

CHAIR'S REPORT



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.

Milena Morrow
Chairperson

LIVING MY WAY LIMITED

Founding Member