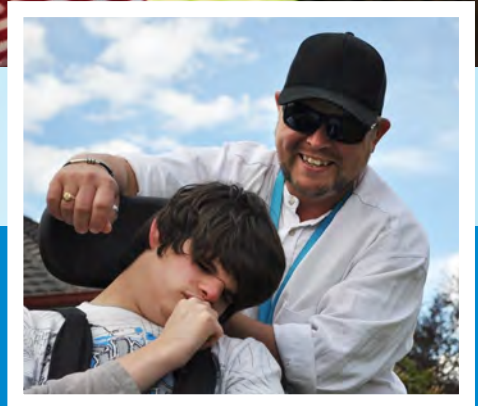
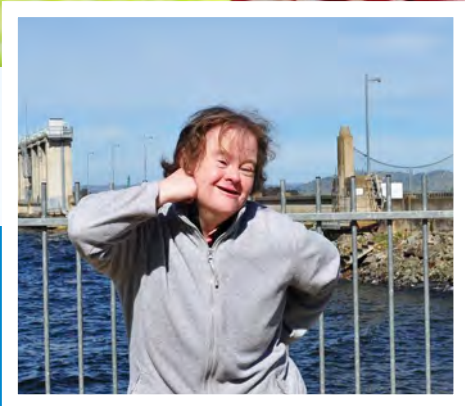


Twenty Thirteen





**Family &
Community Services**
Ageing, Disability & Home Care



Table of Contents

4. Aspire's Vision, Mission and Values
 5. About Aspire
 6. Board of Directors and Chief Executive Officer
 7. President and Report Chief Executive Officer Report
 8. Treasurer's Report
 9. Operational Report
 16. Human Resources Report
- Appendix. Financial Statements



Our Vision, Mission and Values

VISION

A community where people with disabilities and their families are able to achieve their goals and live the life they choose

MISSION

Aspire works alongside people with disabilities and their families to achieve their goals and aspirations

VALUES

Respect for the individual

- We acknowledge strengths and abilities of all people
- We accept differences and diversity
- We are non-judgemental

Understanding & responsiveness to individual needs

- We listen to our clients, staff and the community
- We take a person centred approach to our work
- We are adaptive and flexible

Integrity and Trust

- We operate with transparency and are accountable for our decisions and actions
- We uphold privacy and confidentiality
- We follow through on our commitments
- We maximise safety through policies and practice

Innovation and flexibility

- We are open to new ideas and creativity
- We seek input from all stakeholders
- We maintain awareness of trends and evidence based practice

Innovation and flexibility

- We put in place and implement systems to ensure the quality of our services and we foster continuous improvement
- We undertake and respond to rigorous risk assessment
- We ensure staff have the skills and values to fulfil our mission

About Aspire

Aspire Support Services (Aspire) provides support to people with a disability and their families through a range of services including respite care, day programs, supported accommodation, early childhood intervention and education.

Based in Albury and Wodonga, Aspire has a range of services that enable us to support people with a range of needs, across their lifespan.

Aspire began in 2012 when Woodstock Support Inc., Kalparrin Inc. and Coinda Family Support Services merged to form Aspire Support Services. The three organisations merged with a vision of creating a premier service that would enable people with a disability to live the life they choose and to better support families in their caring role.

Our Services

Early Childhood Intervention

Children's Respite House

Adult Respite House

Respite Options

Day Programs (for Adults)

Peer Support Program

Siblings Programs

Supported Accommodation

Education

Support Groups

Social Events and Activities

Opportunity Shop

Our Service Areas

Victoria - City of Wodonga

New South Wales - Riverina Murray

Board and Chief Executive Officer



Wolfgang Schwarz
President



Sheryl Follett
Vice President



Noel Sargent
Treasurer



Kerry May
Secretary & Public Officer



Andrew Cottrill
Director



Jamie Gay
Director



Elizabeth Pogson
Director



Cheryl Golley
Director



Nigel Stone
Chief Executive Officer

President and CEO Report

Aspire has experienced another year of substantive achievements as we move to develop a community where people with disabilities and their families are able to achieve their goals and live the life they choose.

The year saw the completion of the integration of Coinda, Kalparrin and Woodstock into Aspire and discussions were well advanced with Community Options Brokerage Service (COBS) to determine potential synergies of a further amalgamation of regional support services. Since the end of this reporting period we are pleased to have completed this amalgamation.

Our focus remains on working constructively with our funding organisations to ensure we deliver quality services aligned to their expectations and demonstrating this by evidence based results. By the end of the financial year Aspire had grown significantly, serving approximately 550 clients and their families with 130 staff and providing services worth \$6 million.

The board, in conjunction with staff, developed a new strategic plan for the organisation that consists of 4 key pillars, Financial Health, Service Quality, Business Development and Partnership Development that will guide Aspire. One outcome of this was the investment in the development of our Quality Framework that will assist us in ensuring the delivery of consistent quality services to our clients. Another focus has been building a sustainable organisation for the long term future and we will do so by continuing to grow both organically and through mergers and acquisitions.

During the 2013 year we adjusted our risk tolerance to begin to deliver services to people with a range of complex needs and this required our staff to expand on their existing skill sets.

We have continued to forge a strong relationship with Charles Sturt University and we have committed to work together to enhance opportunities for students and our staff both in the university and the community.

We completed the purchase of the remaining floor of 220 Borella Road that secures and consolidates the future of our Head Office and have formed an asset subcommittee to review our consolidated assets and plan for the organisations future requirements.

Aspire Support Services could not have achieved these substantial results without the dedication and hard work of our staff. We value this and will continue to strive to provide an engaging workplace and provide training and development opportunities to all staff to ensure have the capabilities for the future needs of our increasingly important industry.

As we move closer towards a National Disability Insurance Scheme the Board and Management of Aspire will continue to work hard to build an organisation that is capable of delivering the services that people with a disability need to live a life they choose to lead.

Wolfgang Schwarz

President

Nigel Stone

Chief Executive Officer

Treasurer's Report

The continued growth of the business due to new opportunities as well as the continuing amalgamation of the three originating organisations has placed considerable strain on Aspire's Financial Systems and staff during the year along with not insignificant time demands of the Chief Executive Officer. It was identified at the beginning of the year that the outsourced bookkeeping functions would be better and more economically placed in-house and subsequently the position of Finance Manager was advertised and ably filled by Bianca Mann.

Since Bianca's appointment she has been busy reviewing all of our Financial Systems, preparing Budgets for 2014, preparing for the introduction of the COBS financials from 1 July and liaising with the external auditors for 2013.

We now have a Financial Management resource appropriate for a business of our size and complexity with the capacity for further growth. It is pleasing that the Finance Sub-Committee now has the information it needs to make informed decisions and recommendations to the Board.

The challenges for 2014 will be the consolidation of the COBS organisation's Financials into Aspire and the identification of replacement "all of business" Financial Management software package.

While we have a very healthy Balance Sheet with significant cash reserves we should not take that for granted, the Board will be continuing to monitor the business's performance and cost competitiveness as we approach NDIS.

Noel Sargent

Treasurer

Operational Report

The Operations Department for Aspire Support Services has the responsibility for Executive oversight for the following service delivery areas with the managers of each area reporting through the Director of Operations, Brian Hillas.

These areas include:

- Early Childhood Intervention
- Centre Based Respite
- Supported Accommodation and Drop in Support
- Respite Options
- Day Programs

The managers and teams of each area have provided exceptional services during the year as the organisation continues to grow and evolve.

Reports from each area are summarised on following pages:



Operational Report

Early Childhood Intervention (ECI):

Manager: Rachael Webb

The Aspire Early Childhood Intervention service continues to enjoy the joint facility at the Murray Children's Centre at Charles Sturt University (CSU). The following achievements form part of the very good work undertaken by this program during the year.

- Education groups commenced in February 2013 with 100% participation throughout the year.
- Therapy services continue to increase with services being delivered in homes, preschools, child care centres and schools.
- Staff increases have occurred in to include an additional Educator and a Family Support Worker to compliment service delivery.
- Additional services have commenced due to a successful tender for Enhanced Therapy that allows an additional 16 places for children in the 0-8 age group with a strong focus on service delivery in mainstream settings.
- Collaborative partnerships have been established with the Aging, Disability and Home Care (ADHC) Psychology team for cognitive assessments and the Albury Wodonga Paediatric Group for the development of an Autism Spectrum Disorder Diagnostic team.
- The ECI team have been involved with the Murrumbidgee ECI Coordination group, an initiative of the Departments of Health, Ageing and Education, to provide services for communication and access projects, in the Griffith and Albury districts.
- ECI has been successful as the lead agency with a tender through ADHC to deliver the Parents as Case Coordinators (PaCC) training to 25 Murrumbidgee disability and family support organisations.
- Aspire ECI and CSU Murray Children's Centre continue to plan joint activities working towards the integration of the centre. Joint participation in the Children's Month exhibition at the Albury Library Museum during September/October involved educators from both services working on interactive displays.
- Multiple student assistance has been undertaken during the year for Occupational Therapists and Medical for placement and information.

Operational Report

Centre Based Respite: Manager: Nicole Read

Aspire's Centre Based Respite consists of two permanent houses located in East Albury. One house is used for children aged 6 – 18 years (Children's Respite House (CRH)) and the other house is for adults aged 18 years and over (Adult Respite House (ARH)). Both houses have improved their respite provision during the past year with 86% and 90% occupancy respectively. It is encouraging that a wider range of families are using the services and enjoying the planned respite allocated each three months. Six new families have recently become eligible for services at the CRH and seven new families are now eligible for the ARH either through transition from CRH or new families requiring access.

As with other service areas the Centre Based Respite facilities have hosted student placements from Charles Sturt University and TAFE.

Several staff have undertaken training in positive behaviour support to improve their skills and provide better care and support for the individuals who access the facilities.



Operational Report

Day Programs:

Manager: Hayley Niad

Another year of collaboration, community support, hard work, and creativity has enabled Day Programs at Kiewa Street to grow in ways we had never previously imagined. 15 new clients have commenced accessing the services, including some who are opting to self-manage their funding. This brings the total client numbers to 55.

The following community facilities and services have provided ongoing partnerships and support to Aspire during the year:

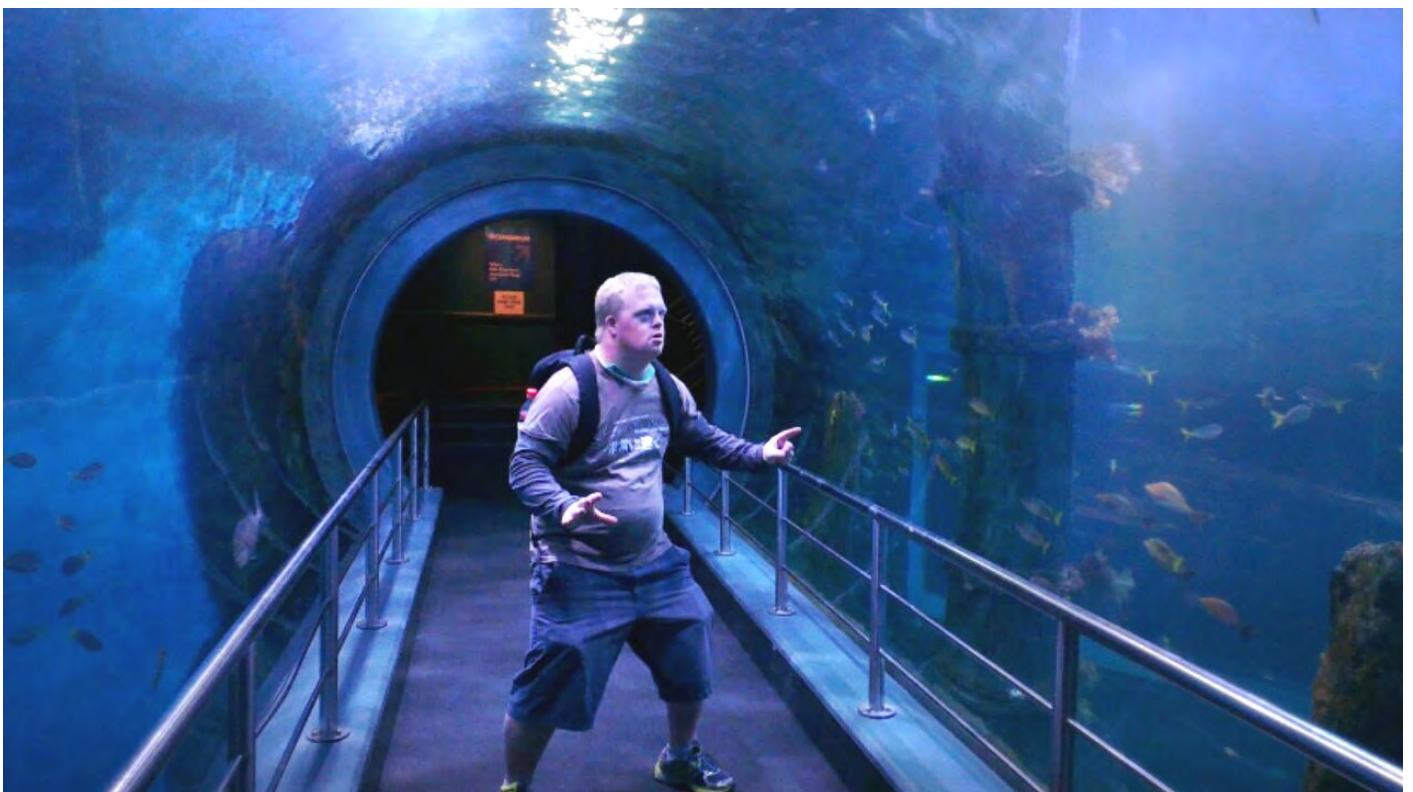
- Albury Tenpin Bowling
- Murray Valley Centre
- Wodonga Leisure Centre
- Brown's Lagoon
- Moresby Park Community Centre
- Albury City Council
- Henty Community Health Centre
- Albury Public Library
- Albury Meals on Wheels
- Westmont Aged Care

Furthermore, there have been a large number of community organisations who have been tremendously supportive in setting up new initiatives with Aspire. These include:

- The Division of Facilities Management at Charles Sturt University has offered very inclusive support in setting up a volunteer program for clients to maintain and develop the gardens at the campus in Thurgoona.
- Kangaloola Wildlife Shelter in Yackandandah has welcomed Aspire clients to volunteer with injured and orphaned native wildlife, and as a testament to our strong bond, a wombat has even been named after an Aspire client.

Operational Report

- The Men's Shed in Thurgoona has been empathetic and inclusive in welcoming our participants to their venue.
- The Aspire Op Shop has been very gracious in taking in volunteers from Kiewa Street.
- Lutheran Aged Care has warmly welcomed volunteers from Aspire, where they visit with residents who have dementia.
- The team at Two Birds, One Stone Café in Wodonga has offered an opportunity for clients to volunteer with baking food and serving customers.
- The Albury and Wodonga TAFEs, which have been supportive of clients enrolling in new courses, are very deserving of thanks.
- The Cube and Wodonga Public Library have been tremendous in facilitating both physical accessibility and inclusiveness in accessing shows and events.
- 10 Third Year students who are studying Speech Pathology at CSU completed a three month placement.



Operational Report

Respite Options:

Manager: Michelle Potter

Respite Options provides a range of flexible respite for families on a planned, allocated basis and can be provided seven days per week, at any time of the day.

Families are requested to provide information regarding their future need that will give them a break from their caring role. Priority of access is given to:

- Persons living with a sole carer
- Persons living with an aged carer
- Persons with fragile health and complex multiple support needs
- Persons with assessed complex challenging/assaultive behaviour
- Persons who have no or limited access to other services

Current services include:

- In home - times as agreed
- Community access
- Peer support
- Host family
- Sibling groups
- Youth groups
- Holidays and excursions

Respite Options is funded through a range of mediums including Department of Ageing, Disability and Home Care (ADHC), Home and Community Care (HACC).

The service provision includes respite for Older and Frail persons, Younger persons with moderate, severe or profound disabilities, ageing parent carers 60 years and older, Aboriginal parent carers over 45 years.

Respite Options have extremely complex logistics and for the past year provided a full compliment of service outputs against targets.

Operational Report

Supported Accommodation:

Manager: Josh McPhee

Supported accommodation has been a significant growth area in the organisation during the year with the inclusion of two additional people now in full time accommodation and one new house with two people through the integration of the Wodonga services together with two Drop-In support clients now receiving services.

The growth of this service area has necessitated the appointment of a separate manager that has been ably filled by Josh McPhee. Josh has received valuable support from Tony Tinlin, Psychologist and Behaviour Support Specialist to assist with the complex support needs of the clients in this area.

Each program manager is very thankful of the support of all staff during the year and looking forward to continuing the great work in the future.



Human Resources Report

Mardi Weber - Director

The period July 2012 to June 2013 has continued to provide challenges. The most significant of these challenges have been:

- Consideration of the human and cultural issues resulting from the mergers.
- Reviewing and assessing all employment conditions and ensuring these meet our obligations under the Social, Community Health and Disability Award (SCHADS) Modern Award – this was a major task as it required all positions to be reviewed and reclassified to meet the new classification and remuneration structure in the SCHADS Award. This annual adjustment to the SCHADS pay rates will continue to be implemented incrementally each December until 2019.
- The continual development of workforce capacity to meet the demands of delivering a wider range of services and supports through training, role and structure reviews – the areas providing the most significant challenges have been training staff to better support people with challenging behaviours and recruiting staff with the necessary level of skills and aptitude to meet our increasing number of service users.
- Providing direct support and guidance to staff who have been promoted into roles with increased responsibilities and accountabilities – as the result of restructuring activities to meet our increasing activities we have been able to offer existing staff opportunities to move into coordinator and management roles. Further to this, Human Resources commenced investigating the introduction of an Employee Assistance Program with the aim of introducing it early in the 2013-14 reporting year.

Human Resources Report

- Developing and implementing more robust Work Health and Safety (WHS) practices across the organisation that meet legislative requirements and demonstrates the importance that Aspire places on providing a Safe and Healthy workplace for its staff and service users – the WHS committee have met monthly during the period and performed the following activities:
 - ✓ Risk assessments on all sites with recommendations provided to Management.
 - ✓ Review Risk Assessment forms and made amendments as required.
 - ✓ Identified concerns around staff First Aid qualifications and requirements.
 - ✓ Identified areas of work practice (i.e. Manual Handling) and made recommendations that this training be included in the Aspire annual training plan.
 - ✓ Continue to improve the performance of the WHS committee through regular meetings and providing Management with appropriate evidence to support recommendations for areas requiring action/improvement.
 - ✓ Collect, maintain and provide information on all reported workplace incidents.

