

Our Vision

CPSN is part of your team, together we thrive.

Our Purpose

In partnership with our members, we share knowledge, create connections and provide support.

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Thank you

We would like to acknowledge each person who has played a part in shaping our organisation over the past year, including our voluntary Board, dedicated team of staff, our supporters and our members.

We recognise and thank our sector partners and the many committed parents and individuals who contribute in different and important ways to shaping cerebral palsy services of the future.

Cerebral Palsy Support Network (CPSN) acknowledges, recognises and respects the Elders, families and emerging leaders of the Kulin Nation as the traditional owners of the land where we work.

CPSN could not achieve these results without the trusted partnerships in our network.



Our service reach



1658 members



381
support workers
employed by CPSN



families received NDIS pre-planning support



124families helped by the Care Centre



people accessing our support coordination services



hours of NDIS pre-planning hours delivered



hours of advice, support and education provided by the Care Centre



3,312
hours of support coordination delivered



140 families using CP Innovative Choices

A message from our CEO, Vicki Cavalieros

"The secret of change is to focus all of your energy, not on fighting the old, but on building the new."

Socrates

When the financial year 2017/2018 commenced, we opened the book on a new strategic chapter for CPSN – a Strategic Plan concentrated on growth, innovation and strength; a plan to build an organisation and the services, skills and knowledge in our people to set strong foundations for future success in the dynamic disability services sector.

Our plan also delivered a renewed focus on our purpose, and the families and individuals with CP that we serve. We continue to be an organisation formed by parents to assist them in their family's journey – a time when everyone in our network relies on holistic support, sound advice and quality service provision.

Our ongoing commitment to supporting our members with the NDIS Victorian rollout saw the establishment of CPSN's NDIS Pre-Planning Service. Our Pre-Planning Coordinator joined our team to help families and individuals prepare for their NDIS planning meetings, which we understand is often a daunting process. This no-cost member service has been welcomed by our network and has further enriched our connections and relationships in the CP community.

During this time, our investment in and commitment to providing quality services resulted in CPSN stepping away from Plan Management Services. At the same time, we seeded some exciting new projects to improve outcomes for members, including expanding our Support Coordination Service provision, and growing our staff numbers and state reach to deliver and influence the best outcomes for families and individuals.

Such growth required new premises for CPSN staff and throughout the year we experienced a few office relocations until we finally found our new premises in Coburg, Victoria. Here we are situated in a central location and close to public transport for our members to access, with room for organisational expansion.

Investing in people, systems and processes is essential for high quality services. In 2017, we increased investment in this area, implementing a new Customer Relationship Management system to improve internal efficiencies and service delivery. It has allowed us to embed new processes, embrace technology and offer flexibility for CPSN staff and program participants. Our automated processes will provide Innovative Choices clients a faster, more streamlined on-boarding and administration system, reducing burden and processing costs and fees will remain unchanged.

We also broke new ground in global research collaborations, working with CP specialists and researchers to develop a program, funded by the Canadian Institutes of Health Research, to support parents of children newly diagnosed with a Neurodisability. The ENVISAGE program will build capabilities, confidence and capacity in parents in navigating their journey when raising a child with a disability, challenging traditional ways of thinking and talking about parenting. CPSN are proud partners and one of the Australian ambassadors of the program and we have been thrilled to participate in its development and subsequent Australian roll-out throughout the latter half of 2018.



Vicki CavalierosCEO



Our 20 years of CPSN celebration in December 2017 gave us the opportunity to reflect on our achievements and the road we have travelled together. It was so inspiring as a founding member of CPSN to remember just how far we have come as an organisation with members both longstanding and new. During this event, members also voted in their new Board – a transformational Board, committed to leading our organisation through the lens of effective governance and stewardship.

We continue to remain an organisation formed by parents to assist them in their family's journey – a time when everyone in our network relies on holistic support, sound advice and quality service provision.

As an organisation, we embraced the new Child Safety Standards, after the Victorian Government enacted new child safety legislation. In doing so, it raised the bar and set new standards for all organisations working with children. We trained our staff and support workers and implemented systems to embed an even stronger culture of safety across all areas of our work.

Through the year it was important that we continued to advocate to government and bring a strong voice to the table of disability services reform. Our work included

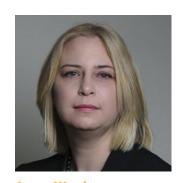
representations and submissions to the Federal Government on the shape of systemic policy and the NDIS. Closer to home, we made representations to the Victorian Government on its "accessible spaces" agenda and its response to social inclusion. These are important areas of our work as we seek to shape the future for people with disabilities.

From a results perspective, it was a good year for CPSN. We continued to surpass our quality audit benchmarks, delivered an increase in membership numbers across our network, improved our financial results and Innovative Choices participant numbers.

These results could not be achieved without the commitment and passion of our dedicated staff team, our Board and our many members. We are proud of the progress we have made last year but recognise there is more we can do if we are to expect great things for the future – in partnership with our members we will continue to deliver quality, expert services that truly benefits parents, carers and individuals with CP.

A message from our President, Jayne Ward

I am delighted to present our 2018 Annual Report. This year's report highlights the results we have achieved and the progress we are making towards realising our purpose; In partnership with our members, we share knowledge, create connections and provide support.



Jayne WardPresident

In this report we share the stories and experiences of various members of our CPSN network. These stories bring to life the impact we are having on families and individuals with CP and demonstrate how we are living out our vision, purpose and values. Thank you to Maria, Rose, Eric, Bec and Alex for allowing us to share your stories in this report.

CPSN continued to grow its reach during 2018, with over 1600 members now part of our network. We continue to maintain a strong focus on delivering quality services throughout the rollout of the NDIS underpinning our pillar of building services that enable access, connection and inclusion. Our skills and knowledge pillars have been further strengthened by our investment in resources and our people, we remain committed to embedding culture of learning and continuous improvement.

We have also strengthened the work we do in partnership with other organisations in our sector. We have partnered with the sector experts and researchers from the Murdoch Children's Research Institute, Australian Catholic University and Victorian Council of Social Services (VCOSS) to progress our strategic pillar of building knowledge and capacities in families and individuals with CP.

For over 20 years, CPSN has travelled the journey of many of our members and will continue to stand beside them as we navigate through the disability services sector reform. We have successfully supported 80 families and individuals in accessing their NDIS plans – a result we are very proud of.

The Board was extremely pleased to see our commitment to investment in the future of CPSN come to fruition in 2018 through the delivery of services and programs which continue to provide education, advice and support to families, individuals and the community at large. Our service delivery models continue to provide flexibility, choice and control for parents and individuals with CP and continues to grow and expand due to its popularity.

In the coming year the Board will focus on shaping the Strategic Plan for the next two years of the CPSN journey. In doing this, we will grapple over the challenges faced by CPSN, and the role we will play in enabling people with disability access and inclusion to quality services and support. We will look at how we can develop innovative strategies, services and partnerships that lead to improved outcomes for families and individuals with CP, whilst continuing to deliver high quality and sustainable solutions for the future.



CPSN continued to grow its reach during 2018, with close to 1600 members now part of our network. We continue to maintain a strong focus on delivering quality services throughout the rollout of the NDIS underpinning our pillar of building services that enable access, connection and inclusion.

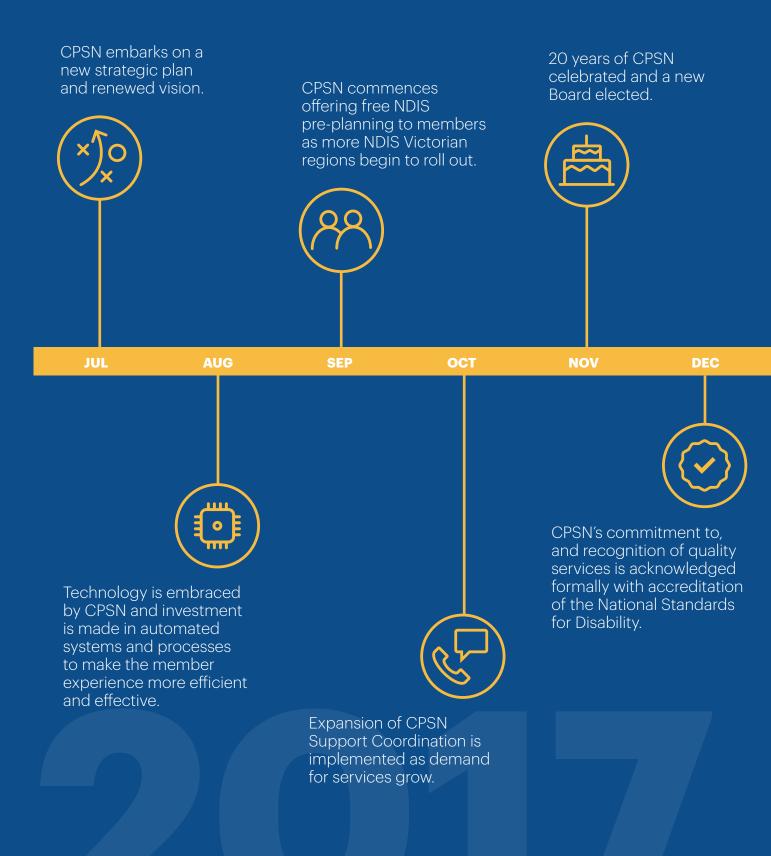
The Board has no doubt that the key to both our future impact and the results we have achieved thus far, lies with the passionate and dedicated people who are part of our CPSN network. We thank our members, and those who use our services, for supporting and investing in us and entrusting us with the care of themselves and their children.

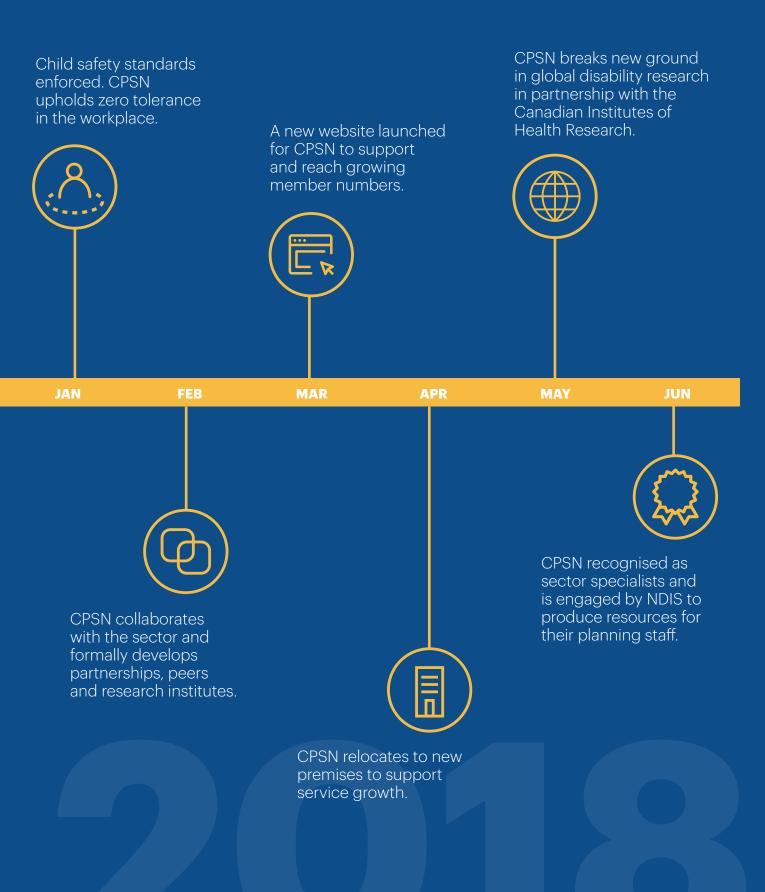
We thank our staff members for their contribution, commitment and partnerships that extend and compliment outcomes for the families, individuals and communities we serve

The Board would also like to thank our CEO Vicki Cavalieros, and her leadership team, for their inspired management, dedication and focus, which enables our people, communities, families and individuals to grow, thrive and flourish.

We look forward to an exciting and impactful year in 2019.

Highlights 2017/2018









1. Build the organisation

To build a resilient organisation and infrastructure, promote inclusive and sustainable growth and foster innovation.

Finding the perfect fit for people and families with CP and their support workers can be challenging.

That's why more than 20 years ago, CPSN designed our flagship service program Innovative Choices.

Developed by parents for families, Innovative Choices continues to deliver real choice and control to families and individuals with CP in the selection, recruitment and management of their support workers, which enable families to have their individual needs met.

Playing an active role in the selection of support workers is crucial for family and cultural suitability, age and gender appropriateness, understanding and knowledge of CP, as well as shared interests and hobbies.

Alex has been using Innovative Choices for five years. She loves feeling empowered by the program and having complete control and flexibility about the support workers she chooses.

"The program lets me recruit, select and train support workers that I like, and feel can best meet my needs," she said.

"Unlike other disability service providers, I genuinely feel that I have a say over my supports and am positioned as the expert in my own life", she said. "I am responsible and accountable for managing my CPIC program and my support worker Bec completely understands me."

Now with 140 families using the program, and 381 support workers employed by CPSN, we are consistently learning and developing the Innovative Choices program to enable the participant experience to be exceptional, as well fostering and nurturing carefully selected and talented support workers.

Being a support worker has given Bec the opportunity to develop new skills and on-the-job training.

"I'll keep these skills for my whole career in support work," Bec said,

"Things like working with Alex's physio and learning how to use equipment properly."

Bec pursued a career in being a support worker in Melbourne after arriving from London few years ago and has never looked back. Having studied history, Bec found shared literary passions with Alex like JK Rowling and Shakespeare.

Bec's commitment to social justice and selfempowerment was a perfect fit for the Innovative Choices program, and Alex.

"Bec is highly skilled, reliable and flexible... we have a really great time together and get along well," Alex said.

Bec thoroughly enjoys her experience working with CPSN saying, "it has been extremely positive... being able to enable and empower people to reach their goals is amazing."





2. Build services

To build and provide contemporary services that enable access, connection and inclusion.

Maria Strong is a record-breaking athlete, teacher, coach and CPSN member.

She was first engaged with CPSN in 2014 when she volunteered for our social programs and has been connected ever since.

Having always been athletic, Maria competed in swimming as a teenager and then progressed to the Paralympics in her mid-twenties.

Just last year, she broke the Australian record for women's F33 shotput, beating the previous record by an incredible 19 centimetres.

She also coaches swimming and athletics, working with children with disabilities.

Maria sought assistance from CPSN Support Coordinators with her NDIS pre-planning after moving into one of the first Victorian rollout regions in 2015.

"I lived in a hilly area with bad footpaths and not a very accessible house," she said, "But I was moved by the office of housing who apparently did not read my file particularly well."

Unfortunately, the Local Area Coordinator for NDIS had been guite new and inexperienced.

"When I first got my plan, they put heaps of funding in there for Individual Skills Development," Maria said,

"The Local Area Coordinator that I had in my planning meeting made a goal for me to build skills to become more independent... I thought it wasn't a good use of my time and energy." The CPSN Support Coordination team then helped Maria sort through her individual funding needs.

She realised that she was now working with a team who could fully understand her requirements and advocate for her.

"CPSN had a better understanding of what my supports and priorities should be," Maria said, "I now have more flexibility to use the funding for things I need which is important to my busy life."

"Even though I can technically do more for myself than I do, the amount of energy it takes gets in the way of the rest of your life and I am way too busy for that!"

3. Build skills

To build relevant skills needed to further improve everyday living.

Rose has been a member of CPSN for eight years. After seeing the organisation flourish and develop, she now assists wherever she can to give back to the CP community.

As a parent of a child with CP, Rose understands the triumphs and challenges of navigating service systems, medical professionals, as well as community and family life. Rose and her son Eric spend a lot of time together and Eric "loves having stories with Mummy."

Whilst the disability sector has changed significantly over the years, CPSN has consistently remained a community of like-minded people such as Rose, whose shared experiences help us live out our brand proposition, 'strength through connection.'

Our network is somewhere all members can turn for support, advice and resources to help in everyday life.

Rose has found that, whilst Eric's NDIS plan has enabled him to access greater funding than ever before, there are difficulties in navigating the system and understanding funding allocations. "CPSN is a great place I can go if I need support, advocacy or even just a referral to something that I need," Rose said.

"CPSN delivered great pre-planning and support coordination, it's good to have someone there to bounce off ideas."

Rose praises CPSN for caring "more about protecting the individual and their family. They have a lot of balances and checks to make sure that people understand all the things that are required of them when your support worker is in your home. That's why Innovative Choices works so well for us."

"For our family, it's about finding the best people for Eric's needs. We are learning to get there but it's a process that's going to take time."



"CPSN is a great place I can go if I need support, advocacy or even just a referral to something that I need."

— Rose, CPSN Innovative Choices Client





4. Build knowledge

To increase the knowledge and awareness of CP and related matters.

We know how important it is having someone listen to challenges and acknowledge difficulties of life with CP. CPSN's Care Centre is a central source of support for people with CP and their families.

The service also supports health and wellbeing in parents and carers through providing information, advice, education and assistance to reduce the issues that carers face

We are able to reassure parents and families that they are doing an incredible job.

By providing advice, information, education and support, the Care Centre also empowers parents and carers to build their capacity to support and advocate for the needs of their child and become resilient in their role as a carer.

The Centre is open to anyone with a question or issue relating to CP and can call and immediately speak to a member of the team. Emma, our Care Centre Coordinator, is one of the friendly members of the Care Centre team.

Having been in operation since CPSN's inception, the Care Centre is a confidential service facilitated by phone and email, which provides options and solutions to challenges faced.

"We work in partnership with people to find suitable solutions," Emma said, "No inquiry is ever too big or too small, and if it's something we can't directly assist with, we will work closely with individuals to make sure we find another organisation who can.

"Our Care Centre upholds our vision: CPSN is part of your team, together we thrive.

"We have supported parents who have been told that they can't have a certain type of support or service, but with a little bit of creative thinking and persistence, we have been able to find other solutions together."

Emma also said that she gets "great satisfaction from helping people who really need it and appreciate it."

Our Board

Our Board provides strategic oversight of our organisation, maintains governance and ensures that CPSN maximises outcomes for all the members, families and individuals we serve.

President **Jayne Ward**

Treasurer
Richard Halpin

General Member

Claire Macfarlane

Vice-President

Dr Cadeyrn Gaskin

General Member Louise Robbins

General Member **Mathew Tsang**

Senior Leadership Team

Our Senior Leadership Team sets the Board's strategies into action to deliver on our vision and purpose.

CFO

Vicki Cavalieros

Finance Manager **Jeanette Ryan**

Strategy & Growth Manager **Simone Power**

General Manager **Shannon Cheal**

Services Manager **Kristina Drmic**

Treasurer's report

2017–2018 has seen CPSN revenue grow by 40%, leveraging the opportunities created by the ongoing rollout of the NDIS for implementation of the Innovative Choices service.

This significant growth has required a timely but prudent approach to investment decisions with increased staff numbers and improved premises secured. It is a credit to Vicki and her team that a surplus of \$109,301 for the year was achieved. We have also continued our focus on efficient, secure back office systems and processes with the recent implementation of enhanced CRM (Customer Relationship Management) systems which will reduce ongoing costs and allow us to be even more responsive to client needs.

I would like to take this opportunity to thank Vicki and all the CPSN team for their dedication and focus during this period of considerable change.

Richard Halpin

Treasurer

Independent audit report

To the members of Cerebral Palsy Support Network inc.

Opinion

We have audited the financial statements of Cerebral Palsy Support Network Inc. ('the Association'), which comprises the Statement of Financial Position as at 30 June 2018, the Statement of Profit or Loss and other Comprehensive Income, Statement of changes in Members' Funds and the Statement of Cash Flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the Members of the Board of Management's declaration.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the association as at 30 June 2018, and of its financial performance and its cash flows for the year then ended in accordance with Australian Accounting Standards (AASB's) and the Associations Incorporation Reform Act 2012.

Basis for opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report.

We are independent of the Association in accordance with the independence requirements of the *Corporations Act 2001*. We have fulfilled our ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Basis of Accounting

Without modifying our opinion, we note that the special purpose financial report has been prepared for the purpose of fulfilling the Association's financial reporting responsibilities under the Associations Incorporation Reform Act 2012. As a result, the Financial Report may not be suitable for another purpose.

Other Information

The members of the Board of Management are responsible for the other information. The other information comprises the information included in the annual report, but does not include the financial statements and our auditor's report thereon.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and in doing so consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of the Board of Management and Those Charged with Governance for the Financial Statements

The members of the Board of Management are responsible for the preparation and fair presentation of the financial statements in accordance with Australian Accounting Standards, and for such internal control as the members of the Board of Management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the members of the Board of Management are 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 members of the Board of Management either intends to liquidate the Association or cease operations, or has no realistic alternative but to do so. Those charged with governance are responsible for overseeing the Association's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our 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 and 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 these financial statements.

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement
 of the financial statements, 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 our 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 members of the Board of Management.

- Conclude on the appropriateness of the members of the Board of Management's 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 Association's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our 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 statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

John Petridis

Director Kidmans Partners Audit Pty Ltd ABN: 46 143 986 841 27 September 2018

Financials

Statement of Profit or Loss and other Comprehensive Income for the year ended 30 June 2018.

	2018	2017
Income	\$	\$
Sales	6,662,363	4,535,602
Donations	7,208	18,113
Interest received	236	9,822
Grants - Department of Human Services	54,151	62,534
Grants - Other	, -	20,372
Memberships	-	250
Programs	-	157,719
Total income	6,723,958	4,804,412
Expenses		
Accounting and Audit fees	3,000	2,900
Advertising and Promotion	24,085	24,689
Bank fees and charges	3,314	3,077
Committee /AGM Expenses	4,602	3,778
Depreciation - plant	15,406	12,565
Depreciation - Website	16,705	-
CRM	57,290	-
Insurance	504	730
IT and Telecommunication	46,502	66,172
Office Supplies	11,787	8,109
Postage and delivery	3,257	472
Printing	5,662	4,372
Occupancy costs	92,095	60,098
Care Centre Costs	5,514	_
Staff amenities	5,601	3,729
Staff training	20,244	20,648
Subscriptions	-	1,050
Sundry expenses	6,087	12,663
Superannuation	501,862	338,298
Wages and salaries	5,662,407	4,086,010
Workcover	107,426	150,768
Quality Audit	855	-
Leave liability	(17,006)	42,282
Legal	2,945	7,483
Relocation costs	19,362	-
Recruitment	21,079	6,614
Programs	-	64,300
Provision for Impairment of receivables	(5,928)	1,381
Total expensed	6,614,657	4,944,188
(Loss)/Profit for the year	109,301	(117,776)
Retained profits at the beginning of the financial year	759,772	877,548
Total comprehensive Income for the financial year	869,073	759,772

Statement of Financial Position as at 30 June 2018.

	Note	2018	2017
Assets		\$	\$
Cash and cash equivalents	2	660,701	463,191
Receivables	3	649,380	765,511
Other assets	4	91,251	7,652
Total current assets		1,401,332	1,236,354
Non-current assets			
Property, plant and equipment	5	91,768	17,703
Intangible asset -CRM/software	5a	45,649	39,695
Total non-current assets		137,417	57,398
Total assets		1,538,749	1,293,752
Liabilities: Current liabilities			
Trade and other payables	6	136,878	103,583
Other liabilities	7	404,186	335,588
Provisions	8	77,802	94,809
Amounts received in advance	9	50,810	-
Total current liabilities		669,676	533,980
Total liabilities		669,676	533,980
Net assets		869,073	759,772
Members' Funds			
Retained earnings		869,073	759,772
Total members' funds		869,073	759,772

The Income Statement and Statement of Financial Position, should be read in conjunction with the accompanying notes, which can be found on our website in the full version of our audited Annual Financial Statements for the year ended 30 June 2018.

Acknowledgements

The Cerebral Palsy Support Network continues to flourish and thrive from the efforts of our community.

Many individuals and partner organisations help us and the communities we serve in different ways, including financial support, donations of goods and the contribution of time, skills, experience and enthusiasm.

- · AGL, for their corporate volunteering
- · Flora and Frank Charitable Trust for their financial support
- Georgia Zammit for her volunteering
- · Heather Couper, BP Aspac, for her corporate volunteering
- · John Nguyen, NAB, for his corporate volunteering
- · Karen Jepp, CPSN member for supporting our development
- Lyndurst and District Lions Club for their financial support
- Mathew Tsang, for his volunteering with financial modeling
- · Richard Halpin, his volunteer work with operational controls
- · Syed Jaffer and his family, for participating in CPSN photography
- · Joan and Nick Gains, for participating in CPSN photography
- Trustees for the Mylonas Family, for their financial support
- Tim Gorst for his volunteer support with risk management
- · Tom Boucher-Hill for his volunteering

All of these contributions play a crucial part in our network, and we are grateful to all who work with us to support individuals and families with CP.



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