



The SILC Charitable Trust Annual Report 2015 - 2016



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Our Philosophy

The SILC Charitable Trust believes all people are valuable contributing members of their communities.

Communities need support to embrace all people to ensure their community is a place where everyone belongs.

Our Vision

Strong local community that embraces human difference and diversity.

A place where everyone belongs.

Our Mission

We work to strengthen individuals and the community they live in:

Recognising the uniqueness of all and utilising the key ethics of:

- ✓ Collaboration through consensus
- ✓ Engendering trust and confidence
- ✓ Professionalism and integrity

This will enable:

- A community that provides a place where everyone belongs.
- A community that unites voluntary and funded supports for the enrichment of that community.



VISIONARY

Value Statement:

Planning the future with imagination and wisdom

Action:

- ▶ We work creatively
- ▶ We show insight
- ▶ We are bold and brave
- ▶ We bring forth the best in people

Outcome:

- ▶ People are engaged in a shared sense of purpose



INCLUSIVE

Value Statement:

A community where everyone belongs

Action:

- ▶ We listen to people
- ▶ We value people's contributions
- ▶ We transform attitudes and behaviours

Outcome:

- ▶ People are included and are valued members of our organisation and our community



EXCELLENCE

Value Statement:

To be the best we can be

Action:

- ▶ We optimise the use of the resources we have
- ▶ We encourage and support all people to participate in learning opportunities
- ▶ We continually strive for improvement

Outcome:

- ▶ A culture of continual improvement and high achievements



WELLBEING

Value Statement:

Taking a holistic approach to the lives of people and our community

Action:

- ▶ We consider all contributing factors in a person's life
- ▶ We support people to create balance in their lives

Outcome:

- ▶ People and our community are thriving and flourishing

Trust Story

The SILC Charitable Trust



The SILC Charitable Trust was established in 2004 and was developed to ensure the continuation of the commitment Peter James and Terese Germon made to people in 1991 when Supported Living (BOP) Limited was established. Prior to this, SILC Ltd (as the company had rebranded) was privately owned by Peter and Terese.

After much research it was agreed the establishment of the Trust would provide the best option to ensure the philosophical path of SILC Ltd would continue beyond both Peter and Terese's work lives.



Peter James (Founder)
1957 - 2012

In 2010, we recognised that the philosophy and model of support practiced in SILC Limited is transferable across all people and therefore developed a new vision for The SILC Charitable Trust: To work to strengthen individuals and their community to develop a strong local community that embraces human difference and diversity and creates a place where everybody belongs.

To develop this, The SILC Charitable Trust is committed to the core business of SILC Limited, however is also committed to the development of new business enterprises that enhance people's lives recognising this can be in education, housing, support and vocational aspects of people's lives.

Chair Report

I have pleasure in presenting the annual report for The SILC Charitable Trust for the year ended June 2016. The year has, as ever, been one of change. Much of Trustees time this year was devoted to looking forward even as we prepared to celebrate 25 years since SILC was established.

For some time Terese Germon has been signalling that she would be seeking new challenges and her decision became official in April this year.



Ron Scott
Chair

It is impossible to over estimate the contribution that Terese has made to the establishment and growth of SILC and thus her impact on many, many lives over 25 years. Her official retirement date was on October 16th but we are lucky to have Terese available for a couple of months while the new Chief Executive, Tony Marsden, gets to know the organisation.

I must recognise the tremendous amount of time my fellow trustees have put into SILC. Janelle Fisher travels from the Waikato for meetings and is a valuable member of the Board with her sector experience and knowledge. Tony Marsden ably chaired the Audit and Risk Management Committee until his resignation to take up the CEO role. Richard Coad adds an important insight into how decisions we make impact on frontline services. Richard Buchanan was on leave for much of the year but kept in touch over email and we are delighted to have him back on board.

The Trust has decided to increase the number of trustees and we will be conducting interviews shortly.

Government policies continue to impact on the work of SILC. During the year we spent considerable time and effort working around health and safety regulations to ensure that the people we support are in a safe environment while maintaining the home environment that everyone else enjoys.

We kept a wary eye on how the transfer of social housing might affect the work of SILC. The housing market in general also has implications for the private tenancies we monitor.

During the period under review SwitchedOn was given the opportunity to takeover and manage the rehabilitation gym in Hocking Street and this has added an extra dimension to the services offered within the Trust group and builds on our vision to extend our services to people with a wider range of people than we have traditionally supported. If you haven't visited you should do so!

In concluding I report that the SILC Charitable Trust is in great heart. We have had an exciting 25 years and I am equally excited about what the next 25 years might bring.



Terese Germon
Chief Executive
Officer

CEO Report

I take great pleasure in reporting on our 2015/16 year as it was another year of exciting events.

October and November 2015 were especially busy months when we launched our Live Well, Work Well, Be Well programme. For a number of years we have invested in the wellness of the people we support and our staff, utilising our SwitchedOn Team to provide health, nutrition, mobility, therapy and massage support to people, but we took this a step further with a committed programme and dedicated coordinator to ensure people can access information, resources and services that support them to be the best they can be. Part of this was moving to a Smokefree organisation on October 31st and with support from our DHB and our Wellness Co-ordinator from SwitchedOn we were able to support over 20 people to participate in our Smokefree programme which is a life changing event for those people.

We were also offered the opportunity to take over the Rehabilitation Gym at Hocking Street, Mount Maunganui in November 2015. This has been a great community service for a number of years, providing rehabilitation and mobility services to those people in the community who through injury, illness, short-term or permanent disability required the expertise to support their bodies to be the best they can be.

The Hocking Street Gym was a natural "fit" with our SwitchedOn services which were already providing wellness, mobility, therapy and training services to our community so it was with great excitement that we chose to extend the SwitchedOn business to include the gym and moved our SwitchedOn Company to Hocking Street. There were a number of committed members who formed an Advisory Group to provide advice, support and financial assistance as we stepped into this venture; we couldn't have done it without their support so thank you so very much for your support and belief in our organisation. The SwitchedOn services from Hocking Street have continued to thrive since then with the gym membership climbing, classes being held for community groups and people's lives continuing to improve and go from strength to strength.

During the second part of the year planning began for an event that was to occur in July 2016; SILC was 25 years in July 2016 and we believed this was a magnificent milestone to celebrate. It was also timely for me to recognise that my time in leading the organisation was coming to an end so with the support of the Board we began to plan for my successor and I am excited that Tony Marsden has been appointed to lead our organisations through the next part of their journeys. I have had a marvellous 25 years, walking alongside the people we support, their families and the people who make these organisations great; I take with me so many memories, experiences and gifts I have learnt from my time that my life has been enriched so very much. I am truly thankful for the opportunity I have had to lead such wonderful organisations and I leave knowing they will continue to thrive and support our communities well.

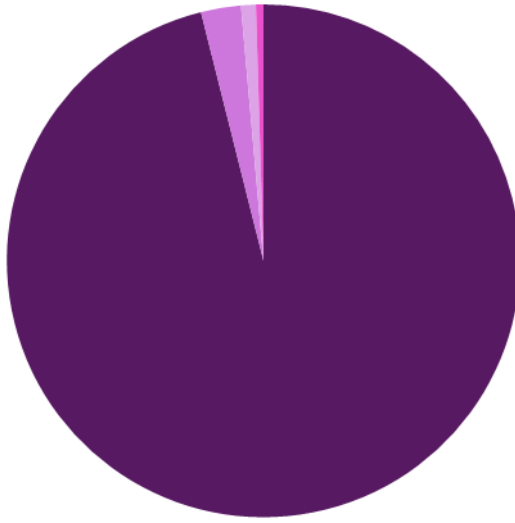
Take Care,

Live well and Laugh often



Financial Information

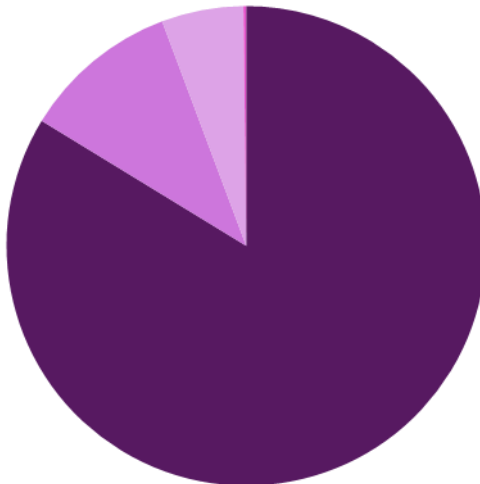
Income



Contract Fees	96.67%
Property Management Fees	1.67%
Grants & Scholarships	0.93%
Training Fees	0.73%

Total \$9,502,756

Expenditure



Employment Expenses	83.73%
Operating Expenses	10.56%
Administration Expenses	5.52%
Finance Expenses	0.19%

Total \$9,195,302

* The roles which form part of these financial statements can be separately obtained from The SILC Charitable Trust Board.



Financial Information

Financial Performance

Income	2016	2015
Contract Fees	\$ 9,107,119	\$ 8,860,796
Training Fees	\$ 44,201	\$ 33,883
Grants & Scholarships	\$ 88,935	\$ 60,866
Rents Received	\$ 158,704	\$ 163,179
Rebates	\$ 40,743	\$ 55,863
Gym Membership	\$ 24,141	\$ 0
Sundry Income	\$ 38,913	\$ 45,986
Total Income	\$ 9,502,756	\$ 9,220,573
Expenses		
Operating Expenses	\$ 970,797	\$ 984,053
Employment Expenses	\$ 7,699,666	\$ 7,590,733
Administration Expenses	\$ 507,294	\$ 432,178
Finance Expenses	\$ 17,545	\$ 29,399
Total Expenses	\$ 9,195,302	\$ 9,036,363
Net Surplus / (Deficit) before depreciation	\$ 307,454	\$ 184,210
Less depreciation of assets	\$ 82,755	\$ 124,050
Net Surplus / (Deficit)	\$ 224,699	\$ 60,160

Financial Position

Current Assets	2016	2015
Bank Accounts	\$ 833,833	\$ 619,144
Accounts Receivable	\$ 616,003	\$ 507,257
Accrued Income	\$ -	\$ -
Accrued Accounts	\$ 3,486	\$ 11,096
Bonds Held	\$ 15,444	\$ 15,444
	\$ 1,468,766	\$ 1,152,941
Non Current Assets		
Fixed Assets	\$ 289,770	\$ 337,417
Total Assets	\$ 1,758,536	\$ 1,490,358
Current Liabilities		
Bank Accounts	\$ -	\$ -
Accounts Payable	\$ 74,691	\$ 57,217
Accrued Expenses	\$ 908,363	\$ 712,022
Accrued Accounts	\$ -	\$ 167,128
GST Payable	\$ 167,310	\$ 203,159
	\$ 1,150,364	\$ 1,139,526
Non Current Liabilities		
Finance Leases	\$ 13,564	\$ 91,976
Total Liabilities	\$ 1,163,928	\$ 1,231,502
Net Assets / (Liabilities)	\$ 483,555	\$ 258,856

Movements in Equity

Trust starting Equity	\$ 258,856	\$ 198,696
Net Surplus / (Deficit) for the year	\$ 224,699	\$ 60,160
Trust Equity at end of the year	\$ 483,555	\$ 258,856

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Richard Buchanan



Richard joined The SILC Charitable Trust in 2010. Richard has a long history with SILC Ltd, having worked for SILC as a Service Manager.

Richard is the Manager - Provider Relationships and Personalised Funding, Enabling Good Lives (EGL) Christchurch. He has worked in the disability sector for the last 15 years and he has held a number of roles including teaching, management and leadership as well as having managed a small disability consultancy business in the past.

Richard brings to this role a lived experience of disability and a passion about ensuring the disability sector moves forward in a positive and effective manner. Richard lives in Christchurch and enjoys the outdoors, sport and wine appreciation.

Janelle Fisher

Janelle has worked in the Disability sector in New Zealand for a number of years.

Janelle is currently the Quality Practice Leader at Interactionz based in Hamilton. She has championed research projects in storytelling with Digital Storytelling Aotearoa and has successfully completed post-graduate study in Community Psychology.



She brings another dimension to the Board which uses all her experience, knowledge and skills to provide another perspective for the Board. A member since early 2012, we appreciate the energy and contribution Janelle brings to the Board.

Richard Coad

Richard has over 20 years' experience working alongside people who have mobility challenges, listening to them about what the problems are and finding solutions to make life work better for them.



Richard was employed by SILC in 1994 and held various support and leadership roles in SILC. He is a trainer, assessor, evaluator, manager and mentor. He is passionate about working in the health and disability sector and committed to achieving positive outcomes for those he works alongside.

Richard is currently the General Manager of SwitchedOn a company governed by The SILC Charitable Trust. He lives locally, is a father of three and a keen musician.

Tony Marsden

Tony joined The SILC Charitable Trust in March 2014 and brings to the Board 20 years experience in housing and asset management with a particular focus on social housing. Tony is excited about the opportunities that exist for The SILC Charitable Trust and in particular Karstle Limited as it looks to broaden its business interests into property.

Tony's work experience includes:

- National Maintenance Manager - Housing New Zealand Corporation
- Regional Manager - Housing New Zealand Corporation
- Asset Manager - Housing New Zealand Corporation



Tony lives locally with his family and enjoys all of the things that the Bay has to offer including rugby, golf and the beach.

Ron Scott

Ron joined The SILC Charitable Trust in early 2013 and has subsequently taken on the role of the Chairperson.

Ron's extensive experience on successful Boards has been an asset to The SILC Charitable Trust in ensuring the Board is functioning at the optimum level.

Ron wears a number of hats:

- Chief Executive - Stellaris Ltd
- Deputy Chair - Bay of Plenty DHB
- Director - Tauranga Energy Consumer Trust

Ron is local to Tauranga and his involvement in local business and community ventures is testament of his commitment to fostering inclusive, collaborative communities.



Funders

To all those who helped us financially this year we wish to acknowledge your assistance and say a big thanks.

Your contributions were invaluable and enabled us to do more, with and for the people we support. You made a real difference in the lives of the people we support and our community and we wish to express our gratitude for your support.



Te Pou o te
Whakaaro Nui



Our Story



Supported Individualised Lifestyle Choices (SILC Limited), formally Supported Living (BOP) Limited, commenced business in 1991 as a disability service provider. Today (2015), we are of service for any person who requires assistance with their day to day living whether due to temporary or permanent challenge. This may stem from disability, health, injury or age related challenges.

We provide a holistic service, which to us means that we provide the support that allows people to live their life to the fullest, no matter what their challenge. A holistic approach is characterised by looking at everything influencing an individual and addressing all these life-defining things.

Our commitment to quality services stems from the belief that any person regardless of their challenges has the right to live rich and full lives, doing the things they enjoy in their own homes and community and feeling that they belong in their community.

A whole list of things, some little, some big add up to produce this feeling, but a quality valued lifestyle where a person feels empowered and in charge often depends very much on the organisation providing support and its staff. We believe this is possible if they are provided with appropriate and timely support and solutions.

SILC employs, supports and trains a pool of staff bringing into play these philosophies, and in turn offer to provide support and find solutions for people to achieve personal goals and lifestyles. The way in which we do this is only limited by the imagination of those planning and delivering the service. We are attracting and training a calibre of staff who are making a commitment to those beliefs and who want to contribute, thus offering an individualised, committed and person-centred service.

Peter James, the founder of SILC, was passionate about working with people, recognising them as individuals, their gifts and challenges, and so it continues today.

General Manager Report



Pam Smith
General
Manager

It is with great pleasure I present the annual report from SILC Ltd.

We continue to support 54 people in 24/7 support arrangements, many of these people having enjoyed a partnership with SILC for many years.

They were able to enjoy the 25th anniversary celebrations alongside their families and our staff and we all look forward to many more years of association, recognising of course that SILC and our staff are only in people's lives by their choice. We value and appreciate their confidence and faith.

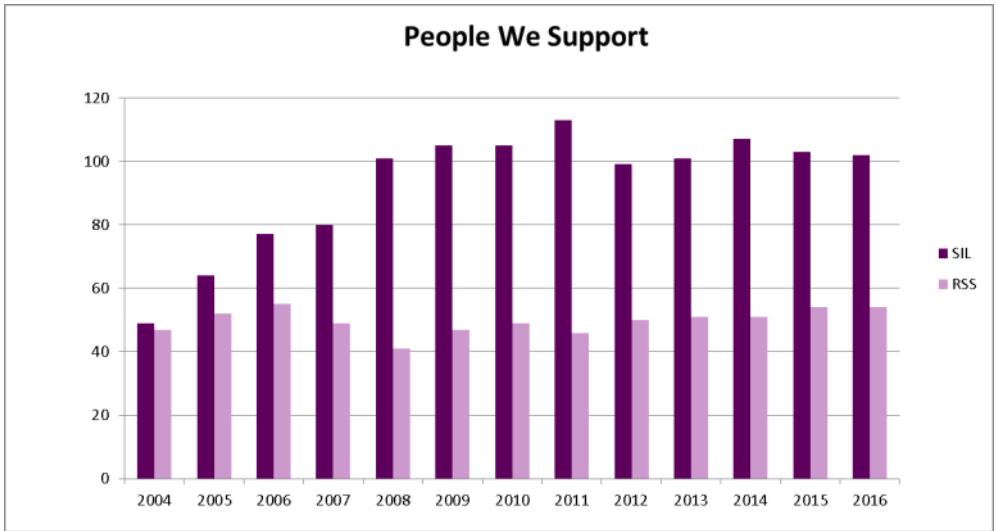
We also supported approximately 110 people in support situations where people have the highest level of independence and autonomy as possible. Where a principle of "the lightest touch" is used to ensure we are only in people's lives where and when we are needed and no more. Our staff are trained to walk alongside, to facilitate, to coach and mentor and ultimately to step away when support is no longer required. Our ultimate goal is that some people will go forward without paid supports.

SILC Ltd continues on the long history of work to push the boundaries for people and to think outside the square to find innovative and sustainable living and support solutions. We have worked closely with the DHB and the Needs Assessment and Service Coordination agency (NASC) to support a gentleman with high and complex health and social needs to leave hospital after a prolonged admission, to find and set up a home and to maintain his health in the community despite what could be seen as some very complex barriers. This gentleman has his own home now, he has people around him who know him well and who are committed to ensuring he lives a life of his own with support around the decisions he needs to make and the daily routines that keep him well. We have enjoyed working closely with people in the DHB who believed this was possible and more importantly that it was right, and who were prepared to partner with us to unmask a way forward for this man and to ensure it is sustainable.

We are committed to moving forward with refining our support style and structure, in order to walk the talk around personalised supports. There is a need for us to change how we do some things, but it is all possible if we continue to listen to the voice of disabled people, if we use our combined wisdom and experience, and if we are intentional about supporting people to have great lives.

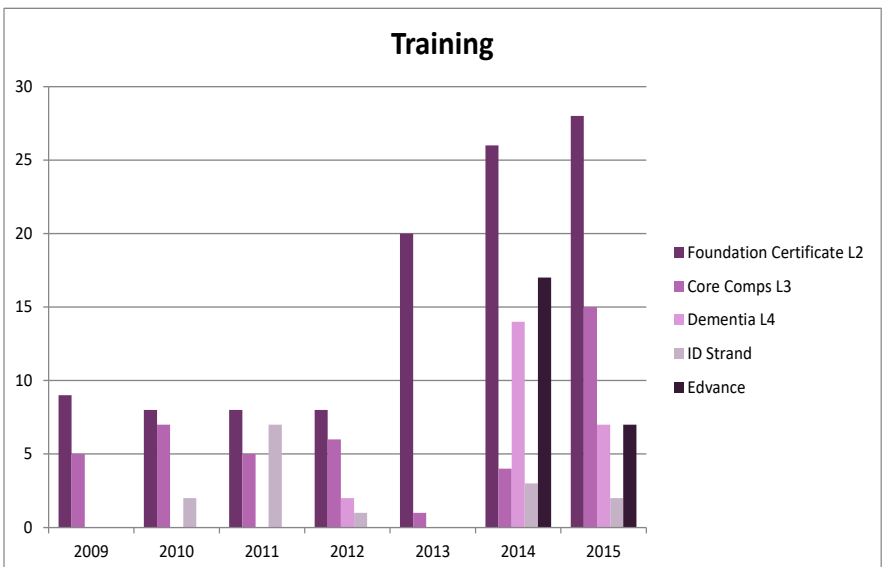
People We Support

Everyone who has allowed us the privilege of walking alongside them on their life journey has helped to make us who we are today and we thank you for this. Today we support over 160 people here in our local community. Our commitment in our Strategic Plan was to continue to work to ensure everyone's voice is heard and that the way we support people is continually evolving and improving. Some of the ways we have done this this year is to employ a General Manager tasked with Service Development and introducing Enabling Good Lives Principles. The CEO has also continued to meet regularly with the people we support to provide them the opportunity to voice any concerns or ideas.



Skills, Knowledge & Practice

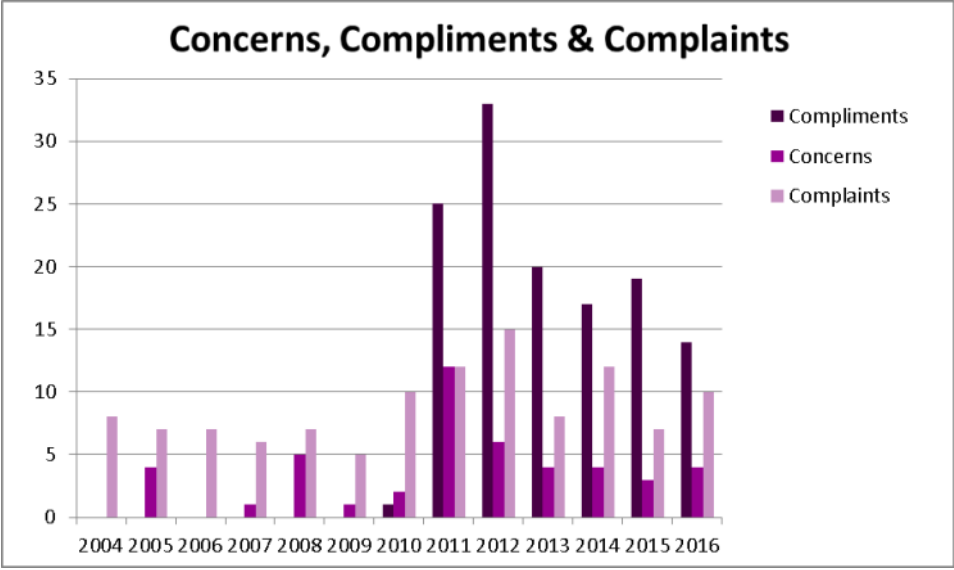
Continuing professional development means staff develop greater ability to enhance both the lives of the people they walk alongside and their own lives. It has been wonderful to see people taking the opportunity to increase their knowledge and take the opportunities for learning we make available. In this year, over 100 people have undertaken some form of training.



Culture

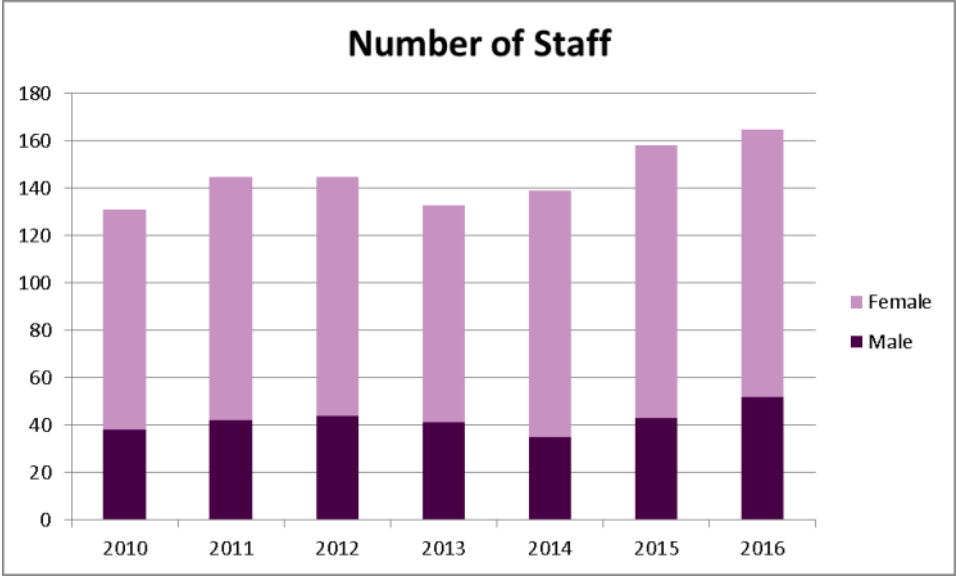
We are always pleased to receive feedback from those we support, their family/whanau and staff - even when they are not happy. It means people feel safe to speak up and that they have a voice within our organisation.

Over the past year we have made a few changes to try to give people more opportunities share their thoughts and ideas. Terese, our CEO, hosted listening lunches and invited people to come and meet with her and chat. The Board also met with people in their homes and we streamlined our surveys to make completing them easier and less time consuming. Although response rates were low in some areas (particularly the family/whanau), overall we were delighted with the feedback which shows overall satisfaction for those we support at 88%, family/whanau at 87% and staff at 82%.



Workforce

Currently, over 150 staff walk this journey with us and our commitment in our Strategic Plan was to continue to develop a culture built on shared values where staff feel valued, supported and passionate about the difference they make. We continue to use our staff surveys as a means to improving our organisations working environment. We value the feedback we receive from our staff and look forward to continuing to develop inclusive ways to value people's contribution.





General Manager Report



Richard Coad
General Manager

SwitchedOn has completed its third year of business and it's been the biggest year so far. As time passes we have grown in our identity and continue to gain confidence as an organisation that is separate to SILC Ltd which is where we all 'grew up'.

The highlight of the year happened out of the blue late in 2015 when I received a phone call asking if we were interested in taking over the management of the gym in Hocking Street. After discussions with various parties we agreed to trial managing the gym. This trial was successful and in January of 2016 we moved to our new offices above the gym. What we really liked about the gym is the way it fits right in with our vision to provide a full wellness package. Anyone can join the gym including people who have a disability as the equipment is accessible. If you haven't been to the gym come and have a look. You will meet the four newest members of SwitchedOn, who are all Exercise Physiologists. They have a wealth of experience running the gym and working alongside people who are recovering from injury, rehabilitating, maintaining and improving their fitness. In terms of VIEW the gym has allowed us to become more inclusive and contributes significantly towards wellbeing.

In conjunction with the services our Wellness Coordinator and Occupational Therapist provide and the training we provide, we are offering a truly holistic service that fits into the visionary part of VIEW. We believe we already provide an excellent service and we strive to continually improve our services and the way we work with people.

Our Wellness Coordinator has relished the opportunity of working from the gym. She has now been able to set up her own room where she can provide massage and wellness advice. I have never seen her as busy as she is now with people regularly and frequently making use of her services. She has also been able to continue with balance classes and has introduced a variety of other classes all run from Hocking Street. This is an opportunity that was not easily available prior to moving to Hocking Street and she is making full use of it.

So it's been our biggest year yet. We are providing more services to more people as well as maintaining the work we have always done. It's a very exciting time to be working in SwitchedOn and we are all thrilled at the accomplishments we have to celebrate for 2015/2016.

Success Stories

With our move from Durham Street to Hocking Street we have been able to expand on the services we provide and there is much to celebrate. From the gym we can share two stories that are typical of the successes they regularly experience.

Reece Melville

2 years ago Reece came to us here at SwitchedOn because he had had an operation on his legs and his Mum thought the facilities at Hocking Street would help him. He was not impressed by this as he thought the exercise programme would cause him pain, but he had no choice as his Mum brought him along.

After persevering for a while Reece has never been better; He is more outgoing and social, and has more flexibility and range of motion, strength and endurance and most important is more confident. It has been great to see Reece grow and develop.

Elliott Keys

Elliott has been at SwitchedOn for approximately 6 months; He was fairly unenthused by the idea, which is fair as a 16yr old teenager – but in the 6 months has most notably gained strength and function, enough so to self-propel in a manual chair after being confined to electric wheelchair. Elliott has come a very long way with his character, and has matured and understood the benefits of exercise. Elliott has much more potential and we are excited to see what he can bring to the table.

On top of this the gym membership in the 10 months we have been here has grown from a membership of 63 to 158 and continues to grow. This is a significant success but within that there is another success. Almost all of the members are fully active and attend the gym regularly. It's not unusual for a gym to have over 50% of its members not actively attending so we are naturally very proud of the fact that the people who attend the gym see it as place that truly contributes towards their goals in life.



The SILC Charitable Trust



Building inclusive communities for everyone