

CHAIR'S REPORT



It gives me great pleasure to present the Chair's Report for year ended 30 June 2018.

Living My Way has made significant progress in its transformation phase as it continues to embed the new business and financial model to align with the NDIS environment.

Several outcomes and improvements were achieved throughout the year:

- Living My Way passed the Third Party Verification Audit required by the NSW government. The government uses this verification to ensure that all service providers are meeting the quality and compliance standards as set out in the National Disability Standards and therefore clients are receiving the best quality of service;
- A new risk management framework was developed that will assist to better identify, manage and mitigate any foreseeable risks.
- The onboarding of support workers has been streamlined through electronic systems;
- Growth in our Membership base that has now reached 215;
- A more efficient process of claiming expenses from the NDIS has been implemented;
- Ongoing improvements in our HR system to reflect best practice.

One of the main priorities was the search for suitable IT solutions to enable effective and efficient automation systems to better assist our Members and staff. I'm pleased to report that three new systems have been selected and are due to be implemented over the next six months.

The position of Project & Systems Change Manager has been created to continue the work that had previously been carried out by Good Foundations. We wish to thank Good Foundations for their ongoing assistance and guidance through these complex and challenging times.

The Board of Living My Way continues to work on improving its governance practices. The key priority was the development of our Strategic Plan for 2018–2021. The Strategic Plan is the instrument that guides

the organisation to achieve its goals and intended purpose for the next three years and provides a benchmark against which to measure our performance.

Board composition is always being considered to ensure the changing needs of the organisation are being met and that Living My Way is guided by people with the relevant skills and experience. With that in mind, we welcome new director, Huw Thomas, a change agent whose passion is to help leaders improve outcomes for customers, employees and the community.

I also wish to take this opportunity to pay tribute to Rosemary Street who made the decision to retire from the Board earlier this year. Rosemary is one of the founding Members, and had been on the Board since the organisation's inception. We thank her for her dedication and efforts in guiding Living My Way over many years. Rosemary has always been a strong advocate for the Members and continues to do so in a different capacity. We wish her every success and wellbeing in the future.

Since my last report, the review of the Constitution of Living My Way Limited has been finalised and it is ready to present to the Members for the Annual General Meeting in November 2018.

In closing, I wish to thank the staff for their tireless efforts, excellent service delivery and patience throughout the challenges; the CEO, Philip Anderson for his professionalism and excellent leadership which is placing Living My Way in a much stronger position; and my fellow directors for their commitment and valuable contribution during the year.

I am confident that Living My Way will prosper as we approach 2019. May we all continue to work together in strength and unity.

Milena Morrow
Chairperson

LIVING MY WAY LIMITED

Founding Member