



**SILC** Supported  
Individualised  
Lifestyle  
Choices

# Annual Report 2020



## Our Purpose

Push the boundaries to ensure everyone has the opportunity to live a good life

## What we stand for

- The innate value of every person
- The qualities that make us human—love, compassion, creativity
- All people belong
- Citizenship—everyone has rights and responsibilities
- People can achieve more
- Contributing to the voice of people with disabilities
- Investing for a skilled and trained workforce
- In doing whatever it takes

## Our Challenge

To bring the principles of Enabling Good Lives to life in their entirety

# Our Values



## **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



### Value Statement:

## **A community where everyone**

### 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



### 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



### 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:

- ◇ Our people and our community are thriving and flourishing



**Ron Scott**  
**Board Chair**

## A Note From the Board Chair

I have pleasure in presenting the annual report for The SILC Charitable Trust for the year ended June 2020.

This time last year the Board were tidying up the final accounts for the SwitchedOn Exercise and Wellness Centre. At around this time we engaged Blink PR to help us to better understand the way SILC looks to the world we work in. Investment in our IT systems and looking at how technology can better support our teams in the work they do has been a high priority for this year. The benefits of these projects are set to be rolled out in the next financial year.

We have also been dealing with an upcoming issue around how we handle changes in the way banks work with us when it comes to handling funds on behalf of those we support.

We have been exploring what our strengths as a Board are and who else we may need to make the Board even stronger. This has become particularly important with the recent resignation of Richard Buchanan who brought invaluable governance experience as well as a lived experience of disability.

And then 2020 happened!

Covid was a challenge for New Zealand as a whole but is more so for a community such as SILC where many of the people we support have compromised immunity. Once again, the tremendous staff we have at SILC demonstrated their extraordinary commitment to the people we support. The Board is grateful for our support workers who had to deal with changes in routines, Team Leaders with changing rosters due to strict wellness rules, Service Managers working with families and their fears, and the Management Team who had to deal with an ever changing environment, searching for PPE that was becoming scarcer each and every day that passed.

There is not a staff member who was not significantly impacted by Covid -19 and we are enormously proud of how the team pulled together under the leadership of CEO Tony Marsden and his team.

It is testimony to their work and preparation that SILCs newly minted Business Continuity Plan came through this major test. It is impossible to overstate how important that preparedness was.

I want to thank the hard work that your Board of Trustees undertake on behalf of SILC especially in this rather unusual year. Keith Appleton, Richard Coad and Sarah Davey are immensely experienced and insightful contributors. Post Balance Date we were joined on the Board by Dr Anna Rolleston whose philosophy of empowerment fits exactly with that of SILC. The Board is still hunting for a suitable candidate to fill the vacancy left by Richard Buchanan.

To all our community stakeholders thank you for your support and may next year be a lot less interesting

*Ron Scott*  
**Board Chair**



**Tony Marsden, CEO**

## A Note From the CEO

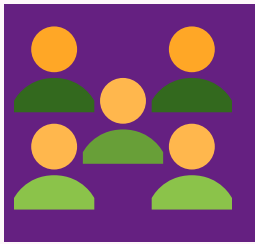
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### Covid

Its not surprising that the thing that dominated the 2020/21 year was the advent of Covid 19. There have been viruses come and go in the past and New Zealand, for the most part, has largely been insulated from these. Covid has been different to other viruses in that its impact has been felt across the entire globe and the toll on human life has been unlike anything we have seen for many years. New Zealand too was not immune to its reach and its arrival on our shores required an immediate response.

SILC has Pandemic Plans in place specifically to respond to these types of events. Level 4 lockdown was a real test of our planning and ability to adapt. It forced us to review and change the way we delivered some support. Whether that was by supporting some people via regular phone calls as opposed to a home visit or attending to face to face supports in full Personal Protective Equipment (PPE) it all required our teams to be flexible and adaptive often with very little notice. Our support teams were faced with the challenge of ensuring our support workers had access to the appropriate PPE and that our teams were also looking after their own personal wellbeing. Families also played an important role in supporting us to do what we needed to do to keep people safe and well.

I am so proud of the efforts of our team right across the organisation during this period and it is because of their commitment we were able to keep people safe and well.



## Service

SILC supports 57 people in 24/7 residential services and 97 people within their own homes. The people we support and their families trust SILC to provide support that is focused on the individual and tailored to meet their needs. It is a privilege to be given this responsibility and we are constantly looking at what we can do to improve our service. This year our focus was on upgrading our IT System, developing a Quality Assurance Framework and continuing the training and development of our staff.

The business began looking into potential software packages for the business. SILC currently runs an outdated database and it is no longer fit for purpose. There are a number of software packages that are specifically designed for use in the disability sector and with the right use of technology SILC is confident that we can spend less time on paper based activity and more time focused on delivering support. The team had demonstrations from suppliers from across New Zealand and Australia and undertook an evaluation process resulting in the selection of a preferred provider. Unfortunately Covid came along and progress slowed. It is anticipated implementation will be complete in 2021.

An important question we ask ourselves regularly is "how do we know that the support we are providing an individual is the right support and of good quality"? In the past we have tried to measure this through family and people we support surveys and whilst these provided useful feedback we are continually looking for what is best practice. This year we embarked on a process of developing a Quality Assurance Framework which uses Personal Outcome Measures to measure whether or not we are achieving the support outcomes the people we support want. The Board was very supportive of this work but again Covid has meant that implementation has had to be pushed out to 2021.



## Our People

Investment in our people is critical to ensuring our support staff have the tools and knowledge that enables them to deliver the best quality support they can. The Service Leadership Team are constantly looking at best practice in disability support and seeking out training opportunities for our teams. This year has been no exception and saw staff from throughout the organisation engage in a number of training opportunities. Some of the highlights included:

- 30 staff completing "Art of Community Mentoring" training
- 20 staff completed the "Altogether Autism" training
- 2 staff completed the "Management of Actual and Potential Aggression (MAPA)" train the trainer course
- We sent 4 of our staff to the ASID (Australasian Society for Intellectual Disability) conference in Hamilton which focused on the Support Worker Experience
- We continued to support our staff to gain their NZQA Health and Wellbeing - Disability qualifications through Careerforce.

There was a lot more training we were hoping to do but unfortunately Covid prevented us from doing so. We are committed to ensuring our teams have access to training that will increase their knowledge and provide greater outcomes for the people we support.

This year has been a challenging year but it has also been a year that has provided opportunity for us to reflect on what is truly important. Time with friends and family and being able to move freely around our beautiful country were freedoms that were momentarily taken from us and things we should all value dearly.

Thank you to all the people who allow us the privilege of supporting them in their life journey, thank you to family and friends for their continued support and a special thank you to all the team at SILC for all you do.

Here's to 2021 and a safer world, free of Covid and full of opportunity.

*Tony Marsden*

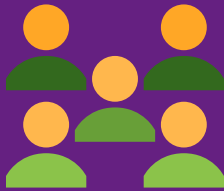


# By The Numbers 2020



**55**  
Supported in RSS

Number of people that we support in a residential service



**97**  
Supported in SILS

Number of people we supported in the community



**356,412**  
Hours

The number of support hours delivered by our teams



**4,837**  
Hours

The numbers of hours training and developing our teams

# Finances

## The SILC Charitable Trust Group Financial Statements

<b>Income</b>	<b>2020</b>	<b>2019</b>
Contract Fees	11,105,274	10,765,567
Rents/Recoveries	116,388	142,886
Grants	23,006	18,905
Gym Fees/Subs	-3,710	79,603
Sundry Income	2,000	179
<b>Total Income</b>	<b>11,242,958</b>	<b>11,007,140</b>

<b>Operating Expenses</b>	<b>2020</b>	<b>2019</b>
Employment	9,373,250	9,259,355
Operating	924,079	936,986
Administration	491,538	543,046
Finance costs	(4107)	(6175)
<b>Total Expenses</b>	<b>10,792,974</b>	<b>10,745,561</b>
<b>Surplus/(Deficit) for the year</b>	<b>449,984</b>	<b>261,579</b>

The SILC Charitable Trust financial statements can be found at [silc.co.nz/downloads](http://silc.co.nz/downloads)  
A complete copy of the consolidated financial statements is also available upon request.

# Thank you to all our Supporters



## Te Pou o te Whakaaro Nui

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