

2017

ANNUAL REPORT

caringa 
empowering people
with a disability since 1953



Acknowledgement of Country

Caringa acknowledges the traditional owners and custodians of Australia.

We pay our respects to elders both past and present, and all Aboriginal peoples within the Clarence Valley.

Bundjalung, Gumbaynggir, Yaegl

About Caringa Enterprises Ltd

Caringa Enterprises Limited (Caringa) is a diverse, mission-focussed, values-based and socially responsible organisation with its base in Grafton, NSW and operations across the Kyogle, Clarence Valley and Coffs Harbour Council areas. Caringa is a leading provider of disability support services prior to and within the National Disability Insurance Scheme (NDIS). Caringa is a Registered NDIS Provider – Provider No. 54195540.

Caringa has been operating since 1953 when the community first raised funds to start a school for children with disability. Over time, Caringa has grown into an innovative and professional organisation offering people with disability residential support, meaningful supported employment, community and centre-based day programs, supported holidays and short-term/emergency support and accommodation (respite). Caringa's quality systems are certified to ISO 9001:2015 standard.

Caringa is here to empower and support individuals with disability to lead ordinary lives. The individuals we support are full contributors to and participants in their local community.

Supporting life with choice and independence...



Governance

Caringa's Board of Directors are all volunteers drawn from a diverse cross-section of the local community. They are generous with their time, knowledge and skills. The Board's role is Corporate Governance; they set Caringa's Strategic Vision and Focus for the future. All Directors are active on Board mandated Sub-Committees to actively implement good governance and sound financial & risk management strategies across the Company.



Vince Castle (Chair)



Andrew Fletcher (Vice Chair)



Kenn Payne (Company Secretary)



Deb Vlastaras



Coralie Hall



Steve McKimm



Collen Pritchard

Mission and Values

To Support and Empower People with a Disability

- We are person centred and community focused.
- We are accountable, ethical and financially responsible.
- We are making a positive difference in the lives of people with disability and their families.
- We value the individual strengths of the people we support and the people we employ.
- We provide appropriate and desirable working conditions to our staff.
- We support the rights of children and people with disability in all aspects of our service.
- We are one team with common goals.

NDIS Registered Provider – No. 54195540

Milestones

1 July 2016 to 30 June 2017

July 2016

Appointment of NDIS Officer
Karen Metcalfe

September 2016

Caringa's Finance and Administration Team
moves to The Link on Prince Street, Grafton
and Caringa Support Services moves to
premises at 91 Victoria Street, Grafton.

October 2016

Relocation of clients from Weemala
Drive, Waterview Heights to Angus
Drive, Junction Hill.

November 2016

Caringa policy manuals were
updated, ratified and promulgated.

December 2016

National executive search
and recruitment commences
for a new Chief Executive
Officer for Caringa.

January 2017

Company Accountant,
Deb Bartlett exits Caringa.

March 2017

Caringa properties in Wharf
Street, South Grafton and
Weemala Drive, Waterview
Heights are sold.

April 2017

A new Caringa Chief Executive Officer
is appointed. Implementation of a new
client management systems CTARs
commences.

May 2017

Caringa undertakes a restructure and Caringa
Client Services and MyLife are merged into
one Client Services Division. Caringa's Quality
Management System certified to international
standard is upgraded to ISO9001:2015.

June 2017

Deidre Jones, MyLife Manager retires.
Long standing staff Beryl Madden, Julie
Finley, Renee Laforest and Jayne Banks
accept voluntary redundancies.

Chairman's Report

I have much pleasure, on behalf of the Board, to report a successful year for Caringa. Some of the highlights during the year were the appointment of a new CEO. After a large field of applicants applied for the position, Rachel Choy was selected to fill the position. Rachel brings a wealth of experience across the not for profit sector, including disability and the National Disability Insurance Scheme (NDIS). Rachel also has a strong focus on communication within Caringa and outside the organisation.

The NDIS became a part of Caringa on 1st July. This brings opportunities for many people across the sector. Although it is a major change, it should be seen as a big step forward in delivering more support for people who need it, as well as opportunities for Caringa into the future.

An important change in the organisation is a restructure and merger of the Caringa Support Services and MyLife Divisions into a single Client Services operation. It is believed that both will benefit by being one entity. In speaking about MyLife, Deidre Jones' name comes to the fore. Deidre has been a part of Caringa for over 19 years commencing as a frontline support worker, then Coordinator and finally moving into Day Programs (now known as MyLife) as Manager in 2009. Along with her wonderful MyLife staff, Deidre has been the creative force behind MyLife's innovative programs. It is with sadness that I advise you that Deidre has taken a well-earned retirement. Guy Robertson assumes responsibility for managing the new merged entity, the Client Services Division. On behalf of everyone across Caringa, thank you Deidre, and we wish you well for the future.

During the course of the 2017 financial year, the Board of Caringa resolved to appoint a Chief Financial Officer (CFO). Martin Bail has been appointed as Caringa's new CFO and will lead our finance strategy and operations as we transition into the NDIS.

Caringa has upgraded its quality accreditation to ISO 9001:2015 and has also been recommended for accreditation against the National Standards for Disability Services. Many

Vince Castle

staff across the organisation played a part in achieving this result.

On behalf of the Board, I extend sincere thanks to Mark Smidt for undertaking his role as Chief Executive Officer over the past four years. Mark's contribution played a significant part in Caringa's sound position at this time and he now returns to his role as Disability Enterprises Manager. I wish to acknowledge and thank Andrew Fletcher who will step down from the Board after ten years of dedicated service. Andrew's expertise in many areas was a great contribution to the Board and to Caringa.

I extend my thanks to the new Chief Executive Officer, Rachel Choy, and the Managers and staff for their expertise and commitment which they have brought to Caringa during the year.

I sincerely thank my fellow Directors for their time and contribution during the year. As Chairman, I am greatly honoured to work with such skilled and dedicated people. I extend the Board's appreciation to our members for their loyal support and co-operation throughout the year, and respectfully request a continuance of the same to the incoming Board.

I wish to acknowledge the great contribution made by Joan Muir to Caringa and the Caringa community over a long period of time. Joan was Patron of our organisation,

and was an unfailingly loyal supporter of our Caringa's members' and annual meetings. Sadly, Joan passed away on the 12th July 2017.

This will be my last report as a Director of Caringa and as Chair. My thanks goes to everyone for their support during my time on the Board. The people within Caringa made it a very wonderful experience, and for that I will always be grateful.

Vince Castle, Chairman.

CEO'S Report

Rachel Choy



I am delighted and very honoured to have been appointed Chief Executive Officer. I commenced my tenure on 24 April 2017 so my personal involvement with Caringa is only for the final quarter of the 2017 financial year. Caringa is a very venerable and respected organisation with a long and proud history serving the community of the Clarence Valley for over sixty years. I look forward to making my contribution to Caringa's next chapter through good leadership and sound financial management, enabling Caringa to provide outstanding service to current and future National Disability Insurance Scheme (NDIS) participants; to be a leader and contributor to the social capital of our local community; and by reinventing Caringa as a workplace of choice for our professional and dedicated staff as well as prospective employees in the Valley.

As the financial year ends, Caringa is on the cusp of full transition into the NDIS. This is the biggest social reform in Australia since Medicare and it is an exciting time for participants (service recipients), and indeed, Caringa. The NDIS represents true choice for participants as the power of how and where to spend their support funds rests with them not with a service provider. Partnering with Caringa ensures that you are the centre of all decision-making with Caringa's professional and innovation skills and resources behind you. We are a NDIS registered provider bound by the National Standards for Disability Service, and Caringa will seek and be successfully accredited under the new NDIS Quality and Safeguarding Framework (when it is finalised). All this is underpinned by accredited quality certification (ISO9001:2015). Non-registered providers cannot and do not offer this peace of mind.

Caringa is in a good financial position to meet the challenges of the NDIS transition. No mention of Caringa's sound financial position can be referenced without mentioning the outgoing Caringa CEO Mark Smidt. For the past four years, Mark has presided over Caringa in the role of CEO. During this time his focus and his strength was financial remediation

with a view to positioning Caringa in financial strength and security. Caringa's financial position is a result of Mark's hard work and determination in the face of doubt about Caringa's motivations. Success is also the result of the resolute support offered by Caringa's Directors to stay the course and achieve the objectives set by Caringa's Strategic Directions to 2018. Mark has now returned to his substantive position as Manager, Australian Disability Enterprises and I thank him for his contributions as CEO, his welcome to me and for his support in my first weeks in the role. Much was achieved during this past year under Mark's watch and these highlights are recorded in 'Milestones' from pages 4-5.

Any organisation is only as strong or as successful as its staff. As a newcomer I have been very impressed by the skill, professionalism, innovation, engagement and quality of our frontline, supervisory and leadership team. They make Caringa a service of choice for people with disability. Caringa creates possibilities, taps individual potential, creates joy and supports people with disability to experience life as you and I expect to on a daily basis. This happens through employment, participation and engagement at home and in community, planning and taking holidays and undertaking mundane but essential everyday tasks like attending appointments, grocery

shopping, cooking and bathing - all with DIGNITY. Caringa's staff bring their A-game every time and they ARE the foundation of everything Caringa offers. I thank Caringa's staff for their unique talents and for their warm welcome to me.

It is with sadness that Caringa farewells two longstanding Directors at the Annual General Meeting. Vince Castle has been a Director for fifteen years and Chairperson of Caringa for seven years. Andrew Fletcher has been a Director for ten years and Vice-Chair for five years.

On behalf of all at Caringa, I thank Vince and Andrew for their significant contributions over an extended time. Their leadership in governance will be missed but more significantly, their kindness and generosity as individuals who know Caringa's clients, members and staff is irreplaceable.

Caringa is boldly striding into the brave new world of the NDIS. I invite you to join us as participants, members or employees; current and future.

Rachel Choy, Chief Executive Officer

Corporate Support

Corporate support is provided by many individuals throughout Caringa. This team undertakes all back of house services across various divisions across Caringa supporting the vital work performed at the frontline with clients. This includes but is not limited to finance, payroll, ITC, asset management, communications, rostering and other work to support Work Health & Safety, quality management, client management and new systems implementation.



David Green
(MyLife)



Rebecca Pateman
(CSS)



Mel Gaddes
(Finance)



Sue Pearce
(Finance)



Karen Yarnold
(OCI)



Ruby Grieves
(CSS)



Clancy Attwater
(CSS)



Anthony Carthew
(OCI)

Achievements and Highlights 2016-2017:

- Implementation of ADP payroll system
- Quality Management Systems upgrade to ISO 9001:2015
- Support of Supported Employees in BSWAT class action payment
- Implementation of new client management system, CTARs

Financial Summary

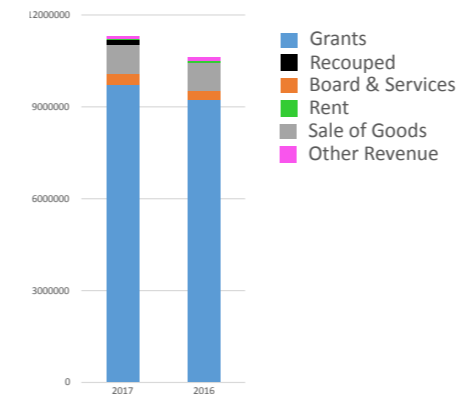
Caringa Enterprises Ltd. recorded a surplus of **\$420,149** (2016 surplus of \$733,387) giving the Company an overall nett position of **\$5,014,087** (2016: \$4,593,938).

Income totalled **\$11,301,213** (2016: \$10,629,128) of which **\$9,626,219** was from grants.

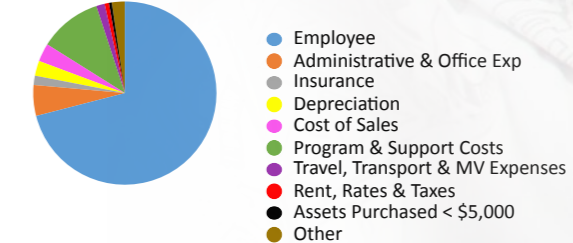
Revenue from the sale of goods and board & service fees increased 6.64% year of year to **\$1,291,488**.

Total expenses were **\$10,881,064** (2016: \$9,895,741).

Revenue



2017 Expenses





supported independent living: drop in and in-home support ● life skills ● social skills

accommodation & tenancy ● innovative community participation ● shared living

friendships ● assisted travel, holidays and transport ● therapeutic and behaviour supports

valued employment & training ● group & centre based activities ● respite for clients and carers

caringa + NDIS = YOU!

● your choice ● your life ● your happiness



Find us on Facebook **CaringaEnterprisesLtd**
NDIS Provider Number 54195540

for further information call **6640 9300** or visit www.caringa.com.au

Caringa Client Services: *Support Coordination*

Full choice and control in your selection of your supports and providers is important. It's what the NDIS is about. In reality navigating and implementing your NDIA plan can be a complex and stressful thing to do. Caringa's Support Coordination service helps you to implement your plan and achieve your goals by:

- Identifying the services that will meet your individual need as outlined in your NDIS Plan
- Coordinating multiple service providers and supports
- Liaising with the National Disability Insurance Agency on your behalf
- Helping you to negotiate service agreements
- Helping you to make sure that your service providers are working together, with you at the centre of things at all times.
- Obtaining quotes for services and supports
- Linking you with your community
- Working with you to develop these skills yourself (building your capacity)
- Working with you to respond to a crisis
- Ensure mainstream services meet their obligations (i.e. housing, education, justice & health)

There are 3 tiers of Support Coordination available:

Support Connection - short term assistance primarily used to source providers, and support to participate as autonomously as possible in your NDIS plan.

Coordination of Supports - Assistance to strengthen your ability to coordinate supports break down barriers to participation in community life, including resolving points of crisis and developing resilience within your plan.

Specialist Support Coordination - specialist supports for more complex situations. This may be added to a plan if there is Specific high level difficulties that may impact the implementation of the Plan. A specialist will assist with breaking down barriers to receive the supports you need. This can include the development of an intervention plan that can be implemented by your team of frontline workers to keep things on track.

For more information, contact Karen Metcalfe on 02 6640 9300 or karen.metcalfe@caringa.com.au

MyLife



Achievements and Highlights 2016-2017:

- Introduction of a high needs Gym Program
- Pedal Boating in Yamba
- Visit Alpaca Farm
- Regular visits to the local 'Bush Menagerie Horse Riding School'
- Collaboration with the Men's Shed to build Possum Boxes AND Bee Houses at Bunnings Hardware
- Challenge Art Foundation - prize winning entries
- Mylife You tube video.
- Multi Service Sport days and events.
- Supported Holidays (see page 17)

Share your dreams with Caringa.

Caringa's MyLife empowers and supports NDIS participants to transform aspirations to reality. Over the past year our clients have used their DREAM BOARD to articulate their holiday dreams, hopes and aspirations. Our inspirational and professional staff have worked with clients to make these a reality.

MyLife runs centre and community based programs from Bacon Street and Orara Street to support NDIS participants in a person centred environment to meet their goals and dreams. Activities on offer currently include gym sessions, swimming programs, bush walking on local tracks, horse riding, local cultural attractions, community events and projects in partnership with local businesses, sporting events, bingo and ten play at local clubs and many other community participation opportunities. A wide range of centre-based recreational, artistic and practical activities were undertaken which included photography, video editing, drama, drawing tuition and art classes, music tuition, personalised sensory programs, cooking, cleaning, personal hygiene and social coaching.

Our major creative arts project for the year was the Woven Whale project which was on display at the Surfing the Coldstream Festival and Grafton Library.

MyLife works with each individual NDIS participant to ensure they are fully engaged in life and with community.

For more information or to participate in MyLife, contact Zachary Page 6642 1280 or Donna Jackson 6642 6892 or mylife@caringa.com.au

Books & Gifts Direct

Another year has rolled by for Books and Gifts Direct which offers Caringa clients an opportunity to participate in a books and gifts franchise business. Our customers give us great feedback on this business offering community participation activity to clients across Coffs Harbour and the Clarence Valley. From next financial year, Books and Gifts Direct will operate as a Supported Employment option within Caringa's Orara Clarence Industries.

For more information, contact Mark Smidt 6642 1266 or mark.smidt@ocigrafton.com.au



Respite (Short-term/Emergency Accommodation)

Caringa provides short-term/emergency accommodation (formerly known as respite) in a modern, spacious 4 bedroom home. Our house is fully disability accessible with all modern conveniences. There is air conditioning in every room with gaming equipment for the tech savvy, and many other board games and activities.

With the support of our skilled, experienced and committed staff, we welcome you to join us with friends, and get involved in exciting activities and community events. Some activities offered in 2017 included: movies, dining out, weekend stays, beach trips, live concerts, support to attend dance and swimming lessons and community events.

Caringa takes pride in providing a professional service that supports and empowers you based on your interests, hobbies and needs. Would you like to go to Dreamworld? We can make that happen. Guitar lessons more to your liking? Talk to us.

Caringa offers overnight stays, weekly outings and one off events, tailoring short term accommodation to your specific desires and individual needs, in your home away from home.

For more information or to book respite services, contact Michael Ada 6640 9300 or michael.ada@caringa.com.au



Supported Holidays

Caringa creates barrier-free local and national holidays for people with physical and intellectual disability. International holidays can be created and supported upon request. Our Supported Holidays are customised to provide a relaxing, fun filled and exciting time for a range of abilities from independent to 1:1 support. Caringa also provides support for people requiring a travel companion, the frail, elderly and families in need of respite. Caringa supports you to make your dream holiday a reality!

For more information, contact Donna Jackson 6642 6892 or Zachary Page 6642 1280



Achievements and Highlights 2016-2017:

- State of Origin attendance
- Outback Spectacular
- Coffs Harbour
- Gold Coast all-theme park

Caringa Support Services

Support with your Home and Daily Life In Home Support

Living in your own home (or one of ours) with support can give you better access to your local community and to experience more in your everyday life. You are at the centre of planning and we work with you to understand your needs and help you to live as independently as possible. You are empowered to run your home and to manage your daily living expenses, and Caringa supports you to manage your tenancy obligations.

Individual Flexible Support

We provide individualised solutions fully tailored to your needs. You have control over the type of assistance you receive, where it happens, and when. Caringa has extensive experience assisting people with individual funding packages. We can help you whether you need extra assistance around the home, attending appointments or perhaps you just need assistance to plan for or attend an important social or recreational activity.

Residential Accommodation

Caringa provides a range of residential and flexible accommodation options. You are supported to live independently. Supports at Caringa-owned and operated residential accommodation are generally available 24 hours per day, 7 days per week, with staff who can be rostered on for an active, or “awake” shift during the night.

Transitioning to independent Living

Many people with disability currently living with parents or family members aspire to live independently. Caringa assists you to realise independent living. Structured supports are in place to help you develop the skills you will need to live autonomously. These are available before, during and after you transition to independent living. Caringa offers assistance with applied living skills such as cooking, budgeting, and cleaning and we can also link you with other partners, professional services, and social supports, as necessary.

As a valued customer of Caringa you will also have access to additional assistance from Caringa and/ or our extensive network of partners providing: **Specialist Support and Advice, Coordination of Supports, Planning and Assessment supports, NDIS Plan Management Allied Health Services, Specialist Behaviour Services**



Achievements and Highlights 2016-2017:

- CSS team relocated to our current office at 91 Victoria St. Again another accessible office location with accessible parking at the door.
- CSS in partnership with Grafton Regional Gallery hosted well renowned Polish artist: Gosia. Gosia transformed the large window in the link into a fantastic work of art (called a frost drawing). Gosia also hosted an art workshop for Mylife clients. The project received significant coverage in local media, and was the talk of people walking through the link for some time.
- In June 2017 our clients began the NDIS planning process, with significant pre-planning service summary provided by Caringa. Feedback from the NDIA planners indicated this was well received and an excellent tool for providing evidence to the NDIA about services received by our client but assisted the NDIA to identify key gaps in the services presently provide to people.
- CTARS - Caringa began design and project implementation of a new Client Management System. CTARS will help Caringa to provide a better service to every one of our clients primarily through better communication and data storage and retrieval. It is a single repository for client related information.

Gosia Włodarczak
ARTIST IN RESIDENCE:
Grafton Regional Gallery

Quality Assurance and Work, Health and Safety

Caringa is committed to excellence and to ongoing improvement in all areas of the services and products we provide. We have developed a Quality Management System throughout the organisation which is certified to the current international Standard (ISO 9001:2015) and to the requirements of all of our funding and regulatory bodies including the NDIS, DSS and the OCG.

We commit to Privacy and Confidentiality in accordance with the Australian Privacy Principles, and have introduced an advanced client record system to both protect and streamline record processes.

Caringa asks for feedback in many formats, and relies on client and stakeholder input to inform improvements to all of our products and services. We monitor the satisfaction of our clients, customers and staff regularly to ensure that we are meeting or exceeding their needs, and have clear and effective processes to address any concerns a client or stakeholder may raise.

Caringa is equally committed to providing a safe workplace, and has developed and maintains best-practice WHS policy, systems and processes with input from all of our staff. These improvements have resulted in lower risks for all of our workers and significant cost reductions for our organisation.

Achievements and Highlights for 2016-2017:

- External Audit carried out in May to the new ISO9001:2015 Standard resulted in an upgrade in our certification, and continued certification against the requirements of the National Standards for Disability Services for our ADE activities
- A Monitoring Visit for our Voluntary Out Of Home Care services was conducted by the Office of the Children's Guardian with good results and continued approval to provide services
- A Caringa-wide client survey was carried out in July 2016 with very high approval ratings
- Our ADE customers, suppliers and carriers were surveyed in November 2016 and expressed complete satisfaction with the services and products received
- Staff accident and injury rates are at the lowest ever for Caringa, and among the best in the country for our industry. So low in fact that we do not feature in the national Statistics!
- Injury frequency is at 16% of industry average, and severity (amount of time off) is at 5%
- Our premiums for Workers Compensation Insurance have reduced for the fifth consecutive year (a reduction of 74% since 2011) releasing more funds for client services and amenities.

Supported Employment for People with Disability

Orara and Clarence Industries (OCI) is the Australian Disability Enterprises (ADE) Division of Caringa Enterprises Ltd. OCI has been providing supported employment and workplace training options to people with disability in the Clarence Valley for more than 50 years. In 2016, a Supported Employee celebrated 50 years of employment with OCI which is a remarkable achievement. There are a number of Supported Employees who have been employed between 10 and 30 years by OCI in meaningful paid work which is stable.

OCI is the only ADE in the Clarence Valley. At OCI, Caringa supports and empower people with disability who are proud to contribute to the community and participate in meaningful, long-term employment and workplace training. OCI produce high quality products and provides services to a professional standard within our community. Supported Employees experience personal growth, friendship, support and that most important feeling of having a job.

Orara Clarence Industries is comprised of three business units:

OCI Manufacturing and Office Services: OCI Manufacturing produces and stocks a wide range of hardwood stakes and pegs to meet the needs of civil construction, concreting and gardening industries. Pressed steel pole caps and press metal products are also produced on site and available in stock. Nesting boxes and other hardwood product are also manufactured to meet the needs of major infrastructure construction contractors. OCI Office Services offers a confidential document destruction service to professionals and businesses alike. More info: Col Wormald 02 66421266.





Supported Employment for People with Disability

Topcuts Lawn Service specialises in maintaining lawns at industrial and commercial sites. Topcuts meets industry, safety and security compliance requirements. More info: Col Wormald 02 6642 1266.

Louisa's Fine Foods (LFF) produces a range of home-style jams, preserves, biscuit slices and Christmas cakes. Businesses are encouraged to place Christmas orders for cakes to gift staff and customers. LFF offers online ordering and dispatch via Australia Post www.louisas.com.au. For more information contact Sue Henderson 02 6665 1246.

Orara and Clarence Industries is National Disability Service Standards and ISO 9001-2015 accredited.

OCI and the NDIS: Caringa is a NDIS registered service provider and employment and training supports are provided to participants through OCI. NDIS participants are invited to apply.

For more information or to enquire about being employed in Supported Employment, contact Anthony Carthew on 02 6642 1266 or anthony.carthew@ocigrafton.com.au

Orara Clarence Industries

Manufacturing and Office Services is a business unit of Orara and Clarence Industries (OCI). OCI has been manufacturing products and providing services to businesses in the Clarence Valley and Australia wide for more than 50 years, OCI is an integral part of the supply chain for a number locally operated national companies.

OCI's manufacturing and office services provides a diverse range of supported employment and training opportunities. We support & empower people with disability to contribute to the community and participating in meaningful employment and workplace training options.

OCI produces high quality commercial products and provides services to a professional standard within our community. Supported employees develop independence, experience personal growth, friendship, support and that most important feeling of having a job. Manufacturing produces hardwood survey and civil construction pegs, steel poles caps, pressed corner protection brackets, pressed identification tags, timber wedges and nesting boxes. We are proud to count Casino, Lismore City, Kyogle, Ballina and Clarence Valley Councils as current customers.

Offices Services offers businesses and the community a variety of services including Confidential Document Destruction, Assembly of Training Manuals, Document Folding and Envelope Stuffing.

For more information about or to purchase our products contact Col Wormald on 02 6642 1266 or col.wormald@ocigrafton.com.au



Achievements and Highlights 2016-2017:

- Strong business viability
- Increased presence, profile and sales volume with major infrastructure contractors
- 20% of supported employees commenced AQF training, Cert II in Warehousing.
- Supported Employee surpassed 50 years of employment with Caringa.

Top Cuts

Topcuts Lawn Service is a business unit of Orara and Clarence Industries, Caringa's Australian Disability Enterprise. Topcuts is the longest established lawn service in the Clarence Valley. Topcuts has long term business relationships with Clarence Valley Council, Essential Energy and a number of prominent businesses. This has enabled Topcuts to evolve as a business with mutual focuses on contemporary business practises, compliance and work health and safety.

Topcuts philosophy is to specialise in the areas that best utilise the strengths of the business, but more importantly, the strengths of the supported employees. These provide the bonding agent with industrial commercial sites and customers. This high profile work provides employment and training opportunities that are of industry standards on sites that are conspicuous in the community.

Our mowing crew are extremely proud of the work they perform and are responsible for maintaining Grafton and South Grafton Cemeteries to the high standard and respect these sites deserve.

For more information about Top Cuts, obtain a quote or book a job contact Col Wormald on 02 6642 1266 or col.wormald@ocigrafton.com.au

Achievements and Highlights 2016-2017:

- Maintained business viability during drought.
- Enhanced crew morale and culture.
- Supported Employee training and skills development.
- One Supported Employee transitioned to Open Employment.
- 100% Customer satisfaction rating.

Louisa's Fine Foods

Louisa's Fine Foods (LFF) formerly Louisa Johnston Training Centre was established in 1968 to provide employment and workplace training to people with disability in the Bonalbo and surrounding. LFF produces a range of jams, preserves, sauces, slices, confectionary and fruit cakes. At Christmas LFF also produce the locally renowned Louisa's cakes and puddings. These products are sold through retailers across the Northern Rivers and also online at: www.louisas.com.au

Louisa's Fine Foods continues to receive high praise from their customers for product quality accompanied by exceptional service. The most recent survey of LFF customers returned a 96% satisfaction rating. Many respondents commented about the professionalism of the staff and reliability and quality of the products. Louisa's has just started to make special occasion cakes to order after the production of a birthday cake for the local primary school. This is a niche within Bonalbo which does not have a local baker.

Louisa's Fine Foods was nominated for the Kyogle Council, Excellence in Small Business Awards and for the second consecutive time has won the Community Services category.

For more information or to order product, please contact Sue Henderson on 02 6665 1246 or sue.henderson@ocigrafton.com.au

Achievements and Highlights 2016-2017:

- New products added to range
- Increase in customer base
- 96% Customer satisfaction rating
- Winner of the 2017 Kyogle & Business Excellence Award, Community Service Category





PO Box 299, Grafton NSW 2460

PHONE : 02 6640 9300

FAX : 02 6642 1272

office@caringa.com.au

Or come in and see us at:
Shop L1-3 The Link Grafton Shoppingworld,
Prince Street, Grafton NSW 2460

caringa 
empowering people
with a disability since 1953



www.caringa.com.au
[@caringaenterprisesltd](https://www.facebook.com/caringaenterprisesltd)