



Annual Report

2018/2019



Community Bridging Services (CBS) Inc.

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Community Bridging Services (CBS) Inc.

Consumer Nominee Report

My name is Nadia Field and I have been a Consumer Nominee on the CBS Inc. Board of Directors for almost a year. I have a broad experience of the organisation having been initially a Jobnet participant (Metro South region) and then moving to the Recreation area of CBS Inc. I currently attend Coastal Choices three days per week. I enjoy the variety of program activities, in particular cooking, dancing, outings and animal sanctuary visits. I have a great rapport with Coastal Choices staff.

I am originally from Mount Gambier and moved to Adelaide three years ago. Whilst in Mt Gambier I completed a Certificate in IT.

I wanted to be involved as a Consumer Nominee on the Board as I wanted to be an advocate for people with a disability who cannot communicate for themselves, to represent their views, and make a valuable contribution.

Since commencing my role of Consumer Nominee I have learnt a lot about CBS Inc. and how it works. I have enjoyed meeting other participants, staff and stakeholders of CBS Inc., going to events and expanding my networks. I have also become more confident and assertive. I like working with my fellow Board Members, particularly Freddie Brincat, Executive Director, who is a role model for me and assists me in communicating my views.

Achievements over the past year

I have attended many functions including:

- SALA exhibition opening *Funny Bones*, at the Eastwood Community Centre
- Opening of *Plash* at the Hahndorf Academy
- Bearded Dragon Gallery exhibition opening *Karrarendi*
- Community Concierge SA launch at the JLL building in Adelaide
- BBQ event for 12 visiting professionals from S.G. Enable, Singapore, who were on a study tour with CBS Inc. for one week
- Australian premiere of the No Strings Attached production *I Forgot to Remember to Forget* at the Adelaide Festival Theatre
- 2018 CBS Inc. Amelia Rix Award at the Adelaide Entertainment Centre
- CBS Inc. Board function at a South Korean restaurant
- the CBS Inc. Christmas celebration at Benjamin on Franklin, Adelaide
- Presented at a CBS Inc. staff meeting on working with people with a disability, to provide a better service for our participants
- Guided visitors around the Fulham Community Centre, where the Coastal Choices program is based, and talked about how the program runs. Visitors have included potential participants, family members and schools

- Successfully advocated for a long term participant who did not have sufficient NDIS funding to continue attending Choices programs. Thankfully the issue was resolved.
- Organised a *Celebration Day* at the Fulham Community Centre for Choices programs, which was fantastic. Musician Linda McCarthy provided a wide range of music and I gave a speech.

Future Objectives

- I will be involved in recruiting new Board members and will receive training on interview techniques from the CBS Inc. HR team, as preparation.
- I'm looking forward to the official opening of the CBS Inc. Norwood office on 19/9/19.
- I will continue to advocate for participants where required. I am happy to talk to participants and seek feedback about the services they receive from CBS Inc.

Nadia Field
Consumer Nominee

They're not pushy

Executive Director's Report

In Summary

Looking back from July 2018, our Board and Executive Team had planned a transition to the new DES Contract and a greater transition to the NDIS, where the last of our participants under State Government DHS funding were transferred to the NDIS. So far our planning and good work has brought mostly positive results for our participants and CBS Inc. I have been enthused by positive comments from people with a disability and their families on the supports we are providing and this is being reinforced by our external quality assurance reports.

We had the risks of a potential drop in demand for our services, a potential drop in income, costs of implementing new technology like SupportAbility (NDIS) and increased complexity and competition in DES and the NDIS. Our staff with support / direction from the Board has built on our history of balancing positive values and culture, with consistent good financial leadership and practices. It's been a good year where our financial position has strengthened from upside revaluations of some fixed assets and some good decisions on investments throughout the year. We have used this to further invest in our infrastructure with additional new offices and equipment upgrades, and staff rewards that included an increase in staff development. At CBS Inc., we are providing the best infrastructure and equipment we can to people with a disability and their families, resulting in better access and better quality services.

More Detail

During the year, we have completed our first full external audit that includes the NDIS, DES National Standards for Disability Services and ISO. There is always more work to do to continually improve, but it is clear we have a good balance in understanding individual participant needs and the demands of our contractual expectations with individuals and Government. This comes about by maintaining our culture and values, and by keeping our participant to staff ratios at a lower level to allow our staff time to provide more individualised listening, planning, actions and support.

For the first time we were offered two SALA Exhibitions in 2019 – one at Eastwood Community Centre and the other in our own Bearded Dragon Gallery. The Bearded Dragon Gallery located in Gays Arcade in the heart of Adelaide, is a long term goal achieved during the year. The Gallery is an excellent contributor in promoting skills of people with a disability who pursue art as a leisure activity or professionally.

The NDIS still requires attention to adjust, but our Choices, School2work Supports (S2W) and other Recreation services are in good demand. CBS Inc. supports participants to achieve what they want. We continue to explore new opportunities, innovation and partnerships and ensure all are assessed on their potential merits and risks.

Our Executive Team has been working hard with our Jobnet Employment Teams across the state to manage the transition to the new DSS DES Contract. After receiving our first non-public released Star Ratings across 18 DSS DES Contracts, our strategies, style of communication, and positive interactions with participants are working. To date, active participant numbers are good, demand is steady and jobs and outcomes achieved. If we can continue the flow of new participants and keep our focus on post placement and ongoing support, our participant numbers will organically rise and our Star Ratings should even further improve over the next year.

Future

CBS Inc. will continue to invest in staff training and development, infrastructure and innovation as these are keys to our continued success. We have completed major Mental Health First Aid training for staff across CBS Inc., and recently received Gold level accreditation for being a skilled workplace under Mental Health First Aid Australia.

Good financial management and performance will help us achieve our goals. The opening of our fully renovated Stirling office and recently opened sparkling Norwood office are recent infrastructure investment examples. A complete renovation of our Whyalla office is planned soon.

At CBS Inc. we like innovation, partnerships and social enterprise, reflecting our real points of difference that help create new jobs for people with a disability. There just aren't enough jobs for people who want to work. This includes our: Community Concierge SA (in three major buildings now in Adelaide CBD), The Bearded Dragon Galleries, two apps developed with Flinders University Law School, Moonlight Speakers, IPS with increased active participants and the USEP partnership with Flinders University. The NDIS S2W Program has been an important new CBS Inc. service, having good participant numbers, positive retention and an excellent transition to open employment. The current establishment of a quasi, uni style, standalone city office for S2W is really taking the service and resourcing for young school leavers to another level of professionalism. This new specialised venue will be renovated and due to open in August / September 2019.

Thanks to our clients and their families for choosing CBS Inc. and for the great work our staff do. I want to acknowledge our many partners that we enjoy collaborating with. Thanks to my Executive Team and our Board of Directors for their ongoing support – you have all contributed much over the past year and in particular Ted Evans and Brian Rankin.

There are challenges ahead, but these are exciting times for CBS Inc. At CBS Inc. we invest in people with a disability and work in partnership for future success.



Freddie Brincat (OAM)
Founder and Executive Director

Jobnet Employment Program Report

Community Bridging Services (CBS) Inc. Disability Employment Services (DES) Jobnet Employment Program is funded by the Australian Government's Department of Social Services (DSS). DES incorporates Disability Management Services (DMS) and Employment Support Services (ESS). Under a New Contract commenced in July 2018, CBS Inc. is contracted to deliver DES (both DMS & ESS) until 2023, across a wide range of regions, covering metropolitan Adelaide, rural and remote areas.

CBS Inc. DES offices are located in:

Metropolitan

Elizabeth
Salisbury
Gilles Plains
Adelaide
Norwood
Stirling
Warradale
Old Reynella
Noarlunga
Kilkenny
Port Adelaide
Woodville North

Regional

Port Lincoln
Whyalla
Port Augusta
Port Pirie
Peterborough
Berri
Renmark
Mannum
Meningie
Murray Bridge

In March 2019 we received our first star ratings for the New DES Framework, they were very positive and reinforced the early intervention strategies and dedication from teams since the beginning of the contract in July 2018.

Summary

The Jobnet Employment Program continues to be successful in delivering employment outcomes for our clients and meeting the recruitment needs of employers across both rural and metropolitan sites.

Staff continue to focus on engaging with participants using the CBS Inc. strengths based service delivery model. Client numbers as at the 30th of June 2019 were 1597. This is an increase of 5.27% in the last 12 months. Client choice and control has seen demand for our services increase in most of our Employment Services Areas and as a result of this, we have recently opened an office in Norwood to replace Maylands and expanded the office facility in Kilkenny. The focus continues on supporting participants and staff by providing resources and initiatives to increase opportunities to be placed into open employment. This has resulted in 557 clients successfully engaged in employment and 158 currently completing Cert 3 level or higher qualifications that will increase their chance of gaining employment after completion.

In the 2018-2019 financial year, CBS Inc. processed the highest number of outcome claims in our history, bringing in record earnings. This allowed us to assist more clients with their job search, employment or study related needs. This is the result of successful pre-employment programs, strong employer relationships, targeted employment strategies and a structured approach to workplace support.

The New DES Framework has now been in operation for 12 months and while challenging at times, CBS Inc. have integrated it into

our service delivery effectively and efficiently. The main drivers in the new framework are participant choice and control and an open competitive market of providers. The choice and control of participants is something that CBS Inc. has always had at the forefront of our service delivery model. Increasing the competition of providers has been challenging for the sector but building on our solid reputation and relationships with participants, employers and other stakeholders, we have been able to stabilise and grow our business and continue to achieve positive outcomes for people with a disability.

There have been a number of significant partnership projects undertaken in the past 12 months. CBS Inc. is working with Flinders University to deliver the University Specialist Employment Program (USEP). The focus of USEP is to create local partnerships that assist graduating or graduated University students with a disability find work.

Our IPS partnership with Country Health SA – Local Health Network and Western Adelaide Mental Health Community continues to grow and solidify: in addition to the 4 existing rural IPS programs, we commenced a second IPS program in Western Adelaide and the Eastern Adelaide Mental Health Team is also interested in providing IPS to their consumers in partnership with CBS Inc.

A strong focus of our Jobnet service is to develop the skills and confidence of our jobseekers to prepare them for entry into the open workforce. We use a range of initiatives to do this including use of Psychological Services and our Work Ready Program. These, in combination with our strengths

based service model, have seen some great personal achievements and outcomes for our participants. Our work in this area is now being utilised in our new school2work program, an NDIS platform, which is assisting a range of young participants to work towards gaining employment in the future. This program has now expanded into several sites in the metropolitan area, as well as Murray Bridge and Port Augusta. In the last year we have seen two S2W participants transition into DES, with both of them achieving sustainable employment outcomes.

In the upcoming year we will need to continue to change and adapt in an environment that fluctuates regularly, dependant on various economic and political factors. Our focus will be on developing more partnerships and strengthening those we already have, to ensure we provide our clients with the best service possible. We will also continue to expand our innovative ideas and projects to assist clients to find and maintain sustainable employment.

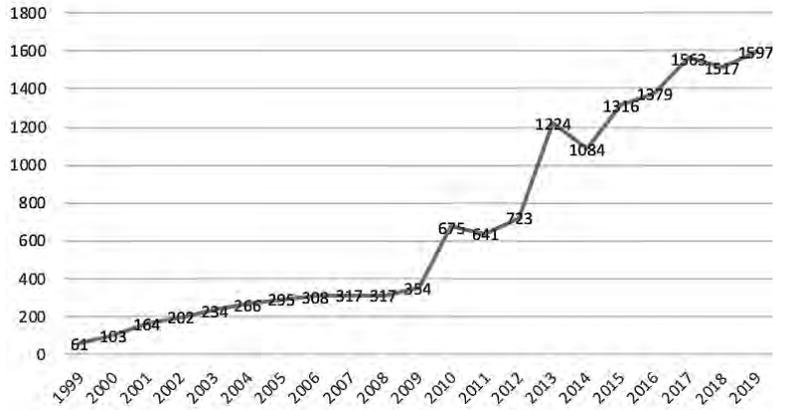
An example of this is our current partnership project with Summit Health, where we are opening a Social Enterprise Cafe in Mount Barker. This will be a great new opportunity where we will again be able to showcase the talents of our clients, while promoting connections to local community.

CBS Inc. will continue to improve participants' opportunities, to be instrumental in enhancing our clients' lives and to create positive change by focussing on clients' strengths and interests.

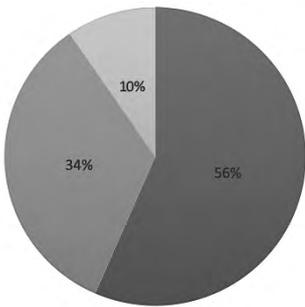
Liz Loizeau, Amanda Ward,
Mihaela Maguran & Harry Cao

Jobnet Employment Program Report continued

Number of Active Clients

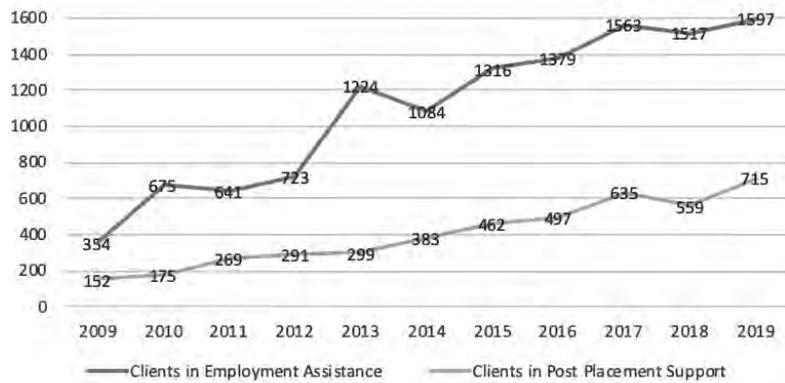


Active caseload breakdown

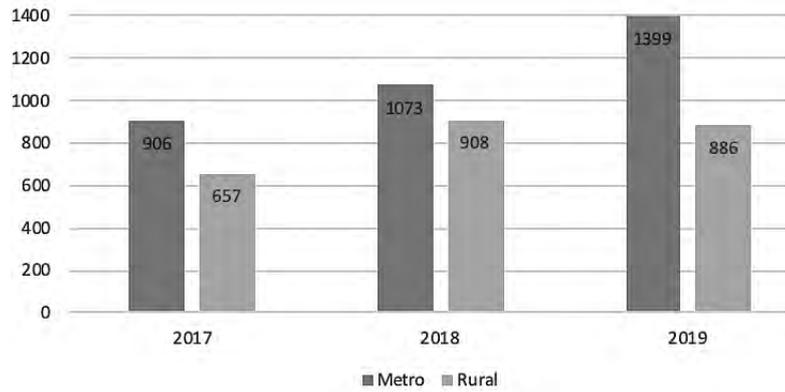


- Job seekers
- In Employment
- In Qualifying Education Course

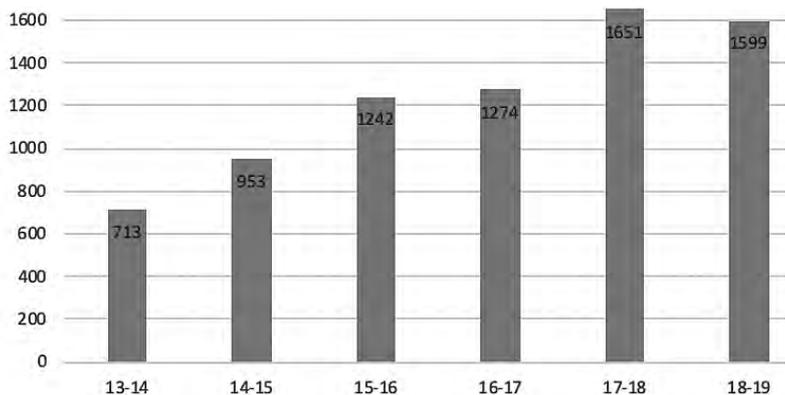
Clients in employment on 30 June 2019



Comparison of Rural and Metropolitan Clients



Number of Outcome Claims



IPS (Individual Placement and Support) Program Report

The Individual Placement and Support (IPS) Program continues to support consumers with a significant mental illness to gain and maintain open employment. CBS Inc. and Mental Health Care Coordinators are integrated and work collaboratively to support consumers to gain employment that aligns with a consumer's individual preferences. Employment is regarded as a component of a consumer's recovery.

In 2018, the IPS program expanded into Port Augusta and into a second team in Western Adelaide. This necessitated the appointment of two new full time Employment Specialists. IPS programs continue to be delivered in the Murraylands, Riverland and Port Pirie.

In 2018/19 the overall IPS caseload numbers have increased from 80 to 120 consumers.

Rates of consumers in competitive employment demonstrate that the IPS program can achieve results.

Both metropolitan and rural IPS programs were nominated for the 2019 SA Health Awards. The rural IPS program won the Country Health SA "First Follower Award" which was a fantastic achievement and well deserved recognition for the work undertaken by those teams.

There has been a focus of identifying key elements of IPS and transferring these into our DES programs to support staff development and improve consumer outcomes and service.

Tim Wiseman

I feel like a person
not a client

USEP (University Specialist Employment Program) Report

USEP is a program preparing and connecting university students with disability to graduate jobs. USEP has been running at Flinders University, in partnership with CBS Inc. for just over 12 months, in conjunction with the National Disability Coordination Officer (NDCO) Program. The program is gaining traction continuously.

I am based at Flinders University weekly and provide a DES style service to students who are in their final year or just recently graduated from University, to find employment.

Approximately 67 students have engaged in the service so far, and we have had nine students gain employment. Twelve students have transferred to the CBS Inc. Jobnet Employment program.

Primarily the reason for students to access the program has been to:

- discuss career outlooks/ planning
- impact on study direction
- workload
- managing their disability
- disclosure
- assistance with applications
- advocacy for employment or placements.

Conversations have started with large employers around promoting diversity in the workplace, with CBS Inc. and Flinders as preferred suppliers of talent.

Two Success stories

One student who connected with USEP was studying to be a lawyer however had a mental health episode. With support, he has been successful in becoming a graduate in a Government Department. This is a perfect example of why USEP works.

Another student had just completed a Bachelor in Government and Public Management and was working in construction but could not return due to health issues. USEP assisted in him gaining a graduate position.

Sascha Lemon-Spence

Community Development Program (CDP) Report

CBS Inc. has been working in a sub contract arrangement delivering services through the Community Development Program (CDP) with Complete Personnel Pty Ltd since 2013.

After 6 years of active service and a total of a 10 year relationship with the contract holder, CBS Inc. provided it's last day delivering CDP to Flinders and Far North and Eyre region on 30/06/19. It was never a reflection of CBS Inc. CDP service delivery or results, but was a result of changes to the contracting arrangements with the Department of Prime Minister and Cabinet.

CBS Inc. is very proud of the many successes achieved during the program and the relationships we developed with our clients. We believe that we provided a service that was positive, ethical, transparent and inclusive.

We are also very proud of the committed staff (past and present) who worked in the CDP Program, all of whom modelled the CBS Inc. values of the client centred approach and strengths based model.

Thank you to Kylie Johnson, the CBS Inc. CDP Coordinator who worked the program to within an inch of its (and her) life, to ensure that clients with a disability were given the best service and the best opportunities. Also, thank you to CBS Inc. staff Karli Sargent and Tanya Habner, for the hard work they put in, and Adrian Waye who contributed to the program and filled in gaps where needed.

CBS Inc. wish the management and staff of Complete Personnel all the best for the new contract and for our continuing positive relationship.

Helen Altmann

school2work Report

CBS Inc. has invested further in our effective and growing school2work and adult NDIS employment supports. school2work Supports deliver practical training to help prepare participants for life after school and assistance into employment.

school2work Supports started in early 2018, with four participants and is growing quickly due to the reputation we have earned. School2work showcases the positive effect our adult model of pre-employment education training has which results in open employment. The program is funded through NDIS SLES (School Leaver Employment Supports funding), core and also through self and school funding.

Due to demand and growth and the commitment CBS Inc. has to providing assistance and support, a new office, fully dedicated to school2work Supports has been purchased in the Adelaide CBD. This resourcing will provide increased flexibility and specialisation. The training venue on the second floor in the Aurora building has been fitted out to allow multiple outlays with modern equipment that provides participants with a space to learn both class-based and in a kinaesthetic learning approach. The launch of the new training space will be in November 2019. It is being celebrated in conjunction with a state-wide art competition for young people with disability.

With the growth of school2work Supports, we have re-structured the staffing to ensure the program (and its continued growth) is well supported. In July 2019, we appointed two full-time Project Officers, who work with our Coordinator and casual support staff from our Adelaide office. Each Officer has primary responsibility for a small number of participants, allowing greater focus, ability to provide more tailored services and establish relationships with both participants and their carers.

In response to the range of participant interests and development, an individualised increase of choice of experiences is being tailored and provided, creating streams of interests that participants can move in and out of as they learn. With our flexible model and with all of our activities, we focus on gaining independence and employment.

Participants have a choice of 1:1 or group activities and can enrol in up to three different activities, depending on their interests:

Work ready – pre-employment skills

Work fit – hands-on, practical training in specific industries. Can enrol in up to 3 modules per year including:

- Retail
- Creative arts (music, art, film)
- Business administration (including IT)
- Hospitality (including kitchen and front-of-house)
- Community Services
- Tourism / sports

Independent living skills – including budgeting, shopping, cooking and well-being

Mentoring

Travel training

Recreation – allowing greater scaffolding towards employment for participants with higher needs.

The expansion of NDIS pre-employment support has occurred in the northern Adelaide suburb of Salisbury and more recently, been established in Port Augusta and Murray Bridge. All staff involved are trained and supported through our office in Adelaide while receiving local support in regions from experienced Disability Employment (DES) staff. Each regional program has dedicated school2work staff and implement a similar model.

Our area has assisted with the partnership CBS Inc. has formed with Flinders University College of Business, Government and Law, working with law students and staff, plus renowned International application developer Neota Logic. Students were tasked with creating two apps to assist people with a disability better understand and access the Disability Support Pension and understand how wage earnings effect income support, making on the spot calculations easier.

We are continually learning and evolving the program and investing in staff training and education. For instance in August 2019, Gabby Jones (Manager) recently was sponsored to attend a study tour in Singapore that focused around people with autism. Many new ideas and tools have been introduced.

One participant said of school2work Supports: "I am so much more confident now, I am doing work experience in administration and reception, getting praise from other people and feel I can now do a lot more."

We are continuing to work hard at establishing relationships and partnerships in the community. One example of this is feedback, via email, from Scots Church where we run our Independent Living Skills day:

Subject: delightful moment

Hi Gabby and Trevor

Deb and I had a wonderful moment this morning as we looked up and saw the first student arrive at the door this morning, a skip in his step and a big smile on his face, clearly indicating his eager anticipation of the morning to come!! There are lots of little moments like these with your students/ participants – just want to ensure they are also recorded!! I'll also be letting Church Council know on Monday morning – as it truly vindicates Scots' support of the venture.

*Kind regards
Madeleine*

Gabby Jones & Craig Love

Choices[®] CBS Report

CBS Inc. provides Choices Programs to approximately 200 people who have a disability. Participants are involved in recreation and skill development programs designed to meet individual needs within a group format. Programs are provided in the following categories:

- Choices Skill Development
- Socialize
- Recreation Programs
- Art Programs
- Focussed Programs.

Successes and highlights over the past year include the following.

- Our Choices programs got together for a *Celebration Day* at the Fulham Community Centre, which was fabulous. Musician Linda McCarthy provided the entertainment and got everyone up dancing. Thanks to Nadia Field, our Consumer Nominee, for organising this event.
- The opening of our 11th SALA exhibition, *Funny Bones* at the Eastwood Community Centre, by Emma Fey, Chief Executive Officer, Guildhouse, was a great success. It featured a range of exciting artworks from 22 artists with a disability, who attend CBS Inc. Art Programs. Full proceeds of artworks sold went to the artists.
- We also held our 4th exhibition at the Hahndorf Academy, *Plash*, which was opened by Stephanie Radok, Artist, Writer, Curator. This was a great community event.

- CBS Inc. had been involved in running programs in conjunction with the City of Tea Tree Gully since 1996. During the year we negotiated with the Council and participants to take over the programs, using individual NDIS funding allocations. These are *Gully Choices* (Thursdays) and *Gully Dreamers* (Friday afternoons). We thank the City of Tea Tree Gully and their staff for this opportunity and for their invaluable support over the years.

- Our participants have mostly moved over to NDIS plans. The NDIS has allowed greater choice for people with a disability regarding service providers. We are pleased to report that so far all of our participants who have NDIS plans have chosen to remain with CBS Inc. In fact, some have sought more services and supports from us.

- Interest in our programs has grown with many vacancies being filled. We are open to setting up new programs in other locations as the need arises, including programs for specific interests / activities.

- Our Choices program based in Port Augusta continues to expand and runs two days per week. Recently the staff organised a special sensory screening of a movie at the Pt Augusta Cinema, which was a success. The cinema dimmed the lights, turned the volume down and there were no restrictions re: sitting in seats. The participants enjoy bush walking in the Australian Arid Lands Botanic Garden, fishing at the foreshore, mini golf and cooking sessions. The staff also set up a mock café, where they are based, so that participants can develop cooking, budgeting and money handling skills. One of the participants, Jon, recently sold a painting at our Bearded Dragon Gallery.

- Recently we held two NDIS / Choices Planning meetings to develop new ideas and formulate a plan. Suggestions included moving our programs that run for 40 weeks per year to 48 weeks, trialling more movie and dinner programs, holidays / camps and Come 'N' Try sessions.

- Our best asset is our staff and we are mindful when recruiting to look for people whose values align with CBS Inc.

- During the year, groups have enjoyed numerous activities and experiences, including: swimming; bowling; movies; tram rides to Glenelg; regular live music acts; BBQs and picnics; performances at the Adelaide Fringe Festival; art galleries; museums, including the MOD (science) museum; cooking activities; massage & sensory sessions; chocolate factory tours; Whispering Wall at Tanunda; Adelaide Royal Show; Adelaide Oval tours; Warramong Wildlife Sanctuary visit and visits to the central market

- Groups continue to establish and maintain good relationships with the community centres and other venues they visit, sometimes joining in on activities.

Choices

Choices programs focus on developing participants' independence, confidence and social skills with an emphasis on enjoyment. It assists participants improve their quality of life and highlights the role that recreation plays in achieving this. Participants are involved between one day a fortnight and five days per week and are in small groups, with an average number of six participants. Participants enjoy being involved in a combination of regular and occasional community based and centre based experiences.

Socialize

Socialize is a program for school leavers and young adults, who attend up to 5 days per week. The program's goal is to create a fun and diverse program that still has a focus on personal development. The group has enjoyed continuing to improve on their skills while still trying new experiences and developing social skills. Participants have been involved in a range of regular activities including: swimming; sports, including Latitude (trampoline gym); attending to their community garden, including growing herbs and vegetables for cooking activities; art and craft; live music; and utilising computers at the Holden Hill Community Centre.

Recreation Programs

CBS Inc. Recreation Programs focus on providing participants with the opportunity to increase their personal and social skills through a range of community recreational experiences. CBS Inc. staff members work in conjunction with DHS staff to provide a range of Outdoor Adventure Programs, including a Cooking program.

Westenders

CBS Inc. runs a social program on Thursday evenings, for two groups of people who attend on a fortnightly basis.

3Rs Program

Since 2003 CBS Inc. has worked in collaboration with the City of Burnside to run this program for people who have an acquired brain injury.

Caroline Manetta & Lynn Feeney

Independent Living Skills (ILS) & Craft Report

Held at the Hillcrest Community Centre, Independent Living Skills has a focus on nutrition, hygiene, safety and fun. Participants are assisted to create and develop balanced meal plans within a given budget. From writing the meal plan, sourcing the ingredients, money handling and food preparation, the participants are encouraged to engage in all aspects of the activity. With creative flair, participants are then persuaded to use their imagination and critique the final product.

"I love coming here. It makes me feel like a real chef".
Brett Phillips, ILS participant

Craft moved from TAFE SA Gilles Plains Campus to the Hillcrest Community Centre, due to popular demand. Participants are encouraged to tap into their imagination, creativity and artistic expression and bring it to life. From sourcing materials to the final product, Craft is a valuable outlet for lateral thinking and personal expression. Along with like-minded individuals, group tasks create a sense of community and collective accomplishment as well as individual satisfaction on a completed personal project.

"I love all of the different stuff we do and I can take them home and show my family. Alan is crazy and funny".
Danielle O'Donohoe (AKA Giggles)
Craft participant

Alan Crawford

Art Programs Report

CBS Inc. has been running Art programs since 1988 and has held a total of 28 exhibitions. This includes being involved in the prestigious 1998 Sydney Biennale at the Art Gallery of NSW.

CBS Inc. regularly conducts four Art programs with small groups of artists. Two are held in the evening, at the Broughton Art Society, one at the Eastwood Community Centre, and another at the Salisbury East Neighbourhood House. Participants are given the opportunity to enhance and develop their skills and interests, with the guidance of a professional artist.

Caroline Manetta

They make me
step out of my
boundaries

Social Enterprises

Community Concierge SA Report

This year has been the most exciting year to date for our social enterprise business, Community Concierge SA (CCSA). CCSA is a world leader for diversity and inclusion that results in creating community and social impact by providing employment opportunities for South Australians living with a disability. A unique model that is purpose driven offers a balanced mix of professional customer service and subtle security.

After the success of commencing CCSA services at the Grenfell Centre, 25 Grenfell Street in April 2018, CCSA has now expanded to the iconic Westpac House building at 91 King William Street from January 2019, along with the newly renovated building at 80 Flinders Street from April 2019. The expansion of these services has provided 6 additional jobs to people with disability to be the face of these unique buildings.

Concierge Officer,
Becky at
80 Flinders St,
Adelaide



The success of implementing CCSA and our model we believe, has been in establishing mutual, positive and healthy relationships with our key partners and international building management firms, Jones Lang LaSalle (JLL) and Knight Frank. It has been so refreshing to be working with likeminded businesses that have a corporate social responsibility and can see the value in the service CCSA delivers.

Another key ingredient to the success of CCSA has been the amazing staff we employ who are the face and first point of contact for these three prestigious buildings. Staff are carefully selected and require essential qualifications and experience including Certificate II in Security Operations and First Aid training. They must demonstrate personal abilities, skills, and knowledge to meet the standard necessary for the role and for the building. This includes modelling CBS Inc. culture and values.

When we asked our CCSA staff why they love doing their job, some of the responses included:

"The trades people know that they can trust me to arrange what they need. They treat me with respect and I like helping them."

"I love working in this building. I never thought I would go inside a building like this."

"This job has taught me life skills and I am now teaching them to my daughter."

CCSA provides a different avenue for employment and disrupts the current labour market when there are not enough jobs in South Australia, let alone for people with disability. The CCSA model provides a solution for the corporate sector that is professional and cost effective, that also has a social purpose. Our goal is to continue to create more jobs for people with disability in the corporate sector, while educating and raising awareness to the wider community of the strengths and contributions people with a disability can make in our society.

Abby McKay

The trades people know that they can trust me to arrange what they need. They treat me with respect and I like helping them

Bearded Dragon Gallery Report

Bearded Dragon Gallery turned one this year and what an exciting year it's been. We've had a year of building, connecting and growth and of course wonderful art.

Since we opened the gallery we have held seven major exhibitions including:

- Opening
- Inclusions
- Living Colour
- Spirit of the Wild
- Karrarendi
- Diversity
- Transcendence.

Through these exhibitions we have shown and sold artworks from CBS Inc. clients and external artists. We have also fostered rewarding partnerships with other likeminded organisations, art programs and disability service providers.

The Gallery now has two display tables and a display cabinet where we can stock a variety of items for sale. We have had coasters, terrariums, books, flutes and hats, and we are looking to grow our range of smaller items in the future.

The Gallery held its first ever SALA event in August 2019. This exhibition *Transcendence* has been a great success with visitor numbers doubling and our highest ever number of items sold.

With the success of our SALA event, we are currently organising our first ever Fringe event for 2020 which we will be holding in partnership with The Art of Being Human. We are also organising a special event in May 2020 which will run in conjunction with Free Comic Book day held in the Adelaide Arcade.

Partnerships with art program providers have been a rewarding and wonderful connection for Bearded Dragon and the staff. These partnerships have helped us grow the Gallery and market both

CBS Inc. and the Gallery. So far we have partnered with Tutti Arts, Kura Yerlo and The Road Home, and we are looking forward to our upcoming partnerships in 2020 with The Art of Being Human and NEAMI National.

We are excited that we are now being approached by individual artists and organisations who have heard about the Gallery and what we do, and now want to work with us.

For me, being told I was successful in getting the Art Gallery Assistant role was brilliant. As an artist myself, working in the Gallery allows me to work in an area that I am passionate about. It also allows me to learn new skills like putting together exhibitions and meeting artists both of which I thoroughly enjoy. I especially like helping artists achieve their dreams of exhibiting their art for the first time. Getting to call them and tell them the exciting news that they have sold is terrific and has me smiling for the rest of the day.

Meeting artists that have never had the chance to show their work before and helping them means more than just working with someone. It gets to the heart and soul of valuing people and fostering confidence and belief in people of their own self-worth. It doesn't get better than that.

Bearded Dragon Gallery might be a new Gallery but we are making our mark. This year saw us being chosen as a finalist in the City Awards in the excellence category of *Business That Makes Adelaide More Liveable*. This was outstanding recognition for our hard working staff.

The Gallery is the only one of its kind as not only is it run by people with a disability, it showcases art created by people living with a disability. This has allowed us to promote community integration and strive to reduce the stigma people living with a disability face in the community. We have been able to foster positive, healthy relationships and welcome people of all abilities, cultures and circumstances.

Karen Haskard, Art Gallery Assistant

Moonlight Speakers and Leaders Report

This is a social enterprise business promoting the leadership and public speaking skills of people with a disability. The concept is to encourage raising awareness of the leadership potential of people with a disability.

The Moonlight Speakers has continued with less external bookings than last year.

Activities included positions on interview panels for CBS Inc. Board and senior positions, MC roles at CBS Inc. office openings and the MC role with JLL at the formal opening of our Community Concierge SA (CCSA) service at Grenfell Centre.

We are planning a review meeting with members of the team, plus some refresher training and will be

looking to recruit more speakers in the future, adding further diversity and scope to the group.

To find out how to book a speaker for your next upcoming event please contact Abby McKay, abby.mckay@cbsinc.org.au or 8224 2900.

Freddie Brincat and Abby McKay



Community Bridging Services (CBS) Inc. Summary Income and Expenditure Statement for the year ended 30 June 2019

	2019	2018
	\$'000	\$'000
Total income	14,567	12,598
Total expenditure	13,188	11,811
Net surplus	1,379	787

Summary Assets and Liabilities Statement as at 30 June 2019

	2019	2018
	\$'000	\$'000
Total Assets	10,287	8,527
Total Liabilities	1,834	1,453
Net Assets	8,453	7,074
EQUITY		
Proprietorship		7,074
Current year surplus (deficit)		1,379
TOTAL EQUITY		8,453

Community Bridging Services (CBS) Inc. Board of Directors' Report

The Board Members submit the financial report of Community Bridging Services (CBS) Inc. for the financial year ended 30 June 2019.

Board members

The names of Board Members as at the date of this report are:

Freddie Brincat OAM
Emma Fey
Nadia Field
Gary Jaffer
Stefan Noto
Lidia Pargaliti
David Pearson
Brian Rankin.

Principal Activities

The principal activities of CBS Inc. for the financial year were to provide open employment, further education and recreation/day options to people with a disability, or others with specific needs.

Significant changes

No significant change in the nature of these activities occurred during the year.

Operating result

The surplus of CBS Inc. for the year was 1,378,827.

Signed in accordance with a resolution of the members of the Board.



Brian Rankin
Board Chair



Freddie Brincat OAM
Executive Director

Dated this 18th day
of October 2019

Independent Auditor's Report

To the Members of Community Bridging Services (CBS) Inc.

for the year ended 30 June 2019

Report on the Financial Report

I have audited the financial report being a special purpose financial report, of Community Bridging Services (CBS) Inc., which comprises the assets and liabilities statement as at 30 June 2019, the income and expenditure statement and statement of changes in equity for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the statement by members of the committee.

Board's Responsibility for the Financial Report

The board of Community Bridging Services (CBS) Inc. 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 Act (SA) and for such internal control as the board 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.

Auditor's Responsibility

My responsibility is to express an opinion on the financial report based on our audit. I conducted my audit in accordance with Australian Auditing Standards. Those standards require that I comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the association's preparation of the financial report that gives a true and fair view, 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. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the board, as well as evaluating the overall presentation of the financial report.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independence

In conducting my audit, I have complied with the independence requirements of Australian professional ethical pronouncements.

Opinion

In my opinion, the financial report presents fairly, in all material respects, the financial position of Community Bridging Services (CBS) Inc. as at 30 June 2019, and its financial performance and its cash flows for the year then ended in accordance with Associations Incorporation Act (SA).



Paul Blackmore

Chartered Accountant
19 North Terrace, Hackney, SA
date 18th October, 2019

Members of the Board of Directors as at 30 June 2019

Freddie Brincat OAM
Executive Director CBS Inc.
(Dip.T., B.Ed., Grad.Dip. Policy
and Administration, M. AICD)
Secretary and Public Officer

Brian Rankin
Retired CBS Inc. Staff Member
Chair

Gary Jaffer
Founder – Principle Consultant,
equilibrium9
Treasurer

Nadia Field
Coastal Choices Participant
Consumer Nominee

Lidia Pargaliti
Commercial Manager
FIPA (Fellow, Institute of Public
Accountants)
Board Director

Caroline Manetta
Manager Choices & Executive
Services, CBS Inc.
*Admin Support to Board
(non-voting)*

Attendance of Board of Directors for the 2018/2019 Financial Year

There were a total of 11 Board meetings in the 2018/2019 financial year.

	Present	Absent	Total
F. Brincat	11	0	11
L. Durkin	3	4	7 (commenced 27/11/18)
T. Evans	9	2	11 (resigned 21/6/19)
N. Field	7	0	7 (commenced 27/11/18)
G. Jaffer	11	0	11
L. Pargaliti	7	0	7 (commenced 27/11/18)
B. Rankin	10	1	11
L. Wojniak	4	0	4 (resigned 30/10/18)
C. Manetta	11	0	11 (admin support non-voting)

Members of Staff as at 30 June 2019

Sharon Allen Employment Officer (Murray Bridge)	Lisa Cullen Senior Employment Officer (Adelaide Metro)	Chelsea Heading Employment Officer (Mid North)
Samantha-Kate Allen Employment Officer (Murray Bridge)	Elle Curnow Employment Officer (Mid North)	Melissa Heard Employment Officer (Adelaide Metro)
Helen Altmann Jobnet Regional Coordinator (Mid North & North West)	Fiona Daniel Jobnet Coordinator (Murray Bridge)	Olivia Hollis IPS Employment Specialist (Murray Bridge)
Hellen Anduga Recreation Officer (Choices)	Katrina Davidson Employment Officer (Mid North)	Doreen Hopper Employment Officer (Adelaide Metro)
Georgina Argiridis Administration Assistant (Adelaide Metro)	Brenton Dennis Employment Officer (Port Lincoln)	Kristy Hugo Employment Officer (Mid North)
Elizabeth Arthur Administration Assistant (Adelaide Metro)	Gabriella Drinic Employment Officer (Adelaide Metro)	Jessica Irving Claims and Compliance Officer
Tanya Bagnara Employment Officer (Adelaide Metro)	Evelyn Dumoi Jobnet Coordinator (Mid North)	Terry Izatt Administration Assistant (Adelaide Metro)
Laura Birchmore IPS Employment Specialist (Adelaide Metro)	Lily Durkin Human Resources Administration Assistant (Adelaide Metro)	Linda Jackway Job Search Officer (Adelaide Metro)
Freddie Brincat OAM Executive Director	Kerrie Edwards NDIS Programs Officer (Murray Bridge)	Kylie Johnson Senior Job Search Officer (Mid North)
Joshua Brown Employment Officer (Adelaide Metro)	Ashleigh Ellement-Hampson NDIS Programs & Employment Officer (Adelaide Metro)	Gabrielle Jones Manager Innovation and Projects
Simone Brown Jobnet Coordinator (Mid North)	Sharyne Evans Employment Assistant (Mid North)	Thomas Jackson Employment Officer (Adelaide Metro)
Harry Cao Claims and Compliance Coordinator	Belinda Federici NDIS Programs Officer (Adelaide Metro)	Lisa Marie Klopp Employment Officer (Adelaide Metro)
Ada Caruana Jobnet Regional Coordinator (South/East Metro)	Cheryl Feeney Recreation Officer (Choices)	Wayne Kuhn Job Search Officer (Murray Bridge)
Kathryn Cawthorne Recreation Officer (Choices)	Lynn Feeney Choices CBS Coordinator	Justin Kuiper Claims and Compliance/Payroll officer
Janet Centanni Senior Recreation Officer (Choices)	Lisa Flowers Jobnet Coordinator (Adelaide Metro)	Sascha Lemon-Spence Employment Officer (Adelaide Metro)
Anthony Cooper Employment Officer (Mid North)	Debbie Friebe IT/Communications and Human Resources Officer	Elizabeth Loizeau Jobnet Regional Manager (Rural & Remote)
Stacey Cox Jobnet Coordinator (Adelaide Metro)	Jessica Garcia Recreation Officer (Choices)	Craig Love NDIS Coordinator
Mervyn Chapman Senior Recreation Officer (Choices)	Patricia Gerahty Employment Officer (Mid North)	Trevor Love Operations Coordinator
Sophie Chellew Employment Officer (Adelaide Metro)	Simone Grantham NDIS Program Officer (Mid North)	Andrea MacIntyre Employment Officer (Adelaide Metro)
Frances Christison Jobnet Coordinator (Adelaide Metro)	Luke Hackett Recreation Officer (Choices)	Mihaela Maguran Manager Partnerships and Performance
Nik Christou Employment Officer (Adelaide Metro)	Joan Halls Senior Employment Officer (Adelaide Metro)	Caroline Manetta Manager Choices® and Executive Services
Sharon Crafter Employment Officer (Riverland)	Alicia Hassan Human Resources Officer	Abby McKay Manager Corporate Services and Projects
Alan Crawford Recreation Officer (Choices)	John Haydon Claims and Compliance Officer	Leah McMurdo Recreation Officer (Choices)

Members of Staff continued

Thera-Jade Milam Jobnet Coordinator (Adelaide Metro)	Lisa-Marie Seyfang QA Compliance and WHS Officer	Timothy Wiseman Jobnet/ IPS Regional Coordinator (Riverland & Murraylands)	Lisa Luxford Bianca Mahoney
Sandra Miller Administration Assistant (Adelaide Metro)	Trevor Shannon Recreation Officer (Choices)	Sophie Witcombe Employment Officer (Adelaide Metro)	Justin Marsh Lindsay Mather
Peggy Mills Jobnet Coordinator (Riverland)	Hayley Simmons IPS Employment Specialist (Adelaide Metro)	Rachel Wong Employment Officer (Adelaide Metro)	Garry Newman Heather Newman
Elizabeth Moore Jobnet Coordinator (Mid North)	Kayla Sims Employment Officer (Mid North)	John Wyrill IPS Employment Specialist (Mid North)	Miriam Noir Rebecca Norton
Janis Moore Recreation Officer (Choices)	Christopher Siviour Senior Employment Officer (Mid North)	Casual Staff Glenn Azzam	Augustin Nzeyimana Leah Oaklands
Aaron Morony Jobnet Coordinator (Adelaide Metro)	Phoebe Siviour Senior Employment Officer (Adelaide Metro)	Joy Bamford Helen Boddington	Rebekah O'Brien Julie O'Callaghan
Colin Murphy Employment Assistant (Adelaide Metro)	Debbie Smith Employment Officer (Riverland)	Denise Briggs Maresa Buitenhuis	Thomas O'Connor Jasvir Kaur Pabla
Nadia Navacchi Employment Officer (Adelaide Metro)	Belinda Stennett Employment Officer (Adelaide Metro)	Joshua Burlison Alan Cadman	Bruce Patrick Rachel Petagna
Robert Newman Employment Officer (Adelaide Metro)	Andrea Swift Recreation Officer (Choices)	Denim Cain Ilona Carr	Paula Peterson Andrew Pidgeon
Mai Nguyen Employment Officer (Adelaide Metro)	Paula Symonds Employment Officer (Port Lincoln)	Margaret Collett Nicole Cugley	Lisa Pitman Sarah Reeves
David Owen Employment Officer (Adelaide Metro)	Hayley Tape Administration Assistant (Adelaide Metro)	Shanrah Davis Sarj Desai	Lesley Richardson Donna Robertson
Caterina Paola Employment Officer (Adelaide Metro)	Michael Taylor Senior Recreation Officer (Choices)	Renae Evans Lara Farr	Chaminda Samaraweera Nathan Scarmann
Philip Page Recreation Officer (Choices)	Michelle Tennant Employment Officer (Adelaide Metro)	Angus Fowler Sarah Fox	Dennis Sharland Tracey Sinclair
Johanna Pengilly Jobnet Coordinator (Adelaide Metro)	Anh Tran Finance Officer	Heather Freer Julie Frick	Parminder Singh Philip Sleep
Sarah Perrie Employment Officer (Adelaide Metro)	Melissa Turner Senior Employment Officer (Riverland)	Emily Gill Tessa Gill	Doreen Spazzapan Peter Stafford
Melanie Richards Employment Officer (Adelaide Metro)	Shellee-Ann Vallis IPS Employment Specialist (Riverland)	Nola Grasby Carmel Green	Nathan Stanton Lynette Thompson
Aimee Ricketts Senior Recreation Officer (Choices)	Shanthi-Kumar Visvanathan Projects Coordinator	Donna Harmer Karen Haskard	Deborah Trusson Raeleen Wandel
Beverley Robertson Employment Officer (Adelaide Metro)	Christian Wadham Employment Officer (Adelaide Metro)	Michael Hatchard Angel Hockey	Christopher Winter Jack Wordley
Katherine Rose Senior Employment Officer (Adelaide Metro)	Amanda Ward Jobnet Regional Manager (Adelaide Metro)	Sue Humphreys Kristen Ingerson	Joshua Zerbe
Karen Ruckenstein Employment Officer (Murray Bridge)	Ilhan Warsame Employment Officer (Adelaide Metro)	Raymond James Vilma Jurkovic	
Meghan Ryan Jobnet Coordinator (Adelaide Metro)	Adrian Waye Jobnet Coordinator (Port Lincoln)	Ela Kinasz Ruth Kerwood	
Karli Sargent Employment Officer (Port Lincoln)	Amie White Administration Assistant (Adelaide Metro)	Hans Kreiner Carina Lawless	
Adelle Searle Employment Officer (Adelaide Metro)	Alison Williams Employment Officer (Mid North)	Trung Le Brett Lennox	
Karryn Sedmak Projects Officer (Adelaide Metro)		Alyssa Lloyd-Jones Angel Long	
		Jeffery Loveday	

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Document quotes taken from recent
CBS Inc. External Audit Report and program evaluations

Front cover image
Adrian Erle Spratt
Sightlines
acrylic paint on canvas
2019

