

ORGANISATION PROFILE

Structure and functions

Vision

An Australian culture that embraces people with disabilities and encourages them to participate equally in social and economic life.

Mission

To be Australia's leading charitable enterprise in the PREVENTION of spinal cord injuries, CARE for those who have spinal cord injury and the support of research to find a CURE for spinal cord injury.

The Board of Directors

The Board of Directors is elected by the Members of the organisation for a two year period with half standing down annually. The Board is ultimately responsible for the governance and performance of SCI Australia.

The Board consists of an elected President, a Chairman (these may be the same person), and other Directors. The maximum size of the Board is nine. Persons with disabilities shall constitute a majority of the board.

All Directors operate in a voluntary capacity. They meet at least once a month and more frequently if needed. In addition, many of them serve on sub-committees of the Board, which look at specific areas of operation or issues of interest, eg Finance, Fundraising, Policy Development and Legal Issues.

The Chief Executive Officer

The management of SCIA is delegated to the Chief Executive Officer who has overall responsibility for all areas of operation. The Chief Executive Officer is accountable to the Board and reports directly to the Board on the organisation's monthly activities and advises the Governance and Finance Sub-Committee of the Board on policy and strategic direction issues.

The Chief Executive Officer has overall responsibility for:

Community Services:

- Policy and Information
- Residential Services
- Peer Support
- Regional Services

Supporter Partnerships:

- Teamsafe
- Brand Management
- SCIA Program Development
- Bequests, Trusts and Foundations

Business Operations:

- Vocational and Employment Services
- Geo and Data Processing
- Field Appeals

Corporate Services:

- Financial Services
- Company Secretariat
- Personnel & Payroll

Sargood Centre:

- Service Development

Community Services

Community Services includes four areas, Policy and Information, Residential services, Peer Support and Regional services.

Policy Coordination

Policy Coordination represents the interests of people with severe physical disabilities in fighting for their rights and an equitable life. This involves research and the development of systemic policy through discussions with consumers, federal, state and local governments and service providers.

The goal of the systemic policy area is to remove barriers to independent living for people with severe physical disabilities - barriers such as inaccessible buildings, public transport, inadequate personal care services, expensive technology, personal equipment along with medication etc.

Systemic issues are presented in our quarterly Accord magazine. To get a better understanding of national issues we have Interstate Representatives who write for our magazine on matters which affect people with severe physical disabilities in their localities.

Over the years the organisation has managed to maintain a balance between alerting all levels of government to the difficulties faced by people with severe physical disabilities and assisting these levels of government to recognise and develop solutions.

Individual advocacy support services are critical to people who are struggling to find essential community services and develop relationships with service providers. This service takes the form of providing support and guidance for people to advocate for themselves or for Spinal Cord Injuries (SCI) Australia staff to provide direct advocacy on their behalf. We work with our consumers to agree how the advocacy should be undertaken and we keep the consumer informed of progress.

Information Service (SCInfo)

The goal of SCInfo is to develop and improve existing information services in regards to the needs of people with physical disabilities. This service is available to consumers and their families, carers, professionals and the general public Australia wide through our 1800 819 775 telephone number. Requests for information can be made in any form including via our website www.scia.org.au

The information team answers queries by phone, in writing, by fax or email. Additionally, the team manages SCIA's resource databases, the library and Community Survival Kit; communicates with other agencies here and overseas; assist in maintaining the organisation's website; and has a major role in the production of SCIA's quarterly magazine, Accord.

Accord provides a regular channel of information to members and raises advocacy issues. This highly respected publication is eagerly awaited and is seen as the voice of people with physical disabilities in Australia. It is read by over 19,000 people - SCIA members, consumers and supporters, politicians (state and federal), disability workers and organisations concerned with people with disabilities.

Residential Services

The goal of accommodation services is to provide a range of accommodation support options for people with physical disabilities who require a high level of physical and/or emotional support.

In addition to our accommodation, SCI Australia runs an Emergency Service which is available for 4 hours during the day and 8 hours at night for consumers in a limited area within the Eastern Suburbs of Sydney. The purpose of this service is to support people who wish to stay in their own homes by dealing with issues before they become medical emergencies.

Peer Support

This area of operation offers initial support for people with spinal cord injuries or similar conditions, their family and/or carers. Talking to someone who has "been there" and understands what consumers are going through can take a large part of the anxiety away for those with a recent spinal cord injury. Providing information and support to their families is also crucial in getting the families to understand the person's need for support and for independence.

Our staff provides assistance to consumers to enable them to achieve their personal goals and independence. The Peer Support team will be an integral part of the Independent Living Skill program at the Sargood Transitional Accommodation and Respite Centre.

The Peer Support team also provides services during the post trauma period of a spinal injury. Our staff make regular visits to the spinal injuries units at both the Prince of Wales and Royal North Shore Hospitals, as well as the Moorong Rehabilitation Service. The team liaises with spinal injuries unit staff to identify ongoing post-hospital support requirements.

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The Peer Support team also develops and maintains contact with SCIA's consumers and networks with other community agencies and government services to develop links for consumers.

Regional Services

SCI Australia operates in the following areas of NSW: Central West, New England, Northern Rivers plus the South Coast and Southern Highlands.

The regional team provides information, case work, and advocacy to consumers and their families. The team operates as an SCI Australia in "miniature". It is the section of the organisation working in regional communities to provide support and assistance to the individual while also working to effect community change and so provide for a more "friendly" environment for people with severe physical disabilities.

In the Illawarra we also have a Training and Resource Centre which was established in 1986 to meet the needs of the consumer group in the area. The role of the centre is to provide information and training to people with severe physical disabilities in the region. The centre also provides a focal point for any person from the region seeking to become a client, to assess that person's needs and to coordinate the delivery of all services required to address those needs. It doubles as a recreation facility within the area where people can meet regularly to gain recreational and social skills, information and peer support.

The centre has been heavily involved in the general community promoting public awareness of disability issues, networking with other service providers, and identifying and participating in forums and committees that may impact on the lives of the client group.

Services managed by the South Coast and Southern Highlands Service include independent living training; peer support; brokerage/referral service; information on all issues relating to access and disability; and outreach.

Business Operations

Vocational and Employment Services for people with disabilities SCI Workforce Australia

SCI Workforce is the employment and vocational arm of SCI Australia. SCI Workforce services people with disabilities in achieving sustainable employment outcomes through its contract with the Department of Employment and Workplace Relations (DEWR). SCI Workforce helps job seekers by providing services from pre-employment training (such as Job Search Training and Career Planning) through to post-employment support - such as modification to work area if needed and regular follow up with the job seeker to ensure work is going well.

Pre-Employment Preparation

An Employment Consultant works with clients on an individual basis and establishes a job search plan. This includes identifying their key strengths and barriers to employment options. An Employment Consultant then discusses key goals, strategies and objectives with clients. Tasks are then allocated to the client for completion with the assistance of the Employment Consultant. In doing so, clients have a step by step job search plan with the aim of achieving a sustainable job.

Job Ready

“Job Ready” are review sessions that are designed to help clients plan their next step in gaining employment. These include aspects such as whether a change in a client’s goals and objectives is necessary to gain the best possible employment outcome. Most importantly the sessions aim at keeping clients on track in achieving their goals and objectives as identified in the job search plan.

Starting Work—Post Employment Support

SCI Workforce continues to support clients once they are employed. Employment Consultants maintain regular contact with their clients to ensure they are happy with their job.

In addition to its contracted Disability Employment Network (DEN) services with DEWR, SCI Workforce provides vocational guidance, training and re-integration back into the community.

SCI Geo and Data Processing

SCI Geo and Data is a section within SCI Australia that provides Data Entry and GIS (Geographical Information Systems) based mapping requirements, using specialised software.

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SCI Geo and Data are currently operating one contract. That is the “Crash Coding” contract with the Roads and Traffic Authority (RTA). They have maintained this contract for over 25 years. In this contract they provide mapping and data entry services as well as statistical and geographical analysis based on Police Reports of accidents in NSW – 45,000 are coded each year. This information is then used by the RTA for a myriad of purposes including the identification of ‘Black Spots’ on NSW roads. The contract is ever changing and is usually up for open competitive tender every 5 years.

In the future they are looking to expand business, providing high quality, highly accurate services to multiple clients.

SCI Geo and Data is also the main entry point for staff who enter employment through the FaCSIA funded Business Service. FaCSIA supplies basic funding to assist SCIA in supporting staff through their employment, as well as encouraging and developing their career employment plans. Unlike the majority of business services through out Australia, SCIA provides full award wages to their business service clients and these staff are fully integrated in SCIA’s inclusive approach to employment. In simple terms, all staff are employed on their abilities and potential and as such all SCIA staff are expected to support all other staff in the achievement of their specific roles. What ever it takes!

Field Appeals

Field Appeals department is based at Surry Hills. Field Appeals is the traditional face to face donation gathering arm of SCI Australia. The collection methods are street collecting and door knocking. We also in-store, Counter Collection Displays (CCD’s) to raise much needed funds to support the running of SCIA.

Street Appeals consists of Commission Agents who solicit funds from the public. These appeals are conducted in predominantly in Sydney and surrounding metropolitan areas. Where possible we also attempt to hire Commission Agents in interstate and regional areas.

Field Appeals is very much an environment where we help our Commission Agents by providing worthwhile employment that they may not necessarily be able to seek in main stream employment fields, or need a source of income until they can. Although this is not always the case, it does represent a significant portion of our Field Appeals Staff.

In us helping them they in turn help SCIA to raise much needed funds.

Supporter Partnerships

The Supporter Partnerships Team works to raise funds and awareness to support the critical services that SCIA provides.

Our team manages a range of activities involving both the general community and the corporate sector. Our main goal is to build mutually beneficial partnerships with our supporters and to welcome new supporters.

We aim to develop these relationships by some of the following activities -

PREVENTION / CARE / CURE branding

We work towards raising the profile of the Spinal Cord Injuries Australia brand and sub brands. All SCIA departments will promote the Prevention, Care and Cure Statement to all our supporters and stakeholders.

Sargood Centre Funding

The Sargood Centre Appeal is a top priority project for Supporter Partnerships. This will be a world class, state of the art transitional accommodation and respite centre to be built at Collaroy on Sydney's Northern Beaches.

The site has a rich history and strong community support and involvement. Community fundraising events are run regularly and information can be found at www.sargoodcentre.org.au

Funding approaches are made to build the centre and to acquire funding for the ongoing running costs that the facility will require once built.

Sponsorship for Prevention Programs

Spinal Cord Injuries Australia has launched a cutting edge Workplace Injury Prevention Program called Teamsafe.

Teamsafe

Teamsafe is SCIA's injury prevention program. The aim of the program is to help reduce injury and death in the workplace by supporting positive Occupational Health and Safety outcomes in the workplace.

Tens of thousands of people are seriously injured in the workplace each year. Many incidents result in death.

Such incidents have a ripple effect through the workplace, into families and communities.

Teamsafe aims to motivate employees to take personal ownership of OH&S in their workplace. The communication model is designed to emotionalise the issue of safety and make it personally relevant. Employees are engaged through a series of learning modules including the shared experience of people seriously injured in the workplace. We call them Teamsafe Ambassadors.

Supporter Partnerships conducts specific approaches for Corporate Sponsorship of these programs with strong support and endorsement already coming from some companies.

Funding of the Peer Support Program

This is achieved through the generous donations from our supporters who respond to Appeal letters in June and December. Our Customer Relationship Database maintains the donor database for mailing appeals. There are currently over 3000 people on SCIA's membership database. The database also administers membership and the organisation's quarterly journal, Accord.

Gift in Kind Donations and Support

Supporter Partnerships builds relationships with suppliers for Gift in Kind materials for the Sargood Centre, SCIA programs and events. Gift in Kind can be for tangible items such as equipment, or for professional services from lawyers, architects, etc.

Planned Giving

The Supporter Partnerships team has set up a Planned Giving program to celebrate our known Benefactors while they are still with us. We appreciate the chance to directly thank those that have recognised us in their Will while we still have the chance.

A bequest transforms your will into a potent tool for change, while still providing peace of mind knowing your loved ones have been provided for. Writing your will is a simple but powerful way to provide support for the cause you've been passionate about throughout your life.

Additionally, for those unable to make donations in everyday life, bequests give them the chance to leave a legacy for future generations.

Specific Bequest: the gift of a specific sum of money or asset such as property, parcel of shares, debentures, bonds or a life insurance policy.

Residual Bequest: what remains in your estate, after all debts have been paid and all other gifts have been distributed.

Alternative Bequest: since it might be many years between the making of your

Will and its operation, you can make provision that, if any named beneficiary cannot accept your bequest, Spinal Cord Injuries Australia will benefit.

Proportional Bequest: a specific proportion on your residual estate can be left, eg: 75 percent of your residuary estate.

For more information on leaving a bequest to Spinal Cord Injuries Australia please email bequests@scia.org.au

Trusts and Foundations

We are consistently working on developing relationships with Trusts in order to support our Capital Appeal and ongoing running costs. Charitable Trusts and Foundations distribute hundreds of millions of dollars each year to education, the arts, welfare, health, the environment and medical research.

- There are approximately 2,000 trusts and foundations in Australia.
- These foundations disperse between half a billion and \$1 billion per annum.
- Australian foundations have total assets of over \$10 billion.

Grants

Our team applies for appropriate funding from grants that support our programs initiatives and Capital Appeal. Grants provide a valuable source of funding as they can often be recurring over a period of years. Grants can provide for any number of different needs from prevention initiatives to equipments and supplies.

Philanthropy in Australia is definitely increasing

The Giving Australia report published in October 2005 estimates the giving of money, goods and services to non-profit organisations by individuals and businesses to total \$11 billion per year (which excludes giving in response to the Asian tsunami crisis in late 2004/early 2005). This giving is comprised of:

- \$7.7 billion from individuals - 13.4 million people, or 87% of adult Australians, in the year to January 2005.
- \$3.2 billion from 525,900 businesses, or 67% of all businesses in the 2003-04 financial year.

The Supporter Partnership Team strives to tap into this generosity so that we can maintain the quality of services we already provide and to further our Mission and Vision statements by supporting the development of new programs.

Corporate Services

Financial Services

Finance's main focus is to safeguard SCIA's financial viability, through ensuring timely and accurate financial reporting, managing cash flow and risk, and coordination of the planning and budgeting process.

Services include financial reporting, budgeting, Accounts Receivable and Accounts Payable.

These services ensure the effective financial administration of SCIA. As SCIA is a registered charity and public benevolent institution there are additional reporting requirements beyond those required of other companies.

Financial administration of all fundraising activities must comply with the Charitable Fundraising Act, Regulations and Authority Conditions. In addition, the Corporations Law governs the way the organisation as a company conducts its business. A considerable amount of the department's activities are dedicated to the administration of Government grants, which provide substantial funding to many SCIA services.

Company Secretariat

Company Secretariat's main focus is to ensure all activities comply with external legal requirements, as well as managing, implementing and ensuring compliance with internal policies and procedures.

Functions include Company Administration, Board Secretariat, and Legal Matters.

Personnel and Payroll

SCIA employs over 100 staff members.

Payroll provides wages, fringe benefit and leave administration. Personnel ensures that SCIA complies with employment legislation and coordinates recruitment, remuneration, salary packaging, performance management and OH&S.

SCIA Information Technology

The IT department aims to maximise the efficiency of all SCIA businesses and services through the introduction and maintenance of IT and Telecommunication equipment and services.

The IT department provides IT support services and manages a Wide Area Network (WAN) connecting four office locations. It is upon this platform that IT services such as email, intranet, internet, and VOIP can be implemented. The IT Department aims to make IT services as accessible and user friendly as possible to all SCIA stakeholders in particular those with physical disabilities.

Sargood Centre

Plans have been drawn up for the Sargood Centre at Collaroy in Sydney's northern beaches. Featuring state of the art access and technologic assistive devices, this centre will provide short term transitional and respite accommodation.

The transitional accommodation service will be offered in conjunction with an independent living skills programme for people with spinal cord injuries. The purpose of this programme is to assist people with a recent spinal cord injury to adapt to the different way they will manage their daily activities when they return home. It will be the empowering link between the 24 hours of care in the hospital model and the reduced level of care they will have in their own homes. People with spinal cord injuries now have many new aspects of their life to manage - personal carers, equipment, pain management and programmes to prevent long term health issues. Through the independent living skills programme, we will assist people to be more confident in taking control and managing these new aspects of their life.

For people who are ventilator dependent having personal carers or nurses in their home 24 hours of every day is a big adjustment both to the person with the injury, their partner and their family. The independent living skills programme will be designed to support people through this adjustment period in a way that allows them to try different approaches in a safe environment before returning home.

The respite service will be available to a broader range of our consumers including people with spinal cord injuries, muscular dystrophy, and multiple sclerosis and so on.

The centre will also have rooms made available to enable family members to stay for short periods. This facility is expected to be completed in 2008.