

*Living  
my way.*

2019

**ANNUAL  
REPORT**

# Year in Review

Chairperson Message



**Milena Morrow**  
Chairperson

**LIVING MY WAY LIMITED**  
Founding Member

It gives me great pleasure to present the Chair's Report for year ended 30 June 2019.

Once again, the year has showcased the strength of the Living My Way team in delivering quality services to our Members, as well as enhancing the operations of the organisation. These outcomes have been achieved despite the ongoing challenges of working with the National Disability Insurance Scheme (NDIS).

Following on from last year's report, all efforts remained firmly focussed on the priority of an automation roadmap, including several systems that will provide an easier and more streamlined service for Members, such as, a Customer Relationship Management System, and a Payroll and Plan Management System.

It has been a long road to source, trial and select software that is compatible with the unique model of Living My Way. However, I'm pleased to say that the systems are well on the way to being fully implemented.

A few additional highlights that occurred throughout 2018/19 were:

- As at 30 June 2019, Living My Way's membership base had increased to 258 active Members, which exceeded the annual target (102 new Members);
- A Member Employment Officer was appointed to specifically assist Members with the search, selection and appointment process to employ their own Support Workers;
- The review and introduction of our new Vision, Purpose Statement and Values now shown on the website;
- The organisation promoted its services through the following channels;

- 2GB radio
- Accessible taxis
- Attendance at several Disability Expos and networking events
- Advertised in a number of newspapers, disability publications and online directories
- Living My Way launched its newly designed website

- Two Member testimonial videos were created and introduced, which highlight how Living My Way supports them as Members. The videos can be seen on the website Home page;
- It was pleasing to discover that 96% of Members who completed the Member Feedback Survey would recommend Living My Way to other people. Delivering quality services to our Members is very important to all of us at Living My Way, and constructive feedback for the purpose of continuous improvement is always encouraged.

I would like to introduce our new Director, Peter Whyntie. Peter's experience as a consultant, regulator, director and executive spans over 35 years. Following his retirement as a partner of KPMG, he has been an independent consultant in governance, risk management and compliance. We know that Peter will be a valuable asset to the Board and the organisation.

In closing, I wish to extend a big thank you to our CEO, Philip Anderson, for his professional leadership, along with his management team and staff for their tireless efforts throughout the ongoing challenges. I also thank my fellow Directors for their commitment and valuable contribution during the year.

I look forward to us all continuing to do great work together.

# Going Forward

CEO Message



**Philip Anderson**  
Chief Executive Officer

The past 12 months has brought about several positive changes to Living My Way, welcoming new systems, staff and additional knowledge and skills to the Board to name but a few.

An important update this year has been the revision and introduction of Living My Way's new Vision and Values, which are key directives for the organisation going forward.

It is an honor to be the CEO of an organisation with such a rich history and with a vision of 'More people getting on with life'. A vision so clear and powerful and is the steering force behind all operational discussions that will lead us to great success as the company continues to grow and thrive in this evolving disability landscape.

Over the next 12 months, in conjunction with Living My Way's strategic plan we will continue to review our service offerings and grow the Membership base, whilst maintaining a highly personal and individualised service to all Members.

In striving to provide the best service to Members, we will continue our commitment to review and implement new systems to ensure we are using the best and most

accessible technology and systems.

I would like to extend my thanks to all the hard working Living My Way team who have continued to work tirelessly to provide high quality, professional and invaluable support to every Member.

I also want to personally thank the Living My Way Board, who I am fortunate enough to work with. Being led by a Board that consists of several Members with a disability from a range of professional backgrounds, who fully understand the importance of being in control and extending themselves to the fullest extent possible is truly inspiring.

Looking to the future, my goal is to continue to support people living with disabilities, by providing a high quality service that is empowering and focused on more people getting on with life.

# WELCOME

# Our vision is **More people getting on with life.**

Living My Way is a trusted Member based not-for-profit organisation with over 26 years' experience in supporting people with disabilities to live a self-directed life.

We take an individualised and holistic approach in empowering our Members to live as independently and fulfilling as they choose.

We pride ourselves on being an honest and professional organisation with Member representation on the Board.

Living My Way will continuously improve and offer quality supports to Members and support them to be empowered and continue to live self-directed lives. The organisation is led by a Board that consists of several Members with a disability from a range of professional backgrounds who fully understand the importance of being in control and expanding themselves to the fullest extent possible.

Living My Way's future looks bright in this evolving and changing disability landscape and looks forward to continuing to support Members for many more years to come.

## Our Values

### Trustworthy And Helpful

We hold ourselves accountable to a high standard in all interactions.

### Flexible

We are responsive and adaptable to changing needs of our members and the industry.

### Respectful

We treat all individuals with dignity and integrity.

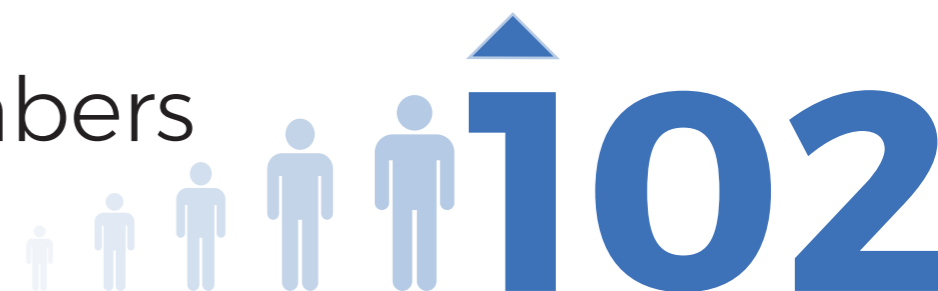
### Consistent Quality

You can depend on us to be there for you when you need us.

# This financial year, Living My Way supported **288 Members**

## New Members in 2018/19

\*At 30 June 2019



Living My Way **Staff Members 22**



Living My Way **Board Members 8**



Living My Way **Members Advisory Committee Members 10**

### 96% of Members **would refer** Living My Way~

~According to the 2019 Member Feedback survey

### Recognising Living My Way's **Longest Serving Members** of **27 years**



**2** Member videos launched



**1** new website



Launched **1** new Customer Relationship System



Attended **15** Disability Expos

Provided Support for people with disabilities on **4** different funding sources



National Disability Insurance Scheme



Commonwealth Continuity of Support



Insurance



Self-funded

# YEAR IN NUMBERS



**Lisa** is the mother of 13-year-old **Elliott**, who has a dual diagnosis of Down Syndrome and Autism. Lisa reached out to Living My Way back in 2017 when Elliott received his first NDIS Plan. Living My Way not only allows Elliott to live his life like any other 13-year-old, but also gives Lisa time to do things she did not have time to do before.

“We joined when we received Elliott’s first NDIS Plan. We needed to find a provider and we wanted to be Plan Managed, so we did not have to do it all on our own. Someone had mentioned Living My Way to us, and they seemed to be the best Plan Management service we found”.

As Elliott’s Primary carer, Lisa uses Living My Way to Plan Manage his plan and employ Elliott’s Support Workers. Living My Way acts as the middleman by processing the invoices for payments as per their support plan allowing their family to be empowered and continue to live self-directed lives.

“Living My Way has helped us immensely because it allows me to work part-time and do things for my other children.”

“Living My Way have also been an invaluable support helping me to select Elliott’s Support Workers instead of using agencies. So, I feel more comfortable with who helps Elliott”.

Lisa enjoys being able to just talk to helpful and trustworthy staff about Elliott’s needs and having the extra support navigating the NDIS. “Living My Way have been able to take the stress out of the process and provide a personalised service”.

“I could not fault Living My Way. They have been great in explaining the way the NDIS works and I have referred lots of my friends to Living My Way and they have signed up to use the service, and love it”.

“

**It’s the little things in my life that make the difference, the things other people might take for granted because they are able-bodied. Living My Way has given me the freedom and flexibility to enjoy those little things every day, with those I care about.**

Living My Way Member

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**Carolyn** has Spinal Muscular Atrophy and has used a power wheelchair ever since she can remember. Carolyn has been a Living My Way Member for 11 years and currently uses Living My Way to provide her with Support Coordination and support to employ her own Support Workers.

“The reason why I choose to employ my own Support Workers through the Living My Way model is the consistent quality of the staff. They treat you like a partner not like a third party person who’s just there. With Living My Way, you are the employer, so you are the boss. The service is more personalised and it is more successful because you are given that control,” she said.

Carolyn is an NDIS participant who currently self manages her NDIS Plan. However, by using Living My Way as her Support Coordinator, Carolyn can talk to her experienced and knowledgeable Support Coordinators to enhance the service she receives.

“Living My Way is open, transparent and friendly. I feel as though there is always someone there who can listen to me if I ever encounter an issue, conflict, or if I am not well. Their service is invaluable, and I’ve certainly used and benefited having someone there who listens, cares and can suggest solutions.”

“Living My Way has always been super flexible and responsive to me as a person doing everyday things. It’s been less bureaucratic, and I find promotes more independence than other providers.”

“

**I love Living My Way and my Support Coordinator, there is no company like it around. My Support Coordinator is happy, nice and listens to me.**

Living My Way Member

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# FROM THE MEMBERS





**Tony** is one of Living My Way's longest serving Members, having been with the Living My Way since it was formed from a pilot group back in the 1980's. A lot has changed in disability sector since Tony joined Living My Way as a 17-year-old, just out of hospital after sustaining a Spinal Cord Injury. Tony is now an NDIS participant and has continually used Living My Way to maintain his independence and feel supported with his transition to the NDIS.

Since Tony became a Member of Living My Way, he has liked the individual and innovative approach of the model to employ his own Support Workers.

"Living My Way's support to employ my own Support Workers gives you peace of mind knowing who is coming and when. It allows me to make decisions about who I employ, and I am able to build a relationship with that person" he said.

"Most of my employees are over 10 years with me. That is a good thing, it is a consistent quality".

Tony feels Living My Way looks after his best interest, and is comfortable speaking with the respectful Living My Way team anytime, and appreciates that he does not have to "worry how things are going because I know you guys will help me no matter what".

"My business goes up and down depending on what's happening in my life, so I enjoy how Living My Way can be invisibly supportive with my work and life schedule. It is like you guys are almost invisible and that is a good thing, that is what you want to do" he said.

"It is huge being supported by Living My Way, it feels like there is someone else on my side".



**I do my own recruitment, rosters and day to day management, liaise with my staff and rostering them. I really enjoy doing this. At the end of the day, I am the person they answer to. It's very important to me to have control and choice... My work day can change but I can control and negotiate changes as I manage my staff. I learned a lot of skill negotiating and dealing with people.**

Living My Way Member



**Milena Morrow**  
Board Chair

Milena is one of the founding members of Living My Way and has been the Chair since 2014. Originally from Sydney, and now residing in northern NSW, Milena was one of the first people in Australia to receive a self-managed attendant care package in the 1980s as part of a Commonwealth Government pilot study, and has never looked back.

Milena has had over 16 years' experience in financial management and training. Her experience in the disability sector includes over 20 years of employment, and 11 years in governance. She was also a business owner for several years offering computerised accounting solutions and consultancy services to small businesses. A member of the Australian Institute of Company Directors, Milena is an accomplished public speaker, writer and editor with a Diploma in Professional Editing through the Australian College of Journalism.

Other positions held have been: Vice-chair of the Tweed Shire Council Equal Access Advisory Committee (Chair across 3 different terms of Council); Chair of Lifebridge Australia Ltd, and Member of the North West Alliance Ability Links Leadership Group.

As a person with a lifelong disability, Milena is a strong advocate for all members of the community to live a purposeful, fulfilling and inclusive life, and is committed to raising awareness around disability to dispel misconceptions and break down invisible barriers.



**Peter Strohkorb**  
Vice Chair

Peter has spent over 20 years in the corporate sector, working for multinational organisations such as Sony, 3M, Canon and CSC, as well as with several SMEs and membership-based organisations. Peter holds qualifications in Marketing and Management from the prestigious Macquarie Graduate School of Management (MGSM) in Sydney, Australia. He is also a graduate of the Australian Institute of Company Directors (AICD).

Peter was inspired to support Living My Way because he witnessed the benefits of self-managed in-home care in the later stages of his mum's fight with Parkinson's disease, which she unfortunately lost at the age of 80.

**Huw Thomas**  
Director



Huw is an expert consultant, coach, facilitator, leadership developer and strategist. Since starting his career in global top-tier consulting firm, Accenture, he has led teams in banking and held leadership positions in several boutique consultancies. Broad exposure to diverse business models, organisational cultures, value streams and technologies allows him to bring innovative, market-leading advice and value to his clients.

He has consulted at the CEO and Board level with clients from an array of industries including Telstra, Westpac, Foxtel, ABC, CBA, BHP Billiton, News Corp as well as the Commonwealth and NSW Public Service.

In addition to delivering client value, Huw has driven growth and organisational maturity in consulting firms through sales, marketing, account management, product development, people leadership and thought leadership.

**Frank Burke**  
Director



Frank has over 20 years' experience in the finance and accounting field, specialising in operational and commercial support in fast growth environments. During his time in finance leadership positions, he has worked extensively with medium to large sized businesses from a range of industries including fashion retail, telecoms, hospitality and medical devices. Frank has led key finance initiatives to support the strategic goals of organisations, working closely with the management team, providing insight and analysis for informed decision making ensuring effective financial control and risk management within dynamic organisational environments.



**Sanjeev Gupta**  
Director

With over 25 years of Industry experience, Sanjeev has led many large and diverse teams and delivered many complex transformation programs. He is passionate about using Digital to drive new revenue opportunities and use Analytics, Big Data, Social and Cloud to create value. He is currently working as Chief Information Officer at Greenstone Financial Services and previously worked as the Chief Information Officer for Chartered Accountants Australia and New Zealand, HCF Australia and for Cover-More Group supporting all geographies and lines of business.

**Phillipa Gormly**  
Director



Phillipa has been a Director of Living My Way for 10 Years. For the past 23 years she practised as a barrister with a predominately commercial practice from which she retired in 2019. She has been in a wheelchair since 2014 due to Multiple Sclerosis.

**Angela Li**  
Director



Angela was involved in an accident in 2002 and had to become reliant on a wheelchair. It turned her life upside down and it took her a while to get her life back on track.

Before her accident, Angela worked as a bookkeeper, insurance agent, holiday tour guide and sales representative.

It is important to Angela that she is able to live fully whilst receiving care that coincides with the rhythm of her life. After starting out with another care provider, she soon realised the value of a good carer and the importance of good training.

She loves the flexibility of employing her own carers and creating her own rosters to suit her lifestyle. In her spare time, Angela likes to cook, try new recipes, travel, and garden. Her garden is her pride and joy and has lots of fresh produce and flowers. To enhance her mobility Angela also goes to hydrotherapy three times a week.

In 2008, she became a Living My Way Board Member. Learning and participating in the operations of this organisation, is very important to Angela as Living My Way personally gave her more control over her life and how she wants to live it. She is excited for what the future brings for this thriving organisation.

**Ken Ferris**  
Director



Ken is one of the founding Members of Living My Way. He acquired a Spinal Cord Injury in 1982 and was one of the first people in Australia to receive a self-managed attendant care package in the 1980s as part of a Commonwealth Government pilot study.

He attributes his achievements in life, to the freedoms of 35 plus years which self-directed living has provided.

Ken was an active disability advocate for many years and sat on Management Boards for a variety of disability organisations.

He has also worked in the IT industry for a number of years.

Currently he is the manager of a mobility equipment company - Wheelchairs & Stuff and also a speciality car rental company - Disability Hire Vehicles.

Living  
my way.

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**I have achieved a full and wonderful life in every way and my disability hasn't once held me back. This would have been very different if I hadn't had the support of Self-Directed Living. It is my passion to enable others with disabilities to access the services that Living My Way offer.**

Living My Way Member

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