



# Annual Report 2023







**Exceptional  
Client  
Experience**





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# Who we are

Established in South Australia in 1984 as Community Living for the Disabled Incorporated, disAbility Living began by providing long-term accommodation and support for young adults who had reached a stage where their traditional housing options had narrowed. Since its beginnings, DLi has grown significantly, now. These services include:



## **Accommodation**

Supported Independent Living and Specialist Disability Accommodation. Short and Medium-Term Accommodation.



## **Lifestyle & Community Participation**

Tailored getaways across Adelaide and community-based social inclusion programs to encourage the development of daily life skills and greater independence.



## **Behaviour Support**

Tailored learning and positive behavioural strategies and therapies.



## **In-home support**

In-Home Support for people living independently or in their family home with a range of daily tasks.

# Chair's Report



As we look back at the last twelve months, I am pleased to share some of the changes, strategic improvements, and highlights from the year. We remain focused on delivering exceptional experiences to our clients, staff and broader DLI community, and here are just a few that I would like to share with you.

We introduced several accomplished individuals to our Board and Executive Management Team. Their diverse experiences and expertise are set to guide DLI's growth and improvement, support our strategic direction, and fuel our innovation.

The Client Reference Committee (CRC) was reintroduced with a fresh perspective. The appointment of long-standing clients, each invested in seeing DLI continue to improve, has enabled their direct feedback to shape our strategies and enhance our services. The CRC will continue to foster strong client relationships and deliver solutions that reflect their needs. Investing in our properties remains a key focus of our four-year Strategic Plan. Our property portfolio continues to benefit from significant upgrades and renovations. Our clients have, and will continue to see the transformation of our houses reflect their needs and the broader disability sector requirements. These improvements include contemporary design and modern amenities that further enhance their experience with us, and support our delivery of high-quality, tailored services.

The year also saw us proudly host our first-ever International Day of People with Disability Fair (IDPwD). This event celebrated diversity and

inclusivity within our organisation, and importantly, provided a platform for DLI to give back to our clients with meaningful conversations, awareness-building, and showcasing the talents and abilities of people with disabilities. We are excited by our commitment to continue this event, providing fun and awareness for our clients for years to come.

We introduced a Staff Learning Management System called etrainu. This system fosters a culture of continuous learning, ensures compliance with internal policies, procedures and regulatory requirements, and equips our Board, Staff and Management Team with the skills necessary to drive innovation and adapt to our ever-evolving challenges. Our corporate volunteer and partnership program again witnessed significant growth and was reciprocated by the enthusiasm and dedication of our committed staff. We forged new partnerships with like-minded organisations, who have helped deliver successful outcomes that positively impact the lives of our clients.

Speaking of partnerships, we increased our presence at client and professional networking opportunities across Adelaide over the past twelve months. These events facilitated meaningful connections, knowledge exchange, strategic collaborations, and engagement, reflecting our commitment to nurturing relationships that improve our services and supports. Finally, to our clients, our staff, and all their support networks, and the Board, thank you for contributing to another successful year at DLI. The milestones achieved, initiatives launched, and relationships forged, fill us with pride and optimism for the future. We look forward to fostering innovation and continuing to deliver exceptional customer service to our clients, their families, and the disability community we love supporting.

**Rob Dowling**  
Board Chair

# CEO Report



The past year has been a journey of progress and achievement as we relentlessly pursued our mission to provide the best foundations for exceptional support and services for individuals with disabilities.

Our motto, *"How can we make that work for you?"* has guided us every step of the way, positioning us for a promising future.

Over the last twelve months, our Board and Executive Management team set out to deliver a new four-year strategic plan for DLI. This plan outlines the strategic initiatives that will shape our growth and development, setting the scene for an exciting four years. Alongside our new direction, we've distilled core values from the invaluable feedback of our staff, values that show our commitment to quality client-centred services and supports.

In a first for DLI, we proudly celebrated the International Day of People with Disability in a fun and joyful fair that epitomised our commitment to inclusivity and diversity. This event brought our clients, staff, and the wider community together, emphasising the importance of embracing and celebrating everyone's unique abilities. The fair was a huge success, and we're eagerly looking forward to continuing this tradition in the years ahead.

Our pursuit of being a leader in the sector also saw us re-establish the Client Reference Committee (CRC), which plays a pivotal role in shaping our services to align with our clients' specific needs and aspirations. Their invaluable insights continue to guide our decision-making, ensuring the delivery of personalised, high-quality support. For more details on our CRC members, I encourage you to read our CRC section featured further on in the report.

After reviewing our property portfolio, we also began the first phase of an ambitious property and assets improvement program, which focused on DLI meeting the highest standards of accessibility and amenity. Upgrades and renovations commenced and included the introduction of a Corporate Volunteer program, providing a fresh coat of paint in some of our properties, which brought delight to many of the residents. A highlight, however, was the approval from the Board to invest in our Windsor Gardens properties for significant renovations, a testament to our dedication to creating contemporary living spaces tailored to our clients' needs. The project is scheduled to be completed in June 2024.

Over the past year, we also improved our Lifestyle and Community Participation (LCP) programs. Transitioning from a one-size-fits-all service to a more tailored, choose-your-own-adventure offering, these services aim to ensure that no matter whether our clients are seeking individual or group activities, our services can build skills, engage in fun activities and meet the highest quality standards while adapting to each person's evolving preferences and goals.

DLi values its employees as a cornerstone of our success, and while we have witnessed significant and rapid change to the organisation and as a provider under the NDIS, our investment in staff development and training programs, both online and in-person, has yielded positive results. This was evidenced by the successful feedback in our staff satisfaction survey results. Through our staff's recognition, dedication, and professionalism, we remain committed to their ongoing growth and well-being, focused on developing leaders of tomorrow.

Overall, as an organisation, we should be extremely proud of the past year as we have showcased our ability to grow, innovate, and adapt. Our commitment to our Clients and our team remains constant. As we set our sights on the future, we're excited about the opportunities ahead. With the support of the extended DLi community, we will lead the way in the disability sector, empowering every individual to live a life of purpose and fulfilment.

I extend my thanks to Clients, families, guardians, staff and our stakeholders for their tireless efforts, dedication, and passion to positively impact their lives and the lives of those we support. Together, we'll reach even greater heights in the years to come.

**Samantha Hellams**  
Chief Executive Officer

“

*Our son Jack has been a client with DLi for seven years. During this time he has accessed STA services, both as part of children's services and now as an adult. STA has been a wonderful opportunity for our family.*

*With no informal supports available to Jack, STA allows him to spend time with people his own age, work on his life skills and learn to trust people, other than us, to take care of him. Jack can be a tricky character and we have been impressed with the way staff at the various sites he has accessed over the years have gone out of their way to learn about Jack's idiosyncrasies, behaviours, likes and dislikes in order to make his stay at STA successful.*

*We always find the support workers to be very professional in their conduct. It gives us great peace of mind to know Jack is in the safe hands of caring professionals when accessing STA with DLi.*

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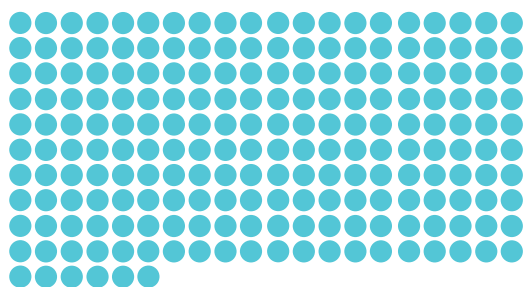
*Deb, Parent of STA Client*

# Our Highlights

## OUR MISSION

To support people with disability to live their lives, their way.

### CLIENTS:

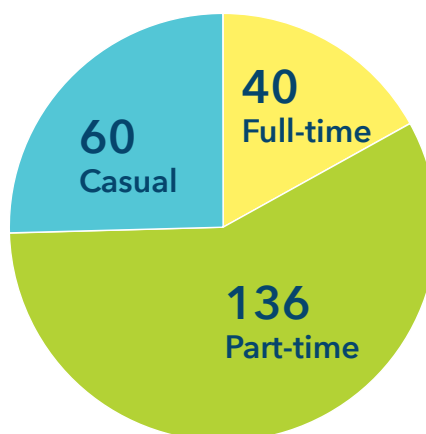


Youngest



Oldest

### STAFF:



### VOLUNTEERS:

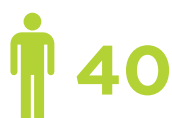


Individual



Corporate

### STUDENTS:



Placements

### RENOVATIONS:



3  
Completed

1  
Commenced

### SERVICES:



45

Supported clients  
in supported  
independent  
living



25

Getaways



30,000

Hours of community  
participation and  
in-home supports



3,000

Hours of capacity  
building supports



# SociAbility Getaway ticks Josh's bucket list item

If you had one thing you could tick off your bucket list, what would it be?

Visit the Sydney Harbour Bridge? Explore the wonders of Uluru? OR did you have something more local in mind? We don't blame you; after all, we're proud South Australians too.

Recently, on a sunny weekend in January, a group of our SociAbility clients enjoyed a getaway in Adelaide's CBD packed with fun social activities, tours and an experience of a lifetime, an Adelaide Oval Roof Climb experience.

The participants began the day with a meet and greet at our Stepney Hub before making their way to the city to enjoy their first social engagement, a cafe lunch and a bit of light-hearted conversation with fellow participants and our CSW's. After a delicious meal, it was time to experience one of Adelaide's oldest remaining public buildings with a tour of the historical Adelaide Gaol. With the guides sharing the grisly past of its inmates to the fascinating stories of how the prisoners built some of the gaol, everyone was entirely entertained and in awe of the stories told. If only the walls could talk!

Having enjoyed the haunting tales of Adelaide's past, it was time for a bit of relaxation back at the accommodation before getting ready for a night of fun, laughter and a meal at a favourite of many, Fasta Pasta. By this stage, the group were settling in nicely with everyone taking turns to share their favourite part of the day. As they reminisced, a question was asked "How do people end up in

a place like Adelaide Gaol?" the response was "By being naughty, so everyone better behave". Everyone laughed in hysterics, providing a great end to a lovely dinner with new friends.

After getting a good night's rest, Sunday was met with much anticipation and excitement, as the group got ready for an Adelaide Oval excursion. By now, friendships had been forged and the group started with a tour of the Oval to discover its hidden secrets and relive classic moments, followed by a visual display of the unique integration of the Oval's iconic heritage blended with newly added world-class facilities. It was then off to the roof climb, where participants and staff were fitted with their jumpsuits and safety harnesses as they finally prepared for the ascent to the summit, a birds-eye view of the Oval and Adelaide's picturesque skyline. Their grins could be seen from the rooftop as the group made their way up and over, under and through the roofline of the Adelaide Oval, before capturing an unforgettable lifetime experience. After taking a few moments to soak it all in and enjoy the views... and the height, the group made their descent and headed back to the Hub to wrap up what was another fantastic SociAbility GetAway.

The feedback from everyone involved was fantastic with Josh, one of the participants saying

"I've had this on my bucket list for years, and I cannot wait to surprise Mum with photos of my experience, it's a perfect Mother's Day gift".



# Our Strategic Plan 2022 -2026



This year, we developed and released our new strategic plan. Setting the direction for DLI over the next four years, we have set ourselves some ambitious goals. However, we believe our clients deserve nothing less.

DLI's vision for the next four years is to become an organisation that takes every opportunity to support our clients to explore their abilities, try new things, take part in the community, develop their skills, achieve their goals and live life as they choose. We are excited to build on the strong foundations and core strengths built over the last three decades and grow our exceptional services.

## Exceptional Client Experience

We provide an unparalleled client service experience that exceeds expectations. We pride ourselves on our creativeness and ability to find solutions. We listen to and empower our clients and our staff embrace creativity, are easy to deal with, responsive and encouraging. Our culture is our X Factor.

## Service Growth Informed by and Tailored for Clients

Our services are based on the best possible client input, research, data, and evidence to support informed decision-making. We co-design and deliver services to meet client demand. We constantly embrace an innovative approach to service design and delivery.

## A Skilled and Committed Workforce

We are known for our committed and responsive staff who embrace the ethos of "How can we achieve that for you?" We enjoy what we do and we love seeing people succeed. Our staff are supported by systems, culture, leadership, diversity and mutually benefit from being matched with clients.

## Embracing Technology and Innovation

We deploy technology and digital tools that are accessible and enrich our clients' lives and service experience. We use quality data that supports informed decision making, evidenced based engagement and how we shape our workforce.

## Contemporary and Fit-For-Purpose Facilities

Offering contemporary design and amenities, our properties are appealing places to live, work, experience, create and achieve. Flexible, secure and energy efficient, our facilities are in locations that strategically match demand for client services.

## Partnering for Purpose

DLI is connected to a strong network of innovative partners and collaborators who inform our services and connect our clients, helping us diversify our range of services, build our knowledge, and leverage centres of influence.

# Our Values

This year also saw us refresh our values. Through a series of consultations with staff from every part of DLI, as well as our clients, our new values are the foundation of our work and everything we do at DLI.

## Impactful

We have a positive impact, supporting people to thrive and succeed

## Connected

We take the time to build strong connections so that people feel supported, valued and safe

## Joyful

We create a positive environment, taking great delight in supporting others to flourish

## Supportive

We are kind, understanding and encouraging of people's goals and aspirations

## Genuine

We are sincere, honest, respectful and fair



## Paul's Birthday Bonanza

Paul loves a good party, so celebrating his birthday each year is something he really looks forward to.

Combined with his housemates and support staff's reputation for throwing grand celebrations, they didn't disappoint, pulling out all the stops to make this year's birthday one to remember.

As his housemates handed their thoughtfully crafted presents to Paul, he couldn't wipe the smile off his face. There were many to enjoy, and Paul loved his personalised printed birthday t-shirt. (We think it's a pretty snazzy birthday get-up with sunnies, hat and birthday t-shirt if you ask us!).

The housemates weren't afraid to get creative; from the bright green mocktails to the fantastic birthday desserts, they made a mighty effort to make Paul feel special all day. As you can see from the happy snap, Paul had a ball!



# Forever Friends



These friends don't just enjoy each other's company; they thrive on it. When they come together, their friendship is displayed for all to see, regularly creating cherished memories.

You know it will be a blast when these three decide to hang out. They're like jigsaw puzzle pieces that fit perfectly, each bringing their unique vibe. But what really gets them going?

Well, it's all about having a great time, and what better way to do that than having a whole day of activities? And so, they hopped into the DLI van, spirits high and ready to rock.

Their trusted LiveAbility support workers ensured the fun-o-metre reached new heights—first stop – the ten-pin bowling alley. Strikes and spares flashed on the scoreboard as pins fell with relative ease, and those scores? Let's just say their personal bests were about to be smashed. Laughter filled the air as they celebrated their victories, and Tracy? Well, she was the MVP of the alley, with a

whopping 115 points to her name. But in the end, it didn't matter who won, because they all left as champions.

With a buzz of excitement and their appetites growing, they headed out for food. It was a symphony of flavours as they each picked out their favourite meals. As they savoured every bite, they couldn't help but do a bit of people-watching, letting the world pass by. Biagio, ever the connoisseur, couldn't resist a perfect cup of barista-made coffee – the icing on their food adventure.

Did they call it a day? Not a chance! Back at Biagio's house, challenges were already laid out on the table, with games and puzzles their mode of entertainment for the afternoon. Laughs and smiles filled the room as they continued playing into the afternoon, sipping on tea and coffee and enjoying each other's company until it was time to call it a day.

You can sense the joy when you look at the photos of this dynamic trio. And guess what? Amplified by their unbreakable connection, this epic adventure shows that these best friends have countless more outings to look forward to.

# Client Services



Our Client Services teams are responsible for the delivery of all services, rostering and specialised intake assistance.

Our services teams this year continued to support clients to have many positive experiences.

Our service delivery teams supported clients to climb Adelaide Oval, explore the old Adelaide Gaol, visit the museum, get up and close with animals at wildlife parks and zoos, learn to cook, go to the cricket, take photos, write their memoirs and produce a book, shop for that special music CD, organise birthday parties and much much more. As well as having fun and getting out and experiencing all that life has to offer, our clients were afforded the opportunity to learn, practice and acquire many valuable skills.

Our Short Term Accommodation clients benefited from some sprucing up in our STA sites, with our beachside homes in Semaphore now feeling light and bright and perfect for short stays. The teams supported our clients to enjoy short breaks in their home away from homes with walks along

the beach, coffees, ice-creams, exploring the local shops, trying new foods and playing holiday board games all proving very popular.

Our clients have always been supported by qualified and experienced staff, however this year, we increased our investment in the training and professional development of our support workers. New training and professional development programs for staff included mental health first aid, CPI Safety Interventions and dementia awareness among others, all complementing the existing suite of mandatory training for staff.

DLi's Specialist Behaviour Support team continued to provide specialist services to clients including the development of behaviour support plans, therapy services - supporting over 70 clients to build their skills and confidence to fully participate in school, work and the community.

We continue to be proud of the services we provide and the first-class quality and safeguarding focus of the team which remained constant in 2023. We are all looking forward to 2024.

**Kate Johnson**  
General Manager, Client Services

**Service  
Growth  
Informed by  
& Tailored  
for Clients**



# Client Reference Committee

Our Client Reference Committee (CRC) re-formed this year, emphasising our unwavering commitment to inclusivity and client engagement and providing a platform for clients to offer their experiences, insights, and unique perspectives to help us better understand the needs of our community and make more informed decisions.

Through respectful dialogue, the CRC has provided meaningful recommendations to the Board and Management to ensure we continue to deliver exceptional support. Some of these key recommendations have included:

- DLI's Client Welcome Book was reviewed and feedback provided on improvements to the format, design, function, and accessibility
- DLI's Strategic Plan and Values shared with CRC members before an organisation wide rollout, which included CRC involvement in the new rollout video shared with staff
- DLI's 2022 International Day of People with Disability Fair was reviewed with suggested additions and involvement of the CRC included in the planning.
- Community Support Worker Handbook reviewed with feedback provided on the purpose, format, and contents to better support Clients.
- ID Badges: feedback on when and where they should be worn, if at all
- Client Community Participation and social events programs and activity ideas reviewed with feed
- Client Newsletter proposal to add audio recordings reviewed and positive feedback given to move forward

## Committee members



**Corey**  
CRC Member

Corey loves to keep busy. As the Client MC at DLI's inaugural International Day of People with Disability event in 2022, he has a passion for public speaking and getting involved through volunteering and performing arts. He enjoys participating in and watching sports, and enjoys getting out and about and indulging in culinary delights and keeping up to date on a wide variety of interests, such as places to visit and new things to do.



## Committee members



**Stephen**  
CRC Member

Stephen works at Bedford and has done so for the past 14 years. He enjoys being independent, catching the bus to and from work, and social gatherings. As a highly passionate footy fan, he follows AFL and SANFL and plays in the Inclusive Disability League. Stephen loves getting out and about in the community and exploring Adelaide. When he's not out and about, you will find Stephen at home, learning new skills, playing pool and card games, or doing his part around the house.



**Mark**  
CRC Member

Whether doing the weekly shopping or catching the bus, Mark enjoys his independence. Every Sunday, you will find Mark bowling a few strikes in the Noarlunga Ten Pin Bowling competition. As a sports fan, Mark enjoys all types of sports and loves to document scores of recent matches he has observed. Mark enjoys music and movies but looks forward to visiting his Mum twice a week. He also enjoys keeping his home and the next-door neighbours' home in good order, regularly staying up to date with his housework so he can entertain his partner and invited guests as they prepare meals together.



## New Artwork at Head Office from Helen

It was lovely to have Helen call in to Head Office and kindly donate four beautiful paintings that she had created. These paintings were put on display in the Client Engagement team's area in Head Office, and as you can see from the photos, they have really brightened up the office space.

To celebrate, the team put together a morning tea where Helen had a great time catching up and chatting with staff. A big thank you to Helen for her very generous contribution and for creating such a colourful and vibrant office space. The team love the new artwork!

# People and Culture



Our People and Culture Team include staff with responsibilities for human resources, workplace health & safety, student placements, volunteers and our highly regarded Quality and Safeguarding Team.

This year saw the P&C team develop our People & Culture Strategy 2022 - 2025. The Strategy outlines our people approach over the next three years, creating the conditions to enable our staff to thrive, delivering best practice supports and services with a client-centred approach to our Clients in our rapidly changing NDIS environment. To achieve the goal of regular and consistent services, delivered in a regular and consistent manner, by regular and consistent staff, four guiding principles are set within the P&C Strategy:

- Safe Place
- Workforce Capability
- Governance
- Employee Experience

Other core activities included our annual Staff Engagement Survey which again saw very strong engagement scores from staff and action plans to embed our values and support for our people.

We introduced a new Performance and Development Plan process which was completed by all staff. The process provides all staff an opportunity to discuss their achievements, developmental areas, review their current goal progress and discuss setting/identifying goals for the new financial year. The reviews helped to ensure staff and their managers were having ongoing feedback conversations around expectations, performance as well as identifying learning, growth and development opportunities for our staff.

We also introduced our new HR Information System, allowing us to improve the day-to-day operations of the People and Culture team to help support our staff. The system has helped streamline staff onboarding, reporting and change management functions, among others.

As if these two introductions were not enough, our new WHS reporting system was also introduced along with a Wellbeing At Work Portal and newly refreshed and invigorated WHS Committee and an Emergency Management Committee.

Our entire leadership team, comprising the Executive Team, Managers and Team Leaders, undertook training in responding to domestic violence, ensuring that we have best practice responses in place should they ever be needed.

We also streamlined and improved our recruitment practices, introducing Assessment Centres, which have proved to be an efficient and effective process, especially where many workers are required. This process involves a volume of applicants being brought together to undertake a combination of tasks and activities that test their suitability and cultural fit at DLI.

Our Quality and Safeguarding Team, comprised of a registered nurse, a psychologist and a lawyer, continued to support our service delivery teams with the introduction of new policies and procedures, training programs, incident management and investigation and internal audit functions. They are also responsible for the oversight and management of our restrictive practices compliance and reporting, and worked tirelessly with behaviour support practitioners to reduce and eliminate the number of restrictive practices for DLI's clients.

Our COVID management was tested throughout the year, with a cross-functional team responsible for oversight and management of DLI's pandemic response. The team successfully ensured our clients and staff were as safe as possible with every opportunity taken to minimise the risk of transmission. DLI's staff were incredible in their response also, following all directions and ensuring that our clients were safeguarded as much as possible.

**Ben Wilson**

General Manager People & Culture

“

*Elise is great to be with and I feel like I'm with a friend. She loves working with animals and takes photos, just like me. I have learnt lots of things from her and she's there to support me at the zoo if I'm not sure of something. She's also connected me with fantastic opportunities like the 2022 NDSP art exhibition where I displayed, and sold, some of my zoo photos. That was an amazing experience.*

”

Nazrin, LCP Client

**A skilled &  
committed  
workforce**



# Corporate Services and Property

This year saw a continuation of investment in our infrastructure and business systems.

Our Windsor Gardens redevelopment project was commenced during the year. The approval from the Board to invest \$1.7 million into significantly upgrading the homes on the site as well as creating an adjoining community space, continues to transform disAbility Living's residential accommodation to bring our vision for a modern, inclusive, and welcoming space for our community to a reality.

Other significant renovations were to two of our STA sites. Semaphore South received new floors, roof, paint as well as new furniture, blinds, upgraded bathrooms and a large outdoor wooden deck, transforming the home into a light, bright and welcoming site. Dover Gardens was renovated to create three large bedrooms and two accessible bathrooms, with accessible outdoor spaces and a kitchen also installed, making the site accessible and inviting.

The investment made in the previous year in the new CRM began to yield benefits this year, as did the HR Information System and our WHS system, with improvements made to our cyber security framework.

Refreshed client engagement initiatives were also implemented, including investment in our client engagement team, marketing and stakeholder engagement activities. After a few years in the COVID isolation wilderness, we also enthusiastically re-entered the expo and face-to-face space, taking part in a number of industry and sector wide events.

Our collaborations with a range of valuable partners were also continued, including hosting tertiary students honours projects, as well as placements for third and fourth year development education student from Flinders University.



**Jennifer Doonan**  
General Manager,  
Corporate Services



**Andrew Illman**  
General Manager,  
Property and Strategy



**Rebecca Greenfield**  
General Manager,  
Stakeholder and Client  
Engagement





**Contemporary  
and Fit-For-  
Purpose  
Facilities**





# Clients celebrate 2022 International Day of People With Disability in style

Clients, families and guests of DLi celebrated International Day of People with Disability (IDPwD) at a fair held at Modbury Soccer Club at Ridegghaven on Friday, 2 December 2022.

IDPwD is a United Nations sanctioned day that occurs annually on 3 December and celebrates and recognises the achievements, contributions and abilities of people with disability. The annual theme provides an overarching focus on how society can strive for inclusivity through the removal of physical, technological and attitudinal barriers for people with disability.

With the support of sponsors and contributors, such as NDSP Plan Managers, StreetFleet, Community Business Bureau, Detmold Group, Bega Group and the Modbury Soccer Club, DLi clients and their families and friends got to let down their hair and have fun, relax and socialise with live music, sports cars, animals and activities, while also tasting the carnival food and cool drinks on offer.





# Our Board

Our skills-based Board members provide strategic guidance, oversight, and leadership to ensure that we fulfil our mission to support people with disability to live their lives, their way. As DLI ambassadors, the Board oversee the governance of DLI, advocate for the rights and well-being of people with disabilities and support DLI to achieve our goals, live our values and serve South Australia's disability community to the highest standards.



**Rob Dowling**  
Board Chair

As a passionate advocate of diversity, Rob is an experienced Non- Executive Director and Graduate of the Australian Institute of Company Directors. Rob has been a Board Chair of Linking Futures, a market leader collaborating with companies, individuals, and communities, to support strong and dynamic futures for Aboriginal Australians. Rob also has also served as the Board Chair of an investment consortium supporting Aboriginal business opportunities.



**Tim Ridgway**  
Deputy Chair

Tim Ridgway is an accomplished and well-regarded strategic and commercially astute Organisational Psychologist with over 30 years of global consulting experience spanning many continents. He has an extensive professional network across public and private, NFP and NGO sectors and experience encompassing health, aged care and disability sectors, having delivered services in governance, strategy, systems, leadership and the design and execution of complex transformation and change programs.



**Mark Clayton**  
Board Member

Mark is an accountant and corporate services specialist who has run professional service and business consultancy practices for many years and has also worked in the disability support area. With a background on several not-for-profit Boards and as Treasurer on a number of these, Mark brings a wealth of governance practice and financial and risk management experience to the Board.

# Our Board



**Pauline McEntee**  
Board Member

Pauline has a strong background in the provision of services to the most vulnerable through the Community and Government sectors and shares her clinical governance experience with DLI. With qualifications and experience in public policy and administration and social work, Pauline provides the board with insight and understanding of our clinical governance and social risk and compliance requirements. She has a strong commitment to ensuring services are focussed on the needs of people with disabilities and include their voice.



**Michelle McKay**  
Board Member

Michelle began her health career in emergency nursing. Over the last 20 years, Michelle has held a range of executive roles in health and aged care across QLD, SA, NT, and the UK, in public, faith-based and NFP sectors. This includes leading geographically dispersed hospitals and health services across South West Queensland and Adelaide, and five years of executive experience in aged, community and disability services across regional Queensland and the Northern Territory.



**Jane Monk**  
Board Member

Jane is a skilled executive with extensive experience across the private and not-for-profit sector. She has 20 years' experience as an executive across a range of sectors, including seniors housing and services, disability, hospitality and retail. Jane is a member of the AICD and CPA and holds a Masters Business Administration from UniSA and a Bachelor of Commerce from Flinders University. In 2019 Jane completed the Authentic Leadership Program at Harvard University.

“

*My daughter has been coming to Disability*

*Living for a few years now, we have been working with Megan. Megan has been a huge support, not only for my daughter but myself too. Since working with Megan my daughter's emotional regulation has improved significantly. My daughter loves attending her sessions with Megan.*

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*Carolyn, Parent of Client*

# Financials

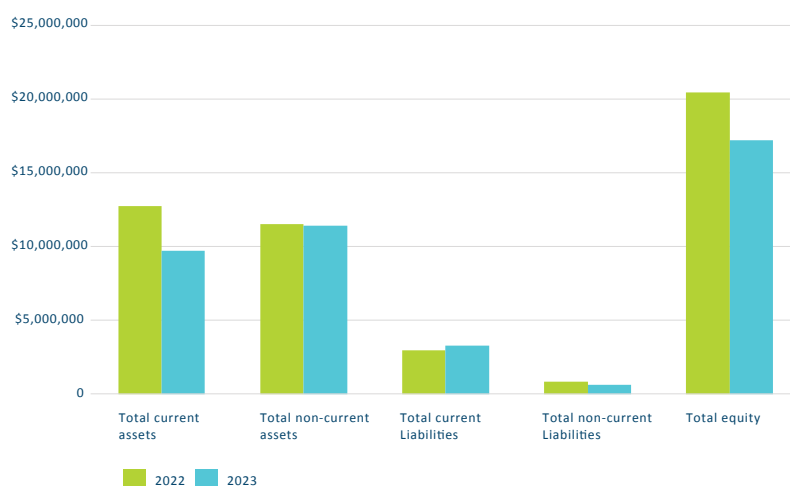
The 2022/23 year was again a year of consolidation and investment.

Continued pricing and cost pressures have meant we have had to challenge ourselves to continue to drive efficiencies, while adapting to the constantly changing environment.

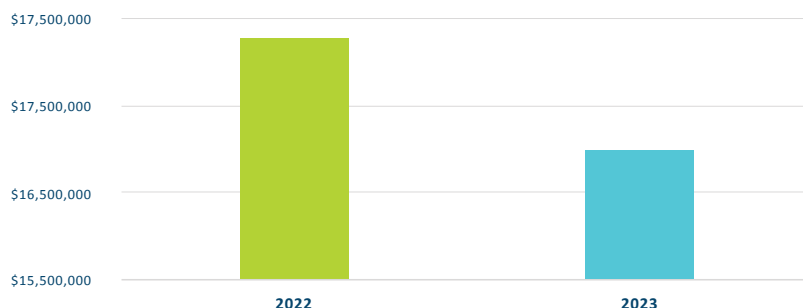
Many of the investment commenced in FY2021/22 were completed in this financial year and while the forecast for operations has been adjusted, we remain optimistic that we will be back on a growth trajectory in FY2024. The continued hard work, commitment and professionalism of our staff, volunteers, management and board continue to see our organisation in a sound position.

The below graphs outline key financial data from the 2022/23 financial year.

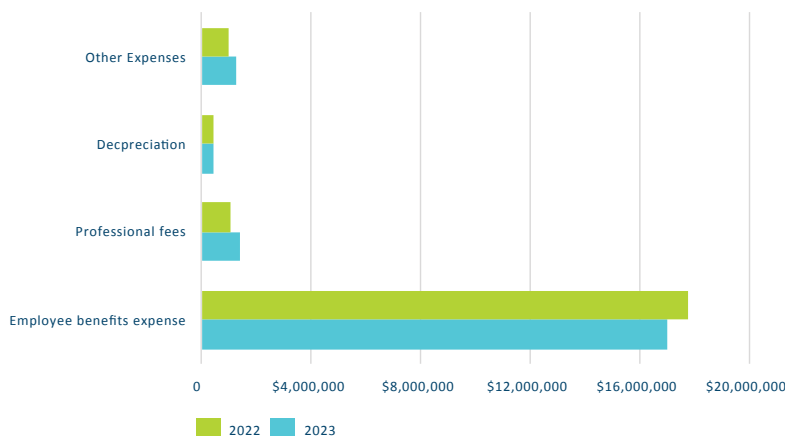
## FINANCIAL POSITION



## REVENUE



## EXPENSES





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