vine's 'ambiance' and booked the venue to hold her daughter's birthday party. Tammy was thrilled when the proprietors remembered her, making her feel valued – as a customer and a person.



Peter

Peter actively participates in a number of activities in the community Peter attends a Have A Say group on Tuesday where he advocates for people's rights.

Peter works two days a week in the workshop at Peppergreen Farm and enjoys being paid for his hard work. Peter attends social events e.g. music concerts, football games, bingo nights, markets and social community events.

Peter has three paid jobs that he does and washes buses, deliver papers and works at Peppergreen. Peter lives independently in his unit and assists with his shopping and basic house cleaning.



Alex

Alex has achieved many goals in his time with TCP but for Alex being able to spend time with his family was one of his biggest goals.

Earlier this year Alex had a trip to Darwin to see his Mum and Dad, while there Alex spent time with his family and also got the chance to be a tourist in Darwin making sure he saw all the sights that this great place has to offer. Alex had a great time while he was away and often talks about his trip to Darwin.

Alex's other main goal is around gaining employment. Alex is very knowledgeable about the construction industry and hopes to one day work in the mines. Alex is engaged with Axis Employment and is working towards leaving school and working next year.

Alex will be completing an earthmoving equipment course in the coming months to help him achieve his goal of employment. Alex is very proactive in his job seeking and is often contacting various businesses to see what opportunities they may have for him.

This year Alex was able to help out at the Elmore field days, he was able to help set up in the days leading up to the field days and then assist with parcel deliveries and clean up while the field days were on. During his time he was able to network with likeminded people and be around the equipment he loves.

In the future Alex hopes to live independently and have his own home. We are all very proud of Alex and look forward to watching him achieve many more goals.



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