

# ANNUAL REPORT

## 2019



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# About Aspire

Aspire Support Services (Aspire) provides support to people with a disability and their families through a range of services.

These services include:

- Supported Independent Living
- Children's Short-Term Accommodation
- Adult Short-Term Accommodation
- Independent Living with Drop-in Support
- Specialist Services which includes Early Childhood Intervention, Support Coordination, Clinical Services
- Lifestyle and Learning
- Financial Intermediary
- Out of Home Care
- Family Support
- Volunteers

Based in the Albury and Wodonga region, the breadth of our services enables us to support people with a range of needs, across their life span.

We aim to be industry innovators and to be responsive to the needs of the community. This will help us achieve our vision of building a community where all people are empowered and supported to achieve their individual goals and live the life they choose.



# Board of Directors and Chief Executive Officer



**Belinda Fenn**  
Chair



**John Duck**  
Director



**Matthew Fagence**  
Deputy Chair



**Wolfgang Schwarz**  
Director



**Kerry May**  
Director



**Michael terHaar**  
Director



**Nicholas Moore**  
Director



**Emma Reid**  
Director



**Elizabeth Pogson**  
Director



**Susan Hanson**  
Director



**Nigel Stone**  
Chief Executive Officer &  
Company Secretary

# Vision, Mission and Values

## Vision

A community where people with disabilities and their families are able to achieve their goals and live the life they choose.

## Mission

Aspire works alongside people with disabilities and their families to achieve their goals and aspirations.

## Values

### Respect for the individual

- We acknowledge strengths and abilities of all people
- We accept differences and diversity
- We are non-judgmental

### Understanding and responsiveness to individual needs

- We listen to our clients, staff and the community
- We take a person centred approach to our work
- We are adaptive and flexible

### Integrity and trust

- We operate with transparency and are accountable for our decisions and actions
- We uphold privacy and confidentiality
- We follow through on our commitments
- We maximise safety through policies and practice

### Commitment to children and young people

- We will ensure that children and young people's safety, best interests and rights are paramount in all of our decisions
- We will cater for all children and young people, in a way which they can grow safely and fulfill their potential
- We value and listen to children and young people's views, respect what they say and promote their active participation in our organisation
- Early Intervention is important to us and we will ensure the best possible development outcomes for children and their families

### Innovation and flexibility

- We are open to new ideas and creativity
- We seek input from all stakeholders
- We maintain awareness of trends and evidence based practice

### Quality and professionalism

- We put in place and implement systems to ensure the quality of our services and we foster continuous improvement
- We undertake and respond to rigorous risk assessment
- We ensure staff have the skills and values to fulfill our mission



# Chair and Chief Executive Officer Report

The 2018-2019 Financial Year saw Aspire complete its first full year with the National Disability Insurance Scheme (NDIS) without receiving any of the previous State Government funding supports. We are please to report that at the end of the financial year, we returned a positive financial result and also accomplished a number of significant achievements.

One of our major focuses for the year was the implementation of the final stages of our Information Technology strategy which encompassed the upgrading to a more fit for purpose Client Relationship Management (CRM) system, the internal development of an online information management system, the creation of a Business Intelligence Platform and the consolidation of a data warehouse function that allows for greater business analytics. Whilst the implementation of our new CRM (Procura) was not fully completed by 30 June due to some training scheduling issues, we were able to adequately manage the transition with a slight delay. The Board endorsed IT Strategy has been in progress for well over 2 years and we have now developed a greater capability to plan and analyse all parts of the organisation, enabling us to make greater strategic decisions. Throughout all of this we have seen Aspire transition to a more data focused organisation that has created the opportunity for improved systems and processes.

Within the first full year of the NDIS, Aspire also successfully attained its accreditation via the NDIS Quality and Safeguarding Commission. This accreditation allows Aspire to operate in all of its registered service types and provides customers with the confidence to know that our services exceed the standards set by the Commission. This was a great achievement given the high standards set by the Commission.

During the 2018-2019 Financial Year we also experienced significant demand for two new service types; Financial Intermediary and Support Coordination. Each of these service types were new to Aspire but have provided customers with additional services that have proven to ease the burden of managing in the NDIS environment.

In February 2019, Aspire purchased a 6-acre parcel of land in Thurgoona which has the potential to develop opportunities in the future. With Thurgoona being earmarked as the regions growth corridor, the purchase was made on the basis of creating an opportunity to develop a fit for purpose facility in the future that meets the needs of customers and their families.

Aspire's 2016-19 Strategic Plan was due to finish in June and as such the Board and Executive staff came together to develop a new plan for the period of 2019-2022 during our annual planning day. The new plan builds on the previous platform created and continues to re-enforce the need to ensure that Aspire is financially sound and remains relevant long into the future.

Throughout the year our Community Engagement Sub-Committee instigated a Customer and Staff feedback survey. The results were pleasing and also provided us with some opportunities for improvement along with re-enforcing some of the strategies already in place. In August 2019, Aspire held an event that brought Karni Liddell, former Paralympian and NDIS Ambassador (Qld) to the region to tell her life story that was not only inspiring but also empowering to the audience. We heard from customers, families and staff that the event was invaluable and has given us the drive to continue to hold more of these community events in the future.

On behalf of the Board of Directors we would like to congratulate all of Aspire's staff on a successful year and thank them for their efforts throughout the year.

**Belinda Fenn**  
Board Chair

**Nigel Stone**  
Chief Executive Officer



# Audit and Finance Sub-Committee Report

## Role

The Audit and Finance Sub-Committee consists of three Board Members.

The Committee is established to assist the Board in fulfilling its corporate governance responsibilities in regard to audit, financial reporting, financial management and procurement including:

- Maximising its financial and other resources, and using these resources efficiently and effectively in support of the achievement of Aspire's strategic plan.
- Has adequate financial management systems and internal control structures to discharge their corporate governance and financial management responsibilities.
- Oversight and performance monitoring of the external and internal audit functions.
- Complies with accounting policies and standards, applicable laws and regulations and with Aspire's policies and procedures.

## Membership

### Nicholas Moore (Chair)

1 July 2018 - 30 June 2019

### Matthew Fagence (Member)

1 July 2018 – 30 June 2019

### Wolfgang Schwarz (Member)

1 July 2018 – 30 June 2019



## Major tasks for 2018-2019

- Appoint Internal Auditor following tender process.
- Undertake Internal Audit Risk Assessment and prepare 3 year Internal Audit Plan.
- Review 2019-20 Budget.
- Review and update Fraud Policy.
- Review and endorse 2017-18 Financial Statements.
- Review Annual Insurance Program.
- Review Interim and Year End Auditor Management letter.

## Key achievements

The key achievement for the year was the establishment of an internal audit function for Aspire and the preparation of an internal audit risk assessment to inform the 3 year internal audit program.

## Attendance

Attendance of Committee members is detailed below:

Member	Attended	Eligible to Attend
Nicholas Moore (Chair)	4	4
Matthew Fagence	1	4
Wolfgang Schwarz	3	4

**Nicholas Moore**

Board Director

# Risk and Performance Sub-Committee Report

## Role

The Risk and Performance Sub-Committee consists of three Board Members.

The Committee is established to undertake the following functions:

- Strengthen the oversight of risk management through the monitoring of internal control systems and an annual review of the risk management framework.
- Performance monitoring of the business including oversight of key management systems.
- Oversee and present an organisational Risk Assessment to the Board of Directors for endorsement.

## Membership

### Matthew Fagence (Chair)

1 July 2018 – 30 June 2019

### Belinda Fenn (Member)

1 July 2018 – 30 June 2019

### Michael terHaar (Member)

1 July 2018 – 30 June 2019



## Major tasks for 2018-2019

- Reviewed the Risk Management Framework and Management actions.
- Reviewed Management Reports to the Board and provided recommended improvements.
- Reviewed the NDIS Compliance and Enforcement Policy and Business Continuity Plan.
- Reviewed the Current and Emerging risks.
- Reviewed the Business Plan reporting.
- Reviewed audit reports on Voluntary Out of Home Care (VOOHC) accreditation and Out of Home Care (OOHC).
- Oversaw the audit preparation work for the NDIS Quality and Safeguards Commission audit.
- Reviewed NDIS Quality and Safeguards Commission accreditation audit reports and the audit recommendations tracking tool.

## Key achievements

- Outcomes of the NDIS Quality and Safeguards Commission accreditation audit.
- Development of the audit recommendations tracking tool.
- Improved Management reporting to Board.

## Attendance

Attendance of Committee members is detailed below:

Member	Attended	Eligible to Attend
Matthew Fagence (Chair)	2	2
Belinda Fenn	2	2
Michael terHaar	1	2

### Matthew Fagence

Board Director



# Community Engagement Sub-Committee Report

## Role

The Community Engagement Sub-Committee consists of two Board Members, four representatives from the community and strong support from the Executive.

Our aim is to be better informed as a Board on the changing needs of the community so that we can better plan for the continued growth and improvement in services offered by Aspire. The Community Engagement Sub-Committee was established in the 2018 financial year to support the Board by providing feedback from the community on Aspire's service performance as well as what services the community expect.

The Sub-Committee oversees the important work done by the Executive and in particular, the organisation processes to ensure that:

- Quality information is sourced from the community to inform strategic development.
- Community resources and communications are used in support of the achievement of Aspire's mission and Strategic plan by forming partnerships and networks with individuals and groups in the community.
- The Board recognises and understands areas of need of clients, carers and their families.
- The Board is able to undertake effective and efficient planning, monitoring and reporting frameworks for community-engagement strategies.
- The organisation engages with relevant local, regional and national stakeholders, leading and fostering a collaborative approach to developing the provision of services.

## Membership

### John Duck (Chair)

1 July 2018 – 30 June 2019

### Liz Pogson (Member)

1 July 2018 – 30 June 2019

## Major tasks for 2018-2019

The Board continues to seek feedback from the Aspire community and the broader community through the work of the Community Engagement Sub-Committee. Through the commitment of the community volunteers on the sub-committee we have been able provide strong feedback and advice to the Board on what the community sees as important which has guided many of the Boards decisions and helped shape the Aspire Strategic Plan.

A primary source of feedback was the Customer and Staff surveys which were provided to the sub-committee and was instrumental in their decision to plan a community event. The survey responses also enabled the sub-committee to provide advice to the Board on future directions.

I would like to thank the members of the Community Engagement Sub-Committee for their dedicated service to Aspire and the Board. I look forward to continuing the good work with the sub-committee and the broader community.

## Attendance

Attendance of Committee members is detailed below:

Member	Attended	Eligible to Attend
John Duck (Chair)	3	3
Liz Pogson	2	3

**John Duck**

Board Director

# Community Grants Sub-Committee Report

## Role

The Community Grants Sub-Committee consists of two Board Members.

The Aspire Community Grants Scheme provides funding for community members within the cities of Albury and Wodonga, as well as Corowa and Greater Hume Shires.

The scheme aims to be responsive to the needs of people with disability in our community by providing funding support for:

- Educational assistance - supporting family members to attend conferences, seminars, workshops, school-related activities.
- Sporting - assisting young people to attend and participate in an active lifestyle.
- IT - assistance to purchase necessary technical aides.
- Mobility
- Community accessibility

## Major tasks for 2018-2019

Total amount granted from November 2018 to May 2019: \$26,630.66

Current balance: \$53,022

I once again acknowledge the generous, ongoing donation from the Albury Commercial Club, which co-contributes with funds raised at the annual Aspire Oaks Day Ladies Lunch, to provide Aspire with the ability to provide this unique opportunity for individuals, families, and community groups.

In the past 2 rounds, we granted several Neurological and Autism Assessments, many requests for technological support, and ability aids in a variety of forms such as mechanical lift chairs and beds. Some of the more unique items were a recumbent bike and a handcycle, providing mobility and access to continued physical exercise. All items will assist those successful applicants to better live the life they choose.

## Key achievements

2018 was the 10th year for our Race Club Luncheon Fundraiser. In this milestone year, the highest amount was raised, reaching around \$19,000. It was fantastic to once again provide a public stage for Aspire staff and Lifestyle and Learning attendees, to put together a creative segment and perform. This has become a fixture and is the highlight of the day. I'd like to take this opportunity to thank Brad, Anne and Debbie for their dedication to go above and beyond, to bring our guests such joy and to proudly showcase their presence as our front-line staff with members of our Aspire community.

It was a great endorsement that several Board and staff members attended the luncheon, as well as having our CEO, Nigel Stone open the event, accompanied on the day by our Executive team. The warm words spoken were much appreciated and gave our guests deeper understanding of what Aspire does.



Katrina Redcliffe was a special guest speaker, sharing her son's inspiring story, benefiting from an individual Community Grant, enabling him to find inclusion in sporting teams, with him going on to play and representing at State level. We were also able to later give a grant towards the football team.

Will Bonnici racked up his 10th year of voluntary auctioneering and I acknowledge his unwavering support of this event and thank him sincerely. John Walker brought his charm and wit as our MC, and is keen to return.

It was a highlight to have JD Smith, a former local boy and protégée of mine in earlier years, now one of The Ten Tenors, sing and entertain the ladies. James offered his services for free and has also offered to return.

We had Fashion Royalty, with Leanne Whitehouse (Whitehouse Schools of Fashion and Design, Sydney and Melbourne) here to judge our Fashions in the Marche - a change from New York Fashion Week!

Many thanks to Tracey Zauner, Liz Wotherspoon and Fran Holland for their wonderful help to organise and run the day and to the many donors who gave selflessly, on whom we rely.

Kerry and I look forward to receiving many more applications in the coming year and again feeling the immense satisfaction that comes with being responsible for distributing these funds, in line with Aspire's Vision, Mission and Values.

**Liz Pogson**

Board Director



# People, Performance and Culture Report

Together we celebrate another year of challenges, key learnings and hard work as we reflect on the past year. This year, Aspire has worked hard to transition to a business model necessary for sustainable operation under the NDIS, whilst maintaining a focus on people.

Some of the challenges presented have not been for the faint of heart, but through our commitment to our community, our passion for people and being driven by our purpose, we have been able to achieve great things in the past year.

The inauguration of the new NDIS Quality and Safeguards Commission and its new Quality Framework provided additional challenges this year. Aspire worked hard to align to the new Practice Standards and as a result we successfully passed our first NDIS Quality and Safeguards Commission audit and maintained the registration with the Commission. Through the year we have enhanced our existing systems and implemented new systems to adapt to and accommodate NDIS requirements and to provide a wide range of support categories and plan management methods to support these.

Managers have adopted an adaptation of a balanced score approach by considering four key organisational perspectives as their approach to everything they do.

These perspectives are:

- The Customer's Perspective
- The Internal Perspective
- The Learning and Growth Perspective
- The Financial Perspective

This year we have also increased our emphasis on our business technology strategy, with a focus on process simplification and automation for the NDIS environment. We have had an extremely productive year and look forward to continued challenges and celebrations as we develop and mature as an organisation in the new market.



## Key achievements

Top achievements from the year have been:

- **We have successfully adapted to the new business environment of the NDIS**
  - This is evidenced by our sustainability through the monumental change of the financial environment of the NDIS.
  - We have been able to achieve growth by providing a range of new services and more of our existing services. These include Financial Intermediary, Clinical Services, Supported Independent Living, Support Coordination and Out of Home Care.
- **Our strong commitment to Quality and Safeguarding**
  - We successfully passed our first NDIS Quality and Safeguards Commission audit and maintained the registration with the Commission. This achievement is a testament to our commitment to quality and excellent reputation.
  - We have developed a Quality Committee and created dedicated quality roles and responsibilities to achieve quality outcomes across all areas.
  - We have invested in systems to support better quality outcomes.
  - We have a strong investment in staff development and practice excellence.
  - We have purchased Centro Assist to support us in the redevelopment of all policies and procedures.

- **Our commitment to strategic innovation and renewal**
  - We have committed to a three-year plan to address strategic risk through strategic innovation, to increase our capability, to develop a stronger customer centric approach and to ensure we have viable financial models.
  - We have annual business plans and a focus on achieving the actions set out within these.
- **We are striving harder to meet the needs of our customer**
  - We are working hard on a Fit for Purpose workforce to deliver a sustainable operating model with individual goal orientated supports.
  - We are including our customers more in the decisions that we make.
  - We are looking at our market to develop services that meet the needs of our community and individuals within our community.
  - We have re-developed our Customer Service Team to identify how to better meet customer needs and provide easier access to supports.
- **Investing in business excellence and partnerships**
  - We have invested in technology to renew and streamline our business processes.
  - We invested in business intelligence platforms to support business excellence.
  - The Executive team have completed learning on business excellence and refer to the key principles in our decision making.



## People and Culture

Aspire measures its success through its people. This year we have continued to invest in the development of our people and we have continued to enhance workforce structures and models to ensure our workforce is Fit for Purpose.

Key highlights this year have included:

- Workforce Audits commenced to measure existing structures against required structures to identify gaps in capacity and capability, and also move functions and roles where necessary.
- Work commenced on identifying how Aspire can transition to a truly values and purpose based organisation. Aspire's Vision, Purpose and Values have been reviewed by the Board and will be re-rolled out across the organisation.
- Our continued partnership with Wodonga TAFE has provided us with positive opportunities to be involved in new pilot training programs that meet the new requirements of the NDIS.

These have included:

- 8 Team Leaders successfully completed the Certificate IV in Frontline Leadership training
- 15 staff completed the Induction to the NDIS training
- 6 staff piloted the new Certificate IV in Disability
- Wodonga TAFE invited Aspire to be part of their Industry Leaders Program with Aspire being featured in promotional material for Disability Studies for Wodonga TAFE.



- Training towards the new NDIS Quality and Safeguards Commission standards have been rolled out to the whole organisation.
- Business skills have been enhanced through high quality recruitments in head office.
- The organisational structure is under review to position Aspire for future growth.
- Staff agility and resilience has been tested and proven during the changing environment of the year.

## Quality Framework

The new NDIS Quality and Safeguards Commission commenced its operation this year. The new Practice Standards and reporting mechanisms meant significant change for the way we do things as providers and staff.

In order to achieve compliance to the Commission we have had to:

- Provide a significant amount of hours of staff training to ensure staff understand the new Practice Standards and are compliant in the work they undertake.
- Rollout a new Code of Conduct that meets the regulation of the Commission.
- Change our reporting mechanisms and build reporting requirements into various roles.
- Review and update all policies and procedures to ensure they are compliant to the Practice Standards.
- Redevelop our Quality Committee .

## Major tasks for 2018–2019

- Vision, Mission and Values
- Improved Leadership
- Improved Strategy and Business Planning
- Commitment to Quality
- Commitment to Business Excellence

## Looking forward

It is with excitement that we look forward to continuing to build on our successes into the future. It has been both challenging and rewarding to support both our staff and our customers through all of the changes we have faced.

We have initiated many strategies to support 500 customers and 200 staff throughout the last year. Each year we learn and grow together to understand how we can continuously make improvements.

I would personally like to thank all of our staff and customers who have worked hard to help our organisation succeed and improve.

### Mardi Weber

General Manager  
People, Performance and Culture





# Operations Report

## Accommodation

During the 2018-2019 Financial Year, Aspire provided accommodation services for 13 customers on a full time basis. The age of the customers range from 6 years to 60 years old. Most customers attend the Lifestyle and Learning programs and all were encouraged to attend external and personalised programs between 9am and 3pm each day.

Aspire Support Workers are always providing a quality service and working towards achieving customer goals. By working towards these goals customers are able to live a very active and fulfilling life. Customers are supported in participating in activities such as living skills, mobility training, community outings, community participation and day-to-day routine tasks.

Aspire is heavily invested in growing our Supported Independent Living accommodation. We feel there is a growing need and demand in the local area from people and families wanting to live in the community independently and with people of their own age and similar interests.

This year has seen significant changes to our Short-Term Accommodation model with the aim of ensuring a sustainable future in this area. We would like to thank all of our Short-Term Accommodation customers and families who have been patient through these recent changes and we look forward to continuing to provide a quality service to our customers.

Our Out of Home Care continues to enhance the quality of life for children that are in need. We will continue to work closely with the Department of Family and Community Services and move forward to be accredited in the future.

### **Matt Sharp**

Team Leader

Supported Accommodation

## Lifestyle and Learning

Lifestyle and Learning is a merger of Respite Options and Aspiring Lifestyles. This occurred in early 2018 to better suit the NDIS funding levels and to maximise organisational supports to customers. Lifestyle and Learning provides support to 165 people through a diverse range of services.

Lifestyle and Learning provides a wide range of supports ranging from centre-based and community participation to in-home supports with a vast range of ratios and programs to work on progressing the goals of our customers.

The 2018-2019 Financial Year has seen many changes within Lifestyle and Learning such as the roll out of the CRM (Procura) to the 73 Support Workers and a change to the Cancellation Policy from the NDIS price guide.

Lifestyle and Learning is working towards creating and maintaining consistent processes between the type of services provided to ensure an easy understanding for customers, families and carers.



Lifestyle and Learning will be looking to vacate two of the current premises (Kiewa Street and Casper Lane) in the 2019-2020 Financial Year. Lifestyle and Learning aims to facilitate their centre-based programs from two sites, one either side of the border. This will provide a good opportunity to assess the needs and requirements of our customers for the anticipated move to the proposed fit for purpose facility located in Thurgoona in the years to come.

**Danny Williams**

Coordinator

Lifestyle and Learning



## Family Support

Family Support at Aspire aims to provide a range of opportunities for families with family members who have disability to engage with others, reduce social isolation, become better informed and to support and empower families by enhancing their knowledge and understanding of disability and related topics. The services provided were enhanced by Volunteers who assisted in the organisation and running of support groups and social events.

Partnerships within the community with capital city peak bodies such as Carers Associations, AMAZE, Down Syndrome Victoria and EACH, and local agencies Intereach, Upper Murray Family Care and Border Carers Reference Group enhanced the services available.

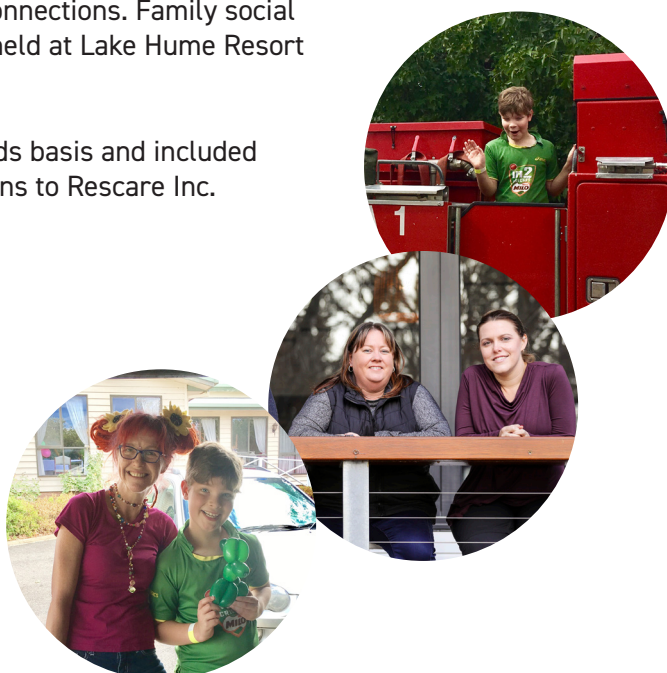
Services provided included a range of ten support groups, Carers Week events, Mothers and Fathers Weekends in Melbourne, regular guest speakers and a workshop on Autism Spectrum Disorder with Creating Connections. Family social events which included an Easter BBQ, a Family Fun Day held at Lake Hume Resort and a Mothers and Daughters High Tea were included.

Individual support to families was provided on an as needs basis and included NDIS assistance and particularly grant funding applications to Rescare Inc.

**Sue Pringle**

Coordinator

Family Support



# Specialist Services Report

The Specialist Services team has undergone significant structural changes in 2019. Rachael Webb is currently on leave with Mikaeli Weddall appointed to this position during Rachael's twelve month absence.

The 2018-2019 Financial Year has also brought important changes to the team including the implementation of Procura, National Audit and NDIS price guide changes to name a few. The Specialist Services team has shown significant growth, adaptability and flexibility in the face of such challenges.

The high quality standard of care provided to children, families and participants was reflected in the 2019 audit with the team only receiving one minor non-compliance which has been corrected and implemented.

## Early Childhood Intervention

This financial year has seen two new staff members become qualified Key Word Sign presenters which allows for improved service provision to existing families and opens up training opportunities to the wider community.

The Aspire Early Intervention team were also successful in their application for a second round of Department of Education Funding, demonstrating the high quality work the Early Childhood Teachers do in ensuring the inclusion of children with disabilities into mainstream preschools.

In June 2019, a group of seven staff attended the International Society on Early Intervention conference with the support of Aspire. This was a highly valuable opportunity for staff to hear from the leading Early Childhood Intervention specialists from around the world.

## Clinical Services

The Clinical Services team has undergone significant staffing changes in 2018/2019 including the commencement of a Psychology internship and the growth in the Behaviour Support team with the appointment of an additional, full time Behaviour Support Practitioner. The team have been working hard to ensure compliance with the new set of NDIS Commission Standards for Restrictive Practices in both New South Wales and Victoria.

## Support Coordination

The Support Coordination team has also seen staffing growth in 2019 with the addition of a fourth, full time Support Coordinator. This continues to provide high quality Support Coordination to participants including the provision of Specialist Support Coordination for which there are only a few other service providers in the area who are able to provide this.

## Major tasks for 2018-2019

During 2018-2019 Financial Year the Specialist Services team has been successfully in adapting to the changing demands placed upon the service. Such demands included an adjustment in availability of the leadership team due to staffing changes, the implementation of Procura, the new NDIS price guides being released and the first audit under the NDIS. The team culture has been one of support, trust and enthusiasm through this time of change which is a testament to the high quality staff within the team.



The Specialist Services team also focused on growing community partnerships during 2018/2019 through the strengthening relationships with key local stakeholders including Intereach, Merri Health, various local councils, educational facilities and health services. This strengthening of partnerships has seen the growth in referrals across all Specialist Services areas.

### Looking forward

2019/2020 will bring a focus towards targeted community engagement to increase awareness of the services available within our team to support children, families and participants. The coming year will also see an expansion of services and a streamlining of intake and allocation processes to allow for faster access to Therapy, Education and Support Coordination services for participants, children and their families.

#### **Mikaeli Weddall**

Interim Manager  
Specialist Services



# Shared Services Report

## Shared Service Centre Approach

During 2018-2019 Financial year, Aspire has adopted a Shared Service approach with the aim of streamlining the internal business processes, improving business service quality and gaining efficiencies. As a result, the existing functions such as customer service and administration have been consolidated to provide centralised customer and administration support.

In January 2019, Aspire Data team was established to provide organisational data services to all business units. Shared services has strengthened the linkage between back office functions and front line business units and improved the information flow and internal service quality. The shared service centres will continue to work closely with business units to assist with the preparation and tracking of business plans, implementing business processes and projects to achieve the best outcomes for Aspire.

## CRM Implementation

As part of Aspire's IT strategy, the implementation of the new organisational CRM system (Procura) commenced in the 2019 Financial Year with the targeted go live date in September 2019. A significant amount of work has been performed during the year including documenting working instructions and business processes, developing training materials, configuring the system and utilising a team of "Super Users" from different business units and functions to test the system, train the staff and provide improvement feedbacks.

The CRM implementation project has been closely managed by a dedicated project team to ensure it was progressing according to the project timeline. At the time of finalising the 2019 Annual Report, the CRM system had successfully gone live on 9 September 2019 and has started to add value to Aspire's operations through its integration with Aspire's staff management, payroll and finance systems.

**Max Wang**

Chief Finance Officer





*Working alongside people with disabilities and their families  
to achieve their goals and aspirations.*

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