



# ANNUAL REPORT 2022-2023

## Pinnacle Inc

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### Acknowledgment

Pinnacle board acknowledges the Traditional Owners and Custodians of country throughout Australia and their continuing connection to land, sea and community. We pay our respects to their Elders, past, present and emerging.

## FROM THE PRESIDENT



This year has again seen significant changes in the Pinnacle organisation as it faces the ongoing challenges of a small organisation providing a vital service in the Ararat and Stawell communities. Although we have been operating in the NDIS world for several years now, changes in government policy and reviews mean that Pinnacle needs to be ever-vigilant in order to continue to grow. We are indeed fortunate to have staff who are committed to ensuring that this occurs.

Pinnacle is held in high esteem in both the Stawell and Ararat communities and its public face is easily recognized. You will often see groups of participants in the community enjoying social activities and they are always welcomed by residents and shopkeepers. An important initiative has been the promotion of client activities and excursions on Facebook, and on most days users of this media will see many smiling faces enjoying their day out.

Pinnacle continues to be led by a team of highly motivated and experienced personnel. Kathryn is always on the lookout for new pathways, and we are indeed fortunate to have someone of her experience leading the organization. She goes way beyond the role of a CEO when there are staff shortages at critical times and is always prepared to get her hands dirty! There have been changes to the management structure in the past 12 months that will give her more time to focus on the CEO role.

This management team has been working just as hard! It is important to acknowledge the great work of the finance team, led by Anthony Mellors. In a very difficult operating space, the organisation has again made a profit, which enables us to have a buffer against any head wind which may present in the future. In the latter part of the year, the Board made the decision to purchase a residential property in Stawell as an investment. The other members of the leadership team, Julie McDougall, Steve Hunt and Steve Moses have been excellent in their management roles.

There have been, and will be in 2024, some significant changes in the management team. One of our longest-serving staff members, the much-loved Julie McDougall will be retiring in

December of the next reporting year. Julie has been associated with McGregor House and Pinnacle since the very early days in the 1970's and was employed in a professional capacity in 1993 and has been with us for the next 30 years. Her contribution has been enormous, and she will be greatly missed by staff and clients. Steve Moses has also resigned from his position as Manager - Quality and Compliance. Although employed on a consultancy basis, Steve has been an integral part of decision-making at Pinnacle and his advice has always been sought on a range of issues. Pinnacle is pleased to welcome Robert Williams who will take charge of HR, an area that now requires expert knowledge.

The administration staff have continued to be the friendly face of Pinnacle on a daily basis. They are the welcome at the front door and on the telephone and are adept at answering those tricky questions and finding the right staff to talk to. Angela Batchelor, Jenny Woods, Donna Bell and Dianne Parsons are essential members of our workforce.

The managers of our day programs ensure clients are provided with the programs that best suit their needs and requests. There have been departures of several long-serving managers this year - Mick Driscoll from the commercial laundry and Mick Rafferty from Greenfingers and Melissa Raeck from rural options. All have made significant contributions to Pinnacle over many years and we wish them well in their new endeavours. Thank you to the managers who provide the Board, and the community via Facebook, details of client activities; Tania Crawford, Damian Joiner, Richard Inglis, Lili Gortor, Sharee McCreedy, Shannon Horvatek, Brett Mayhew, Steve Hunt, Rearne Murphy, and house supervisor Jade Skurrie. Our Australian Disability Enterprises continue to go from strength to strength and provide a significant income to our organisation. More importantly, though, they provide the participants who work in them the opportunity to take part in real work with wages and contribute to the local economy. We are fortunate that local businesses such as motels, local hospitals, nursing homes, air B&Bs, Gasons and AME Systems are enthusiastic about supporting our organisation.

A number of staff have departed the organization in 2023 and we thank them for their service and wish them well. We are fortunate that Pinnacle is recognised as a wonderful place to work and we have attracted excellent candidates for ongoing and casual positions.



Pinnacle receives ongoing commitment and support from a range of generous donors. These contributions enable us to continue to provide the range of programs and services. The Board greatly appreciates the support of local businesses and the communities of Stawell and Ararat. I take this opportunity to acknowledge and thank the following Trusts, Donors and Sponsors:

75 BC Office Supplies	AME	Gasons
Stawell Gold Mine	WDEA Ararat	Perry'sShoes
Woodbine Inc	Ararat College	Ararat Rural City
Northern Grampians Shire	East Grampians Health Service	
Southern Cross Business Machines Ballarat		

Pinnacle is indeed fortunate to have a dedicated group who attend board meetings each month. There has been some change in recent times to the membership of the Board with the resignation of James McKay from Stawell and the addition of Celine Bush from Ararat. I would like to thank James for his period of service. The Board is always on the lookout for new members and we would particularly welcome younger members of the community.

It has been my privilege to Chair the Pinnacle Board for the past 12 months. It is certainly not a difficult job, but one that provides me with enormous satisfaction. I have seen the difference an organisation such as ours can make to the lives of others in our local communities

**Peter Brennan**

**Chair**

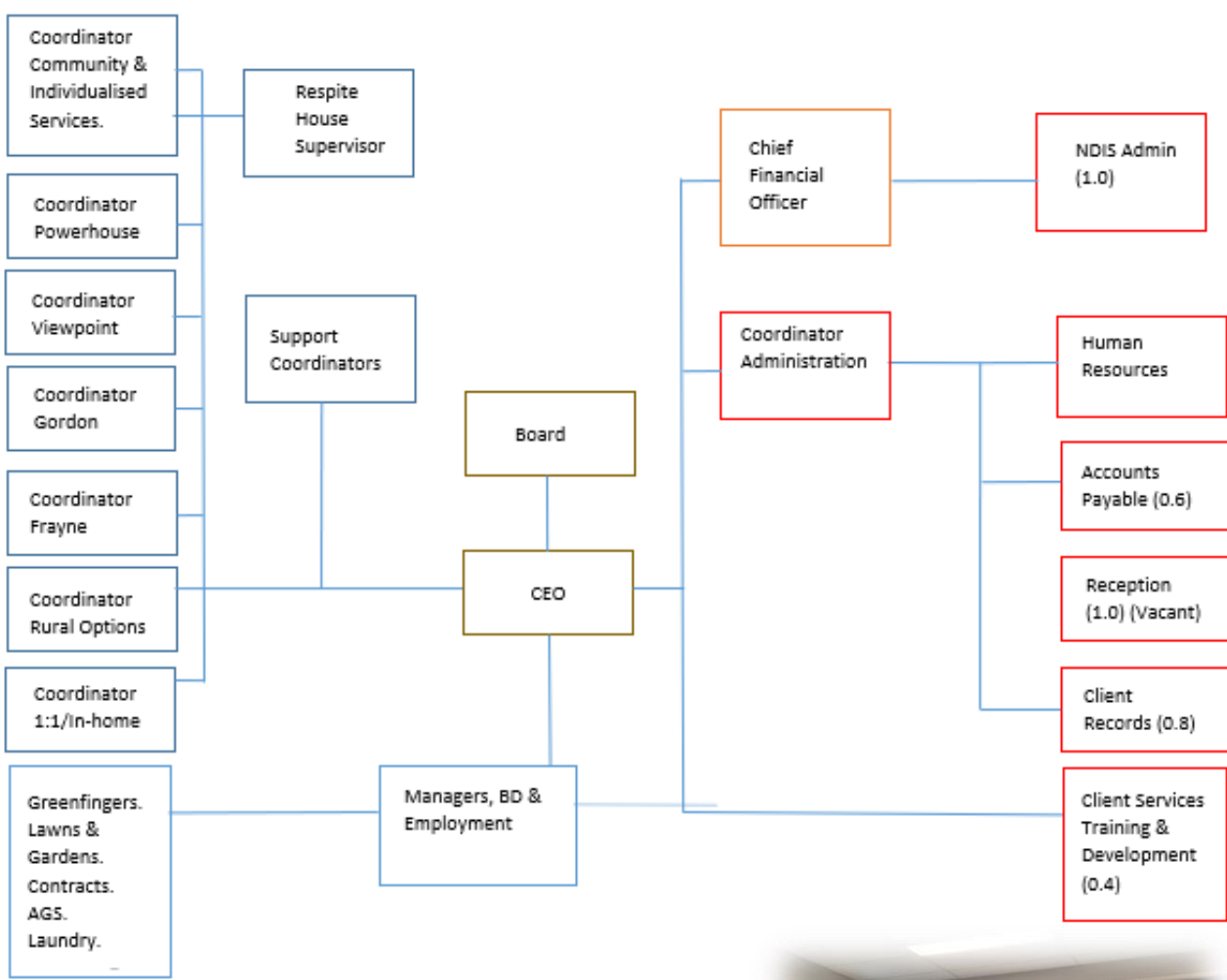
## Mission

To support people through care, development, and training

## Vision

To be recognized by clients and their families, stakeholders in our community and other service providers in our industry as a leading provider of sustainable quality community services

# Structure



## Board of management 2022-2023

- President: Mr. Peter Brennan
- Vice President: Mrs. Robyn Anyon
- Secretary: Mr. John McDougall
- Treasurer: Mr. James McKay
- Chief Executive Officer: Mr. Kathryn Clayton
- Members: Celine Joyce, Ros Byass, Ian Foster
- Auditor: Barker & Jennings Pty Ltd
- Retiring 2020/21: Mrs. Rosalind Byass, Mr. Ian Foster, Mr. Craig Wilson (resigned)
- Retiring 2021/22: Mr. Brendan Holland (resigned)
- Retiring 2022/23: Mrs. R Anyon, Mr. J McDougall, Mr. P Brennan







## LIFE MEMBERS

Alan Brennan  
 Ruth De Fegely OAM  
 Heather Drayton  
 Mel Gammon  
 Lyn Gehan  
 Stewart Handyside  
 Ethel Honeyman  
 Joan Laidlaw  
 Geoff Laycock  
 Jim Leeke  
 John McDougall  
 Peter McGregor  
 Dame Elisabeth Murdoch D.B.E  
 Alma Need  
 Robert Saunder  
 Dawn Scott  
 Anthony Te Kaeth  
 Lionel Warren  
 Murray Woods  
 Brendan Holland  
 Ian Foster  
 Robyn Anyon  
 Peter Brennan  
 Ros Byass



## LIFE GOVERNERS

The R.E. Ross Trust  
 The Stegley Foundation  
 The Oliver-Affleck Trust  
 The William Buckland Foundation  
 The Estate of the Late Werge Batters  
 The Estate of the Late George Adams  
 The Percy Baxter Charitable Trust  
 National Mutual ( AXA ) Staff Community Fund  
 The Ray & Joyce Uebergang Foundation  
 The Estate of Percy William Haddy  
 Estate of Agnes Tait Robertson  
 The. H.P. Williams Trust Fund  
 Fred P. Archer Charitable Trust  
 The Patrick Brennan Trust  
 The Ian Potter Foundation  
 The Annie Danks Trust  
 AMP Foundation  
 The Sidney Myer Fund  
 Helen Macpherson Smith Trust  
 M & F Barrett Trust  
 Ararat Mitsubishi  
 Aunde Australia  
 AME

The Felton Bequest  
 The Helen M. Schutt Trust  
 The Collier Charitable Fund  
 The Estate of Arthur Hatt Cook  
 The Pethard Tarax Charitable Trust  
 The John Saville Eastwood Estate  
 Flora & Frank Leith Charitable Trust  
 Lance Reichstein Charitable Foundation  
 William Angliss (Victoria) Charitable Fund  
 Percy & Ruby Haddy Foundation  
 The Marion & E. H. Flack Trust  
 The Jack Brockhoff Foundation  
 The Walter & Eliza Hall Trust  
 Cleanaway - Nth Geelong  
 The Aradale Auxiliary  
 Mazda Foundation  
 The E.A.O. Baker Estate  
 Coles Myer Ltd  
 Sunshine Foundation  
 The Danks Trust  
 RACV Foundation  
 Garry Carter  
 Gasons





# CEO REPORT

As this year marks the 10th anniversary of Pinnacle it is an opportunity to reflect upon the years past and the honour it is to be writing a report as the CEO. The reflection warrants the acknowledgment of the leadership provided by previous CEO Brian Burke, his ethics, reputation, professionalism, and legacy.



It has certainly been a journey of transformation, as our inception coincided with the implementation of the National Disability Insurance Scheme (NDIS). The core values and intent of NDIS fitted with our values, it was to provide empowerment for people with disabilities, choice, and control over their support, independence, and inclusion. The scheme was to make a difference in the lives of participants in many ways and that difference is certainly mirrored in our operations and all its challenges.

42% of Victorian NDIS providers were expected to make a loss in the 2022-23 financial year according to the State of the Disability Sector Report. It has been an ongoing challenge and significant commitment that has resulted in our agency making a profit this year which is reported in detail further in this report. This result is a testament to all within the agency, board members, management, and staff who have been asked to complete documentation, make decisions, and alike in preparation for even greater challenges upon us with changes to the NDIS price guide.

Whilst there is no doubt the sector continues to be challenged, we know that many providers are feeling the stress and that as a collective we are passionate and strong advocates. There is a wealth of expertise in our region and the organisations are determined to make sure that, in these uncertain times, strength can be found in pooling knowledge and making informed choices. This collaborative work was reduced when NDIS was introduced and a competitive industry created, perhaps a positive outcome from COVID was the sharing of knowledge and resources.

We are aware that some individuals and families have been trying to tackle the challenges of NDIS for almost a decade, however, we are also aware of some amazing outcomes only achievable with the NDIS and its funding. As an agency, we have had an increase in participants' involvement in community and social activities and we are very appreciative of the work of Steve and Rearne and all coordinators in this growth area. Pinnacle continues to deliver a variety of positive outcomes for participants, families, and carers. We have had individuals start open employment, move to independent living options, reduce the incidence of the

behaviour of concern, learn to cook their meals and other independent skills, increase mobility, join clubs, be empowered to make a choice, develop expressive or receptive communication, form relationships, build friendships, compete in sporting events, reduce anxiety, develop skills and or routine, have a safe place to stay in the short and long term and many more. Each achievement is as significant as the other. It is hoped that our social media page helps to celebrate some of these achievements and share the outcomes we a privileged to be a part of. This report is the opportunity to not only provide some insights into the challenges faced, the achievements reached but also a reflection of Pinnacle and all it has achieved and our future.



### Our board of management

Pinnacle is privileged to have a board with many life members involved who have demonstrated a commitment and passion for Pinnacle over many years of voluntary service. Our board in 22-23 expanded with the introduction of new committee members to the quorum, they are constantly on the lookout for more to complement their skillsets. It's unique that at this level of an organisational structure that all our members have a dedicated focus on participant outcomes and not just the strategic direction of Pinnacle. They are committed to ensuring Pinnacle is trusted by participants and the community and that together we continue to build on the organisation that delivers what is needed for people with disability, their carers, and our communities. As noted in previous years our board composition is small but mighty. As their responsibility, requirements, and obligations change with NDIS they have also volunteered more time to undertake training and workshops. This all helps to guide decisions that may be required in response to the Royal Commission, the NDIS Review, and the people with disability whom we support.

I'd like to take the opportunity to thank them for their confidence, and their support professionally and personally. I never forget the responsibility that they have entrusted me with.

## Staffing

We know there is a direct link between improving the participant experience and enhancing the capabilities of our staff. As referenced later in Julie's report, Pinnacle has made a commitment to training staff across the organisation. Training has included the increased mandated requirements as well as inductions and specific training to address the changing criteria of high-intensity supports.



Julie is pivotal to the coordination of all our training, she meets every request with a level of optimism, promotion, opportunity, and excitement. Julie will endeavor to assist anyone or anything that supports people with a disability or staff. She truly is the epitome of disability advocacy and representation of and for everyone. She is the lady of our organisation who is respected by everyone past, and present and will be referenced for many years to come in her pending retirement in the next financial year of reporting.

As an agency, we have experienced similar workforce shortages as many sectors with the added frustration of delays with screening checks. This was particularly difficult in the first part of the reporting year when COVID was still causing significant staff demands. A recruitment drive later this year increased our casual pool numbers. We are aware of the complexities of recruiting staff such as competitor agencies, casualised workforce, fatigue, daycare availability, and other external commitments. As a sector, it is estimated by 2025 an additional 83000 workers will be required for NDIS. We consider ourselves very lucky to operate in such supportive communities for the demands ahead. As an agency, we are offering more contracts, increased training, and opportunities to turn a job into a career, to ensure people with disability

can receive high-quality services and support. We appreciate and thank our skilled, passionate, and competent staff. Our staff have demonstrated commitment to their teams, the individuals receiving services, and their families, staff, or carers. Our coordinators and managers Tania, Damian, Richard, Lilli, Sharee, Shannan, Rearne, Steve and Brett have demonstrated autonomy, professionalism, and great communication skills to deal with the magnitude of change and requests prompted by NDIS. Our support coordinators Donna and Genesis even greater level of autonomy, self-direction, continual learning and balance of the constant demand. Direct care is the key of the agency, and we are so grateful for our staff who continue to prevail and remain focused on what and who is the most important within our agency.



As mentioned in Peter's opening report we have had some long-serving managers and coordinators move on this year. The works completed by Mick Driscoll, Mick Rafferty, and Melissa Reack at their program levels over their many years of employment are many and varied. Melissa was instrumental in the period of deinstitutionalisation and later became pivotal in managing some of the most complex behaviour plans and programs. Mick Driscoll will be known for his "its just easier" slogan and get-it-done attitude as well as the growth of businesses he managed. Mick Rafferty whilst his engagement is shorter in duration as a coordinator, remains a casual, and continues to deliver quality experiences and outcomes for individuals after 10 years of employment. We have also retained Laurie Wadge who now works 1:1 with many of our gents and certainly has not progressed to any form of retirement as he remains in demand. Whilst this is only a few names we acknowledge all the staff who are no longer with us due to retirement, health, proximity, or otherwise. We thank them for their comprehensive contribution to the agency and to the many families whom they have impacted. We also thank those casuals who for the time they were with us played a valuable role in the teams they supported and in the lives of the individuals with whom they engaged.

### Administration

Supporting all aspects of the agency is our administration team led by Angela. Ang ensures she has all the knowledge about the agency, the staff, and the participants. Ang, Jenny, Di and



earlier in the year Laurie complete a number of tasks for the agency including but not limited to payroll, banking, HR functions, SDA, NDIS documentation, invoices, superannuation, PPE, flowlogic, contracts, return to work, intake, etc the list goes on. This team is critical to our function and the knowledge that they have of the many and varied tasks they complete is so admirable. We are very lucky to have such an experienced team with long-term involvement in the agency and disability sector. Thankyou also to Andy Kullari also for all his IT expertise and patience as we continue to navigate various changes within our IT systems.

## COVID

COVID-19 continued to have an impact throughout 2022-23, as the government began to outline how Australians would live with the disease regulations moved away from mandates and towards encouraging providers to review their settings, assess their risks, and embed day-to-day COVID-19 management in policies and procedures. Pinnacle continues to liaise with partner agencies about responses to situations. We attempt to balance risk while maintaining our responsibility to participants and staff's health and safety and our duty of care.

## Policies

This year's major challenge was the introduction of the High-Intensity Support Descriptors. It was yet another layer on audit expectations, training, and meeting the health needs of participants, however, Steve Moses continues to ensure we maintain our quality recognition and accreditation true to his level of professionalism and commitment to our agency. Steve also researched and developed additional policies for us to address concerns about head



injuries. He maintains our internal audit schedule and has completed training for the staff to complete these. Steve's comprehensive and in-depth understanding of various Acts, guidelines, requirements, standards, and their application is much appreciated. He also contributes to complex investigations, consultation, recruitment, and strategic planning and provides me with invaluable support which I am very grateful for. Thank you Steve for all your support provided throughout the year and how embedded you have been in the 10 years of Pinnacle.

## Financials

This year we have remained financially viable with a positive operating result and continued to deliver a dependable service for those whom we support, their families, staff, and carers. I recognise that real viability is precarious and dependent upon quality services that deliver outcomes for the people that we passionately support. I am reminded daily via emails, forums, in discussions generally how much this business has changed since the implementation of NDIS. In what is a difficult operating environment for our sector it is more frustrating to talk to people about what money they have in their package rather than what do they need. Credit to Anthony for always keeping in front of mind the continuing changes to the NDIS Price Guide and its impacts on our agency to ensure it remains viable for years to come.

Anthony's attention to detail, budgeting, and financial reporting to the board whilst all-important at times seem secondary to the support he offers to myself and others within the agency. I'm very grateful to have him as part of our team and could not represent the agency without him. Donna also has a large function within finance as she invoices for each session delivered for each person daily. Anthony and Donna's focus on finances is so familiar with the individuals that we support that they are able to note any changes in rosters, ratios of care, average expenditure, price guides and codes, staffing, and flowlogic which has resulted in significant claims that otherwise would have been missed.

Congratulations to our business services for their positive return which is reflective of the hard work put in and even more commendable given the changes in their funding this financial year. We acknowledge the magnitude of work that is completed in these businesses sometimes without the deserved recognition.

Thank you to Barker and Jennings for completing our audits and Mark for always being so supportive, accommodating, and comprehensive.



## Conclusion

My sincere thanks to our stakeholders for their generous support including our small number of volunteers, community partners, donors, and community participants. Your support and unwavering commitment to Pinnacle and assisting us in implementing our vision is much appreciated. I am incredibly grateful for everyone's dedication and support for those who have a disability and know that any challenges presented ahead will be met head-on and with people foremost in all decisions. I'd like to express gratitude to those whom we support, thank you for allowing us the privilege to be a part of your lives, for allowing us to share your challenges and achievements, and for making us grateful to work in a career that is simply the best. We learn so much daily regarding resilience, strength, determination, joy, and communication, you are the reason and the success of Pinnacle. Our promise to you is that we will continue listening to the voices of people with disability, reminding us of where we're at and then, as an agency, responding as best as we possibly can. We will continue to advocate for participants and their families to inform the progress and development of the NDIS.

The challenges will continue, however, if we focus on the most important aspect and purpose of our organisation, supporting people with disabilities, and reflect upon the privilege that it is to share the lives of so many, then that will motivate us for the future. We should all be proud of our organisation and all that we are entrusted to share and contribute to. It truly is a privilege and a celebration to deliver this report 10 years after our merger and thank you everyone for the contribution that you make to Pinnacle.



# FINANCIAL REPORT



## Statement of Financial Position

This 2022-2023 finance year, Pinnacle made a profit of \$660,027. With majority of the money coming from Participants income through National Disability Insurance Scheme (NDIS) to the value of \$7,352,060 (78% of income) which is an increase of \$1,191,148 on last year. The DSOA funding (Disability Support for Older Adults) makes up the remainder of the client funding income to the value of \$366,794 which is a decrease of \$8,937, the decrease has occurred as individuals have passed rather than any leaving the organisation.

- **Income**

The other area that generated and large amount of income was program income to the valve of \$ 1,022,955 which is an increase of \$177,477. Our major expense for the year was wages at \$6,738,794(80.2% of expense) which was an increase of \$566,638 from last year. Our work cover was \$137,586 which is \$100,000 less than the year before with our premium rate at 2.6% which is 0 .7% less which is a good result.

NDIS fees going up an average of 8.77% across the category that we use, with an annual wage increase of 4.6% doesn't leave much of the NDIS fee increase to help cover the rest of the increase in expense of 33% (excluding wages) on last year. So overall the profit this year is a good outcome.

- **Assets**

The Association's total assets increased during the financial year from \$17,631,775 to \$18,626,568 which is from and increase in bank funds which puts us in a good balance going forward.

- **Liabilities**

Our total liabilities at the end of the financial year from \$1,761,574 to \$2,046,671 which is from an increase in our leave liabilities. With the increase in leave liability we will need to make sure staff are using their leave going forward as well 81% of our Long Service balance is over 7 years which makes that we have a lot of people now eligible to take Long Service Leave.

- **Profits**

Australian Disability Enterprises (ADE's) made a profit of \$225,576 for this year, which is a \$53,286 increase on last year, which is mainly the laundry with the new contracts it has picked up.

For more in-depth information please see the finance report attached.

I would like to thank Mark from our financial auditing firm Barker and Jennings for his support, advice, and assistance during the year and at audit.



## Other Areas for mention

- **MEA**

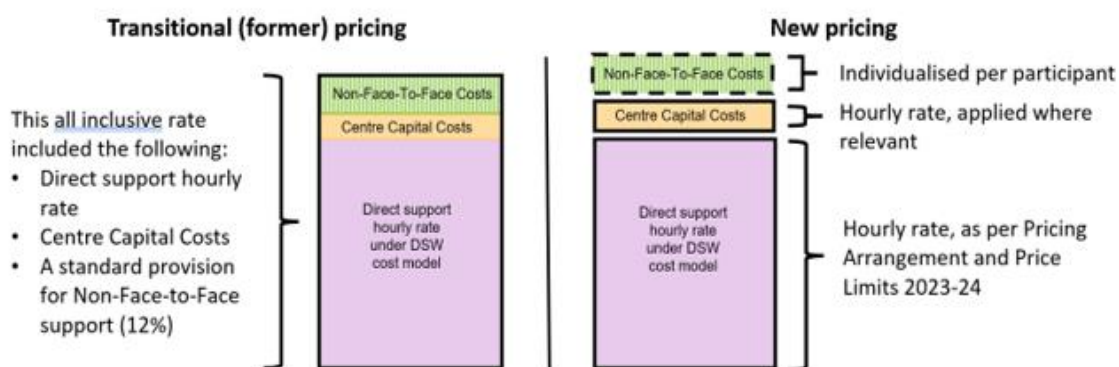
With MEA now place, the only changes this financial is your standard annual increase, as well with the update of MEA in April. Staff can only be paid out 2 weeks of annual leave the remained need to be taking in leave.

- **Software**

February this year Eziway our software company gave a 60 days notice that they will no longer be doing our client and payroll software. This made it a busy 60 days in shortlisting software company that would be suitable to our needs and have a meeting with them to see if they can do what we needed and to meet our time frame of be working by 31 March. After going through the process we selected Flowlogic as our new client management system, Flowlogic was able to had our software in a workable state before 31 March. We are now going through the process of getting everything else working correctly in Flowlogic. Payroll went back to using MYOB which has trouble handing all the staff we have, so we are now in the process of finding another payroll software.

- **NDIS Pricing**

This year there were no changes in NDIS other than price increase. The main change to NDIS pricing will be 31 December 2023 when temporary transformation payments stop. With transitional pricing is a maximum rate, per hour, per participant which includes standard provision for Non-Face-To-Face supports as well as Centre Capital Costs. The new pricing arrangement is a maximum rate, per hour, per group. Centre capital costs are claimed separately and Non-Face-To-Face costs are now negotiated.



With all these changes we will need to look closely at our ratios of support, as it is going to be a challenge to maintain any profits moving forward.

## Training

Whilst training under Life Saving Victoria License training I continued to deliver the normal CPR, lifeguarding, CPR and first aid to schools and other frequent agencies that I regularly train.



To the office staff, thank you for your support throughout the year and I would like especially thank Kathryn for her support throughout the year.

Anthony Mellors



## Declaration



### AUDITOR'S INDEPENDENCE DECLARATION TO THE PINNACLE INC. BOARD OF MANAGEMENT

In accordance with the requirements of section 60-40 of the *Australian Charities and Not-for-profits Commission Act 2012* and section 99 of the *Associations Incorporation Reform Act 2012*, as lead auditor for the audit of Pinnacle Inc. for the year ended 30 June 2023, I declare that, to the best of my knowledge and belief, there have been:

- a) No contraventions of the auditor independence requirements prescribed under the *Australian Charities and Not-for-profits Commission Act 2012* and the *Associations Incorporation Reform Act 2012* in relation to the audit; and
- b) No contraventions of any applicable code of professional conduct in relation to the audit.

Ron Jennings  
Registered Company Auditor  
Principal  
Barker & Jennings  
618 Sturt Street  
BALLARAT VIC 3350

Dated the third day of November 2023



# PROFESSIONAL DEVELOPMENT

The Summary of Learning Needs and the Pinnacle Professional Development Plan for 2022 and 2023 were completed and available for internal and external auditing during the reporting period. With COVID rigid restrictions now behind us, time has been spent recruiting new casual staff encouraging them to view all Pinnacle sites and making themselves available for support work via Flowlogic, the Pinnacle data input system which enables all staff, including casual staff, to seek out additional work through active online rostering. NDIS Quality and Safeguards Commission increased the level of competency required to support participants with specific needs, those skills being progressively updated. The change from the Eziway IT platform to Flowlogic early in 2023, whilst it was a little overwhelming at the outset, with training, support, and patience, is now proving to be less daunting for staff.



Although 'face to face' training is always a preferred option, work release time and the availability of backfill staff makes it impractical and far less cost-effective. For those reasons, using different online learning platforms, including NDIS no-cost training, webinars, face to face training has become minimal.

## The Pinnacle Professional Development Plan 2023 reflects four (4) major areas:

- Changes to NDIS Practice Standards and price guidelines
- Availability of no- cost NDIS approved modules that meet recommendations in the NDIS Practice Guidelines
- The support level of participants and the requests for service
- Changes to support levels due to illness, ageing, physical conditions and cognitive decline, as people with disabilities also experience many restrictions on their lives as do people in the general community. These changes can be difficult to understand particularly for those with a cognitive disability.

## NDIS Practice Guidelines

NDIS has developed high-quality online training modules in specific areas as many staff including casual staff, need to have adequate general training e.g, communication, understanding disabilities and the impact on everyday living, choice, opportunities to exercise over their lives, and the need for respect during interactions. These are basic and intrinsic to their work.

Additional and specific training e.g, speech pathology, physiotherapy, behaviour support management, ileostomy and stoma care, urinary catheter care, dysphagia (mealtime assistance), and enteral feeding (PEG) is available only if funds are requested by the individual and provided through their NDIS package. Pinnacle is responsible for the training which enable staff to do their everyday work - assistance with medication, OH&S, food safety, safe hygienic



work practices, cultural awareness, responsibility to ensure there is freedom from abuse and neglect.

Checking staff competency levels before assigning shifts to staff to support participants with complex needs is (in an ideal world) quick and easy through Eziway and the newly introduced, Flowlogic system. Entering the evidence of competency levels, certificates and review dates is time-consuming, however, once entered matching staff to client support will be streamlined.

Even more exciting will be the purchase of the NGO Training Centre training packages and learning management system later in 2023. This system keeps pace with any changes to competency levels identified in the NDIS Practice Standards. Having been responsible over many years, for collecting and collating details relating to the professional development of Pinnacle staff, the purchase of this high-quality learning platform will ensure efficiency and substantially reduce the time taken to record and enter this data.

We also encourage staff to be aware and responsible for updating their own competency levels by having easy access to the links into those modules. Pinnacle is conscious of their responsibility to provide high quality direct care in a world where compliance may overlook this essential part of service provision.

### First Aid and CPR

First Aid and CPR has been, and will continue to be provided by Anthony Mellors, Life Saving Victoria, to all contracted and casual staff through scheduled Pinnacle sessions throughout the year. This is mandatory of all staff providing support. The Flowlogic system will 'red flag' a staff member when the qualification has expired with the staff member unable to log in a shift until the updated certificate is uploaded.



Staff have completed the following during 2022 - 2023

First Aid and CPR including activating a defibrillator	34 including 23 inductees
CPR only, including activating a defibrillator	72

*Mandatory NDIS training modules completed during this reporting period were:*

NDIS Worker Orientation Module 'Quality Support and You'	28 All staff have completed
Infection Control	23 All staff have completed
Personal Protective Equipment (PPE)	24 All staff have completed
Effective Communication.	46 All staff have now completed
Safe and Comfortable Meals (for people with swallowing difficulties)	8
Epilepsy Management	Guidelines read and signed by all contracted staff
Complex Bowel Care -Ileostomy, Ostomy and Stoma Management	14
Urinary Catheter Care	18
<i>Additional Training</i>	
Enteral Feeding Management (PEG)	12
Assisting with Medication	21
Specialist Behaviour Support	6
Pinnacle Approved Program Officer, Restrictive Practices (Kathryn Clayton)-professional training, Melb Uni.	1
Disaster Management- Pinnacle focussed on Fire Extinguisher, Emergency Evacuation and 'Bushfire Awareness for Workers' (CFA)	60 35

Waste Management- safe and hygienic disposal of waste	4
Food Safety- receiving, storing, and serving prepared food.	38
Awareness of Abuse and Neglect	32
Food Handlers Certificate	4
Manual Handling	2
Specialist Behaviour Support	6

### Improving Service Quality

There is a constant flow of information - selecting what is relevant to the workplace is highlighted through external and internal audits, incident reports, and staff performance reviews. The following is a snapshot of what was relevant or requested to improve service quality during 2023, although it by no means captures all that was covered by Pinnacle's administrative team to keep them up to date with trends and changes in the sector.

Flowlogic	Introduction to the new system that replaces Eziway which will better meet Pinnacle reporting requirements as a NDIS provider.
Flowlogic	Staff training and information re contents of the platform, logging in/ out (staff and participants), rostering, leave applications, near miss and incident reporting, human resource management, help desk, Pinnacle resources.
Governance	Introduction for NDIS providers and team
Risk Assessments	Understanding and assessing risks and controls
Mealtime Management Workshop	Swallowing difficulties- managing and following plans set by dietitians/ GP's
Medium Rigid Licence	Required to drive the larger accessible vehicle.
Employment Innovations	Possible opportunities for consideration
High Intensity Support Compliance	Understanding the detail within the category
Addressing Occupational Violence in the Disability Sector	Positively supporting staff and participants to minimise injury both emotional and physical
Internal Audit Process	Training new internal auditors

Skillsmaster Wage Assessments	Managers at supported employment businesses to assess the work capacity of employees
Disaster Management- Bushfire Awareness	Prevent, detect, escape for people at high risk

Physiotherapy reviews of individual exercise plans for participants who need to maintain and develop strength, to people with physical disabilities or who need mobility assistance. Physiotherapists review plans with staff who then regularly implement the exercise plan. This program is in such high demand however additional personal trainers will be needed to meet that demand.

## Induction

Pinnacle has received a positive response when recruiting new staff. Twenty - three people attended Induction sessions during 2022 - 2023. To ensure casuals 'hit the floor running', we ask that recruits complete First Aid and CPR mandatory NDIS modules. Optional modules 'Food Safety' and 'Assisting with Medication'. New staff are asked to 'shadow' experienced staff until they are competent, comfortable, and confident to work alone.

## Professional Development Days

*Three (3) Professional Development days were allocated for staff to:*

- Discuss and update activities offered to participants respecting changes in support levels and preferences.
- Review Risk Assessments for all participants as part of Pinnacle's risk management process. They need to reflect emergency practices, particularly in an Emergency Disaster (from July 2022), and risks as defined in Mealtime Assistance, Epilepsy Management, Complex Bowel Care, Urinary Catheter Care, Diabetes Management, Respiratory Management, and Behaviour Support Plans.
- Complete the online learning modules referred to in this report.
- Attend Disaster Management Training.
- Complete CPR Updates if due.
- Plan, complete, and upload Individual Support Plan documents onto the Ezicare system.
- Introduction of Flowlogic, new policies, and agreements as required by Pinnacle.
- Finalise the Workplace Safety Checks submitted every six months.

## Activity Site Co Ordinator Meetings

Three (3) meetings were facilitated by Kathryn Clayton. Regular agenda items listed for each meeting included-

- Summary of incident reports
- OHS - concerns, reports, and recommended changes.



- Eziway and Flowlogic - changes to the system, staff rostering, costings, leave, problems encountered and recruitment.
- Complaints management.
- Training gaps and upcoming training.
- NDIS updates and implications for service provision.

Contribution to the NDIS Royal Commission into Disability.

Information gathered from site coordinators was collated by Sheree Unwin, Grampians Disability Advocacy, and submitted to the NDIS Royal Commission, the discussion focused on the benefits to participants of the NDIS rollout, gaps in the system, strengthening the workforce and the most relevant role for advocacy support to participants and families. (Sept '22)



### What we have achieved 2022 -2023

- Pinnacle has proven to be a resilient service providing support throughout Covid and, despite obstacles, has returned to full-service delivery in 2022 with participant satisfaction surveys indicating a high level of service satisfaction.
- All staff are assessed as competent when applying First Aid and CPR assistance in an emergency. Pinnacle meets the cost of this training paying staff registration and attendance time.
- As an NDIS Service provider, Pinnacle has met its obligation to provide the resources to train staff to the competency levels stated in the NDIS Practice Standards in general, complex and high-intensity support.
- Ezicare and Flowlogic have provided quick access to the training profiles of each staff, ensuring competent and qualified staff are matched to participant needs.
- A system of tracking all staff training and providing evidence of that training has been refined to ensure records are accurate and accessible.
- Elearning, once daunting for many, is now accepted practice and comfortably used by staff.
- The interim external audit 2022 commended the agencies commitment to providing high quality care to participants - professional development is an integral part of that process.

Congratulations to the team - participants, staff, administration at all levels, ancillary staff and C.E.O. Kathryn Clayton for her strength in leadership, vision, and unswerving commitment to the rights of people with disability. An inspiration to all.

**Julie McDougall**

**Client Services Manager**

