

2022 - 2023 Annual Report



Development
Growth
Innovation

In times of change
over the last 5 years

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Chair Report

The focus of an organisation goes in cycles, broadly aligned with its strategic plan, but necessarily responsive to the environment in which it operates.

At Brain Injury SA (BISA) we strategically have had a focus for the last five years on growth and seizing opportunity, yet have necessarily needed to respond to changes occurring around us that are outside our control.



The COVID pandemic was a long three years in its delivery of impact on the community, felt most by BISA during the last year as infection rates increased when restrictions relaxed. We found life became more unpredictable and it was harder to achieve the targets we set ourselves.

I am pleased to report that a challenging year did not stop us forging ahead on plans and undertaking new initiatives. It has been exciting to see growth in our service partnerships and new services come on line during the year through successful grant application and other collaborations. We have also been able to continue some expansion of facilities, with the take up of opportunity in increasing the size of the Northern hub. Ongoing development in a service such as BISA requires vision and commitment, identifying unmet needs that should be addressed in service planning. It has been my pleasure to work with a Board and Management team committed to driving their energy into addressing such needs whilst making sure the organisation grows with strength and attention to its purpose, resources and operations.

We also operate in an environment of questioning and change. We recognise that the current review of the NDIS is looking for sustainable solutions that continue the agenda to enable people with disabilities live the life they want, whilst balancing this with affordability, the infrastructure needed to ensure people are safe, and for providers to operate with skill and integrity.

After ten years of operation it is entirely appropriate for the NDIS to undertake such a review. We know that the outcomes of both this review and the Disability Royal Commission, may create changes in disability service delivery and accountability which as a service provider we will need to manage, but being part of a progressive revolution in how people with disability are empowered to manage their lives is integral to why we exist as an organisation. We want more for people who need our services and we want to be progressive in our thinking as to how we deliver this. It is through embracing change that service innovation can occur, and the Board wants BISA to be both open to new ideas whilst diligently attentive to the traditional essentials of service quality and accountability.

We always welcome feedback from those who use our services and ideas on what we should be doing to enable people embrace life after brain injury. As a community service and a profit for purpose organisation, looking forward to what should come next is as important as reflecting where we have come from and what our purpose is.

I hope you enjoy reading our 2023 Annual Report on our achievements and activities. Your support for the organization in whatever form it takes is highly valued and we look forward to continuing to work with you over the coming year to strengthen the contribution we can make to the brain injury community.

Vladimir Malcik
Chair of Board

CEO Report

In reflecting on the last five years as CEO of BISA, I think managing change has been a significant driver for Brain Injury SA, both through the maturing of the organisation, and in responding to significant external influences.



As an organisation, we view change positively, aware of how important it is that we drive a service forward that better includes and reflects the needs of the community we serve, whilst actively responding to broader community agendas to strengthen inclusion and drive progressive thinking in disability service provision.

The last financial year has brought with it its share of challenges, not least some ongoing disruption to services through the tail end of COVID, with illness impacting staff and clients alike. That said we have been pleased to ensure continuity in our service delivery, specialising in the needs of people with brain injury, as well as continuing to expand our services available during the year. This has included two significantly new initiatives, the Peer Support program and Be Well for Carers, both of which have been funded by the Lifetime Support Authority.

It has been impressive to see the Peer Support program commence with such success and impact, and we have really appreciated the collaboration that has occurred in getting it established, combining Psychology and teaching expertise alongside lived experience and input from the mentors in how the program has developed. Be Well for Carers has allowed us to reach out to the family members who support their loved ones with a brain injury, exploring options to strengthen their own self-care and resilience.

We thank LSA for supporting us deliver these programs and we are pleased to share that they will be continuing in the coming year.

It is important that directions in services delivered by BISA continue to strengthen collaboration with and inclusion of people with lived experience of brain injury.

To this end, this year we successfully complete a co-designed Disability Action Plan, for delivery over the next three years. The plan seeks to strengthen inclusion of people with brain injury through a focus on four key areas: improved understanding, influence and ownership, design and employment. The plan sets a path for BISA over the next three years that will be measured and reported on.

It has been important to us that this plan was co-designed with people living with brain injury, and I thank all those that committed time and thought to its development. It does set some very clear expectations of the organisation in its consultation and involvement of its service users in service delivery, and growing this over the next period of organisational development is important.

In addition to our service provision, it is important to report on our work in advocacy services. This includes both our individual advocacy and NDIS appeals service, and drives organisational efforts in systemic advocacy. The roots of BISA lie in ensuring the voice of people living with brain injury are heard and their particular needs are addressed.

We have been pleased to make significant submissions both to the Disability Royal Commission into violence, abuse, neglect and exploitation of people with disabilities and most recently the NDIS Review with attention to issues we have witnessed or identified.

It was important to us to ensure that we could support the particular needs and experiences of people with brain injury to be heard and we will continue to pursue ways that we can assist the brain injury community contribute to National conversations on disability.

In closing I would like to thank all the staff and volunteers, including the Board, for their work over the last year. Our services can only be as good as the people who provide them and we are lucky to enjoy both a skilled and very committed team.

We also thank all those that have supported or assisted us in other ways through the year, in advice, sponsorship or time. Most importantly, I thank all those living with brain injury who have chosen the services of BISA to meet their needs.

We look forward very much to working with you in the coming year and continue to grow ways we can support you achieve your goals whilst continuing to work to reduce barriers that limit that occurring.

Liz Forsyth
Chief Executive Officer





Services for Assistance

Rewire & Interdisciplinary Team Practice

Across the past 12 months, the Rewire team have been engaging in training and education to work more as an interdisciplinary team (IDT) and have undertaken a pilot with a small number of clients at each hub to better embed interdisciplinary practice into service delivery.

Interdisciplinary practice brings together two or more disciplines to work in collaboration together, and to pool their discipline knowledge to provide client centred care to help people achieve their goals. This might include working with our clients to set some joint goals, deliver joint sessions and to review progress together as an IDT.

Interdisciplinary working improves open and direct communication, shared decision making, and problem solving and supports a clearer understanding of discipline roles and crossover, supports our staff to focus more on what is important to the client, and is associated with better outcomes for clients.

Goal setting is fundamental to rehabilitation and promotes engagement, can be effective at changing behaviour and provides a framework for measuring progress.



To equip our staff with the skills to support clients in goal setting within an interdisciplinary team, all Rewire staff have been trained in using the Goal Attainment Scale (GAS) as a tool to support this way of working.

Over the next 12 months we will continue to support staff to engage in IDT work by expanding this practice to more of our clients, and to use GAS to measure client progress and effectiveness of therapy



In 2020, the Rewire team welcomed a new position and discipline to the team with the introduction of a dietetics service.

Spotlight - New Service Dietetics

Our first Dietician officially joined the BISA team in July 2020 and has been working with our participants closely since to promote healthy eating for recovery post-brain injury. Adding to this one-on-one service, we have also established a monthly cooking class at each hub, providing an opportunity for participants to get together, socialise and to learn simple yet healthy and yummy meals.

Due to demand and interest, we are looking forward to extending this program to offer a baking group in the next financial year, to complement our primary cooking group.

Employ Me

Brain Injury SA continues its partnership with Brain Injury Association of Tasmania (BIAT) to deliver their innovative new project Employ Me to people with ABI in South Australia for a second year.

The Employ Me Project is centred around capacity building, resulting in a tailored video for each participant. The video provides participants the opportunity to:

- discuss their employment interests, skills and experience;
- disclose how their brain injury and/or disability impacts them; and
- establish their expectations of any employment-related supports they may require.

For employers, the videos provide an insight into how an individual may fit into their work environment, and an understanding of any work-place adjustments that may be required.

Although the video is an important output, feedback from participants indicates that employment exploration tasks were an equally important part of the process.

Identified benefits of the program included:

- Refining participants’ ideas of work opportunities that would interest them.
- Building confidence, including meeting new people and attending new and different places.
- Considering how participants want people to interact with them.
- Building work skills and life skills.
- Establishing the level of disclosure about their brain injury and/or disability they are comfortable with.
- Identify any workplace supports they require to make employment successful.

So far, we have had several participants join the individualised Employ Me program, with 9 of these completing the final stage and finishing their video resume.

Contents

My employment goals	03
My employment strengths	06
Tasks I am good at	09
Skills I want to develop.....	12
Workplace supports and adaptations.	15



How To Use This Book

This activity book can be used to assist you to:

- identify your employment goals
- look at the things you are good at
- think about areas you want, or may need, to further develop, and
- communicate the workplace supports or adaptations you may need.

You can use this activity book to create your resume, by taking them along to meetings with your Disability Employment Service (DES) Provider (if you have one), or as a support at job interviews.

There is also a pack of cards that can be used to create your own personal deck of cards with information about yourself, using your favorite answers from this book.

If you need further assistance...
 Contact: Ph: FREECALL 1300 242 827 or
 Email: enquiries@biat.org.au





Implementing a Positive Behaviour Support Service

Due to the uniqueness of supporting a person with a brain injury, Brain Injury SA has been working to establish a Positive Behaviour Support (PBS) service which will focus on supporting people with an ABI with challenging behaviours which impact on their quality of life.

Currently, we have one staff member who is working as a core PBS practitioner with supervision from an external advanced practitioner, with several other staff commencing the process of registration.

Additionally, all service delivery staff have attended training in both traditional PBS models and the latest research in PBS+, a

research program specifically for people with acquired brain injury.

Going forwards, the service will focus on the unique supports required by people with an ABI, their families, and wider supports, in improving the understanding and managing environmental changes to support a reduction in challenging behaviours.

Case Management and Community Access

The Community Access team is staffed by skilled and experienced case managers who provide a holistic service designed to support clients to meet their needs, achieve their goals and make informed choices.

BISA is currently working on a rebrand to “Pathways”, which represents a helpful visual metaphor of the type of work conducted by the team.

The length of support is dependent on the client’s needs: this may vary from short-term intervention to complete a specific task or long-term case management services for complex circumstances that can occur over several years.

The team continues to work closely with the Lifetime Support Authority to support clients affected by ABIs, to complement referrals from the NDIS, the Exceptional Needs Unit, private trustees and interstate compensation schemes. The Community Access team has recently been chosen as a preferred partner of Return to Work SA to deliver ReCONNECT, a service designed to help injured workers navigate community services.

Given the current rental climate and limited available stock of public and community housing, the team have experienced an increase in referrals to support clients to find suitable accommodation. Other recurring themes include Centrelink liaison, administrative support and connecting clients with their local community and services.

The team prides itself on the collaborative working relationships it continues to develop with referral partners, service providers and allied health professionals to support mutual clients achieve their goals and improve their quality of life.

The main goals of the team for the coming year are to complete the rebrand to Pathways, explore new partnership and referrals opportunities and to continue to deliver a high quality service to BISA clients.

BISA Connect

BISA Connect is an innovative partnership developed with Flinders University as an innovative approach to assisting the brain injury community with identified gaps in services.

The purpose of the clinic is to provide therapy input for people who need up-to-date functional reports as part of the evidence required to access funding schemes such as the NDIS.

This clinic is facilitated by allied health professional students from the physiotherapy, occupational therapy and speech pathology courses, who come together to work in an inter-disciplinary clinic setting.

The students in the clinic are supported to develop their assessment and report writing skills by senior staff, as well given the opportunity to build invaluable skills in communication and rapport building. Clients accessing this clinic receive free reports that can support their application for ongoing therapeutic supports.

The early part of 2023 was spent setting up systems and procedures to ensure that services will be delivered in a safe and effective way, with the first clinic being held in May 2023. Two further clinics will be held before the end of 2023 with ongoing evaluation from both clients, students and staff perspectives.

In addition to working as part of the BISA Connect IDT, students can also offer individual sessions to clients with limited or low funding who need ongoing input to prevent deterioration.

We look forward to building this clinic and the capacity of students to be skilled in Interdisciplinary work across the next financial year.

Participant Story

Supporting Lloyd to reach his goals



Lloyd has been a participant of our BISA Connect Student clinic and has achieved so many goals during his time in this service.

Lloyd has received interdisciplinary support from physiotherapy, occupational therapy and speech pathology students where is now able to stand from his wheelchair easier, stand for longer, speak while standing and has achieved visiting his local pub and ordering his favourite drink independently.

It has been a pleasure to observe Lloyd's progress and his enjoyment in working with students while at BISA.



Introducing and Expanding our Group Programs

Supporting social and community participation through group programs at BISA.

Brain Injury SA has recognised the need for establishing groups to support clients to build skills related to community and social participation whilst also incorporating physical rehabilitation goals.

Some participants have been coming to BISA for many years and their sessions can be the only social and community activity they have in the day or week, and therefore building skills to extend social and community participation is crucial to the rehabilitation journey.

Our Bowling Group Program, designed to support physical rehabilitation goals in a leisure-based activity, targeting specific upper limb, mobility, communication and social participation goals, has become a regular feature in our yearly calendar, with our initial group starting in the North at Elizabeth, before expanding to the City and South.

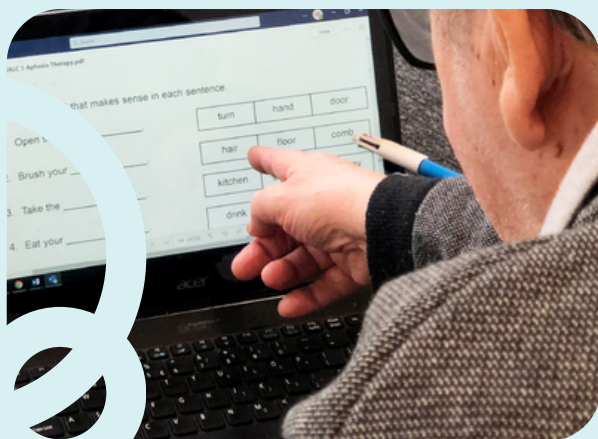
Our group programs have continued to grow and expand, and we are please to be able to offer a diverse range of group programs to



meet different interests and skill development, including a dance group, balance group and a yoga and mindfulness group.

We have also been busy planning the commencement of a community garden space at the Southern hub – which through a co-design approach, will involve participant input in creating the projects to support the development of the garden – and will become another group program to be involved in.

Across the next 12 months we look forward to introducing this group, and more, to the services and supports we can offer at BISA.



In 2023, the Speech Pathology team at BISA ran their first Cognitive-Communication Group, a program based on the evidenced-informed model IMPACT.

Spotlight - New Group Speech Pathology

Cognitive Communication disorders are the most prevalent type of communication difficulties following an ABI with an incidence of up to 80–100% (*Mac Donald and Wiseman-Hakes, 2010*).

The group is run every week over a 6-week period, with an additional one-to-one weekly session with each participant with the speech pathologist facilitating the group. Throughout the sessions, participants work towards individual goal planning, functional focus and metacognitive strategies.

This program is unique as it provides clients with the opportunity to work on their communication goals, both privately and in a social group setting.



Services for Support

Peer Support Program

The Peer Support Program (PSP) has been a key innovation that has already had a significant impact on the lives of many people living with brain injury since its beginning in 2022.

Funded by the Lifetime Support Authority, the PSP was developed from the understanding that support directly from peers with lived experience can be hugely beneficial for a person's adjustment to the changes and challenges in life that a brain injury brings. We have witnessed the power of peer support time and again over the years at Brain Injury SA.

The Peer Mentors all receive ongoing group training and supervision, and are carefully matched to the mentees, who they meet with for five one-on-one sessions. Importantly, the Peer Mentors are employed by Brain Injury SA and paid an appropriate hourly wage for this crucial work.



We are excited that the Lifetime Support Authority has recently confirmed funding for the next three years for the Peer Mentor Program, with the planning to further develop and grow this program already underway.

Our Peer Support Project is proudly supported and funded by The Lifetime Support Authority

Lifetime
S U P P O R T



Reconnect Transition Program

It has been a successful past year for the Reconnect Transition Program (RTP), which is one of our programs gratefully funded by the Lifetime Support Authority.

RTP is a program that facilitates an opportunity for people living with brain injury to come together, connect, and learn tips and strategies from one another, and through other with the involvement of mentors with lived experience as a crucial element of the group – and contributes to the success of each 10 week program.

A major new development over the past year has been the introduction of regional online express Reconnect Transition Program (eRTP) sessions.



Held monthly, people from Mt Gambier and surrounding areas come together in person to connect with someone from our team online. These two-hour sessions cover a different topic each month with a strong focus on adjusting to life after a brain injury, and mental health.

The sessions are co-facilitated by a psychologist and experienced mentors who have lived experience of brain injury, and have been attended by people living with brain injury, family members, and support workers.



Our Reconnect Transition Program is proudly supported and funded by The Lifetime Support Authority

Lifetime
S U P P O R T



The eRTP meets a strong need for further support in the regions, something captured by the following testimonials:

Friday's group was quite significant for me. I've never physically attended a support group! Friday's group made everything, even after 9 years of navigating my injury, finally seem VERY real! Physically meeting and connecting with so many people who experience the same symptoms and difficulties brought on a shift in my thinking and actualisation of my injury.

It was actually lovely to feel so validated amongst others who understand a similar predicament

Following my injury I moved back to the country to be with family and encountered the huge gap in support and education for Brain Injury in rural areas. So, thank you sincerely for providing this group!

Be Well For Families and Carers

Realising there is little support for carers with an ABI, Be Well is a mental health support program developed by the SAHMRI in conjunction with Flinders University, which helps people to understand their own mental health and introduces activities and tools designed to improve their wellbeing.

Over the course of the financial year, BISA delivered four Be Well Plans for families and carers of people with a brain injury, through a mixture of in-person sessions at each of our hubs, and an online course, enabling a variety of people to attend.

Across the sessions, more than 20 people registered and started the program, with 14 people completing the full course.

To help us to shape the need of future programs to be delivered, a post group survey was conducted, and recorded the following outcomes:

- With regard to the importance of having other carers present who understood their experience 100% rated it as either important (29%) or very important (71%)
- 86% found the activities helpful or extremely helpful
- 72% rated it as important or very important to be able to share their experiences with others, and 72% felt that they had been able to help others by sharing their own experience



- 86% felt they would benefit from further support from BISA in their caring role but were unable to describe the type of support

BISA will be delivering an additional 4 courses over the next 12 months. Additionally, we have been successfully awarded a grant to be able to employ a project lead to complete some research into what supports would be beneficial for family members at various stages of their journey and scoping out how BISA might be able to support this. We look forward to continuing to develop this vital program for Carers.

Comments from Be Well Program attendees:

Was lovely to see other people & hear their stories, be vulnerable without judgement & share a laugh.

I found it extremely helpful as it was something that I was needing & didn't realise.

Even though attended via 'Teams' online, I felt in a safe and caring environment. I liked how the program gradually adds tools each week.

Absolutely worth making the special effort to attend these sessions & will continue to use the information into the future.

Participant Story

Elvin's Power Assist to Explore



These pictures are of Elvin and his partner Ellida – who have provided consent to share this story.

Elvin has a new wheelchair that was prescribed for him. The chair allows him and his partner to be able to access the community and visit places they haven't been able to go before since being in Australia, with an upcoming trip planned for Victor Harbor.



With the power assist feature of the new wheelchair, Elvin is able to press a button that provides Ellida some power assistance when pushing to reduce the strain on her body. Previously Ellida had significant problems with her shoulders and back from pushing the wheelchair for long distances.

Now Ellida can push Elvin with less strain and pain, and they can both enjoy exploring the community much more easily together.



NDIS Appeals Service

The NDIS Appeals service assists all people who are unhappy with a decision the NDIS have made, not just those with an ABI, across South Australia and the Barkly region of the Northern Territory.

We can assist people in challenging any reviewable decision made by the NDIA, three of which include: being refused access to the scheme, not receiving enough money for supports in their NDIS Plan, and revocations of access.

Nationally, the volume of cases going to the Administrative Appeals Tribunal ('AAT') is lower than last financial year, however, the demand on appeals to the AAT remains high and matters are taking longer to be finalised.

During this period, our NDIS Appeals team supported 53 new clients and 43 existing clients to appeal their decision.

Due to the high demand on our service for AAT appeals we have not been able to pick up Internal Reviews in South Australia, however, we have still assisted with Internal Reviews in the Barkly Region.

The interface between mainstream supports, such as Health and Education and the NDIS, continues to complicate matters. We are noticing an upward trend in matters relating to accommodation and ratio of supports for both Supported Independent Living and Community Access.

AAT matters are taking upwards of 6 months to resolve, and copious amounts of additional evidence sought. Due to this demand, the Appeals service continued to offer fortnightly Information Sessions held online to assist people we cannot support to navigate the process with some advice.

Brain Injury SA's Appeals Officers have assisted in a number of complex and novel cases, including supporting in successful matters relating to unique pieces of assistive technology, supported accommodation and access to the NDIS.



NDIS Appeals Support in the Barkly Region of Northern Territory



In the last year, the Appeals team supported 6 clients seeking reviews in the Barkly Region of Northern Territory, relating to decisions regarding access to the NDIS and plan funding.

This included one external merits review which was recently resolved by consent. As a result of the review, the Applicant's family and guardians were pleased to receive 24/7 daily living support including 2:1 for 3 hours a day and active overnight support, in addition to 12 hours specialist behaviour intervention, 12 hours of occupational therapy and assessment and 5 hours of specialist support coordination.

This outcome meant the participant, a young Indigenous man living with cerebral palsy, was able to remain living independently in his home with continuous support.

The Appeals team also conducted a community consultation in Tennant Creek, NT, engaging with 17 local organisations and Government Departments. The aim of the consultation was to raise awareness of the Appeals program and understand the current barriers to requesting reviews and seeking assistance with doing so.

We were pleased to strengthen our referral pathways through re-engaging with local services.

Independent Expert Review

Brain Injury SA's Appeals service was invited to support participants through the NDIA Independent Expert Review Process.

This new pathway for participants ran from 1 January 2023 – 30 June 2023. Despite high interest in the program the criteria to be accepted remained narrow throughout. Brain Injury SA supported three clients with this process, none of which resolved prior to the 30 June 2023.

The Independent Experts in each of the matters recommended far higher supports than the NDIA had offered. None of the matters resolved through this process, as the NDIA did not make offers which corresponded with the Independent Expert Recommendations.



National Disability Advocacy Program

Brain Injury SA provides a state-wide Advocacy Service to people with acquired brain injuries that promotes the individual's right to freedom of expression, self-determination, and decision-making.

Our Advocates work on behalf of a person with ABI to help them speak out and defend their rights and interests. We support them to seek the best available outcome of their complaint or issue.

In this post-COVID-19 era, our participants are still experiencing difficulties in managing the following issues:

- Navigating complex services systems, e.g. NDIS, Centrelink and housing applications.
- Provision of information regarding their rights or entitlements to services or payments.
- Lack of understanding from mainstream services when engaging with people who have cognitive disabilities.

We work closely with clients to understand their concerns, assist them in gathering and understanding relevant information to make informed decisions and negotiate a positive solution to the presenting issue where possible. We continue to build and maintain good relationships with external agencies and



services to facilitate the best outcomes for our participants. We also work with the internal team to provide interdisciplinary and holistic services when appropriate.

In the past year, Advocacy has assisted people in applying for legal support for their court cases and Victim of Crime applications. We've supported participants to lodge complaints to service providers, The NDIS Quality and Safeguards Commission and the Adult Safeguarding Unit. In addition, multiple DSP applications and NDIS access requests were approved with Advocacy's support.

We have continued to see several common trends which have impacted the lives of people we have supported through the advocacy service.

Centrelink

The Disability Support Pension (DSP) application is a complex process that many clients and their families find challenging.

Most of our participants, without our support, do not know how to collect the required information and medical evidence, and they feel frustrated to complete multiple lengthy forms. The internal review/appeal is another process that causes people stress. The prolonged process does not provide enough support and information to assist people in need to achieve their desired outcomes.

When supporting our participants, the advocates unfortunately continue to experience difficulties communicating with Centrelink. When an email address is unavailable, a phone call is the only option to speak with Centrelink. The advocates often have to spend hours waiting in the queue, which impacts the efficiency and quality of the service we provide.

Housing and Homelessness

The housing crisis continues to be one of the significant problems for people from different backgrounds.

However, people with disabilities experience extra difficulties due to limited income and some special requirements (e.g. home modifications and support services delivery) that suit their needs. People with ABI at times fell into housing service gaps. They were not always accepted for assistance with mainstream homeless support and yet did not have the necessary funding for disability support services.

As an Advocacy service, we can assist people in applying for public and community housing, however, the waitlist is still extremely lengthy even if we assist our participants to be placed in Category 1.

National Disability Insurance Scheme (NDIS)

Similar to the DSP application, the process of applying for access to the NDIS is also complicated for people with an ABI.

Therefore, assistance with completing NDIS Access Requests has appeared to be our most frequent service enquiry for Advocacy over the past year. Most of our participants have limited knowledge regarding the application procedure, and their requests have often been rejected before engaging our services. The need for recent assessments and reports can also be a barrier for those who are not engaged with GPs, specialists, and allied health professionals and lack the financial resources to pay for these.

Decision Support Pilot Program

Brain Injury SA has been providing the Decision Support Pilot Program in South Australia since 2018.

The pilot, funded by the Department of Social Services, provided decision-making support for people with limited decision-making capacity, and no other appropriate decision supports to engage with the National Disability Insurance Scheme (NDIS).

Since the commencement of the Decision Support Pilot, Brain Injury SA has supported over 90 people in various ways, to navigate access to NDIS.

In this, the final year of the program, BISA engaged with 22 of these clients, transitioning them to NDIS funding or alternate supports to continue their applications. Several clients who fit the eligibility criteria for BISA's general Advocacy service have remained with our service while they await an outcome.



The Decision Support Pilot Program provided support with a number of challenges commonly faced by our participants, which included:

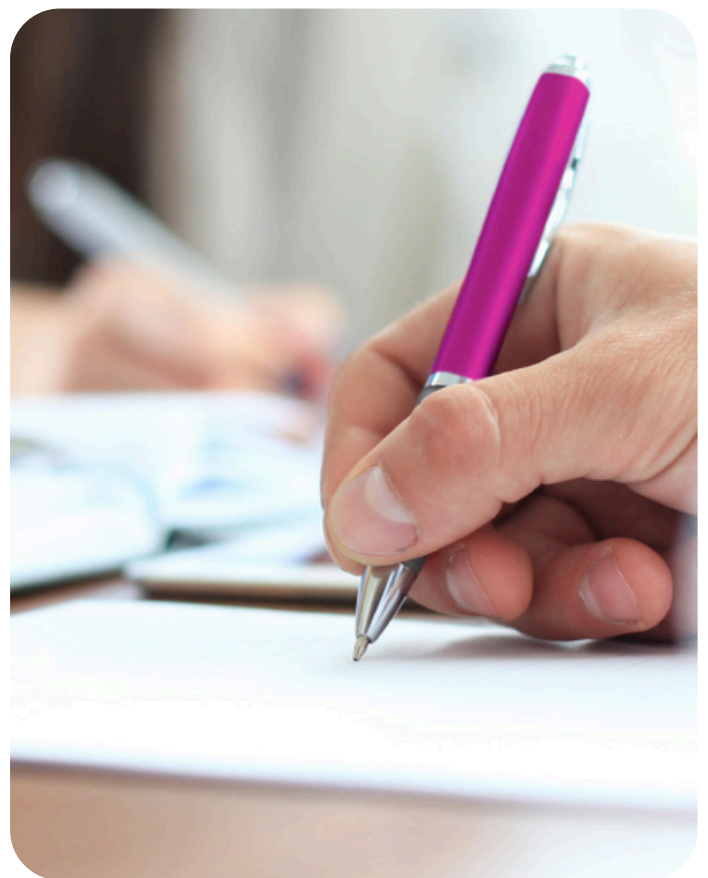
- Difficulty gathering up-to-date medical evidence for a NDIS application, including long wait times for access to medical information.
- Resistance and lack of understanding from mainstream health providers regarding NDIS processes and providing evidence necessary to facilitate access to the scheme.
- Obtaining support from busy General Practitioner's (GP) having insufficient time in their day-to-day practice to provide a treating professionals report as part of the NDIS application process.
- Extra GP costs to clients due to non-availability of bulk billing.
- Financial costs constraints for people needing to obtain Functional Capacity Assessments.
 - Assessments that are crucial evidence when applying for access to NDIS. From experience, insufficient evidence of a person's day to day functional capacity is often given as a reason for an applicant's rejection by NDIS.
 - Limited access to low-cost Functional Capacity Assessments that often have associated long wait lists due to demand. The same applies as for other necessary tests, for example Neuropsychology reports.

- Clients remembering information or following up on tasks. This would often lead to the NDIS application process taking many months and documentation not being sufficiently recent.
- The changing physical and emotional health of clients would also impact on their ability to engage in the application process.
- Confusion in understanding complex NDIS processes, policies, and navigating their systems either by phone or online.

Funding from the Department of Social Services for the Decision Support Pilot across Australia ended as of 30 June 2023. This is because the NDIA has developed a Supported Decision Making Policy, whereby a NDIA planner can now support people to engage directly with the NDIA.

The NDIA states that they have worked closely with people with disability to develop the Supported Decision Making policy. This policy is about helping everyone understand what supported decision making is, and how NDIS can better support people with disability to make decisions with the NDIS. This includes things like applying, setting goals and how to use the supports in participants' plans. The Policy will start to be implemented in 2023.

More information on this policy is available on the NDIS website





The Importance of Connection, Education and Community

Brain Injury Awareness Week 2022

The Brain Injury Awareness Week (BIAW) event continues to evolve, and based on the feedback received the 2022 rendition was our most successful yet.

Held on August 15 at U City and again hosted by ABC presenter Emma Rebellato, we had an inspiring and informative morning listening to a range of great speakers.

This year the event was designed to place the full focus on people with lived experience of brain injury.

First up was singer-songwriter and actor Johnny Ruffo, who made the journey from Sydney to speak to the crowd. Johnny has battled brain cancer since 2017, with the surgery to remove the initial tumour leaving him with an acquired brain injury.

There were few dry eyes in the room as Johnny spoke honestly and powerfully about how he is managing the challenges of living with a brain injury and his efforts to move forward in life with positivity and hope.



Next was our panel discussion with Graham Cannell, Lauren Spear and her sister Courtney, and Luke Mann all sharing important insights from their respective journeys.

Brain Injury SA's Embrace Life After Brain Injury Award was presented to Sophie Clelland, who was a very worthy recipient for her amazing achievements.

A closing address from Minister for Human Services, the Honourable Nat Cook rounded off what was an incredible morning.

2022 Embrace Life After Brain Injury Award Winner: Sophie Clelland




**NO TWO
BRAIN INJURIES
ARE THE SAME**

ATTEND
IN-PERSON
OR VIA
LIVE STREAM
YouTube

AUGUST 15



Presenting Partner: The Lifetime Support Authority
Gold Sponsor: Andersons Solicitors

Lifetime
SUPPORT



A andersons

Understanding ABI - Training for Support Networks

In the past financial year, we have continued to deliver 'Understanding Acquired Brain Injury (ABI)' training sessions. These sessions are aimed at those working with people with an ABI, to improve their understanding.

The training includes an overview of ABI, the common challenges after ABI and offers some helpful tips for support. These are small sessions which are designed to be interactive in nature to allow for discussion and assist with building greater understanding. Most importantly these sessions also included a Q&A with a person with lived experience which has always been well received.

In total over the last financial year we conducted six training sessions. Three of these have been run onsite in our city hub and three were out in the community (Nuriootpa, Mount Barker and Daveron Park). As a part of our service development, we always ensure to seek feedback and overall, the feedback has been positive with an average rating of 4.7/5.



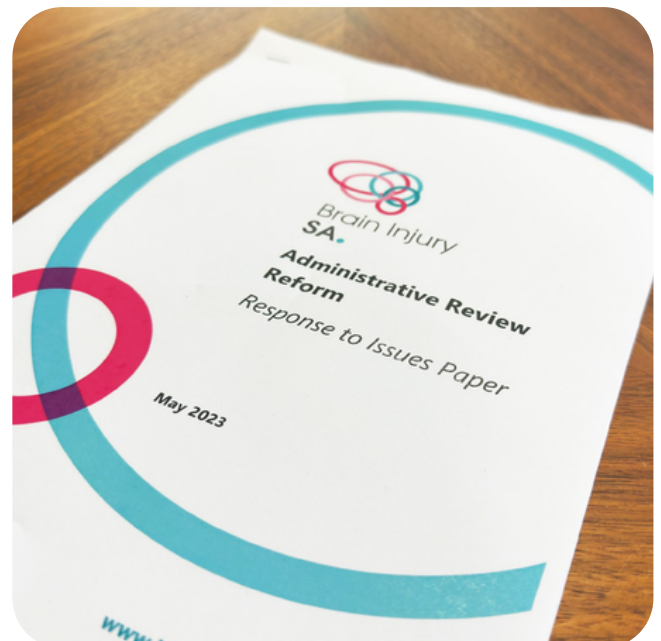
Reports, Development and Training

Systemic Advocacy

In the last year, the Appeals team has also assisted in BISA's systemic advocacy efforts.

We have made submissions to the Administrative Appeals Tribunal Reform, the Disability Royal Commission and the NDIS Review.

We work collaboratively with other agencies across the country to bring light to systemic issues faced in NDIS Appeals.



Training, Monash Workshop & Organisational Days



Building our teams knowledge through providing training opportunities, and bringing our team together to work collaboratively is important for building a knowledgeable and satisfied workforce.

Our staff organisational days have focused on inter-disciplinary working, training on GAS goals and planning for our student clinics. They have also included training on complex-behavioural management with sessions from guest speakers Dr. Tim Feeny and Dr. Kate Gould.

Additionally, staff have been able to attend various training opportunities throughout the year including the latest research in PBS+, having difficult conversations, epilepsy awareness, staff wellbeing, and goal setting relevant for acquired brain injury.

In addition to professional development and training opportunities, organisational days give staff the opportunity reflect on different objectives from the strategic plan, including most recently how BISA can become the employer of choice.



Spreading Christmas Cheer

Our much-loved Client Christmas Party - A highlight of the year was hosting our much-loved client Xmas party, which is a free event for all the clients we have supported across the last year.

Held at Flinders Uni Victoria Square, the party included games, signing and music, a free raffle – packed full of goodies, and delicious food and drinks. Most importantly however, this event meant that people could get together to celebrate Xmas with others, when for many, this can be a lonely and difficult time.

In addition to our clients enjoying this Xmas party, one of the staff benefits at Brain Injury SA is to be able to attend this event and enjoy sharing this wonderful time with the clients we have supported across the year. This event is a real highlight in the year for all in our community – clients and staff alike – and we can't wait to do it all again next year.



In Memory

We'd like to honour the lives and memories of those in our community that are no longer with us.

Shane Prince
Ricky Phillips
Robert Domaschenz
Danielle Tyler

Alun Davies
Mikkel Blignault
Callum Shannon



Building our Capacity

The Board of Brain Injury SA



Vladimir Malcik Chairperson

Vladimir is an experienced director and chief financial officer with experience in a range of sectors, including banking, mining, retirement living and defence.

He has strong skills in financial management, IT strategy development, joint ventures, company performance improvements and leadership.



Nadia Moffatt OAM

Nadia is a highly experienced and qualified project manager and administrator with more than 25 years in SA government. As a person with a disability – she sustained a subarachnoid haemorrhage at the age of 12 which left her partially paralysed on her left side – Nadia is passionate about the areas of health and fitness, and helping people with disabilities reach their full potential.

She is a graduate of the Australian Institute of Company Directors and the Leaders for Tomorrow Program. She has participated in and won numerous national and international Paralympic events.



Katherine Hawker

Katherine is qualified as a Lawyer. Katherine completed her first bachelor's degree in science majoring in microbiology and immunology. Her legal career has included engagement with law firms across Adelaide, Sydney, Perth and New York and a long-term secondment to Santos.

Katherine is currently employed as General Counsel and Company Secretary at Naval Group Australia and joins the Board with extensive experience in large projects, corporate transactions and corporate governance. Her interest in the work of Brain Injury SA was fostered by people she met in undertaking the Governor's Leadership Program during 2018.

Shane Cheek

Shane is an experienced non-executive director and chair having served on several boards across technology, logistics, funds management and the NFP sector over the last 13 years.

Previously, he was Managing Partner at Acumen Ventures, a funds management company carrying growth technology, buyout and venture investment mandates across Australia and South East Asia. Earlier in his career he founded, grew and sold two companies in advanced manufacturing and enterprise software. He holds a Master of Science & Technology Commercialisation from the University of Adelaide, a Bachelor of Business Administration from the University of South Australia (where he is an Adjunct Industry Fellow), and a Certificate of Transformational Leadership from Carnegie Mellon University.



Brendan Williams

Brendan is a highly experienced senior executive and Chief Information Officer, a position he held at the Australian Submarine Corporation and South Australian Justice Department for a combined 15 years.

Prior to that he spent 20 years in the Utility and Energy industries managing information and technology. Brendan has a background of driving business and process improvement, through the use of information and technology tools.



Paola Niscioli

Paola Niscioli has an extensive career in marketing, communications, fundraising and business development specialising in the arts and cultural sector. This has included leading large teams at the Adelaide Festival Centre and at the Adelaide Symphony Orchestra and more recently, starting up the philanthropic and development function for the History Trust of South Australia. Paola is presently General Manager, Operations at Ukaria Cultural Centre.

Enjoying sharing her skill set with the community, Paola joined the board of Brain Injury SA in 2019, after being introduced to the organisation while undertaking the Leaders' Institute Governor's Leadership Foundation program in 2018.



Board Traineeship

The Board has created the role of Board Trainee to provide an opportunity to someone living with brain injury to gain experience in governance and actively contribute to the directions of services delivered by Brain Injury SA.



The Board Trainee serves for up to two years, with the opportunity providing the trainee valuable board experience, governance training, and the ability to develop personal networks within the NFP governance community. The trainee participates in all aspects of Board discussions and deliberations but is not entitled to vote and therefore does not hold the usual responsibilities as a Board Director.

In July 2022, we welcomed our third Board trainees, Mia Formicella, who brings her experience as a practicing Solicitor to the role, along with her lived experience of managing a sport related brain injury.

Mia commenced her involvement with BISA through her experience with the yRTP group and subsequently her membership of the co-design committee led by a previous Board trainee, Lauren Spear, to develop the BISA Disability Action Plan.

The Board greatly values the expansion of knowledge of brain injury brought by the Board Trainee role, along with benefiting from the other skills and life experience of the person appointed.

Welcome Mia!

Financial Report

Annual Statements Give True and Fair View of Financial Position and Performance of Association

The Board has determined that the Association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the Board and in accordance with section 35(2)(c) of the Associations Incorporations Act (SA) 1985 the financial report as set out on the following pages:

1. present fairly the results of the operations of the Association and the state of affairs of the Association at the end of the financial year.
2. has reasonable grounds to believe that the Association will be able to pay its debts as and when they fall due.

And; the Board states that in accordance with section 35(5) of the Associations Incorporations Act (SA) 1985 that during the financial year ending 30 June 2023:

1. No officer of the Association, a firm of which an officer is a member, or a body corporate in which an officer has a substantial financial interest has received or become entitled to receive a benefit as a result of a contract between the officer, a firm of which the officer is a member or a body corporate in which the officer has a substantial financial interest and the Association; and
2. No officer of the Association has received directly or indirectly from the Association any payment or other benefit of a pecuniary value other than in the ordinary course of business.

This statement is made in accordance with a resolution of the Board and is signed for and on behalf of the Board by:

Chairperson – Vladimir Malcik
Board Member – Brendan Williams
Dated this 13th day of November 2023

Income and Expenditure Statement for the Year Ended 30 June 2023

	Note	2023 \$	2022 \$
INCOME			
Grant Income	3	1,412,665	1,057,236
Fee Income	4	3,502,398	3,141,223
Donations & Sponsorship		27,206	36,636
Interest		12,958	394
Other Income		11,777	17,779
Total Income		4,967,004	4,253,268
EXPENDITURE			
Administration Costs	5	386,176	174,935
Direct Service Costs	6	533,931	419,110
Operating Costs	7	124,287	101,078
Salaries & Wages		3,993,131	3,536,193
Total Expenditure		5,037,526	4,231,316
Surplus from Operations		(70,521)	21,952
Accumulated funds at the beginning of the year		972,196	950,244
Accumulated funds at the end of the financial year		901,675	972,196

Assets and Liabilities Statement

as at 30 June 2023

	Note	2023 \$	2022 \$
CURRENT ASSETS			
Cash & Cash Equivalents	8	947,062	1,141,310
Debtors & Other Receivables	9	295,108	133,907
Prepayments		24,153	29,047
TOTAL CURRENT ASSETS		1,267,247	1,304,264
NON-CURRENT ASSETS			
Plant and equipment	10	127,845	129,151
Leasehold Improvements	10	135,644	112,486
Motor Vehicles	10	9,262	11,951
Furniture & Fittings	10	6,240	6,527
TOTAL NON-CURRENT ASSETS		278,991	260,115
TOTAL ASSETS		1,546,238	1,564,379
CURRENT LIABILITIES			
Grants in Advance	11	24,417	52,695
Trade Creditors		28,646	43,614
Other Creditors & Accruals		258,851	248,732
Provision for Employee Entitlements	12	237,155	200,974
TOTAL CURRENT LIABILITIES		549,069	546,015
NON-CURRENT LIABILITIES			
Provision for Employee Entitlements	12	95,495	46,168
TOTAL LIABILITIES		644,564	592,183
Net Assets		901,674	972,196
MEMBERS FUNDS			
Members Funds Carried Forward		972,196	950,244
Current Year Surplus		(70,521)	21,952
TOTAL MEMBERS FUNDS		901,674	972,196

Independent Audit Report to the members of Brain Injury Network of SA Inc

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of Brain Injury Network of South Australia Inc. ('the Association'), which comprises the Assets and liabilities statement as at 30 June 2022, the income and expenditure statement, statement of changes in equity and statement of cash flows for the year then ended, notes to the financial statements and the board's declaration.

In our opinion the financial report of Brain Injury Network of South Australia Inc. has been prepared in accordance with Division 60 of the

Australian Charities and Not-for-profits Commission Act 2012, including:

- (i) giving a true and fair view of the Association's financial position as at 30 June 2022 and of its financial performance for the year ended; and
- (ii) complying with Australian Accounting Standards to the extent described in Note 1, and Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2013.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report.

We are independent of the Association in accordance with the auditor independence requirements of the Australian Charities and Not-for-profits Commission Act 2012 (ACNC Act) and the ethical requirements of the

Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter - Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the Association's financial reporting responsibilities under the ACNC Act. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Responsibilities of Management and Those Charged with Governance

The board members of the Association are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the ACNC Act and the needs of the members. The Association's responsibility also includes such internal control as the board determines is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the board members are responsible for assessing the Association's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the board members either intend to liquidate the Association or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion.

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website. This description forms part of our auditor's report.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

PKF Adelaide

Steven Andrew Russo CA, RCA
 Partner – Audit and Assurance
 Lvl 9, 81 Flinders Street, Adelaide SA
 Dated this 13th day of November 2023

Building the BISA Brand Through Community Connection

Across the last 12 months community gatherings, events and industry networking has gained momentum again after a quiet few years, creating regular opportunities for organisations to connect with the people in their community, and build connections with others in the sector.

These events have provided an opportunity for BISA to raise awareness of the diversity and number of services and supports we now offer, as well as grow general community awareness and understanding of acquired brain injury, enabling us to increase the number of people that we can provide specialist support to.

Across the year we have:

- Launched our LinkedIn business profile to build connections with staff and other industry professionals, reaching more than 22,000 people across 10 months
- Built a continual growing social community through increased connections of 112% on Facebook, and more than 270% on Instagram
- Hosted 3 'Meet and Greet' events (one per Hub) to connect with local disability organisations introducing them to our staff, our service offerings and showcasing our facilities
- Attended 3 disability expo events in Adelaide, and more than 20 other industry events to build connections with likeminded organisations
- Reached more than 100,000 people across print and digital channels as part of an awareness raising campaign on acquired brain injury
- Shared (with permission) more than 9 client stories of personal successes and achievements.



Sponsors and Partners

We'd like to thank all our business partners and sponsors for their generous support across the last financial year.

Your contribution to our organisation means that we can maximise the positive impacts we are having on the lives of people with an acquired brain injury, enabling them to live their best lives and embrace life after brain injury.

A very special acknowledgement to The Edmund and George Whitlock Foundation for their generation donation, and our thanks and gratitude to everyone that made a generous donation to our organisation through either give time or financial support.





Development
Growth
Innovation

In times of change
over the last 5 years

2022 - 2023 Annual Report