



Annual Report 2018-2019

The Committee members and Staff of PlayAbility wish to acknowledge the Traditional Owners of the lands of the Bega Valley, and pay our respects to Elders past and present and emerging

We pledge in our endeavours
to acknowledge and to celebrate
individual cultural and social identity and expression



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Contents

Vision, Mission, Values	4
Services	5
Welcome	6
Publicity and Promotion	7
Management Committee	7
Staff	7
Organisational Structure	9
Minutes of the Previous AGM	10
Chairperson's Report	11
Treasurer's Report	12
Future Funding	13
Chief Executive Officer's Report	14
Operations Manager's Report	15
Family Support Manager's Report	16
Early Intervention Manager's Report	17
Community Support	18
Auditors Report	19

Our Vision

For families to have the capacity to raise their children in an environment that promotes safety and wellbeing, builds their confidence and skills, creates resilience and forms connections to their community and culture

Our Mission

To apply innovative evidence based practices using a strengths-based capacity building approach

To provide a flexible and responsive family-centred approach that creates a team of support around the child

To build families' skills so they can participate meaningfully in their community and feel connected and included

To overcome barriers encountered by families and children with additional needs through advocacy and support

Our Values

PlayAbility is committed to the provision of services based on the values of Respect Accountability Inclusiveness Collaboration Honesty Trust Delivered with a focus on evidence based practice, innovation, quality and adaptability in order to support the changing needs and objectives of each family and child

We advocate and support all children, without discrimination, irrespective of a child's race, language, religion, ethnic origin, disability or other status

Services

Early Intervention

Early Childhood Intervention children 0-6 years

- Trans-disciplinary
Keyworker model

Therapeutic Supports children 7-18 years

- Speech Pathology
- Occupational Therapy
- Behaviour Support
- Psychology

Capacity Building Support for Preschool

- Early Childhood Specialist

Family Support

Indigenous Family Support

- Project Officers

Supported Playgroups

- Project Officers
- Early Childhood
Educators
- Therapists

Mobile Toy Library and Parenting Resources

- Project Officers

Participant NDIS Plans

Capacity Building Support
Program (DoE)

Federal Dept. of Prime Minister
and Cabinet / Indigenous Affairs

NSW Dept. of Communities
and Justice

Federal Dept. of Social Services

Welcome

This annual report details the services and activities, achievements and financial performance of PlayAbility in the period between July 2018 and June 2019. The report is written to be easily read by PlayAbility's stakeholders, including members, people we support, their families and carers, staff, volunteers, government representatives and corporate and community organisations.

PlayAbility has been providing services in the Bega Valley since the late 1980's. Presently, we provide a range of services to vulnerable families including Aboriginal and Torres Strait Islander peoples and to children with disabilities and developmental delays and their families.

PlayAbility has two distinct services each funded differently; Family Support and Early Intervention. Our Family Support team deliver programs funded by the NSW State Government and the Federal Government. Our Early Intervention service is funded through participant NDIS plans (Federal Government) and one NSW State Government program.

Although separate teams, staff in Family Support and Early Intervention work collaboratively to meet the needs of families in the community, many of whom receive support from both services.

Our Family Support team of Project Officers run a range of programs including: Intensive Family Support for Aboriginal and Torres Strait Islander people with young children, Supported Playgroups in Bega, Bermagui, Cobargo and Eden and the Mobile Parenting Support Service and Toy Library.

Our Early Intervention team of therapists and teachers provide: Early Childhood Early Intervention (ECEI) for children aged 0-6 years, Therapy Supports for children aged 7-18 years, Behaviour Support for children up to 18 and Capacity Building supports for State Government funded preschools.

Both teams engage families using a strengths-based capacity building-team around the child-approach that is built on values of collaboration and trust. This approach is extended to schools and other agencies to increase their capacity and enhance supports for all children and families in our shared care.

PlayAbility Incorporated is registered with the Australian Charities and Not-for-profits Commission (ACNC), a registered Income Tax Exempt Charity (ITEC) and has Deductible Gift Recipient (DGR) status. Playability is also registered provider of NDIS supports with the Quality Safeguards Commission. Registered supports include: Early Childhood Early Intervention (ECEI), Therapeutic Supports, Behaviour Support and Plan Management. PlayAbility is a member of Early Childhood Intervention Australia (ECIA) and the National Disabilities Services (NDS).

All staff, student placements, volunteers and management committee members have current Working With Children Check clearance and all signatories to financial transactions have undergone a National Criminal Record Check.

Publicity and Promotion

PlayAbility has several ways we communicate our programs, services and events through the community. These include our website, Facebook page, term newsletters, email lists, brochures and through inter-agency meetings, community contacts and partner organisations. We have multiple listings in the Bega Valley Shire Council Community Directory and are listed on the NDIA portal and HumanServices.Net. Our service is promoted once a year in the NDIS Services lift out in the local papers.

Referrals for our Family Support services come mostly from connections and relationships with other agencies in the sector. The toy library truck also continues to carry our name across the shire each week.

Staff from Family Support and Early Intervention teams actively attend and set up stalls at community and cultural events to promote our programs and connect with the community and other service providers.

Management Committee

Julia Clark	Chairperson
Anna Clarke	Vice Chairperson
Sean Southwood	Treasurer (until May 2019)
Helga Humbert	Member / Treasurer
Stacey Phelan	Ordinary Member
Alison Simpson	Ordinary Member
Frank Pearce	Ordinary Member

Staff

Operations

Geoff Johnston	Chief Executive Officer
Sam Schweitzer	Manager
Rose Taylor	Bookkeeper
Rachel Wilson	Assistant

Staff

Family Support

Kylie Eldridge- Spires	Manager
Mahala Pickett	Project Officer
Kim Aldridge	Project Officer
Amber Spires	Project Officer
Erin Halloran	Project Officer
Sarah Sweeny	Project Officer
Makayla Spires	Project Officer
Josie Stewart	School Based Trainee



PlayAbility Family Support Team

Early Intervention

Suzie Eruera	Manager / Specialist Teacher
Geoff Johnston	Specialist Teacher
Karyn Thomas	Specialist Teacher
Rowan Cox	Speech Pathologist
Kate Hanlon	Speech Pathologist
Bethany Platt	Occupational Therapist
Martina Israel	Occupational Therapist
Kerrin Braithwaite	Psychologist



Occupational Therapist Martina

Organisational Structure





1. MINUTES OF THE 2017/18 AGM

Date: 19th November, 2018 **Meeting Open:** 6.05pm

Venue: Merimbula RSL Club. 52-54 Main Street Merimbula, NSW 2548

Present: Anna Clarke (acting Chairperson), Stacey Phelan (Minute Taker), Alison Simpson, Sean Southwood (phone), Frank Pearce (phone), Geoff Johnston, Samantha Schweitzer, Liz Royds (Tanner Salt), Chelsea Yarrie, Mary Hourigan

Apologies: Julia Clark

Anna Clarke took the chair, welcomed those present and opened the meeting.

1. Minutes of Previous Meeting

Read by: All present, no amendments required. **Moved:** S Phelan **J** **Seconded:** . A Simpson

2. Chairperson's Report

Read by: Anna Clarke, Chairperson. No business arising. **Moved:** S Phelan **Seconded:** A Clarke

3. Treasurer's Report

Read by: Samantha Schweitzer No business arising. **Moved:** S Southwood **Seconded:** A Clarke

4. Service Managers Report

Read by: Service Manager. No business arising. **Moved:** S Phelan **Seconded:** . A Clarke

5. Auditor's Report

Read by: Liz Royds, Tanner Salt, No business arising. **Moved:** S Southwood **Seconded:** S Phelan.

6. Existing Committee Members

Julia Clark, Chairperson, Sean Southwood, Treasurer, Ordinary Members: Alison Simpson, Frank Pearce, Stacey Phelan. Samantha Schweitzer; Public Officer

7. Management Committee Nominations

Office Bearers & Committee Members vacated their positions. S Schweitzer read out the names of those nominating as well as the names of the proposer & seconder. There were no nominations from the floor.

New Office Bearers and Committee Members accepted their positions as follows:

Chairperson	Julia Clark, Proposer—A Clarke, Seconder S Phelan
Vice Chairperson	Anna Clarke, Proposer—J Clark, Seconder—S Phelan
Treasurer	Sean Southwood, Proposer—A Clarke, Seconder S Phelan
Secretary	Unfilled at time of meeting
Ordinary Member	Alison Simpson, Proposer - J Clark, Seconder—S Phelan
Ordinary Member	Frank Pearce, Proposer J Clark, Seconder—S Phelan
Ordinary Member	Stacey Phelan, Proposer— J Clark , Seconder— A Clarke
Public Officer	Samantha Schweitzer is re-appointed as Public Officer

8. Auditor

Tanner, Salt & Associates to be re-appointed as Auditors. **Moved:** S Southwood, **Seconder** A Clarke

9. General Business - no general business.

Meeting Closed 6:30 pm

Chairpersons Report – Julia Clark

Our key role in the community of the Bega Valley is to support families. Ideally, we help them to grow and thrive but in some cases just getting through to the next appointment is a win. We are enabling families to access and receive social and therapy supports that will include them in the community and help them to be the best they can be. Under the NDIS the context of how we do this has meant PlayAbility, as an organisation that aims to put families first, has had to continually adapt and change.

The committee, management and staff at all levels have risen to this challenge head on. The key issues we have faced over the past 12 months include: cash flow (due to funding now being after service delivery), significant fluctuations in service demand, changes in the fee schedule and increases in compliance and reporting. Thankfully, management and staff under the guidance of the committee PlayAbility responded quickly to overcome these issues and restructure our processes.

In February we completed the Strategic Business Plan 2019-2021 (SBP) which stated clearly how we aim to prioritise our work with families within the new market based framework. The SBP marked a significant shift for us as a community based organisation because in a consumer-directed market we may increasingly find ourselves competing against statewide and for-profit players for market share, grant funding and staff. The SBP identified risks and opportunities within this and provides a template for growth whilst maintaining our core values to work collaboratively with families.

In March this year PlayAbility completed its first audit under the Quality Safeguards Commission. Included in this audit were two new categories included to increase the range of services we can now offer to families in Early Intervention. Family Support has also submitted proposals to Government to increase services to meet demand and has begun increasing its reach into the north of the Bega Valley Shire and into the Eurobodalla. These exciting opportunities will increase our ability to meet the growing needs of the community and lay the foundation for years to come.

In line with these plans to expand services and reach into the community the committee is supportive of the goal to attain land and build a fit for purpose facility in Bega. This facility will incorporate both services in the same location and enable us to provide modern evidence-based practices in a friendly, culturally appropriate environment that will respectfully meet the needs of the community well into the future.

Personally, it has been a privilege to chair the PlayAbility committee. I would like to thank all present and past committee members and extend my thanks to Geoff, Sam, Kylie, Suzie and their teams for their dedication and skills in ensuring PlayAbility continues to meet the needs of families in the Bega Valley.

Julia Clark

Treasurers Report – Helga Humbert

The annual audit for PlayAbility Inc. Has been conducted by Tanner Salt & Associates (Certified Practicing Accountants).

The opinion of Tanner Salt & Associates is that, the financial report of PlayAbility Incorporated:

- a) Gives a true and fair view of the association’s financial position as at 30 June 2019 and of its performance for the year ended on that date; and
- b) Complies with division 60 of the Australian Charities and Not-for-profits Commission Act 2012.

The Audited financial report has been prepared to assist PlayAbility Incorporated to meet the requirements of the Associations Incorporation Act 2009 and the Australian Charities and Not-for-profits Commission Act 2012. as a result, the financial report may not be suitable for another purpose.

Headline Financials for the year to 30 June 2019

	30 June 2019	30 June 2018
Total Income for the Year:	\$970,612	\$1,077,586
Total Expenditure for the Year:	\$1,170,629	\$1,122,780
Total Surplus/Deficit for the Year:	\$(93,043)	\$(152,168)
Total Capital Expense:	\$0	\$0
Total Depreciation charge for the Year:	\$23,173	\$29,327
Cash Holdings:		
IMB Operating Account	\$77,279	\$218,662
Term Deposit	\$10,272	\$10,060
Petty Card (Debit Card)	\$36	\$56
Total Cash	\$87,587	\$228,778

Note to Cash Holdings:

\$63,099 cash is held as current provision for Employee Entitlements accrued at 30 June 2019. \$39,215 cash is held as a non-current provision for Employee Entitlements accrued at 30 June, 2019.

The Operations team and Treasurer have presented detailed financial reports to the committee at each monthly meeting throughout the year and great thanks go out to Sam Schweitzer for the timely provision of these reports and the preparation and input into the 2019 Financial report.

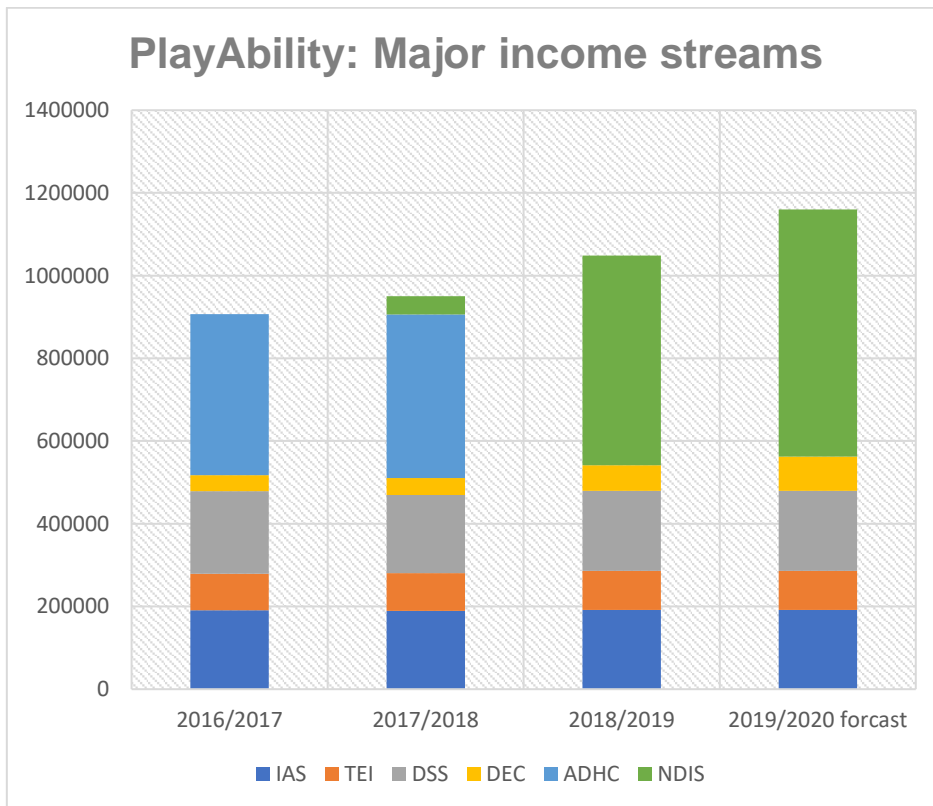
The ongoing transition to a new funding model (NDIS) has been a challenge due to large fluctuations in demand for services affecting cash flow, particularly in the period from mid December through to mid February. Sean Southwood, in his role as Treasurer up until May 2019, was pivotal in supporting the Operations team to navigate this period and we are very grateful for his advice through this time. Furthermore, I wish to recognise the dedication and professionalism of PlayAbility staff, through their commitment to working with families, in having maintained service delivery at a high standard.

Funding across other service areas remained in place for 2019 with review of these coming up mid 2020. Going forward, financial stewardship of the PlayAbility will continue to be a critical factor as the organisation increases staff to meet incoming demand, develops new programs and grows into new areas at a time where we need to transition to becoming a social enterprise in a competitive market. The Operations and management teams in conjunction with the committee will continue to monitor the monthly financials and cash position along with updates on funding for the key programs, to ensure that PlayAbility adapts its programs where necessary and operates within its financial capabilities.

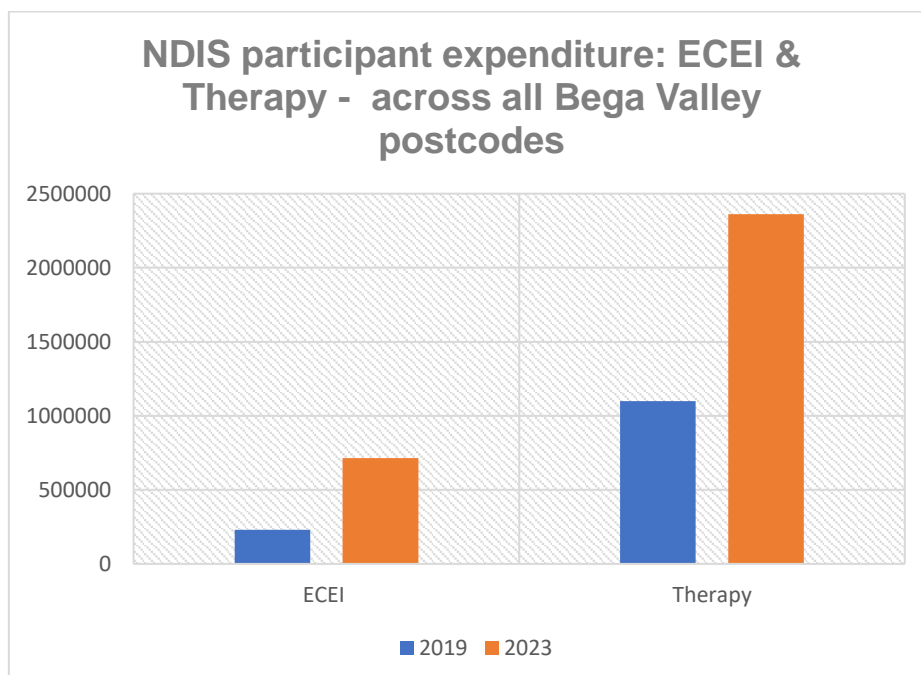
Helga Humbert
Treasurer

Future Funding

The graph below shows the magnitude of current and forecast income streams over the years transitioning to the NDIS and into 2020. What can be seen is the steady funding for Family Support and the shift in income from the previous block funding of EI to the NDIS.



The graph below illustrates the current and 2023 projections for the growth in funding of participants plans across all the postcodes of the Bega Valley Shire and southern Eurobodalla.



Source: Australian Government Dept. of Social Services. Building Local Care Workforce (BLCW) –Demand Map. www.blcw.dss.gov.au

CEO Report – Geoff Johnston

At this point last year PlayAbility was looking towards 12 months of transition to a new funding structure. In reflection what we have achieved has been so much more than that. We have actually had to respond quickly to policy changes, adapt to fluctuations in demand, increase our productivity and maintain a quality of service in line with our values. The process has challenged each member of staff in different ways, but I feel at the end of the day it has made our purpose and our commitment to helping children and families clearer and stronger.

PlayAbility is an organisation of individuals all working to a common goal: to help children and their families to be the best they can be. Both in Family Support and in Early Intervention we do not place a limit on our capacity to support families except where it is unsafe or inappropriate to do so. In both Suzie and Kylie, as managers of their respective teams, I am inspired daily by their knowledge, sensitivity, courage and integrity to act in the best interests of the families in their care.

If the past year has been one of transition and adaptation the next will surely be one of laying the foundations for future growth based on our Strategic Business Plan. Currently, both services have been experiencing increased referrals since June as the NDIA has become more efficient and other services have reached capacity. At this point we are looking to double the number of therapists in Early Intervention over the next few months.

Family Support is looking to expand their services in the north of the shire whilst still retaining a strong presence in Eden. The needs of many vulnerable families are high and complex and the team works closely in collaboration with other agencies to ensure families receive appropriate timely supports.

In view of this need to expand and grow our capacity to provide services in the community is also the necessity to attain land and build a new purpose built centre in Bega. This is needed to service the growing demand for supports in the north of the shire, to co-locate both Family Support and Early Intervention and to provide modern facilities to deliver evidence based practices in a suitable culturally appropriate environment. To this end I have been meeting regularly with stakeholders and gathering support. By this time next year hope to be well on the way to planning for the build.

I wish to express my gratitude to Sam, Rachel and Rose in Operations for their support in realigning our service and overcoming numerous technical issues. Also, thanks to the PlayAbility committee for their continuing support and guidance and asking all the hard questions. Lastly, I would like to express my highest regard to our Project Officers, Teachers and Therapists who go about their daily work with families with unwavering commitment and dedication.

Geoff Johnston

Operation Manager's Report – Sam Schweitzer

A number of new challenges arose for the organisation as we closed out 2018 and began the new year. After completing the transition to the NDIS we found ourselves having to adapt quickly to changes in funding and staffing through which we are grateful for the support of the committee. At this point we are looking towards 2020 with a greater sense of security than we had at the same time last year.

The first challenge through December and January last year was a looming cash flow issue due to the expected fall in demand for NDIS services across this period. This period actually extended through February which affected our ability to accurately forecast a sustainable budget. With the guidance of Sean Southwood (Treasurer), support from the NDIA to restructure our billing and the commitment of staff we were able to steer ourselves through this period.

This period also saw four staff members take parental leave to have children. This was wonderful of course but the synchronicity of their timing meant a fair bit of juggling, re allocating and scheduling. Thankfully some new staff came on board and others stepped up which was great support for families and other staff.

In Early 2020 the Strategic Plan was completed and approved by the committee. This was an important step as our roles in the sector are diverse and changing. The Plan is a solid representation of where we are but as things have changed so much recently we may need to look again at it in the near future as we look to expand our services into new areas.

The lead up to our first audit under the Quality and Safeguards Commission meant many new policies were written and presented to the committee and many new templates and protocols developed. Thankfully, again due to the commitment of Rachel we were able to get through this audit with a minimum of changes. This was significant as two new groups were added to registration; Behaviour Support and Plan management. The latter requiring a lot of modification to our software which took some time to resolve.

Our projections into 2020 are looking positive with ongoing commitments of Government funding coming through ahead of schedule and demand for NDIS services increasing rapidly. Maintaining services through the NDIS transition meant a financial loss for the 2018/19 financial year was unavoidable, again. However, this loss will be balanced by the projection of a profit in 2019/20 of the same magnitude.

After the near miss that was 2018/19 I am very proud of what we have achieved as we begin to regrow the service; and especially grateful to Rachel, Rose, Geoff, Kylie and Suzie for their support.

A special mention also to our former Treasurer, Sean Southwood, whose guidance and support during this stressful few years was indispensable, and I am extremely grateful for the time he took out of his busy schedule for his role at PlayAbility.

Samantha Schweitzer

Family Support Manager's Report – Kylie Eldridge-Spires

Family Support Program

Parents/carers needing additional support who have children 0-12years; PlayAbility provides information, home visiting where there could be challenges to parenting such as mental illness, children with particular needs, loneliness and isolation, family and domestic violence, poverty, impact of alcohol and other drugs, for example. When appropriate soft case management will be provided to ensure that families are receiving services that best meet their needs.

Some families experience complex issues that lead to unsafe and unstable home environments. Without appropriate supports, these vulnerable families are unable to ensure the safety and wellbeing of their children. PlayAbility works with families who are seeking to address these complex issues. We collaborate with other organisations and help engage extended family and the broader community to create safe and stable environments, where all children and family members are supported to reach their goals. There are currently 42 Adults and 42 children that are actively accessing our Family Support service

Supported Playgroups

PlayAbility offers playgroups in Bermagui, Cobargo, Bega and Eden on a weekly basis during the school term. The purpose is to support parents and their children with their social skill development, connecting parents with other parents, craft and play activities, and just fun playing, singing and stories. There are currently 75 Adults and 104 Children accessing playgroups.

MPSS (Toy truck)

The truck has visited 10 different locations including Cobargo x 2 locations, Bermagui, Bega, Rocky Hall, Pambula x 2 locations, Bemboka, Merimbula, Eden. There are currently 124 families actively accessing this service.

Training/personal development

Joint Child Protection Response Program Aboriginal community engagement workshop in Eden - two consecutive days · Aboriginal mentor training delivered by TAFE NSW at Jigamy - four consecutive days · TEI reform training in Bega – 1 day · Cultural consideration training delivered in Bega by Alison Simpson

PlayAbility FS staff attended numerous community events and celebrations this year including NAIDOC celebrations in Moruya, Bega and Eden and Community Fun Day in Bega.

We got some great news from PMC that our funding for the Indigenous Advancement Strategy has been extended for a further 2 years. We have our fingers crossed that we get the same result off the TEI and DSS mid next year.

PlayAbility welcomed a school base trainee Josie this year. Josie has been doing 8 hours a week across FS and EI whilst working towards completing her higher school certificate.

I would like to thank Aunty Kim, Sarah, Erin, Mahala, Amber, Makayla and Josie for their commitment and tireless efforts that they contribute to making our FS team what it is.

Kylie Eldridge-Spires

Early Intervention Manager's Report – Suzie Eruera

Since becoming the manager of Early Intervention (EI) in July 2018 I have been immersed in the NDIS. It is hard to overstate the impact this transition has had on both staff and families. On one hand access to funding for supports has become much more available for families and on the other the amount of processing of information has increased pressures on both families and staff.

The NDIS carries with it a focus on budgets, goals and measurable outcomes whereas we in Early Intervention know the secrets to unlocking early childhood development lie in building relationships and the simple joys of interactions through play. Over the past year all the staff in the EI team have wrestled with the balance between these two realities.

The period from late last year through Autumn 2019 was a period in which the team adapted to these changes. There were many positive discussions as we worked through how best we can serve families whilst also getting through all our responsibilities around productivity and reporting. Delays at the NDIA meant few new children were being funded. The consequence of this was we welcomed back many of the children and families who had been with us up to five years before.

There has been a number of staff changes over the year as Nettie retired at the end of last year and Martina and Bethany took parental leave in March and September respectively. Kate joined the team early in the year with Phil and Anastasia beginning recently. We were also joined through the year by TAFE and University students on placement which generated some great discussions.

From about the middle of the year the trickle of new families seeking supports has grown into a flood. We currently work with around 75-80 families, which is our capacity. With around four referrals per week presently we have a waiting list of 25 children. Recruiting for staff has been a priority and thankfully we are hopeful of a few new staff in the new year to meet demand.

Since Phil began with us recently as an assistant, we have been exploring the role of using an Allied Health Assistant to expand our services to more children which may free up some of our therapists for new children as they come through. It is early days, but this looks to be going well and we will look to expand this model next year. I have also just heard they we have been successful in attaining funding for a stand-alone sensory gym for the Eden Centre and look forward to getting that up and running too.

Overall, it has been a very challenging year but at this point I feel we are much stronger and ready to grow the service next year into some exciting directions.

Suzie Eruera

Community Support

PlayAbility would like to thank the following people and organisations for their support during the year

- Pambula Wholefoods
 - Bendigo bank
 - Doug Spires
 - Eden Men's Shed
 - Eden Place Project
 - Gippsland Tyres, Eden
- Carbon Copy Printing, Pambula
 - Merimbula RSL
- Far South Coast Family Support
 - Katungul AMS
- Andrew Constance, MP
 - Dr Mike Kelly, MP