



ANNUAL REPORT 2010/2011 COMMUNITY LIVING SERVICES

Client Numbers

Over the past financial year Senses Foundation provided a total of 82,349 actual hours of direct client support to a total of 75 clients who have been supported in Community Living Services for the period.

Accommodation Support

For those clients who received an accommodation service in 2010/11, Senses Foundation provided 68,060 direct support hours across 50 clients with a steady increase of 737 hours compared to the last financial year. There were two clients that unfortunately passed away during this period and another two individuals who transferred to other service providers. There was one new client and we had a number of existing individuals increase their hours of support through increased accommodation support funding.

Community Options

For those clients who received an alternatives to employment service in 2010/11, Senses Foundation provided 14,288 direct support hours for 25 clients with an increase of 1,810 hours compared to the last financial year with one client exiting the program in 2010/2011 due to moving to a higher care facility and another moving to the country.

The actual hours delivered in Community Living Services on an individual or house basis compared to Disability Service Commission contracted hours per unit are detailed below.

Service	Contract Hours Full Year	Total Hours Provided YTD	Difference	Clients
Accommodation Support – Group Homes & Community Living				
Abrolhos*	6324	10596.12	4272.12	5
Ashfield	1357	1893.48	536.48	5
Cleveland St	2240	3737.25	1497.25	3
Independent Living	1174	1760.93	586.93	7
Coode St*	1177	1525.58	348.58	2
Holder St	12943	10597.88	-2345.12	7
Hudson St*	1697	1488.68	-208.32	3

Success	10146	11990.25	1844.25	3
Verbena Cr	1697	2419.70	722.70	3
Walcott St	3427	2119.50	-1307.50	3
BP	3016	2272.55	-743.45	1
FM	8814	8063.83	-750.17	1
HT*	46	85.60	39.60	1
PR	533	533.22	0.22	1
MM	5050	5598.70	548.70	1
RJ	1196	1198.77	2.77	1
SW*	0	0	28.78	1
TD	2848	1758.52	-1089.48	1
WD	426	420.12	-5.88	1
Sub Total	64,111	68,060.68	3978.46	50
Alternatives to Employment				
BP	480	448.65	-31.35	1
DA	1481	1452.72	-28.28	1
DD	1404	1249.57	-154.43	1
DH	198	116.07	-81.93	1
DJ	283	312.58	29.58	1
DO	538	611.43	73.43	1
GP	288	231.88	-56.12	1
JB	1445	1800.60	355.60	1
JC	720	723.38	3.38	1
KD	455	532.20	77.20	1
KH	384	169.15	-214.85	1
KT	455	428.35	-26.65	1
LG	1503	1042.07	-460.93	1
MB	242	242.87	.87	1
ML	384	488.53	104.53	1
MW	480	375.45	-104.55	1
NB	384	387.07	3.07	1
NR	918	391.28	-526.72	1
PN	192	319.18	127.18	1
RB	384	443.58	59.58	1
RL	57	183.85	126.85	1
RM	480	466.35	-13.65	1
RY	405	410.55	5.55	1
SM	1040	1099.02	59.02	1
VR	336	362.57	26.57	1
Sub Total	14936	14288.95	-647.05	25
TOTAL	79,047	82,349.63	3,302.63	75

*Abrolhos ~ an existing client transferred from the group home into emergency accommodation but Senses continued to manage his funding. A new client moved into this vacancy in June 2011.

*Coode St ~ a client passed away in 2011

*Hudson St ~ a client passed away in 2010

* HT ~ exited in 2010

* SW ~ exited in 2010

Throughout this period a number of potential clients approached Senses Foundation to assist with compiling Combined Application Process (CAP) applications with a view to

managing the individual's accommodation or alternatives to employment funding packages. Community Living Services submitted four new Cap applications this year which includes increased accommodation support funding for two existing Senses clients whose needs have increased.

Two external clients living with their retrospective families were successful in receiving non recurrent alternatives to employment funding with Senses Foundation providing their ATE service since beginning 2011.

Senses Foundation was successful in securing non recurrent funds for three separate clients during 2011 due to a significant change in the health of two clients as well as the need for increased support for six months to assist in the development of an individual communication plan for a Deafblind client.

Systemic Advocacy

Manager of Community Living Services continued to be part of the NDS accommodation and Alternatives to Employment sub-committees and attend meetings throughout the year with other disability service providers. The Facilitator of Planning and Transition continued to be part of the NDS social participation sub-committee.

Manager and Coordinators attended and presented at the Accommodation and Alternatives to Employment Information sharing forums held throughout the year which enable networking among the disability sector and promoting Senses' unique services for people who are Deafblind and other disabilities.

Manager and Coordinator ATE attended and presented at the Alternatives to Employment expo at the Burswood in April 2011. This was an opportunity for school leavers with disabilities to gain information and consider Senses Foundation as their service provider of choice for 2012.

Disability Services Commission has approved for a project officer to be appointed part time to the Future Housing Development project to strengthen our ties with the sector and identify potential clients for the new services being developed in 2011/2012. This position will provide the opportunity for Senses Foundation to promote the unique services offered for people with all levels of disability and not just for people who are Deafblind.

Facilitator Planning and Transition presented a paper at the Living in the West Conference. The paper was well received with numerous people expressing their appreciation and a number of organisations requesting that the Facilitator attend staff training days to present the paper to support staff.

Service Structure

In September 2010 Community Services and Accommodation Services amalgamated to form Community Living Services with the focus on offering individuals and their families/carers a more seamless approach to service delivery. The new Coordination structure has meant a more person centred approach with all individuals receiving very

tailored services to meet their individual needs under the one Coordinator. The amalgamation resulted in the creation of the Facilitator of Transition and Planning position who was responsible for the development and review of individual plans for clients receiving an accommodation service and was directly responsible to the Manager Community Living Services.

In early 2011 the position of Facilitator of Transition and Planning was made redundant as it was identified that a need existed for a fifth Coordinator in order to reduce case loads and focus on individual planning, skills development and mentoring of staff at a Coordination level across the accommodation services. Three new Coordinators were recruited at the beginning of 2011. This included the need for an existing Coordinator to focus entirely on external ATE services. The change in structure resulted in the resignation of the existing ATE Coordinator and the appointment of a new full time Coordinator during this period.

The transition of Community Services and Accommodation Services has resulted in Community Living Services now at the fore front of contemporary services for people with disabilities.

Accommodation Services

Achievements

There have been a number of achievements which can be acknowledged over the past year.



An individual continues to be supported and encouraged to work and was recently awarded for his contribution. He works on a Rotary wire machine and makes products for the building trade. He will also do other various tasks when required. He loves his job as it gives him a huge amount of satisfaction as well as being committed he is very passionate about what he does and makes a valuable contribution to society.

Senses Foundation has seen the ongoing success of the alternative living arrangement for a young lady under a guardianship order. The host family has made a significant impact on the young ladies life with her gaining more confidence, independence and security than she has ever had. She goes to work twice per week and remains in contact with her siblings and extended family. Although our first, this service has been hugely successful and has guided the way for effective management of similar services for the future.

A 24 hour group home in Success which accommodates three people with vision and hearing impairments has continued to develop and provide significant opportunities for the three individuals to be part of their local community and engage in meaningful activities. One of the young men has had a number of challenges and with the aid of Senses Foundations Deafblind consultant, therapists and a group of very



committed and passionate support staff this young man is now able to communicate effectively with the people in his life and lead a fulfilling life.

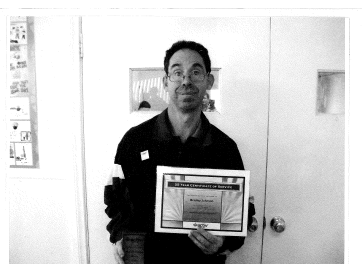
We have supported a young man from one of the group homes to fulfil his passion of working voluntarily with the Animal Protection Society in Southern River. This person loves working with the animals and can't wait for his volunteering day to come around each week. He feeds the dogs, takes them on walks and spends time with them as well as cleaning their cages and their feeding bowls etc. He says that he hopes to be doing this work for a very long time.

Senses Foundations Self Advocacy group has continued to meet each month for the past year. They continue to be supported by two support staff, meet at the homes of different group members and have had a change in chairperson to enable other group members the opportunity to chair the meetings. The group have talked about meeting every second month and meeting on the alternative month as a social committee to organise social activities for the clients of Senses Foundation. The group have enjoyed this responsibility in meeting regularly as this provides them with a sense of importance. In May 2011 Senses was fortunate to have the Minister for Disability and local Member of Parliament meet with an independent client who receives accommodation support for a media opportunity to publicise new funding in the housing sector for people with disabilities. This was a great opportunity for the individual with a disability and his support staff to share the experiences of living independently in a home provided by Department of Housing and Works and supported by Senses Foundation.



Senses Foundation continues to be successful in receiving ongoing non recurrent accommodation support funds from DSC to enable Community Living Services to continue providing the current level of support required for a female client in Willagee to live independently in her own home. The support staff have also been supporting her to write a biography and continue her art work.

There was the successful transition of a new female client into the Abrolhos Group home in June 2011. This person has been living independent for most of her life but due to a change in her needs, now requires increased support each day. The existing clients and staff have been very welcoming and she has fitted in well despite some ongoing health and medical issues impacting on her support.



A client has been supported to maintain full time employment at Activ Foundation for the past 30 years and is very proud of this achievement. He makes video tags, brackets for vertical blinds and is very happy to go to work each day looking forward to catching up with his co-

workers and says 'he enjoys the attention he gets from the ladies'.

Training

This year Senses Foundation has increased the in house training opportunities for all staff. In 2011 two Coordinators took part in the PART train the trainer accredited course to obtain relevant skills in supporting, mentoring and training any Senses Foundation staff using the positive behaviour framework, for when supporting clients who can often present with challenging behaviours as a result of miscommunication. Senses Foundation now has two qualified trainers to teach the part training in house to all staff where the training is crucial in working amongst specific services.

A need was also identified in the area of in house medication, catheter and suppositories training. Senses Foundation has supported a previous Coordinator to attend the train the trainer course and become certified in training support staff. Community Living Services aims to have a qualified trainer who can provide all in house medication and health related training to support workers by August 2011 to replace silver chain and other external providers who are unable to offer the flexibility around training required.

Person Centred Training

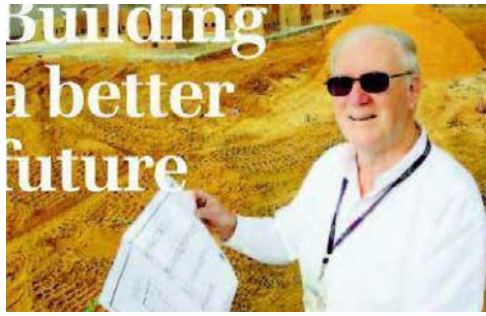
A number of support workers attended the Senses in house person centred training this year. The training has given support workers an understanding of working in Person Centred ways and ensures that the people they are supporting have a say in the decisions of their service and that the person is at the centre. The training is a way of ensuring the organisations commitment to this approach and has enabled close to 60 support staff to be part of it.

Quality Management Framework/Individual Plans

Accommodation Services has had no external monitoring this financial year. This year Coordinators have worked towards finalising individual plans for all clients receiving an accommodation service which will gradually replace the previous client care plans to link with accommodation outcomes set out by the Quality Management Framework and a more contemporary planning process. The process is already seeing support staff link in with person centred practice training to support individuals in identifying individual outcomes or goals which promote independence, social inclusion and community participation.

Future Housing Developments

Senses Foundation was funded a further \$41,095 until January 2012 to continue employing a Project Officer to assist in the expansion of services by the development of additional houses under the Community Disability Housing Program DSC. The role continues to liaise with DSC and DOH and others to achieve this extra accommodation, to develop the expertise within Senses for the acquisition of physical facilities, involve staff, people with disabilities and families in the planning process, give a service provider and customer perspective into the process and prepare procedures and final Report to DSC at the conclusion of the Project.



The project group met August, November 2010 and May 2011. Quarterly reports have been submitted to DSC to satisfy the conditions of funding. A contract was awarded by DOH to Dalcon Constructions and building work has commenced on the Fremantle Road, Gosnells property as at the close of business on the 30th June 2011. Practical completion is due at the end of November 2011 and Senses expects to commence this new service

early in the 2012 New Year. This new house will provide accommodation for five additional people.

Senses Foundation has had approval for additional funds from DSC for the extra costs associated with the Medina development. Tender will be called in the first quarter of the new financial year and the house should be completed mid next year and will accommodate another five people with disabilities. A standard brief currently lies with DOH in regards to the Swanview development with DSC funds only covering work up to construction documentation stage at this point. Senses will approach DSC for funds to cover the construction and any extra costs once the final drawings are completed. With the addition of this house Senses will have a further five places to offer making a total of fifteen new places across the three new properties in 2012.

Family meetings

A number of family meetings were held during 2010/2011 with majority of these meetings held in early 2011. Meetings were held with families and clients for the Abrolhos Loop, Cleveland Street, Verbena Crescent, Walcott Street and Ashfield services. Numerous meetings were also had throughout this time with individual families as required.

Maintenance

Senses Foundation worked closely with UnitingCare West a disability growth provider, to take over the maintenance of a number of Senses group and individual homes. In June 2011 UnitingCare West finalised tenancy agreements with all relevant individuals and a structured maintenance procedure in place to allow UnitingCare West full responsibility of maintenance. A number of services still remain under the care of Department Housing and Works and Foundation Housing because of their individual lease arrangements.

Community Options

Our Alternatives to Employment program continues to provide a very individual service and person centred approach for a range of people with disabilities across the metropolitan area. Over the past year we have focused on the outcomes for people as part of the Quality Management Framework which has provided Senses with the opportunity to review current practices and ensure that people are getting the service that they are entitled to. The program continues to offer a very flexible approach and offer creative solutions to cater for the various degrees of needs across the program. The amalgamation of Community Services and Accommodation Services has meant that individuals receiving an accommodation service as well as an alternatives to employment service have their services tailored to meet their overall needs of every day

life rather than addressing the needs of both services separately. The services during this period have been seen to be more responsive of how individuals wish to be supported with a very strong focus on compatibility of staff and individuals.

Achievements

A number of achievements have been acknowledged throughout the year.

Senses Foundation supported a long standing Deafblind client and his family from Kinross who had both ATE and IFS funding to move to Busselton. The support staff went over and above to help make the move successful and lessen the stress on the individual and his mother.

The program is supporting the ongoing day placement of a young Deafblind woman who was at risk of losing her place due to ongoing behaviour and communication issues. Senses has supported her and the family over the past year with skilled auslan staff on a one to one basis while attending the placement. Senses Foundation works closely with Bethanie Care to provide the ongoing support as required with this arrangement working out well. Senses has been working with Deafinite employment agency who assists people who are deaf to secure employment. Community Living Services has found the recruitment of staff who are deaf and which use auslan of a huge benefit as there have been difficulties retaining qualified staff in this area.

Senses Foundation has been working closely with DSC to ensure that the ATE service of a Thai Deafblind young lady is successful despite ongoing challenges with the family unit. Community Living Services is continuing to provide one to two support workers and retain skilled and experienced staff to continue providing the level of care that's required.

Senses is supporting a man with a vision impairment to explore his options at purchasing a computer and assistive technology through TADWA.

Community living staff have retained a positive relationship and worked through a number of issues over the year in relation to providing ATE support to individuals who receive accommodation support from alternative providers.

Quality Management Framework

In December 2010 independent monitors conducted a Quality Management Framework evaluation of the alternatives to employment program. After two months of consultation between clients, families, support staff, Coordinators and Management the evaluation was completed with no required actions but a number of key performance improvements. These suggested improvements are items that the program aims to work towards before the next evaluation to increase the quality of services of the overall program. All clients receiving a service continue to have individual plans which guide their services and meet the ATE outcomes and performance indicators.





Recreation

Senses Foundation continued to provide 755 hours of recreation to 8 clients during 2010/2011. The clients continued to receive an individual service consistently throughout the year and as per their individual plans. The recreation service was funded by the Lottery West recreation grant which had a lifespan of three years. The program no longer meets the aims initially set out by the grant and therefore as of June 30th 2011

Senses Foundation is no longer able to offer a recreation service but will continue to support these individuals until alternative measures can be put in place.

DISABILITY AGED CARE

Community Living Services continues to provide an individual service for eleven clients who are individually funded through the Disability Aged Care program and with four of these clients receiving accommodation services through an alternative service provider. Senses Foundation provided 566 hours to the eleven clients for 2010/11. Funds continue to be recurrent for the support of these individuals and with the new structure enabling services for that person to be coordinated by the one Coordinator, services are now stream less and incorporate all parts of the persons day to day living to enhance their quality of life and address the changing needs of this client group. Community Living Services continues to work closely with Life Skills and Family Support as well as external professionals to ensure that the appropriate level of care is provided to enable them to remain living in their own homes and avoid premature out of home placement where possible.

EVENTS

Disability Sector Support Worker Awards

On Saturday 9th April 2011 a formal dinner was held at Burswood in aide of the Disability Support Worker Awards with the event organised by National Disability Service (NDS). Three support workers from Community Living Services were nominated and attended. Unfortunately there were no finalists from Senses Foundation but this was an opportunity for the organisation to acknowledge the valuable work of these employees and to express appreciation of their commitment to the individuals that they work with.

Deafblind Awareness week

On the 24th June 2011 during Deafblind Awareness week this year the Success group home was officially opened by the Chair of the Senses Board, Rotary and a number of other key people who have been instrumental in the successful development and upkeep of the home throughout the year. Rotary were presented with



an award for the development of the Success sensory garden which has improved the appearance of the garden area but more importantly provided huge sensory opportunities for the three young men with vision and hearing impairments. Senses Foundation is extremely grateful for the generosity of Rotary as all work was of a voluntary nature.

Jodi Perkin
Manager Community Living Services
13th August 2011