



KOOMARRI  
ANNUAL REPORT  
2013-2014





# INSIDE

---

Chairman's report **4**

CEO's report **6**

Highlights for 2013-14 **9**

---

Individual Profile: Individual Rights **8**

Individual Profile: Individual  
Participation & Inclusion **10**

Individual Profile: Individual  
Outcomes **17**

Individual Profile: Individual  
Feedback & Complaints **18**

Individual Profile: Individual  
Service Access **24**

Individual Profile: Individual  
Service Management **30**

---

Priorities for 2014-15 **11**

Review of service delivery model:  
one year on **12**

Governance **19**

Our Leadership Team **26**

What we do **32**

How you can contact us **36**



## FROM THE CHAIRMAN

Koomarri's year of 2013-14 was a period of consolidation and to a degree, uncertainty, as we approached the launch of the National Disability Insurance Scheme (NDIS) in the ACT on 1 July 2014.

It has been a year of preparing the organisation for the new world, a competitive consumer driven environment. We have undertaken significant research into the experience and learnings from our counterparts in previously launched NDIS sites. The directors have continued to maintain a strong focus on strategic planning, ensuring the continuation of our eight strategic projects ensuring a comprehensive change management plan in preparedness for the scheme.

Looking to the year ahead, Koomarri's change management plan will continue to provide focus on three key areas: preparing and transforming our organisation to be more responsive

to individual need; preparing our workforce in readiness for the changed environment; and to further enhance our infrastructure, systems and processes to maximise Koomarri's capacity to deliver services within a conservative fiscal environment.

The directors are confident of Koomarri's ability to continue to lead the market as a specialist disability provider under the leadership of a diverse and experienced management team and services that are delivered by highly skilled and valued staff. I sincerely thank our CEO, Miranda Garnett, for her leadership and meticulous planning of the organisation through this ever-changing environment.

I extend my gratitude to my colleagues on the Koomarri Board of Directors Len Early, Michael Brennan, Lois Fordham, Margaret Reid, Andrew McCrossin, and Barbara Walsh, who joined the Board in August 2013. Their ongoing contribution, expertise and counsel has been invaluable throughout the year passed.

Koomarri would not exist without the individual's, their families and carers. I recognise and commend each and every one for their ongoing engagement and active contribution to shaping the future of service delivery for people with disability in the Canberra region.

James Service  
Chairman







## FROM THE CEO

Our year at Koomarri has been one of success, one of consolidation and one of preparation as the ACT edged closer towards the launch of the National Disability Insurance Scheme (NDIS) on 1 July 2014. It has been a busy year for the organisation, preparing the individuals we support and their circles of support for the scheme.

The organisation embarked on a three year strategy, transitioning the organisation to the new scheme, where finally, choice and control of services reside with the individual. The transition plan included eight projects with the core objective of ensuring the organisation could respond to a new customer driven environment.

We have had a successful year, which included the following key milestones & achievements:

### Service Model

- A new service delivery model was established and as a result Koomarri further diversified in our service lines.

### Service Coordination

- The development of the service coordination role, underpinned by subject matter experts and supported by a robust clinical supervision framework, this role leads the intake, planning and service response processes across Koomarri.

### Short Courses

- Koomarri proudly launched a suite of short courses within our community programs area. Ranging from cooking, art and health and well-being programs, Koomarri has diversified its support domains to be flexible and responsive to individual needs and wishes.
- Koomarri developed a specialist team of staff. This team is highly skilled in different fields and ensures a solid base of expert advice for individuals, their circles of support and our staff.
- Koomarri strengthened the Family Governance Model in our Residential services, improving our level of engagement and support to families in advocating for policy change and funding needs.

- We developed more extensive relationships in our local communities to increase our capacity and diversity in service provision to the people we support.
- We acknowledged and celebrated the individual outcomes of the people we support.
- We connected our sites and services through increased communication via a new Information Technology system.

### **The future**

- The welcome move towards self-directed and more individualised models of support and funding dominates our future plans for Koomarri. The future presents Koomarri with exciting opportunity for growth, innovation and a greater impact on our community. It also presents Koomarri with new risks. Our success in the new world of NDIS requires an ongoing investment in our change management plan – preparing our workforce for the new world; transforming our organisation to be more responsive to individual need and maximising our capacity to provide services with the upgrade of our infrastructure, our systems and our processes.

### **Thank you**

Koomarri is reliant on the goodwill and support of many stakeholders in our community. These stakeholders include our financial supporters, **Disability ACT, Health Directorate,** Department of Social Services, our business customers, partner organisations and local communities, our employees, volunteers, and most of all, the people we support, and their families and carers. On behalf of Koomarri, we value your support and look forward to your continued involvement as we pave this exciting path of change for our organisation and the extended Koomarri community in the new world of NDIS.

Miranda Garnett  
Chief Executive Officer



## INDIVIDUAL RIGHTS

---

“I have the right to work just like you do”.

---

- Ken

Meet Ken. Ken is a valued employee who is highly skilled and experienced in doing his job. Ken has worked for 17 years at DTZ (a UGL company) providing administrative support to multiple teams within the company. Ken is a focused, and productive member of his team. When Ken’s work colleagues describe Ken and his work, they say he is reliable, productive and good for business. They also say that Ken is loyal and dedicated to his job, and he rarely has a day off.



## HIGHLIGHTS 2013-2014

- The individual outcomes of the people we support.
- A full operational year of Koomarri's new service delivery model.
- The development of the Service Coordination role linking and referring individuals to great outcomes and the right services in the ACT.
- Improved family engagement and support for families in advocating policy change and funding needs.
- The development of further opportunities via an individual approach – the development of new short courses and individualised flexible supports.
- The development of new community connections linking individuals to new networks and relationships.
- Strengthening of the Family Governance Model in our Residential services.
- Efficient and effective – an increased service to people with the same level of funding.
- Connection and increased communication across the organisation through the development of a new Information Technology system.
- Reduction of the waiting list for employment services.
- The development of a Work Health and Safety Strategy.
- The development of a Workforce Development strategy.
- The development of complex case coordination as a service line.
- The successful re-tender of ACT Government Garden Maintenance and **Cleaning Services**, including the Yarralumla Nursery.



## INDIVIDUAL PARTICIPATION & INCLUSION

---

“I am supported to live for  
my dreams and aspirations.”

- Sonia

---

My name is Sonia and I work two days a week at Koomarri.

I am always friendly, I get along with my colleagues and I have a great sense of humour. I always smile and dress professionally – this is what makes me an awesome receptionist at Koomarri!

I have two favourite jobs at Koomarri – working at reception, and working with Pack n’ Post. When I work with Pack n’Post I work with a team of people preparing mailouts or conference satchels for local businesses and Government departments. Sometimes I assist with administration tasks for the Koomarri managers and sometimes I assist with packaging headsets for Qantas. My favourite job is reception. I answer the phone, I type up letters for people on the computer, I take messages and I greet people when they visit Koomarri.

It was always my plan to work as a receptionist. I completed my Certificate 1 in Workskills for Life at Koomarri last year whilst I worked with Pack ‘n Post. When I graduated from my course, Koomarri gave me a chance to learn how to work as their receptionist, and now I am a permanent part of the team!

## PRIORITIES FOR THE YEAR AHEAD

- Preparing and supporting individuals and their circles of support to transition to the National Disability Insurance Scheme.
- Continuing the transformation of the current services to be more responsive to individual needs.
- Development of new services and supports in response to our customers.
- Advocate on crucial issues for individuals and the organisation as the ACT transitions to the National Disability Insurance Scheme.
- Ongoing development of our workforce ensuring our staff are educated, expert and informed on current issues.
- Development and implementation of a new core business system which will enable a flexible and responsive workforce to provide more service and improved supports.

## OUR SERVICE DELIVERY MODEL

The introduction of the National Disability Insurance Scheme (NDIS) initiative has highlighted the changes required by providers to transform from a traditional service model to one that is centred around a personalisation, and customer focused business modelling.

Government policy that has emerged around the implementation of NDIS has made it clear that personalisation must be at the core of all disability services into the future.

The personalisation agenda represents the biggest change Koomarri will face in its history. It involves working in a different way with individuals and their families but in doing so, aligning Koomarri's policies, processes and business functions in support of that goal. A lot of what Koomarri has done in the past needed to change - from the organisation's financial management to the IT system, from marketing to governance, and from evaluation to human resources.

For the people that Koomarri supports, and indeed, any individual who has had interface with disability services, this is a significant change, not dissimilar with the radical changes experienced by people who were resettled from

medical based institutions into the community in the 1980s. For the majority of people supported by Koomarri, individuals do not live on their own, and have neither had the opportunity to choose who they live with, nor who provides them with support. Similarly, most people have accepted services from organisations who can accommodate them, rather than having the control to choose an organisation with supports that are tailored to their personal goals, dreams and aspirations.

For Koomarri to thrive in the changing environments of NDIS and the personalisation of services, the organisation needed to review and transform its service structure to accommodate these reforms. A service structure that requires a flexible and individualised approach to service delivery alongside a solid Workforce Development Strategy.

What we have achieved and how we have achieved it:

### **A structure that is responsive, professional and specialist**

**‘No wrong door’** - Service delivery, planning with people, and contact points for entry into Koomarri services can be accessed from any Koomarri staff member or program. Once contact is made, the enquiry is managed via a dedicated position that works across the breadth of Koomarri services and locations.

**The introduction of an Intake & Response function** - Intake and Response is foremost the most important function within the Koomarri service delivery model. It acts as the ‘front door’ to Koomarri. The intake and response function is a mechanism for crisis response; responding to urgent support placements, providing early intervention and acting as a secondary consultancy service to allied services and stakeholders requiring expert advice on disability specific or service provision matters.

**Service coordination** - A service coordinator, a professional with subject matter expertise, leads the intake and response process and oversees a team of planners/facilitators. The service coordinator manages all enquiries and referrals into Koomarri, conducting screening and information gathering to

ascertain the needs and wishes of the person. The service coordinator role sits within the senior management team, has comprehensive knowledge of the community services system within the ACT, and has a sophisticated understanding and proficiency in person centred practice. Service coordination is open to both new and existing people supported by Koomarri services.

### **A model of service that has measureable outcomes for the people we support**

**Outcome measures** - Koomarri uses a number of tools that are integrated to assess and analyse the outcome measures at an individual, organisation and community level. The method of measuring outcomes is used in a sequence of process and tools, underpinned by the National Disability Standards utilises Person Centred Planning, SMART Goal setting, the use of the Measuring Outcomes in Services and Supports (MOSS) Tool to allow us to review, assess and measure the outcomes of our service delivery to people with disability.

**I-CAN assessment tool** - Koomarri adopted the I-CAN support needs assessment to use as the basis of our assessments, planning and resource allocations. The I-CAN is a support needs tool designed to assess and guide support delivery for people with disabilities including people with mental health concerns, and is similarly aligned with the needs assessments used by the National Disability Insurance Scheme.

### **The ability to professionally**

### **critique what we do**

#### **Clinical supervision framework -**

Similar to the supervision used in counselling, and other professions engaged in working with people, Koomarri's clinical supervision framework is applied to all staff who work directly with people. The aim of clinical supervision is to provide preparatory knowledge and retrospective practice to the skills of Koomarri's direct support workforce.











## INDIVIDUAL OUTCOMES

---

“I was supported to find a job that I love.”

- Jonno

---

John is a young man who came to Koomarri in search of ‘something’. John had tried his hand at a few different activities and interests; he knew that his goal was to get a job, but John wasn’t sure what the job would be and he lacked confidence around his ability to work and to be around other people. John and his family approached Koomarri for support in getting a job but at that time John was quite withdrawn. John and Koomarri’s Service coordinator worked on a plan for John to reach his goal of

employment. The first step was to find something where John could build his confidence and spend time with other people – Koomarri’s cooking class was the first step.

John loved the cooking class – within weeks he had learned new skills, he had developed friendships, and had found a new sense of confidence in himself. John had now found the ‘something’ he was good at and enjoyed - his goal of working and knowing what he wanted was now clear.

Shortly after the course finished, John was successful in getting a job, in hospitality, at the Chisholm Viking Club. He is now a confident young man, who knows what he wants and working in a job that he loves.





## FEEDBACK & COMPLAINTS

---

“I choose to be a leader.”

- Andrew

---

Andrew is a leader – he is caring and compassionate, and uses his leadership ability to assist others in having a voice. Andrew has a comprehensive understanding of current affairs, and educates himself in social justice issues in order to advocate and empower others to know their rights.

Andrew works for Koomarri in the Garden Maintenance team. When he is not at work, he takes care of people, immersing himself in his part time position caring for people with dementia and volunteering on weekends at a local nursing home. At work, Andrew has a strong voice and advocates for the health and safety, and employment rights of his fellow employees.

# GOVERNANCE

Koomarri has established structures and developed a culture that:

- Ensures the people we support are treated with respect and equality;
- Upholds and advocates for the rights of people with disability;
- Develops and maintains confidence in what we do;
- Constantly reviews and develops the services we provide to better meet the needs of the people we support; and
- Improves how we perform as an organisation through strategic organisational planning, benchmarking our performance and applying a risk management framework to all that we do.

Koomarri is a not-for-profit organisation that operates under the auspices of the Koomarri Constitution. As part of this, the Koomarri Board of Directors exists to provide strategic advice and guidance to the Chief Executive Officer and ensure that Koomarri meets its regulatory responsibilities under the Corporations Act 2001.

## **Koomarri's Quality Framework**

We are committed to continuous improvement. To support people in achieving their dreams, goals and aspirations, Koomarri understands that we need to be the best service provider we can be.

Koomarri remains committed to quality, evidenced through our continued support of both staff and industry development. Koomarri has been accredited under ISO 9001:2008 since 2003. This includes our continued certification against the national and international quality standards of:

- International Standard Organisations
- Disability Service Standards
- Disability Employment Service Standards
- Community Care Common Standards

## The Koomarri Outcomes Framework

The Koomarri outcomes framework is mapped against the Australian Bureau of Statistics definition that requires any framework for measuring outcomes in human services to:

- Decide the desired areas of individual or community change;
- Define these areas and their parameters;
- Identify the indicators of these changes;
- Deciding how these phenomena can be measured; and
- Presenting the resulting information in a clear and informative way.

Koomarri uses a number of tools that are integrated to assess and analyse the outcome measures at an individual, organisation and community level. The method of measuring outcomes includes a sequence of process and tools, underpinned by the National Disability Standards and Principles of Consumer Directed Care.

## Individual

As a community organisation that operates within a consumer directed/person centred approach and emphasises community connectedness as the key to success in all that we do, Koomarri promotes and builds capacity in the individuals we support and community we live in.





## Organisation

Koomarri has adopted the Measuring Outcomes in Services and Supports (MOSS) tool which was developed by the Victorian based, disability specialist organisation, Scope, in partnership with Deakin University. The intention of the tool's development was to create a tool that:

- Focused on outcomes rather than outputs and processes;
- Enabled a broad range of outcome types to be named and measured, including outcomes generated as a result of service provision as well as a wide range of outcome types and levels across different life domains; and
- Measures person defined outcomes (i.e. defined by people with disability) which is compatible and integrated with goal orientated supports.

The MOSS is a simple, easy to administer tool that provides information on outcomes for individuals accessing disability and/or aged care services as well as the quality and effectiveness of the service provision.

## Community

In our local community we are governed by The Canberra Plan: Towards Our Second Century which identifies the vision for Canberra and guides the strategies and policies of Canberra through seven strategic themes:

- A Healthy ACT;
- A Fair and Safe ACT;
- An ACT with High Quality Services;
- An Educated and Skilled ACT;
- A Prosperous ACT ;
- A Sustainable ACT; and
- A Vibrant ACT.



## **Our Board**

### **James Service**

Chairman - Appointed February 2005

Chairman CIC Australia Limited, Chairman of the ACT Building and Construction Industry Training Fund Board, President Canberra Cancerians, Foundation Director Australian Foundation for Mental Health Research.

### **Len Early, BA (Hon), B Ec (Hon)**

Vice Chairman, Treasurer - Appointed October 2002

Chair, the Department of Finance, Commonwealth Financial Statements and Department of Communications Audit Committees; Chairman of Koomarri Finance and Audit Committee, Director Finance Squash ACT.

### **Michael Brennan BSc LLB (Hon)**

Director - Appointed June 2008

Minter Ellison Consulting Pty Ltd and SDL&P Pty Ltd. Partner, Minter Ellison.

### **Lois Fordham, BA, Grad AICD, Grad Dip HR (AHRI), FAIM, FAICD**

Director - Appointed July 2005

Present - Align Corp Pty Ltd; The Street Theatre; SCOPE for Artist Pty Ltd;

Past - Canberra Convention Bureau, Blusox Pty Ltd, Ashfield Infants Home, Cerebral Palsy League of Qld, NOW Pty Ltd, SportZCo Pty Ltd and DSTC Pty Ltd

### **Margaret Reid, BA LLB**

Director - Appointed September 2008

Backa Holdings Ltd

### **Barbara Walsh, MA (Org Comms)**

Director – Appointed August 2013

Present – Council Member, Music for Everyone; Past – Director, Canberra Symphony Orchestra

### **Andrew McCrossin, B Ec, LLM, FCA, CTA**

Director - Appointed October 2012. Executive Director at Ernst & Young









## INDIVIDUAL SERVICE ACCESS

---

“Koomarri works with my circles of support to ensure my family and I have the best opportunities in life to be happy and healthy together”

- Kevin

---

Kevin works as a supported employee within Koomarri’s Garden Maintenance team, he is also a husband and the dad of a lovely little girl. To assist Kevin in managing all of his commitments, Koomarri is one part of a team of service providers who coordinate a wrap around service to ensure Kevin and his family are given the best possible opportunity to be happy, healthy and well supported.

Kevin has recently joined one of Koomarri’s cooking classes to learn how to prepare simple and nutritious meals for his family. The course has given Kevin an opportunity to form new friendships with people who have similar familial responsibilities, and has created another circle of people to his support network in his life.





## OUR LEADERSHIP TEAM



**Miranda Garnett**  
Chief Executive Officer

Koomarri CEO, Miranda Garnett, joined Koomarri in April 2008 after an extensive career in both the private and not for profit sectors. With a firm grounding in business and finance balancing experience and commitment to social welfare reform, Miranda is leading Koomarri into the 21st century with a firm view to growing the organisation's capacity to support more people with disability to achieve independence and quality of life.

A chartered accountant with qualifications in Accounting from the University of Canberra, Miranda has worked internationally and across Australia in roles which have brought her to value diversity and to the benefits which can be gained from a professional approach.

Miranda is a committee member of the NDS ACT Committee, National NDS Australian Disability Enterprises Committee, Boundless and ACT Council of Social Service (ACTCOSS).



**Nadine Stephen**  
Executive Director

Nadine Stephen is the Executive Director of Koomarri's operations, overseeing Residential and Community Services and Business Enterprises. Nadine has extensive experience working in disability, aged care and the community sector. She has been involved in direct service provision for people with disability as well as working in both federal and ACT government on the broader policy and program agenda. Nadine is committed to achieving positive outcomes for people with disability, through helping them to exercise choice in decision making.



**Daryl Weiss**  
Manager, Business Enterprises

Daryl has worked for Koomarri for over 12 years in the capacity of Manager, Business Enterprises. Daryl sees the aim of his role is to support people with disability to fulfil their individual goals and aspirations in the areas of employment and education. Daryl knows he has done his job well when he sees the growth and personal and professional development in the people Koomarri supports.





**Ralph Fortmann**  
Manager, Human Resources

Ralph began his career in Human Resources as a Training and Development Consultant in the financial services industry. In 2003 Ralph was given the opportunity for a role of Head of Human Resources for a small financial services provider in South Africa, focusing on assisting the provider's transition into a new organisational structure and aligning its HR Practices to best practice in readiness for a corporate takeover. Ralph has also worked as an independent HR consultant. Ralph joined Koomarri in 2012. The two core issues that attracted Ralph most to Koomarri was the organisation's strong values base and goal to make a fundamental difference in people's lives.

Throughout Ralph's career he has worked for and with organisations that have strong values which support a people culture that values employees as contributors. During his time as an independent consultant, Ralph was in a position to elect to work with organisations with similar values and turn away from doing work for employers who regarded their employees as commodities for financial gain.

Koomarri's transition into the world of the NDIS requires a blend of skills and experiences from both community and mainstream commercial industry. This will help the organisation transition to a workforce which can respond to a fee for service environment and remain sustainable from both a financial and value based perspective. i.e. we can compete with the rest (not the best as we are the best) and still achieve the right outcomes for the people that we support and for our staff.



**Kate Pensa**  
Senior Disability Practitioner/  
Project Manager

As an experienced disability practitioner, Kate has 23 years' experience working within the disability, mental health, drug and alcohol and homelessness sectors. Her experience in the disability sector spans significant periods where she worked through the deinstitutionalisation of people with disability in South Australia and Victoria; the disability service reforms in Tasmania and NSW, to now in the ACT as the sector moves into the new world of the National Disability Insurance Scheme.

Kate's work is underpinned by the values and principles of person centeredness; ensuring the person is at the core of the service and ensuring that services are directed by the person's individual needs. Kate believes it is a fundamental human right for people to be empowered to make their own choices in life, and believes in building capacity not just in individuals, but in communities.



**Sean Garden**  
**Manager, Case Management & Service Coordination**

Sean has worked in the disability sector for the past 18 years for a variety of organisations throughout Canberra. During this time he has been able to gain a good perspective of the sector in case management, community services and residential settings. Sean has been employed with Koomarri for the past 9 years mostly in the residential area but has expanded his experience and knowledge of the organisation by fulfilling a new position as the Service Coordinator. Sean's primary role is to coordinate the intake and assessment of people interested in Koomarri services and has found that being part of an organisation and processes that continually strive to achieve positive outcomes for people with a disability as extremely rewarding.



**Mark Baldwin**  
**Manager, Community Programs**

Mark has over 25 years' experience in the human services sector across a wide variety of areas, both government and non-government, working with and promoting the interests of children, young people and their families. Mark is currently undertaking a Bachelor of Social Work (albeit very slowly) and has completed Diplomas in Management and Project Management. Mark has other relevant qualifications including an Advanced Diploma in Community Services (Community Work), a Diploma of Social Science in Welfare and a Level Four Youth Work Certificate.

Mark came to Koomarri after a number of management roles in the ACT Government and various community organisations in the Canberra Region. Mark has a keen interest in the provision of services for people with a disability and has extensive experience working with people to achieve their goals and reach their full potential. Mark is committed to a person centred model of support and to the development of partnerships both within the sector and more broadly in the community sector.



**Susan Nicol**  
Manager, Residential & Flexible  
Support Services

Susan has a passion for working with and for people with a disability having done so from the age of 17, both within the Government and not for profit sectors. Susan has seen and been part of ongoing change in the provision of support to people with disability and marvels at the change that have taken place over the last 45 years. Susan takes her work in the sector seriously and has high expectations regarding service delivery to others. Susan has previously worked in a hands on role giving her a great level of appreciation of the challenges often experienced by support workers.

Susan's favourite saying is "Counting up to twenty may be difficult for some, but if you learn to count to twenty you can get to twenty one".



**Matt Holmes**  
Financial Controller

Matthew is a Chartered Accountant with 10+ years accounting and finance experience including areas of tax, audit and consulting, with a specialisation in the not-for-profit sector. He has worked closely with many large aged care organisations across NSW and the ACT, as well as a number of disability service providers in Sydney, and has been involved in the statutory audits of a number of government and charitable entities since moving to Canberra in 2013. Matthew joined Koomarri wanting to use his financial experience in the charitable sector to directly assist the organisation to achieve its goals, managing the finances and the finance team to ensure we are able to use all of our available resources to enrich the lives of our employees, clients and the wider Canberra community.



## SERVICE MANAGEMENT

---

“Koomarri listens to what we have to say about where and how our children live.”

---

We believe family governed works well and gives us greater confidence that our daughter will have the long term care she needs. We are now preparing a structure to replace us once we are unable to continue with our responsibilities in the model. We see it as essential to have continuity of governance once we are unable to participate. For us, Koomarri have become a strong partner in achieving what we are seeking for our daughter.

- Chris & Max



As parents preparing Rebecca for a secure and happy future, where we could again become her parents and family rather than her carers, was really important to us. We wanted to do it in a timing that worked for Bec, who was 28 years old when her transition started, and for us, as we were getting older and anticipating the time when we could no longer provide care for her.

We wanted to co-own the process with her and make sure that she had success in her transition so that we knew her future would be secure and as fulfilling as possible.

We wanted Rebecca to maintain her skills, develop new ones, and in some simple ways add value to the community that she is part of.

- Ros & Tony

The Koomarri family governance model works extremely well for James; although Koomarri are fully responsible for James's personal care and staff management we are encouraged and are actively involved in overseeing his daily and ongoing personal development activities. We regularly visit James in his own home thus ensuring he maintains a close link to his family. Koomarri is strong in two way communication which has ensured that the family governance model is ideal for James.

- Diane & Jim



# WHAT WE DO

## Community

Koomarri provides support for people to connect and be actively involved in the life of their local community. Once we get to know you through developing a personalised plan, Koomarri can support you in participating in skill development, hobbies and community activities based on your personal goals and aspirations.

At Koomarri, we acknowledge that everyone is an individual – we are different ages, we have had different life experiences and we like different things. This is why Koomarri will offer you:

- Support that matches your interests and aspirations
- Choice about the people (or staff) who work with you
- Support that is best suited to you and what you need to be happy and engaged in your local community life
- Opportunities to connect with people and places in your community that interest you

## For people who have left school and are interested in working?

Koomarri offers school leavers with training and work experience

opportunities in preparation for entry into the workforce. We offer a post –school program called Gateway Frontier to enable school leavers a smooth transition from adolescence to adulthood.

- Holistic, whole of life, individualised approach, using formal and informal networks
- Business Enterprises
- Community Services – specialise in supporting people transition into retirement, assisting families where a parent/s has an intellectual disability, facilitate short courses in cooking, health and well-being, educate young people post school
- Residential & in-home support – family governance model
- Funds management

## For people ready to retire from work?

Koomarri offers people who are preparing for retirement, a specialist retiree support program, Gateway Retirement. The retirement program works to empower the person to create and maintain connections in their community so that they can retire with dignity and pursue new friendships, new interests and activities to stay healthy and active in their later years.

## **Residential and flexible services**

Koomarri provides support to people living in shared supported accommodation services which operate within a Family Governance model of support.

What this means is that Koomarri works collaboratively with the residents and their families in providing a home that encourages and enables independence through person directed supports; in consultation with families engages specialist staff to provide support including personal care and skills development under an active support framework; and support to be actively involved in the community in which they live.

At Koomarri we value innovation and new ideas, so we welcome people and their families talking with us about different ways we could support you in your home by yourself or with others.

## **Flexible in-home support services**

Koomarri's Flexible in-home support services assist people live more independently in their own home and community. You may need help for a short time until you can manage yourself, or sometimes on a more permanent basis. In most cases, people want to live in their own home and this service aims to assist you in doing just that, safely and comfortably.

Our support is individualised and caters to what you need – some of the types of services we can provide could include the following:

- Household chores
- Health and personal care
- Activities and transport
- Short breaks & flexible respite options
- Home maintenance and modification

## **Training and education**

Koomarri offers a number of training options to people with disability across all life ages and stages.

## **Gateway Frontier**

### **Certificate I in Work Skills for Life**

Gateway Frontier offers school leavers and people up to the age of 30 years with a disability, the opportunity to complete a recognised qualification in preparation for work and further studies.

The Certificate I covers topics such as: working independently, protective behaviours, money management, dress & hygiene, punctuality & attendance, how to catch buses in Canberra and more.



## Koomarri Short Courses

Koomarri offers a suite of short courses in alignment with the ACT school terms. Courses are conducted at a number of sites across Canberra and are run flexibly in both day and evening sessions.

Koomarri's short courses offered will vary according to the demand and choice of topic as consulted with the Koomarri community, therefore our training includes, however is not limited to the following topics: Nutrition, papermaking, introduction to Information Technology and introduction to Painting.

## Training for community & corporate business, community groups, schools and Government services

Koomarri offers disability awareness training to businesses in the ACT and Region communities who wish to learn more about disability. Our training also includes on site consultations should your business be preparing for the employment of a person with disability.

## Work

Koomarri provides people with disability access to employment opportunities in both supported and open employment settings.

Employment opportunities can boost confidence, self-esteem and a sense of purpose. For someone with an intellectual disability who may

face limited employment and social options, supported employment is all the more valuable.

At Koomarri we offer full time and part time employment, training, and personal development at locations throughout the ACT and Southern NSW (Queanbeyan). Our experienced staff support each individual to help you reach your own goals throughout your working life.

Koomarri's employment and business initiatives are commercial operations that provide supported employment for people with disability. The income derived from these businesses goes back into supporting the expansion of employment and business opportunities for people with disability to be gainfully employed.

Koomarri's businesses include:

- **Pack n' Post – mail outs, manual packaging of various products, information kit and conference pack assembly**
- **Cut Cloth – new and discarded cloth supply**
- **Queanbeyan Floristry – made to order flower arrangements**
- **Cleaning Services – Domestic & Commercial Cleaning**
- **Garden Maintenance – garden and grounds maintenance for Government properties, schools, private homes and businesses**

- **Koomarri provides a range of office administrative support such as mail outs, sorting, shredding, compiling, packaging, scanning and filing to numerous organisations.**
- **We give you a comprehensive assessment to determine your best job options based on your skills, abilities, personal goals, and availability.**

We offer:

- Safe and supportive workplaces which maintain stringent health and safety standards
- A focus on personal development and training
- Excellent employment conditions
- On-going training opportunities

### **Management of Funding Packages**

Koomarri provides individualised funding administration for your Disability ACT, ADHC (NSW) and NDIS support funding packages. Managing funds for your package is important and can be a difficult task. Koomarri can support you to use and control your funds for supports in order for you to achieve your goals and live the way you want.

You can choose from one of three different options to manage your individualised package funds, or you can select a combination of options if that better meets your needs. Take your circumstances into account and decide on the model that best suits your needs.

How the process works:

- You are allocated your funding package and then choose Koomarri to administer your package funds after a thorough consultation with a Planner/Facilitator.
- Koomarri will create a Service User Account and will provide you with a kit that details the arrangement you have made with Koomarri to manage your funding, your responsibilities, Koomarri's responsibilities and any further information you will need.
- You will then choose and purchase services and supports in line with the goals of your funding package and Koomarri will liaise with your chosen service providers regarding payment arrangements.
- Koomarri will contact you periodically to authorise invoices and once it is confirmed that you have received the service you are paying for, Koomarri will pay the invoice.
- Koomarri will pay the authorised invoices, maintain accurate records and will supply monthly statements to you so that you can see how your funding package is being spent and make sure that it is being managed the way you want it to be.

## HOW YOU CAN CONTACT US

Koomarri Central Office:  
25 Launceston street, Phillip ACT 2606

Entrance and car park accessible via  
Easty Street

**Phone:** 02 6280 6143

**Email:** [koomarri@koomarri.asn.au](mailto:koomarri@koomarri.asn.au)

**Web:** [www.koomarri.com.au](http://www.koomarri.com.au)

Koomarri Belconnen  
(Cut Cloth & Pack 'N' Post):  
55 Lathlain Street, Belconnen ACT 2616

**Phone:** 02 6251 7455

**Fax:** 02 6162 0615

**Email:** [koomarri@koomarri.asn.au](mailto:koomarri@koomarri.asn.au)

**Web:** [www.koomarri.com.au](http://www.koomarri.com.au)

Koomarri Queanbeyan:  
26 Carinya Street, Queanbeyan NSW 2620

**Phone:** 02 6297 3006

**Fax:** 02 6299 3885

**Email:** [koomarri@koomarri.asn.au](mailto:koomarri@koomarri.asn.au)

**Web:** [www.koomarri.com.au](http://www.koomarri.com.au)

