



Community Bridging Services (CBS) Inc.

# Annual Report 2019-20



Community Bridging Services (CBS) Inc.

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## Annual Report 2019-20

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## Consumer Nominee reports

– Nadia Field and Stefan Noto



My name is Stefan Noto and it has been a privilege serving on the CBS Inc. Board of Directors as a Consumer Nominee. I am really enjoying my time on the board. It is a great opportunity for people with a disability to be the voice and advocate for others like me or others who do not have the ability to speak.

I work with a building group part time as a site administrator. This gives me the opportunity to advocate and prove that people with a disability can work in any of their chosen fields. As I'm on site working with 'able bodied people,' it has opened a lot of people's eyes to show that people with a disability are capable of putting in a hard day's work just like everyone else. Having supporters like CBS Inc. active in the community is reassuring to both employees such as myself as well as potential employers.

2020 has been a challenging year to say the least, with having to comply with COVID-19. Whilst other services closed their doors, CBS Inc. has remained faithful and professional to all of their clients and families in providing continuous support and even more so concentrated efforts to ensure no one was forgotten.

### Future objectives

- Continue advocating for participants who do not have an opportunity to speak for themselves.
- Be a role model and provide proof that if you show you want to work for a company, do not be afraid to go ask prospective employers – it has opened doors for me.
- Be an inspiration for those who aspire to achieve life goals, do not be afraid to take on those challenges. It is amazing the amount of generous people in our community prepared to volunteer their time to help you achieve your goals – it gives them a "buzz" too.

**Stefan Noto**



My name is Nadia Field and I am a Choices® CBS participant. I attend Coastal Choices three days per week. I have been on the CBS Inc. Board as Consumer Nominee for almost two years.

During the year, the Board decided to appoint a second Consumer Nominee, given that the organisation has greatly expanded. We welcomed Stefan Noto, a Jobnet client, in October 2019.

I wanted to be involved as a Consumer Nominee 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.

I enjoy attending the various CBS Inc. events, including office openings, art exhibition openings and the annual CBS Inc. Amelia Rix Award.

At the beginning of 2020 COVID-19 hit, and the Choices programs at CBS Inc. had to close for a while until it was safer. Participants could not see each other and we had to talk via Teams. Some participants were getting stressed and anxious to be back at CBS Inc. In June, most of the Choices programs returned and the participants were happy to be back.

During part of the restrictions, I enjoyed some 1:1 support and online sessions with *Beyond. Making it Happen!* at Murray Bridge.

### Future Objectives

- I am keen to train new CBS Inc. staff and give a participant's perspective.
- I would also like to be involved in training through the Australian Institute of Company Directors (AICD).

**Nadia Field**

## Chair's report

– Brian Rankin



2020 has been a year of massive changes to the lives of all Australians. For people with a disability or disadvantage, it has had the effect of making already, at times, marginalised lives even more difficult.

**I cannot praise highly enough the Board, Management Team and the staff of CBS Inc. for their work in keeping our clients informed and adapting programs to suit restrictions.**

This has meant that while there were disruptions to our services, we were able to keep them to a minimum and where possible provide modified services to our clients. We have also managed to maintain employment for the majority of our staff.

CBS Inc. has taken a hit but so far we have come through it well. Planning continues for various new programs, social enterprises and opportunities for our clients throughout the state. We are still a viable organisation and with the excellent leadership of Freddie and his management team we do not intend to let this beat us.

We have the advantage of loyal, well trained staff who have stood by us during this pandemic. They are the greatest asset that CBS Inc. has, and I would like to thank each and every one of them for their support.

The time has come for me to retire from the Board and move on to other things, but I am confident that CBS Inc. now has a strong Board to carry it into the future. I wish you all well and am sure that CBS Inc. will continue to be a leader in the field of disability services.

**Brian Rankin**





# Executive Director's report

## – Freddie Brincat OAM



Yes, it's been a very different year where uncertainties created potential stress and tested our decision making and team work. Despite these challenges, CBS Inc. has achieved so much in support of people with a disability and it's been a good year.

Consumer satisfaction with our services is strong, measured by very low complaints and high numbers of compliments, mostly directed to our staff. Our outcomes in relation to our 18 Australian Government Disability Employment Service (DES) contracts are the highest in our history, when measured by the Department of Social Services (DSS) Star Ratings across our state of South Australia. At the same time, the individual focus of our services has increased, as we have become more flexible, listening and responding to what our participants want to achieve. The result has been an increase in consumer demand for CBS Inc., more flexible and individualised support, an improved financial position and better results for people we partner with, including businesses.

When major change and challenges presents it is always going to be testing for an organisation like CBS Inc. In the case of COVID-19, it has been a big test for our world and all of us in it. How well we respond, depends on a number of variables. Most important, in my opinion, are your values, your fitness to respond, resources available, team work and communication. During the most uncertain stages of COVID-19, our staff continually contacted our clients by whatever means available.

### **We listened, planned, set actions and communicated together.**

So far at CBS Inc., we have done well in all the above areas and this reflects the excellent team of staff throughout CBS Inc. and our motivated and loyal participants, their families and our many business and community partners. I think that if you value people, service and communication first the economic benefits will likely follow.

We have been helped by the listening and flexibility provided by the Australian Government and particularly the staff within the Department of Social Services (DSS). Regular nationwide telephone discussions between service providers like us and government leaders, have helped us work more in partnership, to stay connected and respond more flexibly. Such collaboration provided better responses and results for people with a disability and I hope this communication continues into the future.

At this time I have reflected on some trends I am seeing and how COVID-19 has impacted services, or tested services. I note trends in large investments from larger businesses in aged care and observe the impact of COVID-19 on their service practices. I am seeing similar investment patterns by big business into DES. Recently I noticed some service practices – due to a rapid increase in competition in the NDIS – that I think should not be condoned. I wonder sometimes whether we have stopped to think if we in Australia have got the service and support mix to vulnerable people and people with a disability in balance.

Our Board of Directors has consistently provided the guidance and solidarity in keeping a good balance between our values, culture and social purpose that is described in our mission, and good intelligent business and financial acumen. This has enabled us to achieve the key elements of our strategic plan, placing us in a good position to continue to evolve and develop. I wanted to acknowledge, in particular our two Consumer Nominees on our Board of Directors, who continue to provide valuable insights at a leadership level, on the impact of our service. This has been so critical to our effective responses to COVID-19. I'd like to acknowledge and thank Brian Rankin for returning from retirement to become a Board member and Chair and continuing his long and successful association with CBS Inc. Please enjoy full retirement.

Our equation is working and we are positioned well to continue to build. Our staff and Board of Directors are as motivated and eager as ever.

I'd like to thank our clients and their families for choosing CBS Inc., our dedicated and talented staff and Board and our numerous partners and friends that continue to support us. There is no doubt that I, and we are being tested, and despite this test, CBS Inc. has shown resilience. We will continue to do all we can to keep improving the services and supports we offer people with a disability, there is so much more that needs to be achieved and we are keener than ever.

**Freddie Brincat OAM**





# Jobnet Employment Program



## Jobnet Employment Program Report

Our Jobnet Employment Program has achieved positive and successful outcomes for our clients over the last 12 months.

We continue to keep our clients at the forefront, by using the strengths based approach and our positive interactions model in guiding our strategies and decision making. Our team supports the Board of Directors' decision to include a second Consumer Nominee from our Jobnet Employment Program.

Our Jobnet Employment Program supports people with a disability to find and maintain employment at award wages. One of our clients describes what that means to them: "We work with job seekers on an individual basis with compassion, friendliness and professionalism". We also use this approach when interacting and negotiating with employers and their businesses.

We want people with a disability to be employed at the forefront of local businesses, positively influencing their work places and the broader community. A holistic approach is used, where we work collaboratively to help our clients achieve their goals. Support is provided through education and training, work trials and placements, volunteer work and internships. Our focus is on developing relationships with like-minded businesses to lead our clients into their employment of choice.

Throughout the COVID-19 period, we continued providing supports, and our teams worked hard and adapted well to keep our offices open and safe. We remained in regular contact with our clients, employers and stakeholders, and provided on the job support to ensure clients were confident in their workplace and could continue to work despite the difficult time.

We had opportunities to promote clients as advisors and leaders through our Moonlight Speakers and Leaders initiative, which delivers Disability Awareness Training to businesses, and community organisations to further embed our message.

Our monitoring of client, business and general community interactions indicates a high satisfaction level that we are proud of. This was highlighted through the COVID-19 period. Further supporting this are the results of the recent March 2020 Star Ratings, demonstrating the quality and excellence in achieving individual outcomes. Our staff feel satisfied we can meet the needs and expectations of our clients and the Australian Government that funds us.



4.6 average rating  
CBS Inc. helps me work towards achieving my goals

4.7 average rating  
CBS Inc. staff treat me fairly

4.7 average rating  
CBS Inc. staff treat me with dignity and respect

Feedback from a recent Jobnet client survey:

*"CBS Inc. do everything really well. The staff should be congratulated on this service, which in all my years of different DES services, CBS Inc. are clearly the leaders in their fields. The social inclusion and job I do has been a safe, inclusive balanced workplace environment for all levels of abilities. Congratulations CBS Inc."*

– Jobnet participant, CBS Inc. survey results, 2020

**"Talk to people as human beings with dignity and respect. I like the culture of the place"**

– Jobnet participant, CBS Inc. survey results, 2020

Ada Caruana, Liz Loizeau & Amanda Ward



# Individual Placement and Support (IPS)

The IPS Program supports consumers with a significant mental illness to obtain employment through integrated support from CBS Inc. and SA Health Mental Health Services teams.

IPS is an evidence based supported employment program that is delivered in Australia and internationally, and is proven to increase employment outcomes for people with a significant mental illness. This is achieved by delivering services in line with the eight IPS core practice principles. Supports are individualized and tailored to individual needs. Feedback from one consumer was:

**“I’m very thankful to the IPS Program for giving me this chance to try working for the very first time. It helped me along the way to support me during the hard times and the good times”**

CBS Inc. is a proud IPS leader in South Australia. There has been some expansion of existing IPS programs, and CBS Inc. has recently entered into a new partnership with Eastern Adelaide Mental Health Services. We are excited to be expanding these programs that will provide more opportunities for consumers to receive employment supports.

IPS programs continue to receive recognition through SA Health Awards and was a finalist in the category “Excellence in Strengthening Partnerships”.

Employment is often perceived as something an individual participates in once they recover. IPS continually demonstrates that with appropriate supports in place, having a job can positively contribute to an individual’s recovery.

Tim Wiseman



# University Specialist Employment Partnership (USEP)

USEP has continued its success and growth over the last year. Even with the impact of COVID-19, we have seen great results for the students and the program.



USEP is a national program facilitated by the National Disability Coordination Officer (NDCO) and delivered by CBS Inc. It provides extra support to university students with a disability in their final year of study, or recently graduated, to aid them to gain degree-related employment. In Adelaide, CBS Inc. has successfully partnered with Flinders University to deliver USEP.

Barry’s engagement with USEP demonstrates the success of the program. Barry studied a Bachelor of Government and Public Management, and connected with USEP after graduation. We worked closely with the Flinders University Careers Employer Engagement Team and identified Barry as a highly suitable candidate for an upcoming graduate program. Barry states “I wouldn’t have got my job without

the help of CBS Inc. as they have been a great support throughout and Sascha has also been excellent support leading up to getting work. Being with CBS Inc. has been a fantastic experience and I highly recommend them.”

Barry recently returned to Flinders University as a guest speaker representing his employer, where he spoke highly about the support received from USEP and CBS Inc.

In May 2020, our USEP program at Flinders University gained recognition as an “exemplar of good practice in relation to access and inclusion at Flinders University” by the University Disability and Access Committee (UDAC).

Sascha Lemon-Spence



# NDIS Supports



## NDIS Activities

It has been a very eventful year for our CBS Inc. NDIS supports. Despite the most difficult days in March and April, overall this year has been an exciting time of adaption, growth and development.

We continue to provide services to participants across recreation including the Independent Living Skills, Arts, employment preparation and transfer to our Jobnet services. Keeping our participants at the front and centre of everything we do enables us to continue providing the exceptional and innovative services that Freddie commenced 24 years ago. Our new facebook page ([facebook.com/CBSNDIS](https://facebook.com/CBSNDIS)) is a great way to keep up-to-date on the great variety of fun activities we provide to our participants.

Positives out of COVID-19 are that we have been able to accelerate changes to the way we provide CBS Inc. NDIS supports. Our services are now available as tailored 1:1, group, online or any combination as required. This flexibility enables us to design the best possible individualised service for our participants.

## Choices® CBS

Over the last year, Choices® CBS participants, their carers and the public have on many occasions expressed how happy they are with our services.

Demonstrating our person-centred approach and our culture and values, the Manager of a Community House where we run craft and cooking groups took the time to write to us. She said *"I have observed positive interaction between participants, group leaders, our staff, our volunteers and other hirers. This appears to demonstrate a true sense of belonging in an inclusive environment. The groups are a welcome positive influence to our centre."*

We have had many stories from participants through COVID-19 praising us on our flexible approach in providing service.

Feedback from a parent of a Choices® CBS Participant:

*"I just thought I would send you (Lynn) an email to say how happy I am with the service you give to Brian and I. You're always extremely helpful and polite and lovely to talk to. During this COVID-19 isolation I am so happy that you have bent over backwards for both of us. You always find a quick solution to whatever we require. It is extremely hard for Brian to adapt and he is still not understanding why everything is shut. I am so happy that you suggested the 1:1 support. Lisa (Choices® CBS Recreation Assistant) has given him the utmost support, teaching him to sanitize his hands whenever he touches certain things, to sneezing in his elbow, to waiting in line when paying for petrol (as that is all that is open). I have been trying for ages for him to sneeze in his elbow, but yesterday he sneezed in his elbow and I almost fell over backwards, I asked him who showed him this and he says "Lisa did", chuckling to himself. She is teaching him to write cards for the rest of the groups to drop in their letterbox. He is so happy at the moment and I would like to say thank you to all."*

During COVID-19, approximately 75% of our NDIS Choices® CBS participants went into Stage 4 lockdown. Protecting vulnerable people is the highest priority here at CBS Inc. and we worked out strategies to help support the mental health and wellbeing of our participants. Tyler is learning independence through our Friday Independent Living Skills program. Cathy attends a variety of programs throughout the week including Choices® CBS recreation activities and Socialize.

Cathy and Tyler's parents describe how we assisted throughout COVID-19:

**"Hello, I'm writing on behalf of Tyler in regards to a lovely surprise he received in the mail today. He was very excited and grateful to receive the note and a beanie from CBS Inc. It was a very kind gesture, thank you for finding ways to put a smile on the people we support's face and in their hearts 😊. Well done Choices® CBS Team."**



**"Cathy's mum wanted me to know that CBS Inc. was the ONLY organisation (out of Cathy's providers) that kept in regular/weekly contact with them. Also, the socks that were sent out were appreciated. She said it made them feel that everything was okay and that it was going to go back to normal and CBS Inc. was still going to be around."**

### Choices® CBS

Fun, socialising, skills development, entertaining, variety, inclusion, centre & community based.

### Recreation

Outdoor adventures, fitness, socialising, nature, walking, environment.

### Independent Living Skills

Focussed, healthy, education, creative kitchen, shopping, individual, fine motor skills, collaborative cooking.

### Art

Professional guidance, inclusive classes, exhibitions, strengths & interests.



## Art Programs

We have been providing Art programs facilitated by professional artists for many years. Among the art work produced, works are chosen for annual exhibitions. Our SALA Funny Bones Exhibition was opened on 7th August 2019 by Emma Fey, CEO Guildhouse and CBS Inc. Board member. Many pieces were sold with 100% of the proceeds going to the Artists.

This year saw a change in the Hahndorf Academy Fishbowl Exhibition going online during March 2020. This did not deter people and a number of art works were sold. Rachel McElwee, Director of the Hahndorf Academy wrote to us about the experience:

**"Just thought I would tell you how well the exhibition is going here considering the timing with COVID. I have spoken to lots of people about the art works, including people who work with other disability organisations who are so impressed with the exhibition and the quality of the paintings, I think it really helps having an arts facilitator (who is an artist) run the arts programs. It is always a pleasure exhibiting these vibrant paintings with the artists from CBS Inc. and a big thank you goes out to all the artists. Also, a big thank you to Hans, these exhibitions work so well because he helps the artists creatively and also helps them with their confidence and learning some great skills."**

Following the easing of COVID-19 restrictions, our Choices® CBS programs have bounced back. Responding to requests over many years, in late 2020 we will also be expanding to Southern Adelaide. The Choices® CBS team is looking forward to continuing to provide quality, consumer-centred services into the new year.

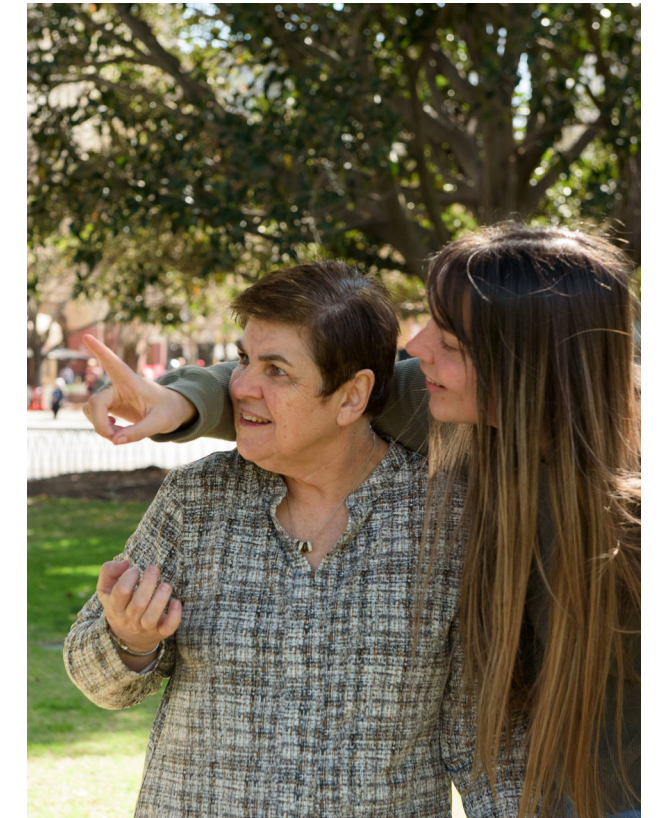
## Rural SA NDIS services

We started Choices® CBS in Port Augusta in October 2018 and this has continued to grow and thrive.

In December 2019, our Murray Bridge *Beyond. Making it Happen!* services had grown to a size where we needed our own location. This dedicated space is in an ideal location in the centre of town. We have experienced strong demand for services in the area and will be expanding into Choices® CBS recreational supports in the near future.

*(Names have been changed for privacy purposes)*

Caroline Manetta and Gabby Jones





## Beyond. Making it Happen!

During the last year, *Beyond. Making it Happen!* has gone from strength to strength.



*Beyond. Making it Happen!* supports the pathway for young people moving from school to work. This means, following our NDIS employment supports, when the participant is ready, we work collaboratively with our Jobnet Employment Program to assist people into open employment.

February 2020 saw our two year anniversary for this School Leavers Employment Support (SLES) and other NDIS funded activities. SLES funds participants for up to two years and as such, we are seeing people moving forward to leading an independent life. Some highlights are a young man with Autism who had previously been told that he would never work. Over the two years he spent with us, we saw enormous personal growth, particularly with his self-confidence and communication skills. We are delighted that he has obtained a job as a groundsman, the industry of his choice, at full Award wages.

Travis completed Cert II in Cafe and Barista whilst at school. He attended *Beyond. Making it Happen!* for 18 months where he developed his understanding of appropriate workplace behaviours and social skills. He has now obtained open employment in a trendy city cafe near our CBS Inc. office. His employer couldn't be happier.

In November 2019, due to the rapid expansion of *Beyond. Making it Happen!*, CBS Inc. invested in a dedicated office and training space. The Honourable Steve Georganas MP opened our new premises at 147 Pirie Street. The function was attended by Nat Cook MP, Rachel Sanderson MP, along with our participants and their families and friends. We celebrated the event through a state-wide Art Competition. The venue is now fully utilised with morning and afternoon groups and 1:1 sessions five days a week. Elective options in a large variety of industries have now been included in the program.

When COVID-19 hit in March 2020, *Beyond. Making it Happen!* had to quickly adapt. Through our commitment, we were able to continue providing 1:1 and online group supports. Our young participants were truly grateful to continue some form of normality with this social interaction. It was interesting that we discovered a number of our participants engaged more effectively online than in person. *Beyond. Making it Happen!* has now embedded online services as a flexible delivery option which is a preferred first step for some of our participants. This is beneficial for people with medical conditions and enables us to provide our services state-wide for remote learners. Some feedback received from a parent:

**"I just wanted to send this email as I wouldn't be able to tell you over the phone as I would get emotional. I want to say thank you for today and express that you & your staff are ABSOLUTELY amazing people"**

Craig Love



**"Beyond. Making it Happen! is very helpful to me. You have all the information and foundations I need before I get employed and they have a lovely time with me".**

– John, *Beyond. Making it Happen!* participant



# Social Enterprises



## CBS Inc. Social Enterprises

At CBS Inc., we continue to innovate, invest and create new business initiatives where we can respond to the needs of our clients and provide further opportunities in an environment where there are simply not enough jobs for people, let alone people with disabilities.

We have now established three key social enterprise businesses in metro SA that not only provide employment opportunities, but also challenge the stigma of what people with a disability are capable of achieving. Our social enterprise businesses, including Community Concierge SA (CCSA), Bearded Dragon Gallery and Summit Cafe,

create more flexibility and choice that are more specific to our clients' strengths and interests. Our clients are empowered to take ownership of these businesses, and be out the front, while we are there in the background providing support and assistance when needed.

### Community Concierge SA (CCSA)



A Community Bridging Services (CBS) Inc. Initiative

Our successful CCSA model continues to gain momentum across the state. At the same time the growth, self-confidence and success of each staff member involved continues to increase.

Our CCSA staff provide a valuable concierge service to the community, and throughout COVID-19, our staff continued to show up and be the face of the buildings they represent including Westpac House, Grenfell Centre and 80 Flinders St. Our staff truly lived up to the CCSA motto:

**"because nothing is too much trouble".**

The continued good work of CCSA staff did not go unnoticed during this time by our partners Jones Lang LaSalle (JLL) or Knight Frank; neither did their professionalism and commitment to supporting the buildings they represent. We would like to acknowledge our CCSA staff, along with our partners at JLL and Knight Frank who can see the value in business for purpose.

Recent feedback received from Rob, a tenant at 80 Flinders St, Adelaide:

*"As this is my last week at 80 Flinders Street I would like to provide positive feedback on the great Concierge work Becky provides. She is always happy, friendly and willing to help."*

**Her constant smile when you enter the foyer is indicative of a welcoming environment and a good start to the day. Her attitude and approach to her work is something you just can't train someone in.**

*She has a natural persona which makes her ideal in a customer facing role. Keep up the great work!"*

**Abby McKay**



# Bearded Dragon Gallery

It has been a year of firsts for Bearded Dragon Gallery, which has seen the Gallery grow and forge pathways into new and exciting areas.



In August 2019, we held our first Bearded Dragon SALA exhibition showcasing two very talented artists, Hanna Simmonds and Veronica Taltavull. The exhibition was our highest attendance to date and many of the artworks sold.

Our next exhibition was our first collaboration with The Road Home and the Jamie Larcombe Centre. This successful collaboration showcased the artworks of Australian Veterans, currently serving Defence Force and Emergency Service Personnel. We are pleased to announce that we will be exhibiting artworks from The Road Home again in 2020.

Later in 2019, the Gallery exhibited the winning artworks from the CBS Inc. *Beyond. Making it Happen!* Program and competition, which was their first. It was wonderful to see the excitement on the young artists faces seeing their artwork exhibited.

From November 2019, the Gallery expanded into non-painting merchandise items including candles, books, and jewellery pieces. The merchandise items proved to be perfect Christmas gifts over the November and December period. Given the success, we have continued stocking and expanding our merchandise offerings.

2020 started optimistically with the Gallery hosting our first ever Fringe Festival exhibition in conjunction with the Art of Being Human. We exhibited amazing artwork from a variety of artists experiencing homelessness or vulnerability, and we had our first experience in selling music CDs.



Once the Gallery was able to reopen after the COVID-19 lockdown, we were excited to host the Neami National Jump Arts exhibition. This collaboration was one that staff had been working on for many months, and it was wonderful to see it finally happen.

In a financial year that included a pandemic and restrictions, we still managed to hold seven successful exhibitions, which was quite an achievement. With our new exhibition schedule and our expanded merchandise, we are planning on a year to come, filled with wonderful art, mutually beneficial partnerships and many sales.

Karen Haskard



# Summit Cafe

What a start it has been for the cafe. We ran our coffee machine for the first time in October 2019 and besides a brief shutdown period due to COVID-19, it feels like we have not stopped making coffees!



We are currently staffed by Emily, our cafe supervisor and three CBS Inc. clients, Thomas, Karsten and James. Our cafe team has been embraced by the staff and community at Summit Health and have all been integral in ensuring the cafe's success.

Our official opening held in March 2020 was a definite success and was well attended by CBS Inc. supporters, local dignitaries and Summit Health staff. It was a great turnout and such an exciting day for all involved. The team got to showcase the amazing work they do and share their passion with all in attendance.

Since opening, we have been refining our model, and making ongoing changes to the menu. It's exciting to be able to try new items and see what our customers think.

We have also taken on catering and continue to explore new options to better service the local Mount Barker Community.

I am proud to say that we have become a valued part of the Summit Health Team and have a great group of regular customers and the support of staff. It has been great to watch the team develop their skills and grow with the business. Each team member brings with them their own set of skills, ideas and plans for the continued success of the cafe.

Overall it has been a busy and rewarding year. We look forward to the year ahead and how we can further develop our model.

Amanda Ward







## Board of Directors' Report

The Board Members submit the financial report of Community Bridging Services (CBS) Inc. for the financial year ended 30 June 2020.

### 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 to people with a disability, or others with specific needs.

This includes related social enterprises that help meet our mission and purpose supporting people with a disability.

### Significant Changes

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

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

**Brian Rankin**  
Board Chair

**Freddie Brincat OAM**  
Executive Director

Dated this 7 day of October 2020

## Independent Auditors Report

### Community Bridging Services Inc Independent Auditor's Report to the Members of Community Bridging Services Inc

#### Report on the Financial Report

I have audited the financial report being a special purpose financial report, of Community Bridging Services Inc, which comprises the assets and liabilities statement as at 30 June 2020, 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 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 committee, 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 Inc as at 30 June 2020, 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

October 2020



CBS Inc. Board members



**Brian Rankin, Chair**  
Retired CBS Inc. Staff Member  
Board meeting attendance: 11/11



**Gary Jaffer, Deputy Chair**  
Founder – Principle Consultant, equilibrium9  
Board meeting attendance: 11/11



**Lidia Pargaliti, Treasurer**  
Commercial Manager  
FIPA, MAICD  
Board meeting attendance: 11/11



**Stefan Noto, Consumer Nominee**  
Project Co-Ordinator to Spencer Building Group, Jobnet Client – CBS Inc.  
Board meeting attendance: 8/8



**Nadia Field, Consumer Nominee**  
Coastal Choices Participant  
Board meeting attendance: 11/11



**Emma Fey**  
CEO, Guildhouse  
B. Management, Grad Dip. Art History  
Board meeting attendance: 6/8



**David Pearson**  
CEO, Australian Alliance to End Homelessness & Industry Adjunct UniSA The Australian Alliance for Social Enterprise – B. Media, B. International Studies, (Hons).  
Board meeting attendance: 7/7



**Freddie Brincat OAM, Secretary and Public Officer**  
Executive Director CBS Inc.  
Dip.T., B.Ed., Grad.Dip. Policy and Administration, M. AICD  
Board meeting attendance: 11/11



**Caroline Manetta, Admin Support to Board (non-voting)**  
Manager Choices® & Executive Services, CBS Inc  
Board meeting attendance: 11/11

CBS Inc. members of staff as at 30 June 2020:

Aaron Morony	Craig Love	Janis Moore	Leah McMurdo	Samantha-Kate Allen
Abby McKay	David Owen	Jasvir Kaur Pabla	Lisa Cullen	Sarah Fox
Ada Caruana	Debbie Friebe	Jessica Garcia	Lisa Flowers	Sarah Perrie
Adelle Searle	Debbie Smith	Jessica Irving	Lisa Marie Klopp	Sascha Lemon-Spence
Adrian Waye	Denise Briggs	Joan Halls	Luke Hackett	Shanrah Davis
Aimee Ricketts	Donna Symonds	Joanna Mack	Lynn Feeney	Shanthi-Kumar Visvanathan
Alan Crawford	Doreen Hopper	Joanna Preston	Maresa Buitenhuis	Sharon Allen
Alicia Hassan	Doreen Spazzapan	Johanna Pengilly	Megan Walkley	Sharon Crafter
Alison Williams	Eleanore Pester	John Haydon	Melanie Richards	Sharyne Evans
Amanda Ward	Elizabeth Loizeau	John Wyrill	Melissa Heard	Shellee-Ann Vallis
Andrea MacIntyre	Elizabeth Moore	Joshua Brown	Melissa Turner	Shelley Rose
Anh Tran	Evelyn Dumoi	Joshua Burlison	Mervyn Chapman	Shiella Michell
Anita Lo	Faith Wallace	Joshua Zerbe	Michelle Tennant	Simone Brown
Ariane Jakutavicius	Fiona Daniel	Julie O'Callaghan	Mihaela Maguran-Pivas	Simone Grantham
Augustin Nzeyimana	Frances Christison	Justin Kuiper	Mireia Artero Medina	Stacey Cox
Beverley Robertson	Freddie Brincat	Karen Bowman	Nathan Scarman	Steven St Clair
Britney Duffus	Gabriella Drinic	Karen Haskard	Niravkumar Patel	Tanya Bagnara
Carina Lawless	Gabrielle Jones	Karen Ruckenstein	Patricia Gerahty	Thera-Jade Milam
Caroline Manetta	Harry Cao	Karlene Baker	Paula Symonds	Timothy Wiseman
Chelsea Heading	Helen Altmann	Katherine Rose	Peggy Mills	Trevor Love
Cheryl Feeney	Hellen Anduga	Kathryn Cawthorne	Philip Page	Trevor Shannon
Christian Wadham	Jacqueline Vegera	Katrina Davidson	Phillip Rollas	Virginia Collins
Christine Benson	Jak Chiswell	Kayla Sims	Reece Ratzmer	Wayne Kuhn
Christopher Siviour	Janet Centanni	Kristy Hugo	Robert Calder	Zachary Colton
Colin Murphy	Janice Chapman	Kylie Johnson	Robert Newman	

CBS Inc. casual staff as at 30 June 2020:

Alan Cadman	Donna Robertson	Joy Bamford	Matthew Galmesa	Ruth Kerwood
Alexandra Schumann	Elle Curnow	Julie Egmanis	Michael Bates	Salena Miller
Angel Hockey	Elzbieta Kinasz	Julie Frick	Michael Hatchard	Sarah Lloyd
Angel Long	Emily Langcake	Justin Marsh	Michele Brown	Sarjush Desai
Angus Fowler	Emily Sellers	Karsten Thole	Nathan Stanton	Stephen Galley
Ben Trevethan	Fabien Clark	Kelsey McCormack	Nicole Cugley	Susan Richards
Bianca Mahoney	Garry Newman	Kerrie Edwards	Nola Grasby	Tessa Gill
Birgitta Bishop	Hans Kreiner	Lara Farr	Parminder Singh	Thomas Chew
Brett Lennox	Haylee Kotsoglous	Lauren Reilly	Patricia Fowler	Thomas O'Connor
Carmel Green	Heather Newman	Leah Oaklands	Paul Galbraith	Toni-Maree Barry
Chaminda Samaraweera	Helen Boddington	Leigh Symons	Philip Sleep	Trung Le
Christian Dinse	Ilona Carr	Lesley Richardson	Raeleen Wandel	Vilma Jurkovic
Courtney Mitchell	Jack Wordley	Lindsay Mather	Raymond James	Yvette Graetz
Deborah Trusson	James Radbone	Lisa Luxford	Rebecca Norton	
Debra Mardle	Jason Carey	Margaret Collett	Rebekah O'Brien	
Donna Harmer	Jeffrey Loveday	Marina Hachem	Rowena Shields	





National Standards for  
Disability Services  
CERTIFIED DISABILITY  
EMPLOYMENT  
ORGANISATION




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 CommunityBridgingServices

**Cover Photo:** Current CBS Inc. staff, Zac and Mimi discussing work in the boardroom. Zac is a graduate of our Beyond/NDIS program. Artwork pictured: left by former client Michael Hammerstien (Wright), right by Bronwyn and Anna Platten.

**Professional Photos:** CBS Inc. acknowledge and thank Chris and Louise from Pop Pictures.