



25 & staying alive

Annual Report 2020-21

Our Culture is open, non-judgemental and transparent.

Our Values are demonstrated by our commitment to high ethical standards and strengths based model that drive our priorities, commitments and organisational decisions. Our reputation is our ultimate asset, and these core values guide our behaviours and how we accomplish our vision. Our values are reflected through our beliefs, knowledge and ethics.



Through participant led choice and control, we look to create positive change. By placing each person at the centre of our services, we focus on what they can do, their needs, interests and future goals. At CBS Inc., we welcome participant's opinions, ideas, and decision making.



Our participant's strengths and interests underpin the holistic and individualised approach we have to service delivery. We create opportunities for success, positive change, meaningful participation and active inclusion in the community.



Guided by our culture and values, we show integrity by being open, honest and transparent. We assure and maintain our relationships with each other, our stakeholders and partners through mutual trust and respect.



We are reliable and adaptable through genuine relationships, consistency and open communication. We guide our participants in a changing environment towards independence and achieving positive outcomes.



We empower our staff and participants to lead through innovation and creative thinking. We strive to increase our knowledge and quality through best practice, professional development and continuous improvement.

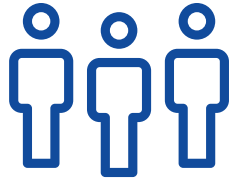


Community Bridging Services (CBS) Inc.

Annual Report 2020-21

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CBS Inc. 2020-21 Snapshot



2830

People with disabilities
currently supported by
CBS Inc. services



25

Offices across
Metro and Rural SA



234

Members of staff



10

New services/
programs introduced

"Well CBS Inc. services fulfilled my goal of getting employment and I am happy to become a productive member of society and this is because CBS Inc. has helped me a lot."

– Rolando, Jobnet participant

Consumer Nominee reports

– Nadia Field and Stefan Noto



My name is Stefan Noto and I am honoured to be on the Board of Directors as one of the Consumer Nominees.

As another year flies by, I reflect on the past 12 months with the pandemic in full flight. I have stopped to observe individuals' reactions and emotions in dealing with the pandemic and the consequences of lockdowns, quarantining, Covid testing, vaccinations and restrictions and witnessed fear in a lot of people

The thing that has been constant, reassuring and a strength is knowing the staff and the behind-the-scene teams at CBS Inc. have been there 100 percent of the way to provide support and build relationships, provide guidance and encouragement.

The staff have continued to be innovative, creative and adaptive within the guidelines of restrictions when providing their support and services. Having the staff of CBS Inc. continue their services during the pandemic is a testament to their dedication and I commend them for being mentors and showing courage and leading by example that regardless of the circumstances, we can all gain strength to overcome and conquer life's ups and downs.

On a personal level, CBS Inc. staff have continued to provide me guidance and support with my changing work circumstances. At any time when I do not understand something or I feel something is not right in my work situation, CBS Inc. is only a phone call away. Just having the resource is so valuable.

In addition, I am ever so grateful for the opportunity to be on the Board of Directors. What this means to me is that I have brilliant mentors demonstrating leadership. If I have the capability, I too wish to carry on their legacy with my role in representing people with disability, and ensure we are well respected in every aspect.

Stefan Noto



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

I enjoy my role as Consumer Nominee as I want to be an advocate for people with a disability who cannot communicate for themselves, to represent their views, and make a valuable contribution. I also think it is important to give a participant's perspective.

I enjoy attending the various CBS Inc. events, including office openings, art exhibition openings (in particular the Bearded Dragon Gallery), and the annual CBS Inc. Amelia Rix Award. I feel it is important to attend events to represent the CBS Inc. Board.

I have enjoyed being on the interview panel to recruit new Board members, which I received training for. It is good to be a part of the selection process.

I am looking forward to completing Governance Training for Non-Profit organisations through the AICD (Australian Institute of Company Directors) in September 2021.

Being on the CBS Inc. Board of Directors has given me many opportunities and I am proud to be a part of such a valuable organisation.

On reaching our exciting 25th Birthday milestone, I will be looking forward to attending all of the celebrations.

Nadia Field

Chair's report

– Gary Jaffer



This past year has seen Covid continue to be a focal point for the community in general and in particular the business community. In South Australia we have been fortunate not to have the need to endure the extended lock downs and restrictions faced by other states. This, combined with the excellent initial planning undertaken in 2020, at the beginning of the pandemic, by the Executive Management Team and the ongoing execution by our dedicated staff into 2021, has seen CBS Inc. prosper on all fronts during this past year.

In the year that has seen CBS Inc. celebrate 25 years supporting people with a disability and their families, we have been able to achieve our best fiscal result ever and embark on what could well be seen as the biggest and most influential project undertaken by CBS Inc., which we will hopefully soon be able to make public. This new project is an extension from relationships built as a product of the work over the past few years around all our social enterprises. Our experience with Community Concierge SA, Summit Café, Moonlight Speakers & Leaders Program and the Bearded Dragon Art Gallery have all provided a sure footing for the organisation to become more ambitious in this area.

Our Board continues to grow in strength with two members joining in the latter part of the 2019. The Board now has a wonderful combination of youthful enthusiasm and currency along with experienced business expertise and disability sector knowledge. The contribution of our Consumer Nominees cannot be underestimated. Their willingness to be involved and input from their lived

experiences is invaluable and adds a vital consideration to Board deliberations. Our clients are encouraged to make contact with them, discuss their issues and ensure the voices of our consumers is heard at the highest level of the organisation. I would like to thank the Board for the support provided over the past year and the opportunity to serve as Chair this past year.

Freddie Brincat and the Executive Management Team continue to combine to deliver outstanding vision and leadership for the organisation. They have been able to lead through difficult times within the general community, without diminishing their focus on our existing programs, maintaining an alert eye for opportunity by way of grants and client program enhancement and expansion.

At this time, it could be said that CBS Inc. will begin to experience generational change and given its 25 years of operation, it is, indeed, inevitable. However, the future is bright. The values and principles that have delivered CBS Inc. to its current position, have served it well and are the very ones that will continue to take it forward. The focus of constantly improving the way in which we support our clients, makes CBS Inc. a unique organisation in an ever growing world where profit appears to be a growing core priority of some others.

I urge the Board, Management and all staff of CBS Inc. to maintain the focus and serve our client community well.

Gary Jaffer



Executive Director's report

– Freddie Brincat OAM



The past year at CBS Inc. was filled with flexibility, support, adjustment, determination and innovation. When communities and organisations like CBS Inc. are subject to change under Covid 19 influence, we learn quickly to do the best we can to be flexible, adjust and reflect. This can, at times, lead to new and improved practices and ideas. Having a set of core beliefs, values and practices (culture) acts as an excellent guide in the process.

This year, as we lead into our 25th Birthday, I wanted to focus on our new and expanded service developments in response to the needs and aspirations of people with a disability. Innovative practices help to respond better to current challenges and opportunities. We implemented ten new services/programs for the year including the following.

Two innovative NDIS funded Information Linkage and Capacity (ILC) Building Grants through successful applications in the same round. Aim Higher will support school leavers early throughout most regions in South Australia to be earlier and better prepared for open employment before leaving school

The second ILC project, the Hospitably Inclusive Project (HIP) in collaboration with nationally renowned Sprout Cooking School and Flinders University Nutrition & Dietetics Unit, will increase employment in hospitality. This pilot will increase hospitality employment through developing and delivering specialised training and partnerships with commercial eateries.

Our University Specialist Employment Program (USEP) was expanded after three years with Flinders University of South Australia, to add The University of Adelaide. Partnering with the National Disability Coordination Officer (NDCO) and with the support of both universities, we were quickly able to set up this employment support service for graduates with a disability.

Earlier this year a second Bearded Dragon Gallery was opened in Stirling, building on the success of our Gay's Arcade, city Gallery location. A second Summit Café was opened at Kilburn Community Centre in partnership with the City of Port Adelaide Enfield.

CBS Inc. is an acknowledged leader in providing the Individual Placement & Support (IPS) Program in Australia in partnership with SA Mental Health Services. Using our IPS formal registration and accreditation, services were expanded into the Adelaide Metropolitan East Region, bringing service locations up to seven in both rural SA and metropolitan Adelaide.

Through a tendering process, CBS Inc. now operates and manages the Chaffey Community Centre located in Renmark SA, in partnership with the Renmark Paringa Council. A recent service review by Community Centres SA, has supported our plans to increase the reach and value of services provided to residents, creating greater access for people with a disability in the region.

With a focus on our NDIS services, we increased delivery by adding recreation, personal support and our NDIS School Leavers Employment Supports (SLES) program to new sites in Port Pirie, Kadina and Southern Adelaide at Camden Park.

Income is being invested in new programs and infrastructure, the major item commencing during the year was the complete design and refurbishment of our Whyalla office in Forsyth Street, in the heart of the town. To be completed soon, this effort and considerable investment will encourage the addition of new services to the community.

The support and good wishes of our participants, their families, business partners, friends and our staff has been crucial in our survival and continued development. Thanks to you all for staying with us, and to the Australian Government for your financial support and for the opportunities to discuss our activities and strategies throughout the year.

Our Board of Directors has been important in guiding us along the way and supporting us and me through, at times, challenging and stressful periods. Without the support of the Board, in particular the Chair, Gary Jaffer and Executive members, work life would be much tougher.

I wanted to especially acknowledge our staff teams at all levels, who have done a great job in implementing these initiatives. It makes sense why I receive such positive feedback about our staff from our participants. This is also reinforced by our consistent excellent external quality assurance reviews and our performance assessments by the Australian Government Department of Social Services for our 18 DES contracts. Our September 2020 Star Ratings for our Disability Employment Services were 15 five stars and the remaining, three and four stars. Our goal is to keep up our service quality and performance so choosing CBS Inc. is the obvious good decision.

I look forward to building on the activities described and to an even more enjoyable, productive and successful year to come.

Freddie Brincat OAM, Founder and Executive Director

Jobnet Employment Program



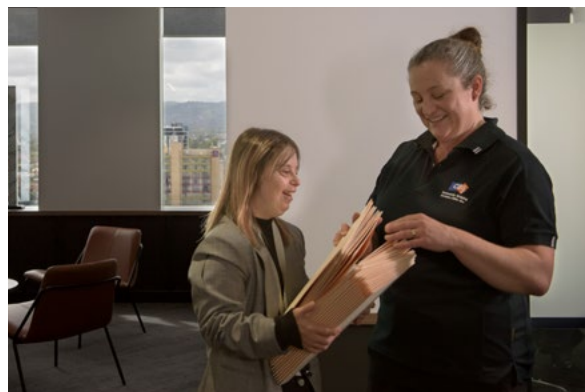
Jobnet Employment Program Report

Achieving COVID normal for our clients and employers.

Using our strengths-based approach and positive interactions model has enabled our Jobnet Teams to provide a tailored service that meets the ever-changing needs of our clients, employers, and stakeholders in light of the pandemic. The need for our service continues to grow as we see our rate of direct registrations increase by 155% in the last 12 months. This reinforces the work that we do and shows us that people with a disability want the opportunity to be at the forefront of their decision making as they navigate the workforce.

The Jobnet Employment Program supports people with a disability to find and maintain open employment that is in line with their skills, interests and experience. Our achievements in this area are clear as we have seen a 10% increase in clients gaining employment since the same time last year. We have also seen an increase in the longevity of clients placed into employment, with data reflecting a 3.29% increase of clients in ongoing support.

CBS Inc. continues to achieve certification with the National Standards for Disability Services (NSDS), receiving exemplary feedback from our clients, employers, and stakeholders. As expressed by the lead external auditor from IHCA, *"CBS Inc. is a progressive, dynamic organisation, complementing the CBS Inc. Quality Management System, model of services and all of the dedicated CBS Inc. Staff."*



We are continually seeking opportunities for improvement and feedback from our clients and stakeholders to ensure we keep improving and adapting to the everchanging economic environment. Supporting this is the feedback that we receive through regular surveys, audits and regular communication with our clients, employers and partner interactions.

Jobnet client, Karen, was so impressed with the service provided by our Kilkenny team, she gave the following feedback in a handwritten card:

"Thank you so much for all you did to help me find employment. It has been life changing to be earning and have purpose. You are a great team and I appreciate the ongoing support."

Our overall performance in Jobnet has remained consistently high despite COVID-19. Further supporting this are the results of the September 2020 Star ratings which prove that we have found a balance between satisfying the requirements of our funding bodies and delivering excellence in achieving individual outcomes. We continue to assist people with a disability to increase their economic participation and positively influence individual employers and the broader community.

Liz Loizeau

"They understand what you are able to do & don't try & force you to do things that you aren't capable of doing"

– Leeann, Jobnet client

Individual Placement and Support (IPS)

The Individual Placement and Support (IPS) Program, supports consumers with a significant mental illness to obtain and maintain employment through coordinated support from both CBS Inc. and SA Health Mental Health Services teams.

IPS is an evidence based employment program. Eight core practice principles and a 25 item fidelity scale underpin service delivery and provide a quality assurance framework. IPS program supports are individualized and tailored to individual needs.

"I was so depressed that death felt like my only option for happiness, and I had no hope of being a part of society. Now, I am up for a supervisor position, I've been on weekend getaways hours away from my home, and I have made more friends than I have family."

– Sian, IPS consumer

IPS continues to expand with the successful launch of IPS at Eastern Community Mental Health Centre, increasing our IPS partnerships and programs to seven across SA. CBS Inc. has recently entered into a new partnership with Whyalla Integrated Mental Health Service. We are excited to be expanding IPS programs that will provide more opportunities for people to receive employment supports.

IPS continually demonstrates that with appropriate supports, having a job can positively contribute to a person's mental health recovery. Since 2017, CBS Inc. has been positively impacting the lives of IPS consumers in the following ways:

Tim Wiseman

342
Consumers supported

55.26%
of consumers have secured open employment



University Specialist Employment Partnership (USEP)

The University Specialist Employment Partnership (USEP) program has experienced excitement and growth in the last 12 months.

We have continued to strengthen our partnership with Flinders University and the National Disability Coordination Officer (NDCO) program, and in April 2021, further expanded USEP services with The University of Adelaide. Both universities have welcomed and embraced CBS Inc. and our supports, with Flinders University assisting with the onboarding of the program at The University of Adelaide. Through this collaborative approach with the adoption of USEP, the referral and uptake for these services at The University of Adelaide has been successful.

Throughout the year, we have continued to educate and promote USEP across both universities by running workshops to engage students. We also continue to meet with businesses and other stakeholders in the community to advocate for USEP students, and assist in the hiring and integration of graduates with disabilities into workplaces. This has given many students the tools and self-confidence to transition into employment related to their field of study



and encourage more employers to be understanding and accepting of graduates with a disability.

"USEP provide a great service that is very useful for those looking for work in areas related to their study, not only once completing their study, but during, as a way of gaining a better understanding of their field and the opportunities available within it." – Deb, USEP participant

Students engaged in USEP are predominately from the fields of Allied Health, Disability, Engineering and Computer Degrees, however services are available to all fields of study.

The program is also having an impact with disability and inclusion committees across both universities, with CBS Inc. further advocating for the awareness, capabilities, and successes of people with disabilities.

Sascha Lemon-Spence

Amelia Rix Award

The Amelia Rix Award is held in memory of the late Amelia Rix who was a long-term participant of our Jobnet Employment Program. The Award celebrated its 17th year at the Adelaide Pavilion in November 2020. It was a great night for all involved especially those CBS Inc. clients who were rewarded for their personal achievements and successes. There were nine nominees for the 2020 Amelia Rix Award, including two nominees from rural S.A., with all employed in a variety of fields.

We congratulated the Winner – Rebekah O'Brien (Northern Adelaide) and the Runner Up – Samuel Button (Eastern Adelaide). All other nominees received Encouragement Awards. We thank our generous Sponsors who make the continuation of the Award possible and also our employers who give people with a disability a chance. The Award is proof that employees with a disability are an asset to any employer and the local community.

Caroline Manetta



NDIS Supports



NDIS Activities

Over the last year CBS Inc. has bridged the gap caused by lockdowns and restrictions and continued to provide tailored NDIS services.

CBS Inc. participants have been supported to achieve their goals, enjoying activities including art programs, independent living skills, employment and community recreation. We have seen strong demand for our NDIS services in metro Adelaide, our rural sites and for 1:1 supports.

In most of our service locations across SA, we now offer both Choices® CBS recreational programs and our *Beyond. Making it Happen!* employment supports. We work closely with our Disability Employment Services when participants are interested in finding open employment.

Our NDIS Facebook page has been a fantastic platform to showcase our services in action. From good news stories of *Beyond. Making it Happen!* participants achieving their work goals, to Choices® CBS participants using the social media platform to celebrate their contributions at the latest SALA exhibition. Please like our Facebook page www.facebook.com/CBSNDIS to keep up-to-date with regular good news stories and photos.

Amelia Rinaldi and Gabby Jones

Choices® CBS

Recreation was where we began at CBS Inc., so it is fantastic that 25 years later, not only are we still providing Choices Recreational programs, but these have become more versatile, and across a wider geographical spread. The beauty is that we were already well established in most of the locations that we have now expanded to include Choices.

Despite some tough times for our participants and staff during COVID restrictions, we have continued to grow and thrive. This has only been possible through the commitment, professionalism, and teamwork of our staff. Moving forward, we will ensure that the lives of the people we support, and their families are not impeded by restrictions, especially as many of our participants are already socially isolated and disadvantaged. Demonstrating the quality of our services was this compliment from a happy relative:

"I've heard so many wonderful and positive things about CBS Inc. – you're definitely living up to your reputation! Thank you so much for taking such good care of my sis. I can't tell you just how much it means to me."

A highlight of the year was the Consumer Forum held in May 2021, where Board Consumer Nominees introduced themselves and got feedback from our participants. Later, everyone enjoyed a dance to the fabulous Linda McCarthy.

Demand for 1:1 support has increased and is provided either individually or within a group setting. This can include support in the evenings, weekends and during program breaks. We have seen how a participant's life can change with 1:1 support, particularly when working towards the goals within their NDIS plan.

Choices recreation for our city based *Beyond. Making it Happen!* participants, commenced in response to a demand for more social activities within this cohort of young people. Participants enjoy activities such as bowling, movies, BBQs, museums, and the beach.

Caroline Manetta and Gabby Jones

Beyond. Making it Happen! (Beyond)

It has been a challenging but successful year for our Beyond. Making it Happen! (Beyond) School Leaver Employment Supports (SLES).



We support young people to develop their strengths and interests. We work collaboratively with employment services to ensure a seamless service for our clients along the transition from school to work. Our program ensures participants gain exposure to potential employers and work experience opportunities. Social and community inclusion is an important component of Beyond.

A key objective of Beyond is for participants to gain open employment in an industry of their choice. We are pleased to note that 100% of our inaugural group gained open employment as well as many other young people over the three years since we began. An example is Chris, a dance enthusiast who was unsure of what he wanted to do after school. He attended two years of SLES, where he developed his social skills, workplace knowledge and independence. Working collaboratively with our Adelaide Jobnet team and Chris' dance school, CBS Inc. was successful in finding a paid position within the dance company at full award wages. With the assistance of skills developed at Beyond Chris now has a view on life to remain employed – and an eye on dancing on the big stage.

We greatly value our staff and spend a significant amount of time recruiting and developing them to ensure we have the right skill mix and personality type to support all of

our participants. The following comment from a parent showcases our quality staff:

“I could not appreciate more the enthusiasm, positive energy and kindness of every single team member that I had met.”

In November 2020, our Adelaide Beyond service had once again outgrown its space. CBS Inc. invested in the future by moving to a larger facility in Wakefield St. in the city. We funded a professional fit out which has several larger training rooms and space for the growing demand for 1:1 supports. This location has a full domestic kitchen and laundry installed for participants to learn skills in cooking, cleaning and independent living.

This past year, Beyond has continued to be successful throughout regional SA, expanding in Murray Bridge, Pt. Augusta and establishing in Pt. Pirie and Kadina.

Craig Love and Gabby Jones





"Very helpful to me, have all the information and foundations I needed before I get employed and have a lovely time with me."

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



1998: CBS Inc. client's artwork exhibited in the Sydney Bienalle



2006: CBS Inc. 10th Anniversary



1996: CBS Inc. officially incorporated



2003: Establishment of the Amelia Rix Award

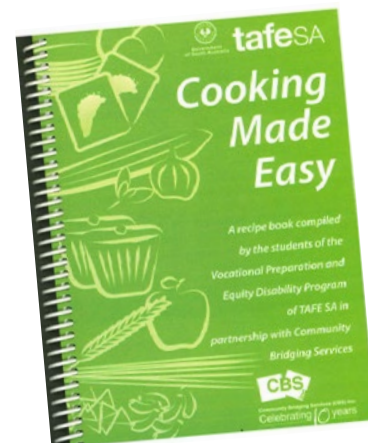


2008: Amelia Rix Award presented at Government House/ Murray Bridge opening

1997: Snails, Trains and an Apple Calendar / first tender for CBS Inc. Jobnet services



2005: launch of Jobnet in Pt Lincoln



2007: Cooking Made easy cookbook



1999: Launch of the Cavan Flexi Project

25 Years of CBS Inc.



2010: Head Office opens on Pirie St



2014: Elizabeth Office Opening attended by then Governor of SA, Kevin Scarce and Freddie received OAM



2019: First Summit Cafe opens at Mt Barker



2012: Rip It Up SALA Award Recognition / Pt Adelaide Office opening



2017: USEP and Flinders launches

2009

2010

2011

2012

2013

2014

2015

2016

2017

2018

2019

2020

2021

2011: Community Concierge (CCSA) launches



2009: First SALA exhibition "Smiling at a Caterpillar"



2016: CBS Inc. 20th Anniversary / Moonlight Speakers launches



2013: Significant expansion of Jobnet services in Metro and Rural / Warradale office opens



2018: First Bearded Dragon Gallery opens



2021: CBS Inc. takes over management of Chaffey Community Centre



Social Enterprises



CBS Inc. Social Enterprises

With the expansion of our Social Enterprise Businesses over the past year, we appointed a new Business and Projects Manager to support the ongoing success, and quality of the services that we provide through our Art Galleries, Cafes, Concierge Services and now the running of a Community Centre. The growth of our enterprises has also brought exciting opportunities for the businesses to work more cohesively and collaboratively together, which is something we aim to build on into the future. This has allowed for staff cross training and development, as well as cross fertilization of ideas that builds on CBS Inc. mission, culture, and values.

A major achievement was the certification of our Social Enterprises through Social Traders Australia.

Our goals for the coming year are to refine each Social Enterprise Business, measure our social impact through data, and continue to empower our clients to take ownership of their roles within each business.

Abby McKay

Community Concierge SA (CCSA)

Over the past year, we have seen three staff progressing their careers and moving on from CCSA to other opportunities based on their strengths and interests. While we were sad to see staff move on, this has demonstrated how CCSA and the model can support clients with their confidence and self-belief to follow their career aspirations and goals.

We are still fortunate to work alongside Knight Frank through our services at 80 Flinders Street, where staff have been able to transform the lobby from a sterile atmosphere to a lively one. Feedback from tenants and owners of the building has been good.

We continue to build on our partnership with Jones Lang LaSalle (JLL) through the Grenfell Centre, looking for ways where we can collaborate on initiatives together for the benefit of the community. Key features of the services that our Concierge Teams deliver individual customer support, dry cleaning services, shoeshine services, bicycle

repair services, swipe card programming, deputy Chief Fire Warden, security monitoring, managing trade access, end of trip facilities management, and carpark management.

As we prepare to celebrate and reflect on the upcoming 10th anniversary of CCSA in September 2021, our goal for the coming year is to scale up our successful model into a new building in Adelaide. Where to next?

Abby McKay

"I didn't think I could do this, but I can. I'm really enjoying it and so glad I got the chance to start a new career"

– Ingrid, Concierge Officer



"I couldn't get a job anywhere else when I was struggling. This place and team have saved me. I'm thinking about what I can do next, now I feel so much better"

– Phuc, Café Assistant



A Community Bridging Services (CBS) Inc. Initiative

Summit Cafe

Over the past year, Summit Café at Mount Barker continued to be a valuable part of the Summit Health Centre, providing over 6,000 coffees and exceptional customer service to the local Adelaide Hills community.



With compliments and thank you notes from both new and regular loyal customers, the team needed to upgrade their staff communication board.

One regular customer wrote *"Thank you Thomas for brightening my day with a great coffee and great service, always with a smile"*

Another customer said, *"Summit has the best coffee in the area. The staff are efficient and always friendly."*

With an increasing demand for Summit Cafe catering and produce, in March 2021 we opened a second Café and commercial kitchen within the Kilburn Community Centre. The location not only provides a broader gateway for the team to connect into the wider community in Western Adelaide, but also provides awareness of the ability of our team members, to a wider audience.

Now employing more staff across both Summit Cafes, our team have undertaken further vocational based training, are continuing to build connections with local producers, businesses and customers, and report improved life circumstances and confidence. Feedback from staff member, Zoe was, *"I am getting my own place soon. I did not think I would be able to afford it, and now I know I can live on my own. I am a good cook too."*

2021 has continued to be a year of growth for both the Social Enterprise Businesses and team members, with the team gaining a reputation as experienced caterers, delivering to 20 corporate events, and as a café with brilliant service and staff.

Emily Langcake and Carly Hamilton



"I love my job. If I were not able to work here and get all this experience, I would not belong to anything. I believe in myself a lot more now"

– Phuc, Café Assistant

events catered in
20
2020-2021

coffees made in
Over 6000
2020-2021



Social enterprises

Bearded Dragon Gallery



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.

The Bearded Dragon Gallery matured in its identity, with growth and expansion into new locations, pathways, and partnerships. In August 2020, the Bearded Dragon Gallery showcased the bright and imaginative work of Maxine Schofield in a solo South Australian Living Artists (SALA) Festival exhibition. Maxine is now a regular exhibiting artist with the Gallery.

Our next exhibition, *Art After War*, was a collaboration with the Hospital Research Foundation and the Jamie Larcombe Centre. *Art After War* provided an opportunity for Australian Veterans and First Responders to share stories about the healing power of art. We were pleased to learn that the Gallery had been recommended by the Hospital Research Foundation as a safe and welcoming destination for Veterans and First Responders to visit in the Adelaide CBD.

We commemorated Remembrance Day on 11 November 2020 with infantry veteran John Duncan as artist in residence. John set up his easel in the window of the gallery and created much interest.

In November 2020, Bearded Dragon Gallery reached another milestone when we opened a second gallery space at Stirling. With two gallery locations dedicated to supporting South Australian artists living with disabilities, we took another step in realising our mission and purpose.

With an expanding reach, we became even more proactive in seeking like-minded organisations to collaborate with, on meaningful exhibitions and sourcing new artists and merchandise suppliers. The Gallery partnered with NEAMI National to connect artists from the NEAMI art therapy programs with the Gallery. In 2021, the amazing artwork of many of the artists was featured in *Fulfilment: The Colour of Strength*, a group exhibition focusing on using colour in the healing process.

Reflecting on a year of expansion and new partnerships, we move forward with a plan to continue to build new and existing relationships, work even more closely with artists, and apply increased thought and rigor to the curating of exhibitions.

Paul Galbraith and Joanna Mack



"It was great to show my artwork at the gallery for people to see it and was a surprise to have sold my art as well. The gallery has given me the confidence and skills to go forward with my artwork."

– Hayley, Art Gallery Assistant

Chaffey Community Centre

CBS Inc. re-opened the Chaffey Community Centre in January 2021 located in the Riverland of SA.



**Chaffey
Community
Centre**

This is a new venture for us, and one so far that has had many learning curves and challenges. Since then, we have increased the booking capacity of the Centre by 55% and have welcomed more than 10 new services which are using the Centre as their base in Renmark.

Since employing a Community Centre Officer, we have implemented a Community Needs Analysis which will inform the future direction of the Centre and ensure that our supports are driven by the local community. The Centre is recognised as a volunteer organisation and currently in the process of embedding the recruitment of volunteers into our service delivery model.

We recently received feedback from one of our Centre users about our Chaffey staff:

“They helped to keep the relaxed mood and feeling within the centre and help families feel comfortable about being there. The staff’s willingness to share their own experiences and listen to other people share their stories has helped the group evolve.”

– Caroly

In June 2020, we were successful in becoming a member of the ACE consortium which will enable the Centre to deliver free training including preparing for employment, skills and English for work, literacy and numeracy, basic computing and technology to the local community. This training will commence in October 2021 and will be the only ACE course of its kind in the Murray Mallee region.



We have developed a new logo that represents the geographical location of the community and complements CBS Inc., and we will soon have a vibrant presence on social media. In November 2021, we will officially launch and open the Chaffey Community Centre, welcoming the community.

Peggy Mills

Summary Income and Expenditure

Summary of Income and Expenditure Statement for the year ended 30th June 2021

	2021	2020
	\$'000	\$'000
Total Income	19,430	16,848
Total Expenditure	16,002	14,524
Net Surplus	3,428	2,324

Summary Assets and Liabilities

Summary of Assets and Liabilities Statement as at 30th June 2021

	2021	2020
	\$'000	\$'000
Total Assets	16,443	12,933
Total Liabilities	2,238	2,156
Net Assets	14,205	10,777
EQUITY		
Proprietorship	10,777	8,453
Current year surplus (deficit)	3,428	2,324
Total Equity	14,205	10,777

Board of Directors' Report

The Board Members submit the financial report of Community Bridging Services (CBS) Inc. for the financial year ended 30 June 2021.

Board members

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

Michael Bois
Freddie Brincat OAM
Claude Bruno
Emma Fey
Nadia Field
Gary Jaffer
Stefan Noto
Lidia Pargaliti
David Pearson.

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.

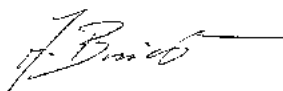
Operating Result

The surplus of CBS Inc. for the year was \$3,428,034.

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



Gary Jaffer
Board Chair



Freddie Brincat OAM
Executive Director

Dated this 7 day of October 2021

Independent Auditor's Report

To the Board Members of Community Bridging Services Inc.

Report on the Audit of the Financial Report

Opinion

I have audited the financial report of Community Bridging Services Inc, which comprises the statement of financial position as at 30th June 2021, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the statement by the Members of the Board. In my opinion the financial report of Community Bridging Services Inc has been prepared in accordance with Division 60 of the Australian Charities and Not-for-profits Commission Act 2012, including:

- (a) giving a true and fair view of the association's financial position as at 30th June 2021 and of its financial performance for the year then ended; and
- (b) complying with Australian Accounting Standards and Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2013.

Basis for Opinion

I conducted my audit in accordance with Australian Auditing Standards. My responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of my report. I am independent of the association in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to my audit of the financial report in Australia. I have also fulfilled my other ethical responsibilities in accordance with the Code. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Other Information

The board of Members is responsible for the other information. The other information comprises the information included in the association's annual report for the year ended 30th June 2021, but does not include the financial report and my auditor's report thereon. My opinion on the financial report does not cover the other information and accordingly I do not express any form of assurance conclusion thereon. In connection with my audit of the financial report, my responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or my knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work I have performed, I conclude that there is a material misstatement of this other information, I am required to report that fact. I have nothing to report in this regard.

Responsibilities of Responsible Entities for the Financial Report

The board of Members of the association is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards and the ACNC Act, and for such internal control as the board of Members determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error. In preparing the financial report, the board of Members is responsible for assessing the association's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the board of Members either intends

to liquidate the association or to cease operations, or has no realistic alternative but to do so. The board of Members is responsible for overseeing the association's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Report

My objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report. As part of an audit in accordance with the Australian Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit 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.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the board of Members.
- Conclude on the appropriateness of the board of Members' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the registered entity's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the association to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

I communicate with the board of Members regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

Paul Blackmore Chartered Accountant

Date October 2021, Hackney, South Australia

CBS Inc. Board members

Members of the CBS Inc. Board of Directors as at 30 June 2021.

Gary Jaffer, Chair

Founder – Principle Consultant,
equilibrium9

Board meeting attendance: 14/14

Emma Fey, Deputy Chair

CEO, Guildhouse
B. Management, Grad Dip. Art History

Board meeting attendance: 11/14

David Pearson, Deputy Chair

CEO, Australian Alliance to End
Homelessness & Industry Adjunct
UniSA The Australian Alliance for
Social Enterprise – B. Media, B.
International Studies, (Hons).

Board meeting attendance: 14/14

Lidia Pargaliti, Treasurer

Director, Cancer Care Centre Inc.
FIPA, MAICD

Board meeting attendance: 14/14

Nadia Field, Consumer Nominee

Coastal Choices & Jobnet Client –
CBS Inc.

Board meeting attendance: 12/14

Stefan Noto, Consumer Nominee

Site Administrator, True Line Kerbing
Pty Ltd, Jobnet Client – CBS Inc.

Board meeting attendance: 12/14

Freddie Brincat OAM, Secretary and Public Officer

Founder & Executive Director CBS Inc.
(B.Ed., Grad.Dip. Policy and
Administration, M. AICD)

Board meeting attendance: 14/14

Caroline Manetta, Admin Support to Board (non-voting)

Manager Choices® CBS &
Executive Services

Board meeting attendance: 14/14



CBS Inc. staff members 2021







National Standards for
Disability Services
CERTIFIED DISABILITY
EMPLOYMENT
ORGANISATION



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