

Chief Executive Officers Report

This past year we have experienced a variety of changes that have had a significant effect on how we manage our services.

We received eleven new Clients into two new Homes, and that tested our preparedness to manage significant change within a short period of time.

In addition to expanding our Client base we changed our management structure, reviewed our professional and accountability requirements, and added a new dimension to our clinical services.

It is pleasing to say we came through this period thanks largely to having well trained and committed staff, prepared policy and procedural documentation, and a determination from all involved to ensure we would continue to provide the best possible care and support to all of our Clients.

To achieve these changes required us to undertake the following tasks we:

- recruited and trained several additional staff and re-arranged the work location of some existing staff to facilitate the opening of the two new Homes
- maintained our training calendar for all staff
- ensured those staff wishing to undertake further studies received the necessary support
- changed our management structure to allow greater support to all of the Homes
- deregistered Cram Accommodation Services and Cram Disability Services so that all services were operated by the Foundation
- adopted new Memorandum and Articles
- participated in an audit by external Consultants who reviewed the way we provide our services, and how families and other stakeholders viewed our performance
- reviewed our Corporate Governance Policy and Risk Management Plan
- ensured all Board Committees had appropriate Charters to enable them to achieve their aims.

The work involved by several staff to prepare for the Attendant Care Industry Management System Audit was remarkable. The preparation continued over several months and staff willingly gave additional time to ensure all aspects of the Audit were prepared and ready for review. Sheila, Kerrie, Jon and Brenda are commended for their commitment to the project.

Pat Roberts and Sheila Frater both refer to the commitment of staff towards their continuing education and their achievements in the various courses of study made available to them. The Foundation is also committed to assisting all staff to participate in areas of relevant study in order for them to achieve their goals.

During the year we were approached by the NSW Nurses Association and the Health Services Union to negotiate towards separate Enterprise Agreements which will cover all staff. Those negotiations are on-going.

Pat has reported on the funding shortfall from the NSW Ageing Disability and Health Care Department. This has not impacted on our ability to provide the appropriate staff levels or operational supports for our Clients, however we will continue to discuss with the Department the need for additional funds to maintain the quality of services we provide.

During this coming year the Board and senior staff will again meet to review our Strategic Plan. This review will provide the impetus to continually evaluate our aims for our various services, and ensure we have the resources to meet those aims.

My thanks to Pat and all the other Directors for their work on the various Committees and their support to me throughout the year. Special thanks also to Sheila, Jon, Brenda, Kerrie and to all our other staff for the great work they do.

Ken Dixon
CEO.