



Community Bridging  
Services (CBS) Inc.

# Annual Report 2021-22



**Inc.**

# 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 2021-22**

2021-22 Snapshot. ....	2	2021-22 Highlights . ....	12
CBS Inc. Locations . ....	3	NDIS Supports Report. ....	14
Consumer Nominee Reports . ....	4	Social Enterprises Report . ....	18
Chair's Report . ....	5	Financial Reports . ....	22
Executive Director's Report . ....	6	Board Members . ....	23
Jobnet Employment Program Report . . .	8	Staff Members . ....	23

### **Acknowledgement of Country**

CBS Inc. acknowledges the Traditional Owners of the lands upon which we work, and pay our respects to those past, present, and emerging.

CBS Inc. acknowledges the beautiful lands of Nawu, Banggaria, Nukunu, Ngadjuri, Danggali, Meru, Kurna and Narangga where CBS Inc. services are provided to local communities.

#### **Art Spotlight**

Art has always been a key focus of CBS Inc. showing the strengths, interests, and talents of artists with a disability. 2023 will mark 35 years of CBS Inc. being involved in the Arts, which add to the development of the organisation. CBS Inc. is likely to have one of the biggest collections of artworks by people with disabilities in Australia, which we own and display across all our offices. Check out a few artworks throughout this report with more information about the art!

## CBS Inc. 2021-22 Snapshot



2810

People with disabilities  
currently supported by  
CBS Inc. services



29

Service locations  
across Metro and  
Rural SA



249

Members of staff



23%

Staff identify as living  
with a disability



204,856

Hours of service  
provided by NDIS



25%

People with lived  
experience on Board  
of Directors



# CBS Inc. Service Locations

CBS Inc. in 2021-22



# Consumer Nominee reports

## – Stefan Noto and Nadia Field



This past year has seen “the start of normal life pre Covid.” Even though Covid still lingers around us, our clients of CBS Inc. can now be more involved in the community as the government restrictions have lessened. This is especially true for our Choices® CBS participants. As for Jobnet clients like myself, we have had to adapt to changes throughout the pandemic, with some of us finding this more challenging than others. Lucky for us though, we have the support of this great organisation, CBS Inc.

After my experience of needing to job search again, I was referred to the online job search model by Centrelink. This online system is not a great solution for people with disabilities. Our clients need more support especially around communication as using this type of technology is challenging. Thankfully, CBS Inc. were able to assist me with this, and continue to provide tailored support and flexibility for clients.

CBS Inc. continue to be innovative and at the forefront of the disability sector by investing in new programs such as Beyond and Social Enterprises to encourage and show that people with disabilities can be successful and productive to our community.

Freddie Brincat, OAM Founder and Executive Director of CBS Inc. has done an outstanding job with managing, and innovating in a quick and changing world we now live in. The Executive Management Team is fantastic in delivering the organisations vision, core beliefs and existing programs. The Staff also need to be acknowledged as they are the face for CBS Inc. clients, and I personally would like to thank each level of staff for all their support and outstanding determination shown to us (the clients).

**Stefan Noto**



My name is Nadia Field and I’m a Choices® CBS participant. I attend Costal Choices three days per week. I have been on the Board as a Consumer Nominee for CBS Inc. four years now.

This year I have completed the Knowing CBS Inc. two-day workshop, as a Board Member. I have presented at Knowing CBS Inc. workshops in the past, however this was my first time seeing the workshop from a staff members perspective. It was fantastic and I made some great friends.

This year I was lucky enough to enlist the talents of CBS Inc. Board member, Michael Bois, who is also the owner of Beg Your Pardon Menswear for a beautiful handmade jacket. I’m looking forward to wearing the jacket at upcoming CBS Inc. events such as Bearded Dragon Gallery exhibitions, the AGM and the Amelia Rix awards.

I love my position on the Board and enjoy meeting people and having a sense of empowerment and purpose. I love being able to make choices and decisions, that add value to the organisation who feel like a family to me.

Let’s hope 2023 sees the end of the impacts of COVID-19 on NDIS programs, as this year Choices® CBS participants and staff were negatively affected. I act as a voice for participants in our programs, and I would like people to understand how much these programs mean to us, and when they are cancelled it really impacts our happiness.

Future objectives :

- I would like to keep presenting both a participant and board member perspective at the Knowing CBS Inc. workshops.
- I am excited for the new location for Costal Choices, lets hope it has a great kitchen that I can cook delicious food in.

**Nadia Field**

# Chair's report

## – Claude Bruno

This past year has once again been full of extraordinary challenges, mainly associated with the disruption in providing services caused by the COVID 19 pandemic.

The people supported by Community Bridging Services (CBS Inc.) have been particularly resilient and understanding as we have strived to maintain services and minimise the impacts that have arisen. I thank you for your patience and willingness to work with us in these difficult times.

I am in awe of how the management team and staff have done everything in their power to keep providing services in these difficult times. It hasn't been easy, but your efforts have not gone unnoticed, and are truly appreciated by the Board and all associated with CBS Inc.

It's been another strong year, finishing in a sound position in terms of external audit reports measuring service quality and in relation to our financial position. Client numbers are increasing and there has been good progress in the project with Summit Health to build a major "disability friendly" health centre where people with disability feel welcome and can have their particular needs in accessing health services addressed. This innovative project at Aston Hills Mt Barker, will include the latest in universal design, our Summit Cafe and integrated disability supports within primary and allied health services. We are continually looking for partnerships and opportunities to improve the services we are able to offer.

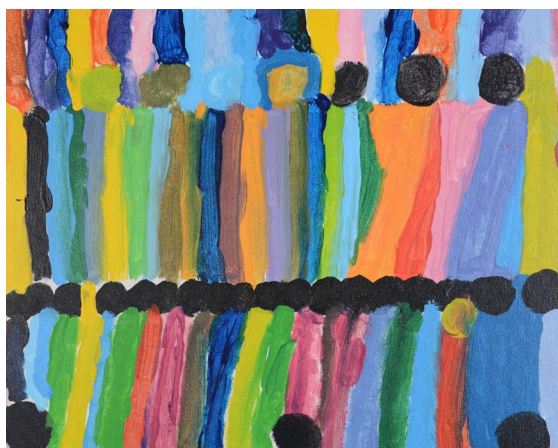


We have two consumer nominees on our Board, Nadia Field and Stefan Noto who provide valuable insight on how the issues being discussed by the Board may impact on consumers. This has been especially crucial within these Covid times. They, along with the wide range of experience of other Board members has ensured the ongoing sound governance of CBS Inc. Sadly, after 3 years on the Board, our co deputy chair, David Pearson is stepping down due to ever increasing work commitments. David has made a valuable contribution to both our governance, and in supporting the work of CBS Inc. by facilitating employment opportunities. Thank you David and all the best in your future endeavours. I would also like to thank all Board members for their contribution. It has made a difference.

This is my first year as Chair of CBS Inc. It has been an absolute privilege to hold this role in an organisation that lives and breathes its commitment to the provision of consumer focussed services that maximise opportunities for consumers to have a better life.

**Claude Bruno,  
Chairperson**

### Art Spotlight



Marie Barbaliopoulos, *Stripes*



John Bodroghy, *Water Life*

# Executive Director's report

## – Freddie Brincat OAM



Most essential services that rely on face to face supports to participants, like CBS Inc., need to adapt to the current environment. This is what we have been focussing on, trying to balance service quality to the needs of our clients, support to our staff and managing our income to meet increased cost demands. Such a close focus on this balance will be our goal into the coming year, while looking for innovation that improves services, finds solutions and creates heightened motivation. This is what we have been able to achieve in the last year due to the commitment of our Board, staff and management team. Our values and culture have never been challenged during this time and this is what helps me stay focussed and energised.

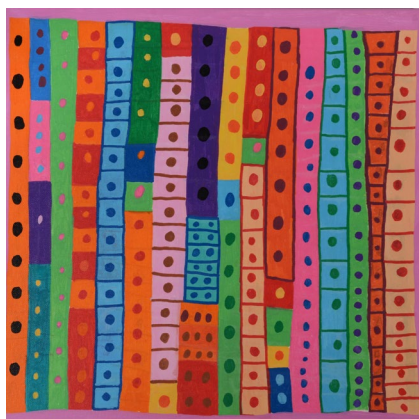
I talk a lot about our clients becoming busier based on their strengths and interests. Promoting patterns of activity and interactions with other people and experiences are keys to building skills, networks, relationships, and employment. Life is better when we have friends and experiences to share with others. This is where technology and Covid has created both a positive and a negative impact on us all. Technology has helped us stay connected and engaged, as long as you can use it effectively and have access to it. But technology is expensive to buy, learn, manage and maintain. If we rely on technology, television and video games too much, all our friends might end up being online mates who we never meet. We could end up speaking English in Australia with an American accent, not because we lived in the USA, but because we spent most time interacting with unreal characters via technology / TV.

Covid has provided a chance for people that are often too busy, to slow down a bit and reassess their patterns of activity, but it has also created more loneliness and loss of connections for many. In my opinion, this loss of connection is a huge risk to personal /professional development and happiness and is particularly the case for many people with a disability who may already be lonely. Our Consumer Nominees on our Board remind me of this. Too much reliance on technology and working from home, when we are in a people support service, may create a loss of opportunities and lesser personal and professional development. It's a balance that needs to be managed carefully.

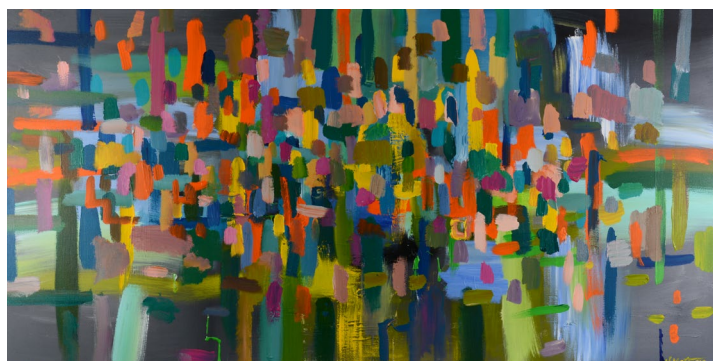
This is why the National Disability Insurance Scheme (NDIS) and the Disability Employment Service (DES) are so crucial to our Australian society and I acknowledge and thank the Australian Government for developing these supports and funding them. CBS Inc. is key in this process and our goal is to provide such services that connect people to learn, choose their own future and support them along the way. How we spend this Government income and how much we spend is crucial for CBS Inc. in continuing to be at the top and a service of preference by people with a disability. This is what we have been doing and as a result, despite the variables and challenges mentioned, we have worked together and achieved much over the last year.

Our DES services were impacted by a 10% drop in clients in the Disability Management Stream (DMS) stream, but this was made up in growth in Employment Support

### Art Spotlight



Glenda Cloak, *Dominoes*, 2021



Nigel Matejcic, *Colours of My Life*, 2018





Services (ESS) to keep demand stable. NDIS supports continue to grow while being carefully managed to ensure quality is maintained. We are now providing NDIS supports in many regional centres across SA where we have established staff and infrastructure. This pattern will continue.

Our social enterprises have re-stabilised, and we have established the newer Summit Café Kilburn and Chaffey Community Centre in Renmark. Both are due for evaluations in the near future. The Bearded Dragon Galleries have run successful exhibitions and continued to stay open most of the time, while Community Concierge SA staff and team have rarely closed. The Concierge Team has been exceptionally resilient in the last year showing their commitment to our contracted business partners and the people in the buildings they serve.

Our partnership with Summit Health in Mount Barker has been established. In the last year, we have developed a new agency and Board called Summit Universal Health Inc. to be an all-inclusive health service. We expect this project to be one of the best universal designed, multidisciplinary, primary, allied health and disability support services in Australia. We have purchased significant land at Aston Hills and recently engaged the architects. This innovative build which will include our Summit Café, will make a real positive contribution to support innovation and quality to people with and without a disability in the region.

Our two ILC Grant programs funded through the

NDIS and DSS have been innovative and effective. The Hospitably Inclusive (HI) Project achieved a partnership and accredited cooking program in the private sector with Sprout Cooking School. The HI Project has begun to open more doors for people living with disability into the world of hospitality. The Aim Higher program has impacted hundreds of school students with a disability earlier in secondary schools, their families and teachers. Our Aim Higher team has helped implement the My Futures career planning process to schools across metropolitan and regional and remote South Australia with a strong take-up by Aboriginal students with a disability. We see the positive impact of Aim Higher in lifting the ceiling and job expectations of young people and having seen it in action I know it's working. Flinders University has been a partner in both projects.

I want to thank our Chair, Claude Bruno, and our Board of Directors for their support, our staff and management team for the continued commitment and energy, our business partners and our clients for choosing to stay engaged with us. Caroline Manetta recently retired and will be missed by us all. Caroline was a highly respected and skilled staff member who supported the development of CBS Inc. over many years, and we all wish Caroline much future happiness. It's going to be an interesting year ahead and we have the quality staff, motivation and goals in place to continue to make a positive impact.

**Freddie Brincat OAM,  
Founder and Executive Director**

# Jobnet Employment Program



**"If I'm having a bad day, there is always someone to boost me up and give me direction. Nothing is ever too much for the staff. They are amazing staff. Thank you all for all your ongoing support in the past, future. I'm a proud CBS Inc. client."**

– Kathy, Port Augusta Jobnet Client, 2022

**"Total support in every area I needed to get through with my injury, building confidence and encouraging me that I can still be successful in finding employment through study and courses that were available to me."**

– Loretta, Port Adelaide Jobnet Client, 2022



## Resilience and determination have been driving factors for both our clients and staff over the past year as we've managed the waves and new norm of life with COVID.

Our culture and values underpin our decision making while balancing the goals of our clients, business needs, and requirements of the Australian Government that funds us.

Our key focus is to work in partnership with each client, understand their strengths and interests to find and maintain work in open employment paid at award wages. Being one of few providers in Australia who offer on the job support means long term employment is achievable for all.

Our teams adapted well to the change in labour market and industries in need, supporting clients with their interests and transferrable skills into these areas and others. Many clients completed training to upskill, tried different industries using work experience and internships, all leading to increased employment success. We continue to partner with local like-minded businesses who employ our clients at the forefront, positively influencing their workplaces and the broader community.

CBS Inc. had excellent Star Ratings released throughout the year, which highlighted our success in supporting



Jobnet Employment Program



**"Have big smiles in the office when people come in and the communication is always great."**

– Krystel, Murray Bridge Jobnet client, 2022

our clients into employment, achieving mostly 5 & 4 stars throughout the organisation. Our external audits measuring client satisfaction and quality management systems provided further recognition that our positive culture and values, and service model are the way to go.

We've continued tailoring our supports to each client shifting between face-to-face, phone and online servicing. Most opting for face-to-face supports to build on connections and inclusion in these challenging times. Health and well-being continue to be a priority in supporting our clients to find and maintain employment. Increasing the number of psychologists we partner with, plus the flexibilities of face-to-face and telehealth has enabled a wider reach of mental health supports, particularly in our rural and remote locations.

Working closely with our Beyond, IPS, USEP, and ILC Grant Programs, Aim Higher and Hospitably Inclusive Project, has enabled a greater reach of support and integration of programs within CBS Inc.

## Individual Placement and Support (IPS)

The IPS Program supports consumers with a significant mental illness to obtain and maintain employment through coordinated care from 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 for IPS programs. Program supports are individualised and tailored to individual needs.

In its sixth year of operation IPS continues to support consumers of mental health services into employment through integration and collaboration, throughout seven locations across SA. IPS continually demonstrates that with appropriate supports, having a job can positively contribute to a person's mental health recovery.

In a recent External Fidelity review one consumer describing IPS as "really fantastic", detailing how they have "mentally improved because of work", and stating that "I respect myself now" due to the support received from their specialist. Another consumer said "I didn't think I would ever get a job again" before participating in IPS.



**"Provide first class professional service in an inclusive manner and meeting needs of diverse clients".**

– Robyn, Warradale Jobnet Client, 2022



**"Always being there for me and ongoing support through my career".**

– Simon, Port Adelaide Jobnet Client, 2022

## University Specialist Employment Partnership (USEP)

The USEP program, in partnership with the National Disability Coordination Officer (NDCO), has continued to bridge the gap of employment for students with a disability at both Flinders University and University of Adelaide. Students have sought help for career guidance, job applications, interview preparation, support to understand employer expectations, how their condition may impact them and what adjustments may be available.

The relationships with faculty and employers grow through promotion at both internal and external careers events. Collaboration with the Flinders Work Integrated Learning team in Computer Science and Engineering at Flinders has resulted in USEP being involved in an application for the Australian Award for University Teaching.

We have seen some outstanding progress for students this year with employment in Health Services, Computer Science and Electrical Engineering to name a few.



## Amelia Rix Award

The Amelia Rix Award night at the prestigious Adelaide Oval proved to be a highlight of the year as always. Celebrating the success of our clients in open employment and their community contributions.

The Award is held in memory of the late Amelia Rix who was a long-term client of Jobnet. We established the Award in 2003 for other Jobnet clients with a disability, who show similar determination and spirit to Amelia in finding and keeping a regular job in open employment.

This year saw eight nominees – Sian Budd, Cameron Dutschke, Kathryn Hall, Emily Knappstein, Barry Lane, Sean Langdon, Paula McMillan and Felicity Vardon. Each nominee's journey and achievements were described on the night of the awards, further showcasing that people with disability are an asset to any business.

Congratulations to winner, Sean Langdon, runner up, Felicity Vardon, and all other nominees who received an encouragement award. The event was attended by our client nominees and families, their employers, CBS Inc. staff, and our generous sponsors who contributed to the awards and the evening.

**Ada Caruana**

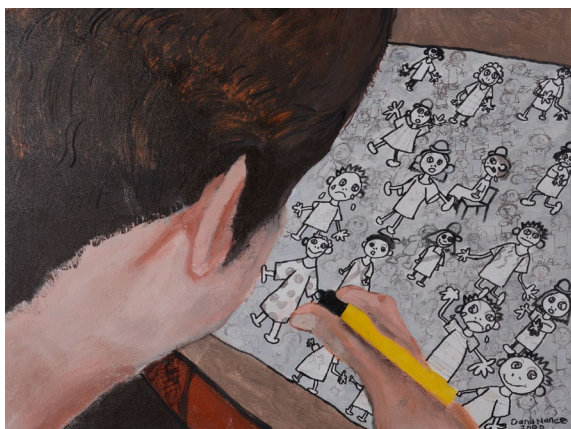


**"I'm very happy with the service CBS has offered me and would recommend them to others in the future. They have found me stable and meaningful employment I'm very happy with and grateful for, thank you so much.**

– Lucas, Warradale Jobnet Client, 2022

Jobnet Employment Program

## Art Spotlight



Dana Nance, *Drawing my little men*, 2008



Glenda Cloak, *Circles and Stripes*, 2021

# 2021-22 Highlights



**Choices® CBS 25th Birthday celebration**



**Whyalla Office Opening**



**Jobnet and Beyond 25th Birthday celebration at the Zoo**

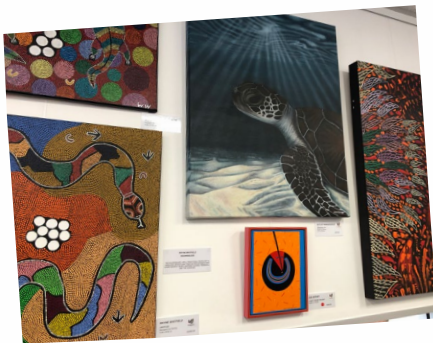


**Amelia Rix Award 2021, winner Sean Langdon**

**Staff 25th Birthday celebration**



**Aim Higher Program launch**



**Bearded Dragon Gallery Stirling opening and SALA Exhibition**

**Chaffey Community Centre opening**







**HI Project in training at Sprout Cooking School**



**Let Me In Art Exhibition**



**Loud Outfit Day!**



**Up The Hill winner presentation**



**Summit Universal Health Inc. established**

**Hospitably Inclusive Project Graduation and Launch**



**Fresh FM radio campaign**



**Golden Heart Awards**

# NDIS Supports

**"Take my personal needs  
into account when  
choosing activities."**

– Denise, Choices® CBS participant, 2022



**"Fun social  
outings"**

– Michelle, Choices® CBS  
participant, 2022





## The last year has been an exciting and eventful time for our NDIS participants and services.

We are becoming accustomed to the regular COVID waves and have learnt to 'live with the virus'. These times have brought us closer together as we continue to find ways to improve our services and meet our participants goals and aspirations.

As our NDIS services continue to grow and mature, we are now offering both Choices® CBS and Beyond. Making it Happen! programs throughout South Australia. Our regional approach helps to strengthen our participant's ties to their local community and provide more personalised supports. For our participants, this means more time enjoying activities

and less time in transport. Our Coordinators are now hands-on in programs. Their additional level of involvement is proving very effective in better supporting participants.

We have seen a significant staff change with Caroline Manetta, Choices® CBS Manager announcing her retirement after 26 years with CBS Inc. We would like to acknowledge her extraordinary contribution over so many years.

You can see what our participants are up to on our CBS Inc. NDIS Supports Facebook page. On our CBS Inc. webpage, you can now also search what services are in your area.



## Metro

Over the last year, we have focused on providing more variety in our recreation programs and have many examples of participants enjoying activities. CBS Inc. now offers our NDIS supports in most metropolitan North, South, East and West regions. To illustrate our participant activities and successes, below are some of the highlights over the last year.

- Introducing our Choices® CBS Events Program – this popular new program visits some of the best events Adelaide has to offer including going to the AFL football, Illuminate Festival and Comic-Con.
- With our Beyond. Making it Happen! microenterprise elective, a group has established a microbrewery called Different Pathways Brewing. Our participants successfully pitched their idea to our CBS Inc. Board who provided seed funding for this new social enterprise.
- With our linkages to South Australian Universities, a number of Nutrition and Dietetics students completed their placement with CBS Inc. They focused on developing new, fun (and healthy!) interactive Independent Living Skills programs which are proving to be a great hit with participants and their families.
- Reptile education experience – many participants enjoyed holding snakes and liked learning about them.
- Our Socialize program had an amazing immersive farm experience where participants collected hay and fed a variety of animals from cows to goats, alpacas, and chickens. They got muddy and had lots of laughs. There were some amazing dogs at the farm that made the best of friends with our participants.
- Ensuring we provide the best resources for our participants, we have upgraded our vans and now have a fleet of brand new accessibility vehicles.

## Rural

Demand for our services is strong in rural areas. The biggest challenges of this growth in rural areas is hiring the right staff and accessing the best buildings while providing the highest quality services to participants.

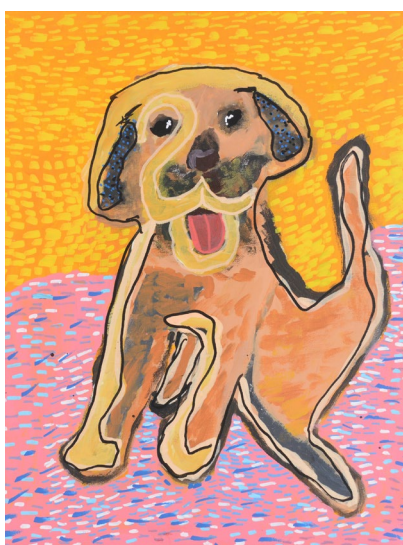
- The 2021 Amelia Rix award winner, Sean Langdon started with CBS Inc. as the first Beyond. Making it Happen! participant in Port Augusta in 2019. Following two years with the program, Sean moved into open employment with the support of our DES Jobnet Employment team. It was extraordinary to see the growth and development in Sean from his first days with CBS Inc. as a very shy and quiet young person to the confidence and happiness he displayed receiving his award at Adelaide Oval.
- Port Pirie has seen such rapid growth that we have outgrown our premises – twice! To support this demand, our Board has approved financing a new premises. We also invested in a van for our participants which is a great value-add to our services.
- In Murray Bridge, we are seeing a steady increase in our Beyond participants gaining open employment. After 2 years of hard work in the program, participant Amanda was successful in finding on-going employment.
- Our Copper Coast service has gained a good reputation through our experienced local team who are working closely with the community. We have recently moved to a bigger and more community focused location.
- Utilising local Jobnet offices, we have now begun services in Whyalla and Mannum. We expect strong demand from both areas in the next year.
- A highlight from our Port Augusta site was a trip to attend our CBS Inc. 25th Birthday celebrations at Adelaide Zoo. It was only possible through CBS Inc. providing a new van. It shows how important this was as the majority of clients had never been to the Adelaide Zoo and several had never travelled to Adelaide itself prior to this event.



## Art Spotlight



Graham Hobba, *Mother Earth*, 2012



Jasmine Patrick, *My Best Friend*, 2019

### "Listening to ideas"

– Scott, Beyond.  
Making it Happen!  
Participant, 2022

### "You do well on everything"

– Ollie, Beyond.  
Making it Happen!  
Participant, 2022

## ILC Grants

In June last year, we began a 14-month journey delivering two Information Linkage and Capacity building (ILC) grant projects. We won this funding through a competitive tender made possible through the innovative and forward-thinking leadership at CBS Inc. These grants enabled us to employ people with a disability in various roles.



Community Bridging Services (CBS) Inc.

**Aim Higher – raising the ceiling on career expectations for young people with disability.**

**36**

schools involved in training.

**404**

students, parents and teachers attended an information session on post-school, open employment options.

**148**

students engaged in career planning workshops moving away from Australian Disability Enterprises (ADE) to open employment.

**72**

students who completed work experience.

**62**

employers engaged in activities.

**7**

jobs students have obtained.

**“One of our students who is notorious for completely shutting down, I was worried that he wouldn’t actually end up getting anything out of it. He sat with [facilitator] for the entire time. I’ve never seen him smile so much.”**

– Teacher of Aim Higher Participant, 2022

**“The project has been immensely [helpful] in establishing my confidence and giving the knowledge in an easy to digest and understanding way. I might not get it straight away, but I do get it.”**

– HI Project Student, 2022



**HI Project – providing tailored hospitality accredited training for young people with disability.**

**1**

major partnership with nationally renowned Sprout Cooking School created and delivered training.

**8**

Flinders University Nutrition and Dietetics student placements. Students created high quality Independent Living Skills resources, assisted with research, and created the Employer Toolkit.

**5**

people with disability employed for the Advisory Committee who provided project guidance and completed resource reviews.

**27**

people with disability who engaged in the accredited HI Project training.

**3**

industry / graduation events

**40**

industry contacts engaged with project

**6**

jobs in open employment obtained

**Gabby Jones**



# Social Enterprises



A Community Bridging Services (CBS) Inc. Initiative



**Bearded Dragon**  
Gallery



**Chaffey  
Community  
Centre**



**Moonlight** Speakers



## The Social Enterprise sector is gaining momentum across South Australia, and we are excited to be a part of it.

At CBS Inc., our Social Enterprises are a key point of difference and provide training and employment opportunities at award wages for people with disabilities. The footprint of our Social Enterprises ranges from tailored concierge services currently provided within Adelaide CBD at 25 Grenfell Street and 80 Flinders Street through Community Concierge SA (CCSA). To our two art galleries called Bearded Dragon Gallery, one located within the prestigious Adelaide Arcade and the other amongst the Adelaide Hills inside the CBS Inc. Stirling office. We also run two Cafes called Summit Café, one located within Summit Health Centre at Mount Barker and the other within the Kilburn Community Centre in partnership with the Port Adelaide Enfield Council. In a busy year, we also re-opened the Chaffey Community Centre in Renmark, which CBS Inc. now operates. Our Moonlight speakers continue to promote leadership skills through public emcee work, disability awareness training and share their own lived experiences to create positive change in the community.

At CCSA, we welcomed three additional staff and farewellled three staff. 2021 saw the CCSA team celebrate 10 years of operation, demonstrating the innovation and maturity of CBS Inc. within the Social Enterprise sector. As part of continuous improvement processes, we completed an internal review of CCSA. Several actions have been implemented to help streamline efficiencies across the CCSA team. I would like to thank each Concierge staff member for their dedication and commitment especially throughout Covid-19. While the majority of programs and services were interrupted, the CCSA team continued to show up, with a smile to represent the buildings they serve. I would also like to acknowledge our partners at Jones Lang LaSalle (JLL) and Knight Frank for their ongoing support.

**“Concierge are always so helpful, friendly and approachable”**

– Lucy, MA Financial, tenant/ owner at 25 Grenfell Street.



2021 was a year of many firsts for the Bearded Dragon Galleries (BDG). We kicked off NAIDOC Week in July with an exhibition launch in partnership with the Cities of Charles Sturt and Port Adelaide Enfield through, The Art of Reconciliation. A welcome to country and smoking ceremony was led by Major (Moogy) Sumner, the first smoking ceremony to ever take place within the Adelaide Arcade. The Stirling location was officially launched through its first SALA Festival exhibition in August, titled They Come at Night: A Journey Into the Wilderness. The exhibition included 7 artists and featured whimsical and fantastical artwork. October saw the BDG host its first Art auction for the CBS Inc. Annual General Meeting. Six art works were auctioned on the night, all selling above reserve prices! The BDG team presented its first stall at the Community Centres SA Conference in November, showcasing our new marketing banner for the Gallery and selling merchandise throughout the day.

Fast forward to 2022, the BDG team put a call out for artists for an exhibition launched in April, titled Let Me In. The exhibition explored interpretations of what exclusion or acceptance looks like to people with disabilities. As the first Outsider Art festival that was occupied across both BDG Galleries, Summit Café at Kilburn and Two-Bit Villains Cafe, the team was overwhelmed with the number of submissions by artists.





While both Summit Cafes at Mount Barker and Kilburn were challenged by business closures, less foot traffic and activity over the year, the staff were determined to use the time to try out new recipes, refresh marketing strategies, develop new specials for customers, and focus on integrating artwork from the BDG into the Cafes. We were sad to farewell Café Supervisor, Emily in February 2022 who was integral to the success of both cafes since the beginning. At the same time, we welcomed our new Café Supervisor, Brooke at Mount Barker who has quickly become an asset to the team. Some highlights over the year included catering for the BDG Art of Reconciliation exhibition using local indigenous ingredients, the CBS Inc. Annual General Meeting, the Kilburn Community Centre Christmas Fair, and the City of Adelaide's Culture Club event. The Café staff also gave back over the Christmas period, dropping off delicious rum balls to the Hutt Street Centre for those experiencing homelessness to enjoy. The team is excited for what 2023 will bring as we see people all over South Australia heading back into the office and away from their household espresso machines!

**"I've been able to gain more barista experience and I've become more confident since working at summit café. I enjoy practicing doing latte art."**

– Lam, Café Assistant, Summit Café Kilburn

**"Staff are terrific– nothing being too much trouble. Salena and Aaron are a credit to the centre. Lavynia does a great job cleaning. Peggy and Emma when here are also very helpful. Keep up the good work guys – you are champions"**

– Linda, Provider at Chaffey Community Centre



The Chaffey Community Centre was delighted to partner with Community Centres SA in July 2021 to receive funding and deliver Adult and Community Education (ACE) to the local community in Renmark. Programs on offer through ACE included Boost your confidence for work, Computer skills for work and study, Intro to small business, and Public Speaking confidence for your career. This additional funding, along with a rent reduction, positively impacted the financial position for the year. Chaffey held several successful events with some key highlights being Book Week, NAIDOC Week, Red Nose Day, and the official launch and re-opening of the Centre in November 2021. The Timor-Leste Ladies stole the show, performing twice for those in attendance.

**Abby McKay**



# Social Enterprises 2021-22 Highlights

40

meals each week provided to disadvantaged/ vulnerable people at Chaffey

12

organisations using room hire facilities at Chaffey

8

adult community education courses on offer at Chaffey

27

people with disabilities employed across Social Enterprises



Chaffey Community Centre



Bearded Dragon Gallery



Community Concierge SA

32

new artists signed up at Bearded Dragon Galleries

3

art exhibitions held at Bearded Dragon Galleries

83

products sold at Bearded Dragon Galleries

700+

toasted sandwiches made at Summit Cafes

584

loads of dry-cleaning services accessed at Community Concierge SA

6830

coffees made at Summit Cafés

85%

adult community education outcomes achieved through Chaffey Community Centre

10

years of Community Concierge SA

Social Enterprises

# Financial Reports

## Summary Income and Expenditure

Summary of Income and Expenditure Statement for the year ended 30th June 2022

	2022	2021
	\$'000	\$'000
Total Income	18,702	19,430
Total Expenditure	17,616	16,002
Net Surplus	1,085	3,428

## Summary Assets and Liabilities

Summary of Assets and Liabilities Statement as at 30th June 2022

	2022	2021
	\$'000	\$'000
Total Assets	17,124	16,443
Total Liabilities	1,833	2,238
Net Assets	15,290	14,205

### EQUITY

Proprietorship	14,205	10,777
Current year surplus (deficit)	1,085	3,428
Total Equity	15,290	14,205

# Board of Directors' Report

The Board Members submit the financial report of Community Bridging Services (CBS) Inc. for the financial year ended 30 June 2022.

### 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
- Stefan Noto
- Lidia Pargaliti
- David Pearson.

### Principal Activities

The principal activities of CBS Inc. for the financial year were to provide open employment, NDIS Supports, further education and recreation to people with a disability. This includes related social enterprises that help meet our mission.

### 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 \$1,085,000.

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



**Claude Bruno**  
Board Chair



**Freddie Brincat OAM**  
Executive Director

Dated this 21 day of September 2022

## Art Spotlight



Marie Barbaliopoulos, *Greek Kite*, 2021



Mark A Reach, *Surf's up*, 2018

# 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 2022, 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 2022 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 2022, 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 2022, Hackney, South Australia**



# CBS Inc. Board members

Members of the CBS Inc. Board of Directors as at 30 June 2022.

## **Claude Bruno, Chair**

Disability Consultant

B. Arts

Board meeting attendance: 8/8

## **Emma Fey, Deputy Chair**

CEO, Guildhouse

FGLF, B. Management,

Grad Dip. Art History

Board meeting attendance: 10/11

## **David Pearson, Deputy Chair**

CEO, Australian Alliance to

End Homelessness.

B. Media, B. International Studies, (Hons).

Board meeting attendance: 9/11

## **Lidia Pargaliti, Treasurer**

Director, Cancer Care Centre Inc.

FIPA, MAICD

Board meeting attendance: 11/11

## **Michael Bois, Deputy Treasurer**

Director, Beg Your Pardon

Board meeting attendance: 10/10

## **Nadia Field, Consumer Nominee**

NDIS & Jobnet client, CBS Inc.

Board meeting attendance: 11/11

## **Stefan Noto, Consumer Nominee**

Site Administration, Constructwell

Jobnet Client, CBS Inc.

Board meeting attendance: 11/11

## **Freddie Brincat OAM,**

**Secretary and Public Officer**

Founder & Executive Director, CBS Inc.

(B.Ed., Grad.Dip. Policy and

Administration, M. AICD)

Board meeting attendance: 11/11

## **Amelia Rinaldi, Admin Support to Board (non-voting)**

Projects Coordinator, CBS Inc.

Board meeting attendance: 7/7



# CBS Inc. staff members 2022











National Standards for  
Disability Services  
CERTIFIED DISABILITY  
EMPLOYMENT  
ORGANISATION



Business for good

Community Bridging Services (CBS) Inc.  
Suite 1001, 147 Pirie Street  
Adelaide, South Australia, 5000

T 08 8224 2900  
E [cbs@cbsinc.org.au](mailto:cbs@cbsinc.org.au)  
W [cbsinc.org.au](http://cbsinc.org.au)  
f [CommunityBridgingServices](https://www.facebook.com/CommunityBridgingServices)