



Annual Report 2017

CEO Report

During a lifetime of study in the Japanese Kyudo archery tradition, the Master was regularly prevailed upon by local villagers to give a demonstration his art. The day finally came when he agreed to their requests and his assistants set up a target far in the distance with only a cliff at its back. The village gathered round the Master as he prepared himself. At last he nocked his arrow and slowly drew his bow to its full length. Taking careful aim, he finally released the arrow and it arced towards the target... only to soar above it and, to every one's amazement, disappear over the cliff. As the arrow went out of sight the Master was heard to loudly exclaim "Bullseye!"

The moral of this lovely tale is that 'only the great can hit the targets that no one yet sees'. It could be said that Compass as an organisation has been guided by this story and in many ways it underpins our efforts to deliver a truly developmental and transitional pathway to people with disabilities once they complete their secondary education. In following this path, Compass has hit many targets that may otherwise have remained unseen. All of these targets became visible when we chose to work from the simple assumption that people with a disability are, like all of us, their own biggest asset. Of course assets require development and this means education, training and real life experiences within a structured, supportive and challenging environment. And that means dedicated teaching staff - mentors and coaches - lesson plans, assessments, reports and transitional opportunities.

Compass does not follow any entrenched business model preferring to conduct a deeply entrepreneurial, intuitive style of business and this creative approach is by nature a little messy. The reality is however that this style has earned us high praise from our service users and staff, mainstream business & community accolades and extremely positive feedback from auditors of our systems for quite a few years now. The leadership of Compass has excelled right across all the measurement parameters set out in both our quality and financial oversight systems. For three years since 2015 Compass has been a regular nominee at the Sunshine Coast Business Awards and has taken out 2 key awards (Knowledge Industries and Professional Services – Large Business Award 2014, Not For Profit Organisation of the Year 2015) and three significant Category awards. These are a testament to the way in which Compass has successfully blended heart driven service model with best practice business, financial and governance systems.

Throughout 2017 Compass continued to focus on ensuring we have all our systems in place for the National Disability Insurance Scheme. The preparation has not been made easier by the passage of a year as the Federal agency (National Disability Insurance Agency - NDIA) still does not comprehend the contradictions between the proposed scheme and the current system. One of the biggest challenges will be financial viability for service providers with the current estimate that 70% of service providers do not have 3 months cash reserves. Government legislation actually prohibits service providers from building up cash reserves, instead requiring that unspent funds are either reallocated inside the service or returned to the Department. This legislation remains in place at the same time as the sector is instructed to become financially viable or else. Another key challenge will come with a dramatic increase in For-Profit participation as witnessed in the trial sites. There is an unchallenged assumption that Not for Profit equals inefficiency and poor business sense while For Profit equals efficiency and good business practice – so better outcomes. This is of course an unhelpful and inaccurate generalisation as proven by the above awards Compass has won.

Compass has sought to address the NDIS challenges by:

1. Maintaining low overheads in the short to mid-term through non-commercial leases on our venues and partnering with Council or community groups wherever possible.
2. Maintaining low overheads in the mid to long term by acquiring ownership of key venues and building equity for future operations.
3. Being proactive in forming corporate partnerships and

sponsorship arrangements that deliver significant funds for use in projects such as facility extensions as well as improvements being provided by service clubs and businesses as well as discounted goods and services. 4. Running our own fundraising events each year also funding improvements to venues or purchasing resources, furniture and similar. 5. Being very active in applying for grants that fund vehicles, projects, extensions to facilities and all manner of other items or projects that improve life for the young people we support 6. Being diverse in our services – Compass provides first class learning and development... but also has a great high needs unit to cater for people with medicalised or complex needs. Compass offers a huge range of life experiences in real world settings – horticulture, food preparation, landscaping, art, woodwork, pottery, hospitality, retail, lawn and garden etc 7. Marketing Compass services expertly via simplified yet engaging offerings, an improved website, social media and other promotional methods 8. Continuing to develop complementary social enterprises that balance financial viability, training, work experience and supported employment opportunities with Compass's social objectives and mission

As an example of its entrepreneurial approach, Compass launched Compass Assistance Dogs in 2016. This programme provides specially trained dogs initially to young children with a disability however the potential exists for this to be expanded to include numerous other opportunities. In two years we have raised the profile of this extraordinary intervention program and trained and placed (or are currently training) 12 dogs.

The NDIA, Department of Communities - Disability and other consultants highlight the above types of activities as critical for service providers to undertake if they are going to continue to offer quality services to people with disabilities under the NDIS.

Compass also recognises that excellence in service provision is a balance of vision, leadership and personnel – philosophy, practice and people - that matches the needs of the market. Our Strategic planning processes continue to refresh and keep our vision vital and our governance model is well suited to our enterprise based approach. In 2017 we welcomed another new member to our Board bringing legal and other vital skills as well as expanding our network. The key for Compass is continuously challenging and improving the above areas to ensure that we remain relevant to the needs of people with disabilities and our community

David Dangerfield

Service Manager Report

The Compass Institute continues to strengthen its reputation in the wider disability sector as a leading edge, contemporary provider of innovative learning and development programs. With the pending roll out of the NDIS in January 2019, Compass has focused on the consolidation of the diverse range of programs, processes and practice while experiencing considerable growth in trainee numbers. This in turn has resulted in an increase in staff recruitment, development and training. Both the Caloundra and Caboolture campus are now operating five days a week in response to the demand for our award winning services.

Compass has experienced a marked increase in the number of enquiries from prospective families who are seeking an alternative pathway for their sons and daughters. Current pathways for young school leavers with disabilities is through mainstream or supported employment, or day services who provide recreational activities in either a centre based environment or in the wider community. Compass offers a much needed alternative to these two choices which is based on the concept of building real futures for Queenslanders with a disability through our learning and developmental framework.

Due to this demand, the Leadership Team recognised the need to employ a dedicated Training Coordinator to support the Service Manager with the increase in role and responsibilities of this position. The Training Coordinator has direct responsibility for staff training and development, human resources, work experience, student placement, volunteers and a case load of trainees across dedicated centres. The new Training Coordinator was appointed in May 2017 and has proved to be an asset to Compass as this person brings considerable experience in the disability employment sector and human resources management.

This appointment coincided with the Recertification Audit of Compass under the Human Service Quality Standards framework conducted in May 2017. Compass again completed this process with no Non-Conformances identified and with a number of positive Observations being recorded by the External Auditor.

Compass opened its innovative social enterprise the Connections Café, located in Nambour on the 16th May 2016. Now in its second year of operation, the Café continues to grow in popularity and provides a meeting place for a diverse range of customers. Along with our regular patrons, the Café welcomes car and motorcycle enthusiasts, the CWA ladies, craft groups, rock and rock dance groups, St Vincent's Housing Group, Service Clubs including Rotary, both Federal and State Ministers, local dignitaries and other interested community members.

Compass was approached by the Sunshine Coast Regional Council to tender for the lease on the café at the Maroochy Regional Bushland Botanical Gardens, located at Tanawha. We were successful in our application and opened The Garden Café at the Botanical Gardens in January 2017. This new hospitality venue provides the opportunity for more of our trainees to experience working in a busy café environment and retail outlet, and gaining the necessary skills to enable them to potentially seek work in the hospitality sector in the future.

Compass continues to grow its highly successful Corporate Partnerships program which identifies and builds on the unique synergies between Compass services and businesses and provides mutual benefits to both Compass and our partners. These organisations are fully supportive of our annual fundraising events each year. In 2017, Compass hosted the Race Night in February, the Golf Day in August and our Awards Night in November. The Compass trainees and families, along with our corporate sponsors and staff are great supporters of the fundraising events; these provide further opportunities to promote the valued roles and contribution people with disabilities make to the wider Sunshine Coast Community.

Trainees

- 25 trainees commenced with Compass during 2017: two trainees at the Caloundra campus, nine trainees at the Farm, ten trainees at the Caboolture campus and four trainees at the Gympie campus.
- The Compass Enterprises continue to provide the trainees with opportunities to experience vocational placements in supportive environments. We currently have nine trainees working at the Connections Café, five trainees working at the Garden Café, eight trainees at the two Wabi Sabi retail outlets, seven trainees at the Rakes and Panes landscaping business and approximately eight trainees are engaged at the Harvest Kitchen. With the opening of a second woodworking space at the Compass Farm, Compass now supports six trainees at these two enterprises.

Staff

- The Compass staff are employed in a permanent part time capacity with an established casual pool to support staff leave and absences. When a vacancy is identified, the casual staff then transition seamlessly to fill the vacancy, having already become familiar with the campus, staff and trainees. Compass continues to have a very low turnover of staff; the annual Staff Retention Report identifies any trends in our recruitment, training and retention practices.
- During 2017, staff numbers increased by four staff; the staff were employed to support the increase in trainee numbers and /or replace departing staff. In line with our workforce planning, Compass also increased the number of days of employment for permanent part time staff. This reflects our commitment to the provision of stable, long term employment for the staff, and the provision of career pathways and professional development opportunities.
- Appointments throughout 2017 included:
 - Training Coordinator in May 2017;
 - Dedicated chef at the Connections Café in August 2017;
 - Second trainer in the Harvest Kitchen hospitality space;
 - Four permanent part time position created supported by approximately 12 new casual positions; and
 - Compass continues to attract a diverse group of volunteers, who selflessly donate their time and expertise to the staff and trainees of Compass. The skills sets of these dedicated community members includes retired professionals, boat builders, carpenters, artists, mechanics, landscape gardeners and horticulturalists, dog trainers, events managers and musicians.

Staff Training

- Compass provided six dedicated staff training days for staff in 2017. In line with the Training Plan, Compass engaged a number of expert practitioners in their respective fields to provide specialised and intensive training, supported by internal practitioners currently engaged by Compass. The schedule for each block of training also includes introductory and / or refresher training in core policies and procedures, workplace health and safety, risk management, medication and behaviour management, the Human Services Quality Standards, fire safety, Restrictive Practices and disability specific topics etc. Feedback forms are completed by the staff at the end of each training day and this data informs the Training Coordinator of the outcomes of the training and suggestions for improvement from staff.
- Compass provided training in the following areas:
 - Mindfulness
 - Compass Assistance Dogs

- Lesson planning, SWIS and assessments
- Safety Advocates regarding workplace health and safety
- Autism Awareness
- Behaviour management
- Workplace Communication and Culture

Staff satisfaction levels continue to be very high, which confirms Compass's reputation as a leader in the field of learning and development opportunities for people with disabilities. We continue to attract staff with considerable life experience and relevant qualifications who epitomise the strong value base underpinning The Compass Institute.

In summary, 2017 has been year of measured growth and expansion with a focus on continued consolidation, commitment to the creation of additional innovative social enterprises and programs whilst staying true to the original vision of the founder and CEO of The Compass Institute, David Dangerfield.

Helen Smith

Compass Service

Year	Clients	Centres	Staff	\$ Budget
2017	123 (85 DS funded with Compass)	5	38	\$2,300,000
2018	143 (100 DS funded with Compass)	5	43	\$2,700,000

SERVICE DETAILS AND SERVICE PERFORMANCE PLAN/S

1. Service and Contact Details

1.1 Service Details:

Service name:	The Compass Institute Inc – Education & Training Service
Funded Agency ID:	21621
Street Address:	48 Christensens Rd Palmwoods Q 4555
Postal Address:	P.O. Box 585 Palmwoods Q 4555
Phone:	07 5445 9116
Email:	info@compassinc.org.au

Australian Business Number (ABN): 7 4 1 6 8 3 8 3 3 7 8

1.2 Contact Person for the Service:

Name: Helen Smith
Position: Service Manager
Phone: 07 5445 9116
Email: helen@compassinc.org.au

1.3 Service Goal/s:

1. To provide education in 'real life' skills facilitating greater independence for the client and family.
2. To support the client and family in making the lifestyle transitions inherent in the clients' increased independence and community access.
3. To increase the clients' capacity to participate in a wide range of recreational and social environments.
4. To provide training for clients in workplace ethics, behaviours and skills allowing the development of supported employment opportunities.
5. To educate the community to the benefits of inclusiveness, and the contribution that can be made by our clients to the overall spirit and richness of community life.

1.4 Geographical Boundaries of the Service:

Caboolture to Gympie – 5 centres

1.5 Target Group of the Service:

Secondary and Post-secondary students 18 years plus, with a permanent disability that results from an intellectual, cognitive, neurological, sensory or physical impairment or a combination of impairments and which can require considerable support.

2. Service /Departmental Relationship Information

2.1 Agreed collaborative projects and bodies of work

2.2 Situational specific conditions and factors relating to service history, possible support requests; business planning processes and governance functioning (or governance arrangements)

- ✓ Successful completion of Recertification Audit

2.3 Other relevant DS Grant Agreement/s (Capital and Mortgages that relate to the Service).

2017	\$8,600	Surveillance Audit
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3. Special Conditions

3.1 The Special Conditions applicable to the funding of the Service and the provision of Service are: N/A

4. Reporting

4.1 Timeframe and type of reports to be submitted to the Department:

	Report	Due date/s	DS Contact	Description
1	Annual Service Report	March of every calendar year	CRO	This could be a copy of the report provided by the CEO to the Board of Management
2	Quarterly CSTDA MDS Transmissions & Signed Directors Certificate	One month after the end of the 1/4	CSTDA Unit DS Grants	As per the standardised electronic form
3	Details of Executive Position Holders	1 month after Annual General Meeting	CRO	As provided to Dept. of Fair Trading Qld & ACNC
4	Audited Financial Statements	Tabled at AGM held within 6 months after Dec 31 each year	CRO	Audited financial statements, signed by Board of Management at AGM
5	Other Funding Initiative Specific Reports*	As specified		

* **NOTE: Examples of Additional Reporting Requirements:** Emergency Response Funding
Non-financial reports: Post School Services

5. Service Types delivered by this Service Provider

Tick all service types delivered by the Service Provider listed in 1.1 page 14.

Accommodation Support
Community Support

Community Access
Respite

(c) Funding Sources for this Service Plan:

NMDS Service Type Code Eg.1.02	Relevant Service Numbers for this Service Type Eg. 5500xxx	Service Type Outlet Number Eg. 5500xxx.01	Service Type Outlet Name Eg. Queensland Street, Shared Accommodation Support (24 hour)	Grant Agreement Number	Funding Source*	Recurrent Funding (\$)	Service Recipients
3.01	551624	551624.00	The Compass Institute Inc – Education & Training	1083393	Individ	33,653	
3.01	“	“	“	021404	Individ	18,859	
3.01	“	“	“	021085	Individ	21,857	
3.01	“	“	“	1083394	Individ	28,900	
3.01	“	“	“	036513	Individ	20,827	
3.01	“	“	“	037327	Individ	21,593	
3.01	“	“	“	041522	Individ	22,504	
3.01	“	“	“	1083398	Individ	27,680	
3.01	“	“	“	1083397	Individ	37,468	
3.01	“	“	“	1083395	Individ	28,370	
3.01	“	“	“	052683	Individ	27,926	
3.01	“	“	“	052685	Individ	21,678	
3.01	“	“	“	053334	Individ	10,406	
3.01	“	“	“	1090305	Individ	17,520	
3.01	“	“	“	1083396	Individ	21,227	
3.01	“	“	“	1083400	Individ	33,672	
3.01	“	“	“	1083399	Individ	32,073	
3.01	“	“	Left Compass 31/03/2017	970281	Individ	6,613	
3.01	“	“	Compass – Education & Training services	970282	Individ	34,414	
3.01	“	“	“	970283	Individ	34,414	
3.01	“	“	“	955392	Individ	19,787	
3.01	“	“	“	970300	Individ	26,822	
3.01	“	“	“	970297	Individ	34,414	

3.01	“	“	“	970290	Individ	34,414	
3.01	“	“	“	970289	Individ	18,819	
3.01	“	“	“	970284	Individ	18,202	
3.01	“	“	Left Compass 08/12/17	387858	Individ	18,916	
3.01	“	“	Left Compass 27/4/17	955653	Individ	3,251	
3.01	“	“	Compass Education & Training services	955652	Individ	10,719	
3.01	“	“	“	402176	Individ	32,751	
3.01	“	“	“	499202	Individ	23,130	
3.01	“	“	“	544878	Individ	23,130	
3.01	“	“	“	498194	Individ	18,260	
3.01	“	“	Left Compass 31/12/17	499201	Individ	18,260	
3.01	“	“	Compass Education & Training services	679178	Individ	26,273	
3.01	“	“	“	681217	Individ	18,260	
3.01	“	“	“	601100	Individ	19,703	
3.01	“	“	“	675334	Individ	16,382	
3.01	“	“	“	625156	Individ	21,392	
3.01	“	“	“	626185	Individ	29,048	
3.01	“	“	“	748037	Individ	26,819	
3.01	“	“	“	748036	Individ	21,345	
3.01	“	“	“	742913	Individ	12,667	
3.01	“	“	“	781833	Individ	14,777	
3.01	“	“	“	748035	Individ	24,081	
3.01	“	“	“	906755	Individ	26,568	
3.01	“	“	“	894487	Individ	23,911	
3.01	“	“	“	889615	Individ	18,598	
3.01	“	“	“	882189	Individ	26,568	
3.01	“	“	“	894481	Individ	21,254	
3.01	“	“	Left Compass 31/12/17	894480	Individ	26,568	
3.01	“	“	Compass Education & Training services	889616	Individ	18,598	
3.01	“	“	“	882185	Individ	26,568	
3.01	“	“	“	995331	Individ	6,037	
3.01	“	“	“	899072	Individ	18,598	
3.01	“	“	“	890371	Individ	21,254	
3.01	“	“	“	879874	Individ	14,126	

3.01	“	“	(Additional funds for higher support needs)	1002244	Individ	12,442	
3.01	“	“	“	1076487	Individ	27,054	
3.01	“	“	“	1003019	Individ	17,988	
3.01	“	“	“	1043714	Individ	23,262	
3.01	“	“	“	876548	Individ	21,254	
3.01	“	“	“	1097218	Individ	28,163	
3.01	“	“	“	1145613	Individ	11,042	
3.01	“	“	(High support needs required late 2017)	1176837	Individ	21,345	
3.01	“	“	Compass Education & Training services	1103618	Individ	26,240	
3.01	“	“	“	1200384	Individ	24,990	
3.01	“	“	“	1308425	Individ	39,825	
3.01	“	“	Left Compass 30/6/17	1222913	Individ	12,500	
3.01	“	“	Compass Education & Training services	1367041	Individ	4,877	
3.01	“	“	“	1211393	Individ	20,697	
3.01	“	“	“	1185547	Individ	20,000	
3.01	“	“	“	1315840	Individ	16,710	
3.01	“	“	“	1235458	Individ	13,695	
3.01	“	“	“	1211393	Individ	26,568	
3.01	“	“	“	1370625	Individ	28,617	
3.01	“	“	Left Compass 31/3/17	1211402	Individ	5,750	
3.01	“	“	Compass Education & Training services	1232641	Individ	20,000	
3.01	“	“	“	1402754	Individ	12,844	
3.01	“	“	“	1145613	Individ	11,042	
3.01	“	“	Left Compass 31/12/17	1145615	Individ	6,213	
7.04	590730	590730	Compass Education & Training Services – YLYC	1000963	YLYC	23,709	
7.04	“	“	“	1036034	YLYC	2,746	
7.04	“	“	“	1310728	YLYC	15,000	
7.04	“	“	“	1260288	YLYC	22,500	
7.04	“	“	“	1241856	YLYC	32,400	
7.04	“	“	“	1166342	YLYC	10,000	
7.04	“	“	“	1267456	YLYC	16,612	

* Note: DSQ Funding Initiatives (Sources):

General (block) funding (Dgen)
Institutional Reform (IR)

Project 300 (P300)
Post School Services (PSS)

Respite (Resp)
Family Support Program (FSP)

Adult Lifestyle Support (ALSP)
Emergency Response (Emerg)

Attendant Care/Continuum of Care (ATTC) Resident Support Program (RSP)

Other (please specify)

In total there were 84 DS funded service users registered with Compass for 2017 with 8 exiting the service for different reasons over the year. Many service users are still attending Compass but changed their recurrent funding to YLYC engaging external service providers to manage these funds on their behalf. The above report does not reflect YLCY funds managed by the individual or another provider, although this is still the Departments funds.

Objectives of this Service against Service Types

Performance objectives should relate to Quality, Effectiveness, Appropriateness, Efficiency, Equity, Timeliness or Accountability.

Delete those Service Type Categories not delivered by the Organisation.

MDS Service Type Category	Performance Objective	Performance Indicator	Evidence	Service Performance Report
Generic Service Objectives not unique to Service Type	<p>Eligibility and access to the service is based on a fair, transparent and defensible process.</p> <p>Allocation of support needs are in accordance to budget and DS funding guidelines</p> <p>Management practices that ensure quality, efficiency and effectiveness of services/programs and which are also efficient and timely to people accessing the service and other stakeholders of the agency;</p> <p>AND</p> <p>The delivery of transparent and accountable services and programs through strengthened organisational understanding of and</p>	<p>The Agency has Entry and Exit policy and procedures documents that clearly detail all aspects of the decision making process that includes a grievance/ appeal mechanism</p> <p>Individual needs are responded to within budget and programs guidelines.</p> <p>Information and copies of all relevant policies and procedures are available to clients, families or carers and other relevant stakeholders.</p> <p>Twice yearly Progress Plan review by Team Managers which includes each young adult, a family member/advocate or support worker to ensure program remains relevant</p>	<p>Provision of written policies and procedures include:</p> <ul style="list-style-type: none"> • Clients Rights and Responsibilities • Complaint P&P and complaints register • Entry & Exit, including Discontinuance of Service form • Privacy and Confidentiality <p>Reporting mechanisms to funding bodies and other statutory requirements that are met within given timeframes. AGM reports including audited financial statements. CET Manager's reports.</p> <p>Families/clients satisfaction with information that is provided to them by Compass Education & Training through daily</p>	<ul style="list-style-type: none"> • P&P is a working document, permanently being overhauled and updated by admin, and being checked against "Service Standards Indicators" • Regular updating of CSTDA through ODC mechanism • Budgets/expenditure report updated monthly by Office Manager and submitted to Board and Chief Executive Officer • Team Managers and admin staff submit regular activity reports to CET Manager based on expenditure of the quarterly allocated budget , and

<p>Generic Service Objectives not unique to Service Type</p>		<p>Staff are kept informed and skilled through training and professional development opportunities</p>	<p>including position descriptions and conditions of employment</p> <ul style="list-style-type: none"> • Disciplinary action • Equipment and Vehicle Usage • First Aid • Insurances and Workers Compensation • Copyright <p>Minutes of staff meetings and management meetings include review of P&P</p> <p>Copies of applications for training and written feedback from staff who attend training</p> <p>Copies of staff performance</p> <p>Planning and Review of P&P</p>	<ul style="list-style-type: none"> • Continuous Improvement plan in place • All CET staff are encouraged to wear formal uniform, • There were 6 scheduled Staff training days in 2015. These are mandatory training days for all staff. • Ongoing management training for team managers in progress • First Aid training held tri-annually • Weekly formal staff meetings held
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<p>Community Access</p>	<p>Provision of support to clients in all areas of community support including case management, local coordination and development.</p> <p>Enhancing clients' ability to enjoy their full potential for social independence</p> <p>Clients receive on-going support to access learning and life skills development activities</p> <p>Support is provided to engage with and participate in community based activities</p>	<p>Individual needs are responded to within the budget</p> <p>Case management plans include monitoring and review of individual goals and needs.</p> <p>Individual support plans reflect community access options that are appropriate and meet the needs of the person</p> <p>Quarterly schedules, Client files and notes detail community activities and contacts</p> <p>Clients are able to access general services and activities in the communities</p> <p>Networks are established with appropriate organisations and groups</p>	<p>Programs and activities average costs reflect the organisation's budget estimates and funding allocated by DS.</p> <p>Results of clients' surveys demonstrate independence and/or participation in their community has increased or being maintained.</p> <p>Clients and family or carers Feedback (see *)</p> <p>Increase number of individuals accessing other services in the community</p> <p>DS client reviews confirm community participation</p> <p>Proportion of clients access general service in their communities</p> <p>Increased number of partnerships with other organisations and groups</p>	<p>In terms of viability of this service, there are nil issues.</p> <ul style="list-style-type: none"> • The commuter vans and a utility have opened up numerous possibilities to increase clients' participation in the community • Many of current client base are attending TAFE or are involved in work placements. Others are involved in sporting and artistic pursuits. • Weekly service activities include tennis and swimming at the local public facilities, as well as shopping and banking at local outlets • Networks are continually being established with local businesses and clubs to provide meaningful community participation and work opportunities
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			<p>Increased profile in the community through pro-active attendance at related seminars etc</p>	<ul style="list-style-type: none"> • The Institute maintains a significant set of links to other educational agencies (govt and non-govt). Staff, parents and clients are regularly informed of and attend seminars etc on related topics. • CET Newsletter distributed to staff, families and stakeholders monthly • CET Website designed to provide easy access to information and develop profile for service
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