



Impact Report

Human potential, Realised

CIVIC

PUBLISHED NOVEMBER 2023 | CIVIC DISABILITY SERVICES



If you need this information in an accessible format such as large print, Easy Read or audio, please contact Civic.



1300 692 484



enquiries@civic.org.au

Acknowledgement

We acknowledge Aboriginal peoples as the traditional custodians of the lands and waters on which we work, live, travel and gather together.

We pay our respects to the Elders past, present and emerging and recognise Aboriginal people as having the world's oldest living, continuous culture with unique languages and spiritual connections to the lands and seas.

In our role as a human services provider, Civic continues our commitment to supporting Aboriginal and Torres Strait Islander people to have a genuine say in the programs and services that impact them.

We renew our determination to genuinely listen to and learn from Aboriginal and Torres Strait Islander people and to develop and deliver services and supports that are inclusive and culturally safe for all.



A photograph of an older man with grey hair and a goatee, wearing a dark jacket over a green t-shirt. He is sitting on a concrete ledge outdoors, giving a thumbs-up gesture with his right hand and holding a black coffee cup with a colorful logo in his left hand. The background shows a waterfront with several boats docked and buildings on a hillside in the distance. The image is overlaid with a semi-transparent dark grey filter.

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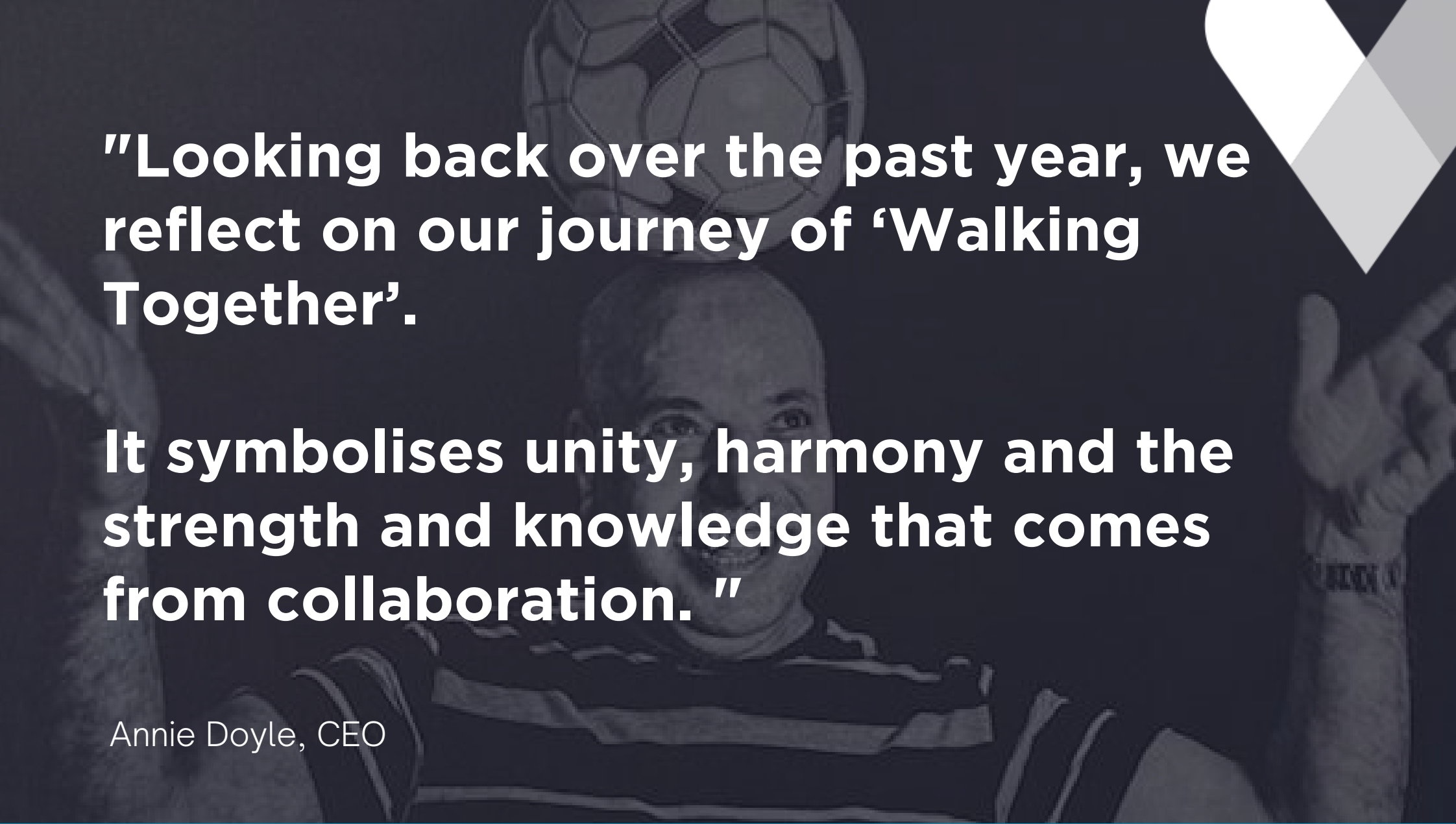
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"Looking back over the past year, we reflect on our journey of 'Walking Together'.

It symbolises unity, harmony and the strength and knowledge that comes from collaboration. "

Annie Doyle, CEO

Message from the CEO and Chair

As Civic moves into its 65th year, it is important for us to celebrate the progress made. The past 65 years have seen significant change, driven by evolving social attitudes, legal developments and advancements in technology and healthcare. These changes have driven greater equality, inclusion and levels of support. But, our work is not done as the health and life outcomes of people with disability continue to be far lower than other Australians. We must continue to adapt and innovate our service delivery in constant pursuit of our vision, Human Potential Realised.

From our family-centered foundations in the Sutherland Shire, Civic now provides services

across all areas of a person's life in many NSW locations, while remaining true to the values that inspired our creation. We continue to adapt to the environment and embrace co-design principles to review and grow our programs to meet the needs and desires of those who use them.

The Civic Crew model is one such model that we are particularly proud of and is our response to addressing the disadvantage people with disability face in employment. We received generous funding from the Ian Potter Foundation to get our Civic Crew model ready for scale. This workforce model provides labour crews who can be embedded within a broader work team,

but still receive the tailored support and training that they need to thrive. Our Crews work at various scales, from small local events, to everyday operations at Naval barracks, to fulfilling national contracts. Our lawn mowing Crew won awards this year and our ever expanding Kitchen and Catering enterprise shows the commitment and expectation that all employment be inclusive.

This year we launched our Big Idea's initiative to continue to foster a grassroots co-design approach that extended to all staff and clients. The innovation sitting within our organisation is palpable and we were excited to fund new ventures in inclusive fitness, peer

mental health and creative retail products. We have just commenced our second cohort of Big Idea's and we look forward to seeing this program ripple through our organisation; creating a culture of co-design and problem solving that helps both clients and employees realise their potential.

This year we celebrate being awarded as an Employer of Choice. This public acknowledgement validates the work we have done to ensure we are a place where people want to work. Civic's current workforce is over 850 people with more than 140 people with disability. We have focused on providing people employment security with 75.5% of people on a permanent contract - outstripping the industry average that has seen increasing casualisation. Our employee engagement scores were phenomenal with more than 85% of employees understanding how their work contributes to our

collective success and our Employee Net Promoter Score of 23 compared to a -2 benchmark for all companies. Our turnover remains incredibly low at 1.85%, whereas our industry is at 26%. The numbers speak for themselves in that Civic has truly become an Employer of Choice in this sector.

Looking back over the past year, we reflect on our journey of 'Walking Together'. We commenced working with Sharlene McKenzie OAM to bring to life Civic's commitment to supporting First Nations justice. We are committed to ensuring the physical, cultural, spiritual and family wellbeing of First Nations people through our role as a provider. Key to the success so far has been the alignment of initiatives to the unique needs of each team or region. Sharlene has worked closely with our teams to listen to and connect each team with the knowledge they seek that

is relevant to their community. This has seen teams build connections with local elders, resources and organisations. Beyond that, we have started to develop more sophistication as an organisation to recognise and support a person's cultural needs and consider what more we must do within our policies, practices and culture.

'Walking Together' has been at the heart of our discussions over this past year. It reminds us that the journey we are on is not one we must embark on alone. Instead, it is a journey that is more fulfilling and impactful when we walk side by side. We continue to embrace our 'Walking Together' mindset as we design new advisory functions to ensure people with lived experience of disability have their voices heard within our governance and decision making.

The Disability Royal Commission

released 222 recommendations to promote a more inclusive society for people with disability. We have carefully considered what each finding and recommendation delivered throughout this process means for our organisation. We commit Civic to doing the work required to ensure people with disability can thrive.

As we approach three years under our current strategy, we have made great progress across all of our outcome areas. We set this strategy in place with a strong commitment to the human rights of people with disability and supporting the social determinants of health. This has guided our work to deliver:

- Social inclusion and connection
- Economic inclusion and meaningful work
- Safe homes, community and stable tenure
- Life-long education and self-development, and
- Pathways to equitable health

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We are positive that the founding families would be proud of the remarkable progress, developments and work we are all doing today to ensure their legacy lives. We take forward their legacy with great pride, and ensure that all of our actions bring us closer to our vision, Human Potential Realised.

We want to acknowledge Peter Lewis who retired from Civic's Board of Directors this year after 23 years of service. We also want to thank Dunstan de Souza for his 4 years of tireless service as Chair to the Civic Board of Directors, having been on the Board since 2010. The Board of Directors will now be led by Les Roelandts, who has served on the board since 2017 and is currently the Chair of Civic's Innovation and Quality Committee.

Finally, we must thank everyone who continues to work together to build the community that is Civic.

To the clients and families who place their trust in our services, we do not take this for granted. We hope we can continue to partner together and grow our services in line with your hopes and aspirations for the future. To the employees whose dedication and skill drives our success, we thank you for being with us on this journey. Each and every day we hear stories of how you put our values into action in the way you learn, connect, explore and support people to belong to this community.



LR
**Les Roelandts,
Chair**



ADoyle
**Annie Doyle,
CEO**



OUTCOME AREAS

CIVIC EXISTS TO DRIVE CHANGE AND DISRUPT SOCIAL INJUSTICES EXPERIENCED BY PEOPLE THROUGH

ELIMINATING BARRIERS

that prevent **'WELLBEING AS A HUMAN RIGHT'** and creating experiences and relationships that support the social determinants of health

SOCIAL INCLUSION & CONNECTION

ECONOMIC INCLUSION & MEANINGFUL WORK

SAFE HOMES, COMMUNITY AND STABLE TENURE

LIFE-LONG EDUCATION & SELF-DEVELOPMENT

PATHWAYS TO EQUITABLE HEALTH ACCESS

THROUGH PUTTING OUR VALUES INTO ACTION:

LEARN

We Go Wide



CONNECT

We Go Deep



EXPLORE

We Go Real



BELONG

We Go Live



We **MONITOR SUCCESS** through our results in:

Hours spent by frontline employees in **RELATIONSHIP ACTIVITIES** over administrative or non-relational activities

QUALITY OF RELATIONSHIPS in the lives of clients, families and employees

CLIENT GOAL AND ROLE attainment

EMPLOYEE GOAL achievement

Which ensure our **STRATEGIC PRIORITIES ARE REALISED:**

Clients and stakeholders see, feel and hear their **FEEDBACK** reflected in the supports they access.

Employees recognise Civic as a **LEADING EMPLOYER** and feel holistically supported to build meaningful relationships.

People have **IMPROVED HOLISTIC HEALTH OUTCOMES.**

Process and technology **EFFICIENCY** returns maximum resources to impact driven initiatives.

ULTIMATELY, working towards a community in which **ALL HUMAN POTENTIAL CAN IS REALISED.**

VALUES

VISION

connect



Treasurer's Address

As we draw towards the end of our three-year strategic plan, we reflect on the commitment we made to deliver a model of financial security and financial asset utilisation that can adapt to change. We have proven that we are able to respond to shocks and adjust to the ever-changing market conditions. When you add a pandemic to the mix, it is commendable that we have been able to maximise the return to Civic's innovation and impact driven initiatives.

Total revenue grew to \$65 million and we delivered an operating surplus of \$2.9 million, marking an eighth straight year of growth and surplus allowing us to not compromise on our mission and

reinvest back into our community. This is an excellent result in a sector that is expected to see the majority of providers reporting consecutive year losses.

The balance sheet shows net assets now standing at \$44.8m (a 9.5% increase on 2022), driven by the expansion of Civic's property portfolio, the continued construction of Civic's flagship SDA development at Caringbah and the revaluation of our existing portfolio resulting in a revaluation of just over \$950k.

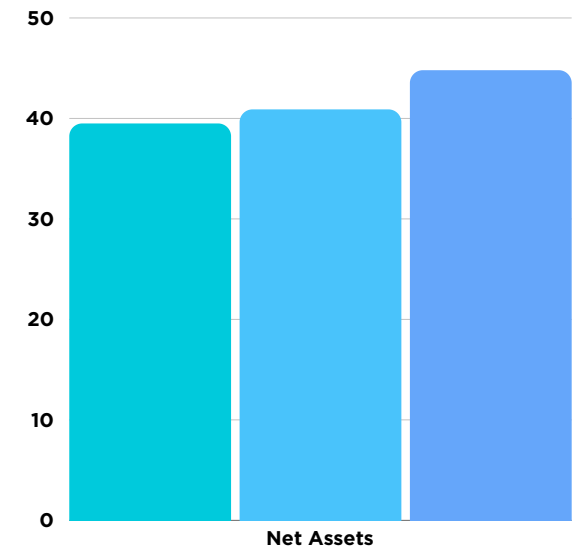
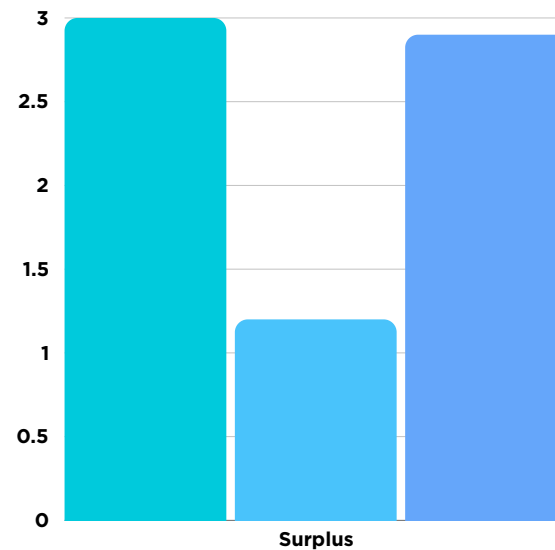
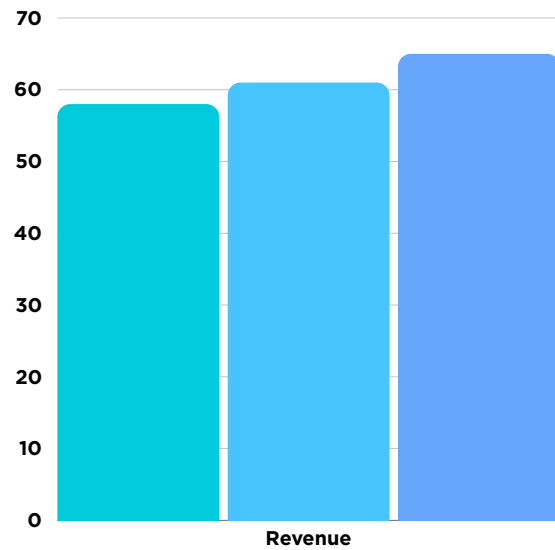
These investments will continue to ensure Civic is able to provide affordable and community housing options as well as specialist

disability accommodation across the Sutherland Shire and greater Sydney.

2024 will bring its challenges to the sector, as ongoing inflation continues to place downward pressure financially on providers. Civic supports the recommendations for a NDIS Independent Pricing body to review and redesign pricing models and for ongoing price setting to ensure fair pricing and the longer-term viability of the NDIS market.

Civic will continue to prioritise the delivery of quality and innovative services, its investment in its people and technology and our partnerships that will support our

Treasurer's Address



2020-2021 2021-2022 2022-2023

continued growth and diversification.

Our success as an organisation relies on the ongoing dedicated work of the entire Civic team together with the support of funding bodies, commercial customers and the tremendous backing we receive from the community. On behalf of the Board I wish to thank you all for contributing to another successful year.



A handwritten signature in blue ink, appearing to read 'M Coughtrey'.

Michael Coughtrey,
BBus, LLB, CA
Treasurer



In Memoriam

Fiona Rodgers

Fiona lived in her home with support and also lived independently for many years.

She was a happy and cheerful person who cared deeply about her housemates.

Fiona loved going for coffee, watching aeroplanes take off at the airport and baking for her housemates.

She will be forever remembered for her cheeky personality and putting on her lipstick and jewellery to 'impress' at appointments.

Gary Bridge

Although Gary was only with Civic for a short time, he left a lasting impression.

Earlier this year, Gary moved into his home and the support he received gave him the ability to live his life the way he wanted to.

Gary loved Formula 1 racing, the Sydney Swans and his daughters Aimee and Natalie.

We'll remember Gary for his cheeky sense of humour, which made the time with him full of laughter and enjoyment.



Fiona Rodgers



Gary Bridge

Maretah Zammit

Maretah lived in her home for over 10 years and during that time she built beautiful relationships with her housemates, including finding a best friend in Belinda.

There were many special experiences Maretah was able to share with her Civic family. She enjoyed swimming, getting involved in the garden and being spoiled with in-home beauty treatments. She also had the chance to take her first holiday and go ice skating using her wheelchair.

We'll remember Maretah for her great sense of humour - she'd often get a joke when others didn't. We'll also remember her for the genuine support she showed to those around her - her family, friends and the staff at her home.

John Reid

John was a familiar face at Civic, having joined us in the late 1980's. Over his many years with Civic, he formed close friendships with his housemates and Civic staff.

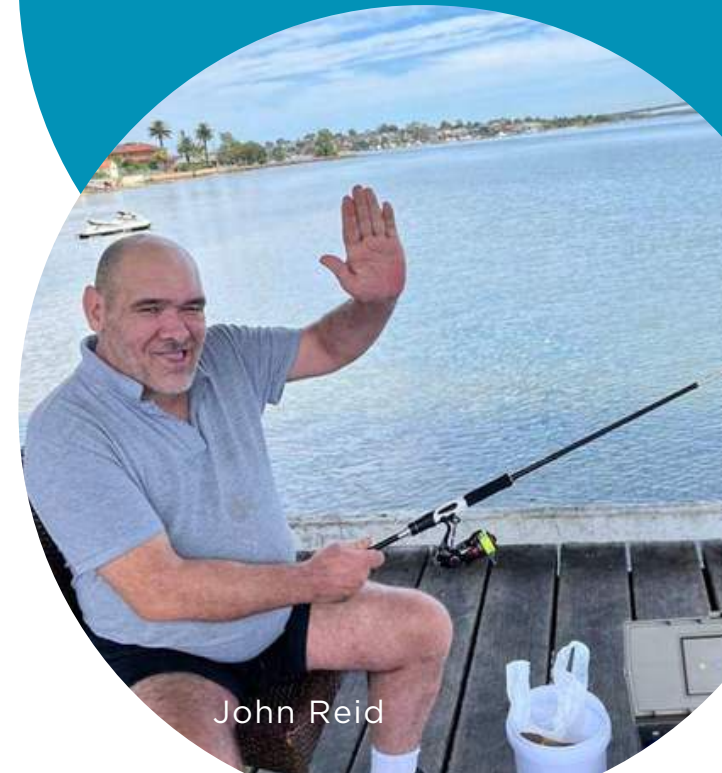
John's housemates became his family. As his trust and confidence grew, he started to take part in outings and activities. John was at his happiest when he was able to throw a line in. He also participated in our lawn mowing and kitchen crew.

John overcame his past challenges and learnt to love life again with the amazing support of all those around him.

We'll remember John as a special man who was loved by many.



Maretah Zammit



John Reid

Mark Napier

Mark started with Civic Industries in September 1977 and had just passed his 46-year work anniversary with Civic.

He is the longest, uninterrupted serving Industries employee and will be deeply missed by all current and previous Industries employees.

He loved working in Industries and enjoyed the time he spent with his fellow workmates. He rarely missed a day and always turned up with a warm smile that was infectious to all who worked with him.

Mark was a great man, colleague and employee, who epitomised the Industries team.

Rhonda Burrows & Maria Lauricella

We also remember Rhonda Burrows and Maria Mauricello whom we were honoured to support.



Mark Napier

For all those we have lost in the past year, Civic is privileged to have been part of their lives, whether working alongside or entrusted to support.

Luke Streater

Civic was saddened by the loss of our former chair, Luke Streater, earlier this year.

Luke served as a Director of Civic's Board for 22 years, from 1997 to 2019. He was Annie Doyle's, Civic's current CEO, first Chair and they worked tirelessly together to enact a significant transformation to the Civic of today.

In 2010, Luke was elected Chair of the Board and served in that position for nine years. More recently, he was an affiliate member of the Civic property committee and was integral in our state-of-the-art Kingsway build, Hinkler redevelopment and many of our strategic property decisions.

His dedication saw the opening of three houses that supported 12 individuals living in congregate

care at Rydalmore to return to family communities in the Sutherland Shire. He also supported Civic's transition to the NDIS, creating the opportunity to provide services to more than 500 people with disability.

Those he worked with remember him as a true professional, always asking the right questions and ensuring Civic was well governed.

Luke had the heart of Civic in everything he did. His family were one of Civic's founding families and we're proud to have them as part of our story. He will be missed deeply by all who knew him.





CIVIC
'WELLBEING TOGETHER'
SOCIAL GROUP
A regular space for people with disabilities and their support network to connect and relax over fun activities!
REALISE YOUR POTENTIAL

CIVIC

belong



GAP

NED KELLY

A yellow CAT excavator is shown in the process of demolishing a structure. The excavator is positioned on a dirt and rubble-covered ground. In the background, a multi-story brick building with large windows is visible. A person in a bright yellow safety vest is standing near the building. The scene is set outdoors with trees and a clear sky. A large white arrow graphic points downwards from the top right corner of the image.

The provision of safe and secure accommodation is essential for wellbeing. It continues to be a major focus for Civic with a number of important development projects and milestones occurring over the past 12 months.

Our Impact

Access to Safe & Secure Homes

Civic supports the International Convention on the Rights of Persons with Disabilities that people with a disability should have the same choices as everyone else about how they live and being part of their communities.

While the challenge of affordable and accessible housing persists, Civic continues to make housing and supports a strategic priority. Civic's origins were in supporting people within the Sutherland Shire and we are committed to ensuring that people with disability can stay within the community, despite the rising costs of housing.

Throughout the 2022-23 period, Civic continues to partner with

over 250 clients in maintaining tenancies across 56 homes, collaborating with housing providers Enliven, Livery Housing, Housing Choices Australia and SGCH. Civic continues its commitment to exploring innovative approaches to independent living and fostering partnerships with housing providers.

Kingsway, Woolooware

A stone's throw from the sought-after beachside suburb of Cronulla, Civic's flagship development project was completed in late 2023.

We are excited to deliver an innovative accommodation and

support model for our clients in architecturally designed villas.

The site offers a mix of High Physical Support, Fully Accessible and Improved Liveability tenancies for NDIS participants. The building was carefully designed to maximise independence, with 5 semi-independent units sharing 24-hour on-site support.

We owe our gratitude to Luke Streater, whose building expertise guided this project. His passion and commitment to making this property meet the needs of people into the future will serve as a lasting legacy to Civic.

Caringbah Apartments

With a Community Housing Innovation Fund (CHIF) grant, Civic has progressed our vision for new apartments in Caringbah.

The final design comprises 10, one bedroom apartments, providing for shared amenities and community with the privacy of independent living. The project is due for completion in late June 2024.

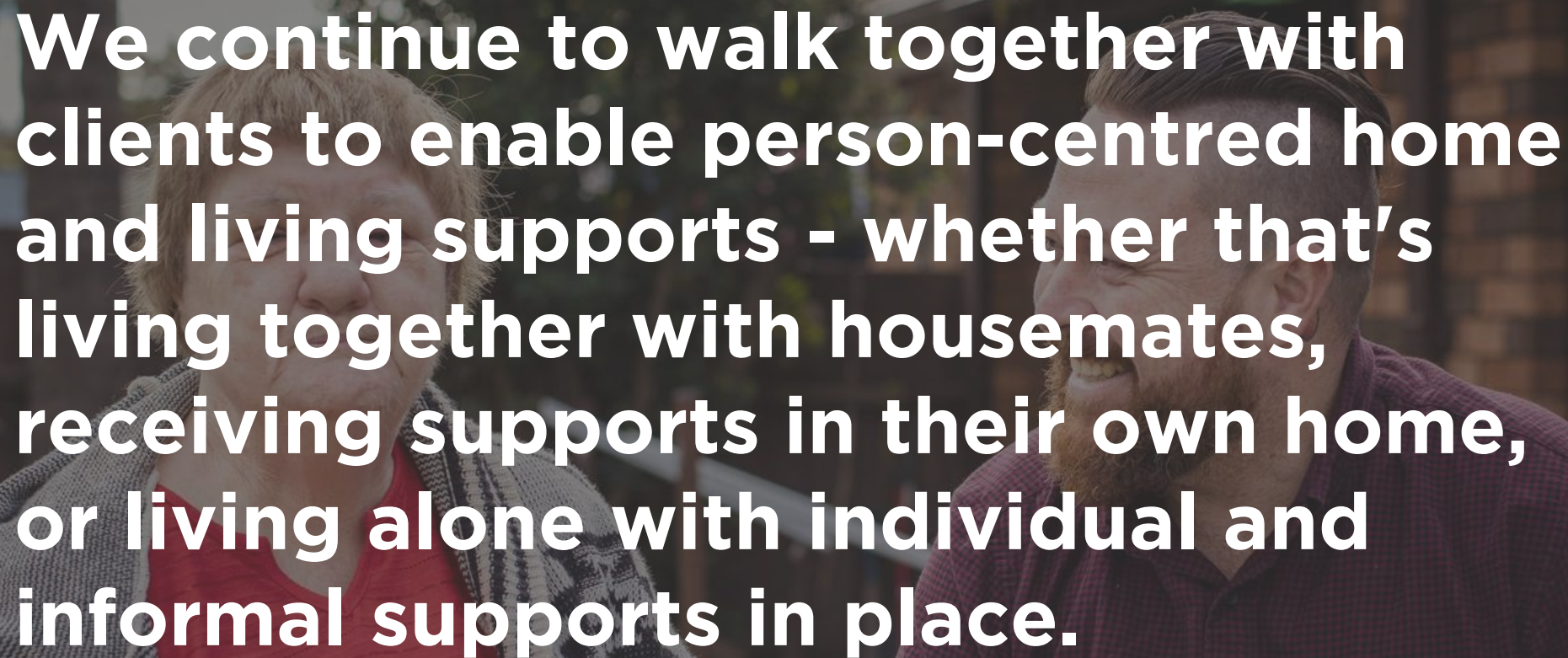
Given its proximity to Sutherland Hospital and health precinct, Civic aims to develop a partnership model to support people who require ease of access to health services.

Onsite Concierge Supports

Civic's delivery of on-site shared supports across High Physical Support SDA developments grew in the past financial year, in partnership with both Enliven and Lively Housing.

Civic serves as a foundation partner in the concierge model and is arguably the largest provider of this service in NSW.





We continue to walk together with clients to enable person-centred home and living supports - whether that's living together with housemates, receiving supports in their own home, or living alone with individual and informal supports in place.

'My Home'

Supported Independent Living (SIL)

Across Civic's Supported Independent Living services, Civic welcomed 7 new residents, over the past 12 months. Civic continues to operate a client-centred intake and onboarding process that results in sustainable and long-lasting tenancies, and cohorts of housemates that are truly living, learning and growing together. Civic's focus, as always, remains on the delivery of supports that meet the specific needs of the individual, and Civic's home and living and tenancy services reflect that individual approach.

We continue to walk together with clients to enable person-centred home and living supports - whether that's living together with

housemates, receiving supports in their own home, or living alone with individual and informal supports in place. Civic's individual support services extended over the past 12 months, welcoming 19 new clients across Greater Sydney through Civic's partnership with community providers.



Abode Housing

Civic has made significant progress in the establishment of Abode Housing, a new organisation to ensure best practice separation of tenancy and property management from service support for participants.

Abode Housing will operate as a separate entity to provide property and tenancy management to other NDIS-registered providers, community organisations, charities and housing organisations seeking to offer a separation of tenancy and service support for participants and other social, affordable and market housing management services.

As a Tier 3 Registered Community Housing Provider, Civic continues to invest resources to ensure our policy, procedures and documentation meet legislative obligations and NRSCH registration, having recently been recertified in 2022.



A smiling woman with short brown hair, wearing a teal zip-up jacket and an orange safety vest, stands in a warehouse. She is surrounded by blue metal pallets stacked high. The background is slightly blurred, showing more of the warehouse environment. The overall lighting is bright, and the woman's expression is positive and confident.

With the labour force participation rate for people with disability at 53% compared to 84% for those without disability, Civic has explored and established new partnerships over the past 12 months, that has seen a greater ability to support those with disability in securing long term employment and strengthen their financial independence.

Our Impact

Economic Inclusion & Meaningful Work

From Warehouse to Crew

The evolution from traditional warehouse setups to the inclusive Civic Crew model reflects a remarkable shift in empowering individuals with disability. The emphasis on choice and opportunities aligns with the ethos of the NDIS, fostering a sense of control and independence among clients.


The Ian Potter Foundation Grant has enabled Civic to establish and grow Civic Crew over the past 4 years. Civic supported employment has transformed the enterprise with over 130 total Civic Crew employees.

Civic has now adopted Civic Crew as a creditable social enterprise from warehousing crews to hospitality crews.

Industries has undergone significant change to replicate the model within a warehouse setting enabling contracts to be completed by crews.

This has provided opportunities for work diversification and career progression within crews and allowed for sustainable workplaces where people are actively involved in the community working on national contracts.





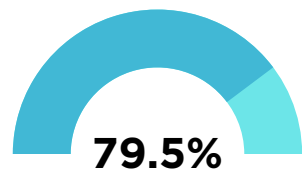
“We were pleased that, despite the challenges, you achieved above your expectations in regards to the number of crews established, individuals engaged in employment and partnerships established.”

Paul Conroy, Chief Executive Officer, The Ian Potter Foundation

Our Impact

Through the Civic Crew model, a number of NDIS participants will receive support to access and maintain employment in housekeeping services across a number of Department of Defence Barracks, serviced by BGIS.

Contracts with social enterprise Thank You and the New South Wales and Victoria government baby bundle initiatives, continue to grow with now over 450,000 baby bundles packed by the Civic Industries team. These partnerships continue to reflect Civic's commitment to inclusivity and community impact, creating a more diverse and empowered workforce whilst making substantial contributions to society.



of Civic employees believe in what our organisation is trying to accomplish.





"Two or more organisations working together must be part of the solution. Together we can create a greater impact."

Annie Doyle, Chief Executive Officer

Our Impact

In February 2023, Civic and Southern Metropolitan Cemeteries celebrated the long-standing partnership of ten years and the return of the Civic Crew to Woronora Memorial Park.

Sutherland Shire Mayor, Carmelo Pesce, joined team members from Civic and Southern Metropolitan Cemeteries – through Office of OneCrown Cemeteries (OneCrown) – along with members of the Civic Board of Directors and community members, to mark the milestone.

Civic and Southern Metropolitan Cemeteries have a long history of service to the Sutherland Shire community, providing people with disability with local employment opportunities and businesses with positive social outcomes.

Through its award-winning model, Civic Crew, Civic brings a team of individuals with disability who are partnered with an on-site supervisor and provided with support and training to work within different businesses.

Civic and Southern Metropolitan Cemeteries celebrate milestone



In 2018, Southern Metropolitan Cemeteries expanded employment opportunities with Civic, through the inclusion of the Civic Car Washing Crew and extended both services to the Eastern Suburbs Memorial Park.

Civic Chief Operations Officer, Kate Smith said the continuity and success of this partnership shines a spotlight on how two organisations working together can be part of the solution - removing barriers to employment, training and support for people with disability.

“Partnerships such as this can provide exciting career pathways and lead to ongoing employment and other long-term positive outcomes for people with disabilities,” Kate said.

The Civic Crew model is designed to bridge the gap between open and supported employment,

empowering NDIS participants to access mainstream employment whilst also enabling employers to offer sustainable, inclusive workplace opportunities.

OneCrown Executive Director of Operations, Rob Smart said the partnership with Civic offers important opportunities for people with disabilities to experience a new work environment, develop skills and expand personal networks, and enables Southern Metropolitan Cemeteries to continue building an inclusive workplace.

“During their employment at Woronora Memorial Park, our staff have included Civic Crew in activities and events as they would other staff members, providing valued social connections and community participation,” Mr Smart said.

Many of the Civic Crew team

members and staff from across Southern Metropolitan Cemeteries have worked together for many years, developing great working relationships and friendships, not only with each other, as well as the many and varied visitors and community members who visit Woronora Memorial Park.”

In 2022, Civic proudly nominated Woronora Memorial Park to receive the Sutherland Shire Access and Inclusion Award, which they won.

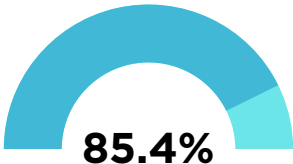
Civic General Manager Industries, Peter Moore said Civic is committed to improving the employment outcomes and opportunities for people with disability.

“This is a perfect example of the Civic Crew model working wonders with inclusiveness,” Peter said.

Building Capacity

Building the capability of our workforce is a key commitment. Our value of Learn is in action with the courses and opportunities we have made available.

Every individual has the opportunity to realise their potential. This is set by them and shaped by their interests and desires. This is upheld through individualised planning and support provided to clients and employees alike, including career development to transition to roles suiting unique skills and interest. Employees, for example, are able to step into higher duty roles and to workshadow in other areas of the business they might be interested in.



of Civic employees understand how my work contributes to the success of our organisation.

WORKPLACE SKILLS

31 Graduates in Workplace Skills Certificate II and III



RETAIL OPERATIONS

16 Graduates currently undertaking Certificate III in Retail Operations

FORKLIFT OPERATION

8 Graduates completed Forklift License Training and Certification



Celebrating our People

Civic Disability Services was proud to announce that it was recognised as an Employer of Choice in The Australian Business Awards 2023.

The Australian Business Award for Employer of Choice [EOC] recognises organisations that develop workplaces that maximise the full potential of their workforce through established policies and practices which demonstrate effective employee recruitment, engagement and retention.

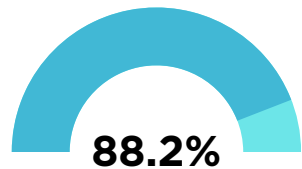
Civic deeply understands that relationships are the golden thread running through the organisation, and as such places deep emphasis on values and strategies that drive relationships. Being recognised as a leading employer in the care sector was a strategic goal. Civic employs over 140 people with disability, including people with moderate to severe disabilities, representing 16% of the workforce of over 850 people.

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Celebrating our People

The values of explore, connect, learn and belong are woven through governance and leadership processes at all levels to truly define a culture and working environment where they are lived. The vision and mission were designed to belong to employees as much as to the clients served. This embeds the belief that employees are critical to achieving impact for clients. This sense of connection is reflected in employee engagement results that show more than 85% of employees understand how their work contributes to organisational success.



of Civic employees believe my work contributes to helping people with a disability have more choice and control over their life.



A photograph of three people in an office setting. On the left, a woman with dark hair, wearing a black top and white pants, is smiling broadly. In the center, a man in a blue t-shirt is clapping his hands. On the right, a woman with grey hair, wearing a floral patterned shirt, is looking down at something in her hands. The background is a bright, slightly blurred office environment. A large white graphic element, resembling a stylized 'X' or a double-headed arrow, is positioned in the upper right corner of the image.

“We are thrilled and honoured to receive the ‘Employer of Choice’. Employees are at the heart of Civic’s success, and we remain dedicated to fostering a workplace where they can thrive. This recognition underscores the commitment to our employees and the continuous effort to enhance their work experience. We recognise all employees for wholeheartedly embracing and advancing the shared mission and values of exploring, connecting, learning and belonging.”

Annie Doyle, Chief Executive Officer

Our Impact

Celebrating our People

40+ YEARS

Bruce Polkinghorne
Annette Fahy
Graham Cook
Andrew Mackerlie

30+ YEARS

Karleena Nobbs
Lori Campbell
Christopher Holloway
Jeanette Cabrera
David O'Conner
Bill Sotirios
Belinda Fallowfeild
Scott MacNamara

20+ YEARS

Chris Wilder
Natasha Clark
Ainslee Jones
Narelle Atfield
Andrew Bentley
Bruce Kilkeary
Bronwyn Afflick
Stephen Suddaby
David Gibson
Maryjanna Piotrowski
Tanja Halpert
Youssra Amer
Katherine Williams
Melanie Breden
Luke Schumacher
Rachelle Tonkin
Vasemaca Davui
Katrina Leigh
Lorraine Imrie
Joshua Harding

You have the opportunity to realise
your potential by unleashing your
talent and passion for social impact, to
change lives.

Celebrating our People

10+ YEARS

Michael O'Conner
Ashak Saweriss
Vincent Xuereb
Elizabeth Rudd
Karen Dart
Indira Patel
Heather Bourke
Adam Hedges
Ismel Quintas
Priya Narayan
Helen McDonald
Graham Callanan
Tracey Pearson
David Sorensen
Shenaye Green
Loris De Britt
Carolyn Hall
Theresa Stevens
Illatharasan
Sivasubramaniam
Jason Strurmann

Simon Jebb
Rosemarie Newman
Natalie Smith
Mere Lebaivalu
Samuel Thompson
Hui Wu
Mary Savidis
Steven Randall
Sukesih Rust
Jasmine Hollier
Sarah Harris
Kamal Rababi
Suzanne Ainsworth
Elisabeth Bell
Martin Buckmaster
Nicole Naralocknik
Jane Thorpe
Richard Beers
Jhoanna Parker
Erin Carroll

Adrian Robins
Jan Cantrell
Patricia Dale
Fetten Abdo
Michael Thompson
Raewyn Bodde
Maria Rotunno
Besa Saliu
Scott Parsons
Benjamin Cush
Joshua Kitchin
Emily Davis
Laura Davis
Lara Hile
Larna Rogers
Gabrielle Whitehurst
Kyong Yang
Lauren Archer
Thi Le
Shereen Hassan

Ertug Aladag
Jaklene Crawford
Lucille Lawless
Amanda Hunt
Cas Moers
Keegan Gray
Deborah Newton
Raymond Morgan
Tania Adams
John Salib
Georgia Bodde
Tod Minogue
Barbara Paruk

explore



Social Inclusion





We continue to create inclusive communities where everyone has access to, and is able to participate in social, cultural, sporting and recreational activities.

Our Impact

Big Idea

The **BIG Idea** program was launched in 2022 with a vision to foster innovation, collaboration, and positive change within our organisation and the communities we serve.

It signifies our commitment to nurturing creativity and co-design to tackle pressing challenges. This program gives everyone at Civic the chance to share their BIG idea on how we can create meaningful change. It is connected to our value of Explore.

Our hope is that the BIG Idea program will bring together the collective intelligence, creativity, and expertise of our community.



We aspire to create a culture of continuous improvement and a platform for turning ideas into impactful initiatives that benefit not only our organisation but also the wider society. These challenges may include improving client well-being, enhancing services, and addressing unique needs.

In its inaugural year, the Civic board funded three remarkable BIG Ideas:

1. Community Retail
2. Inclusive Group Exercise
3. Mental Health Peer Support

These projects are currently in the prototyping stage, where we are delivering simplified versions to gather feedback and prioritise project requirements.

This iterative approach has allowed us to address key issues and explore new opportunities to enhance these ideas.

We listened to our users through retrospective meetings and surveys. From this feedback, we explored ways to provide additional support in future years, including mentorship, resources, and dedicated time from the Strategy & Impact Team.

By learning from the past and adapting our approach, we are excited to see how these changes will elevate the BIG Idea program to new heights.



Community Retail:

The Community Retail project involves launching an online and in-person retail store that showcases products conceived, developed, and made by people with disabilities. This initiative is a collaboration across three Civic services and teams, furthering our mission to empower individuals with disabilities.

To bring a product to market is no easy feat. The motivation of our wonderful teams working together has seen the very talented clients get creative and produce products ready to sell. What was once just a vision is becoming a successful enterprise in itself.





Wellbeing Together

The Inclusive Group Exercise and the Mental Health Peer Support Group combined to become the 'Wellbeing Together' Social Group.

Preventative health and healthy lifestyles were showcased at the launch of the client-led and co-designed inclusive fitness program. This initiative aimed to help clients maintain their health, well-being, and quality of life through group exercise activities. The primary purpose is to foster social connections and relationships among clients.

The inaugural mental health social group morning tea included activities such as painting, bracelet making and dancing. It provided a relaxed and open forum to discuss all things mental health among peers.

Many clients have access to mental health treatment but lack access to peer support and understanding of shared lived experiences. This support group will bridge that gap.

“We often see that clients are viewed through the lens of disability, disadvantaging them from a health point of view. Civic is proud to support clients on their health journey to enable better outcomes”

Annie Doyle CEO

Katarina's Story

Every week, Katarina is visited by Kara as part of her journey of discovery into her indigenous culture. These weekly meetings are opportunities for Kat to learn about her heritage, connect with her roots, and share her newfound knowledge with others.

Their mornings are filled with heartfelt yarns and deepening connections, all while exploring her cultural heritage. Kat has taken it upon herself to dive headfirst into learning about her mob's traditions, and her enthusiasm is palpable. She proudly describes the vibrant colors of her flag to anyone who will listen.

The focus of these sessions is dynamic, mirroring Kat's evolving interests and passions.

A growing love for cooking leads

them to experiment with using native ingredients. Kat's culinary journey has deep roots. Her Nan, a skilled chef, passed down her knowledge, teaching Kat the art of cooking.

Kat's passion for baking, especially cakes and desserts, has become a delightful tradition whenever she visits her Nan. Kat's cooking skills are also growing through her role in Civic's Kitchen and Catering Team. She's making her own slices, and the pleasure she takes in sharing them with her housemates after a shift is evident. When it's her turn to prepare dinner, her housemates can often expect cheese and spinach cannelloni, a dish she mastered at the café.



The café experience isn't limited to cooking; Kat is also learning the craft of coffee making and enjoys serving guests at the weekly high tea. Recently, she achieved a significant personal milestone by going on her first delivery. Initially nervous, she took the delivery to a client with the support of the café staff. She confidently delivered the message and food, showcasing her growing self-assurance with each day.

Working in the cafés is not just a job for Kat; it's a source of joy and pride.

In September 2023, Kat became a part of Team Civic for their participation in the Moriarty Cup, an event organised to celebrate Indigenous Football Week. This tournament united corporate teams in friendly competition while raising funds to promote inclusion, cultural acknowledgment, and diversity.

John Moriarty Football is a not-for-profit organisation providing a transformative football skills program to Aboriginal children aged 2 to 18 years of age in remote and regional communities.

It was a fantastic day with Kat taking the field with her teammates in a complete Civic kit, demonstrating that the football pitch is a great place to showcase inclusion, diversity and cultural recognition.

As Kat continues her journey, each small step and every newfound skill contribute to her overarching goals of independence and a well-deserved holiday. Her story is a testament to the power of perseverance, support, and the profound impact that opportunities for personal growth, community engagement and cultural immersion can have on an individual's life.



Katarina (centre) with Support Worker Gabrielle (left) and Practice Leader Samantha (right)



Civic artists shine in ShireABILITY Art Award

The ShireABILITY Art Award ceremony was held on 3rd December 2022 to mark International Day of People with a Disability (IDPWD) and celebrate creativity among all abilities.

Hosted by Sutherland Shire Council, the inaugural ShireABILITY Art Award invited artists with disability either living, working or going to school in the Sutherland Shire to share their creative talents by submitting their work in the competition.

Over 60 pieces of artwork were selected to be part of the competition, with all pieces on display in the ShireABILITY exhibition at Hazelhurst Arts Centre.

Included in the exhibition was artwork created and submitted by three Civic artists Rhys, Fetteen and Therese.

Civic was proud to support and be part of this inclusive event. Civic Kitchen and Catering also served up delicious coffee, tea and hot chocolates to guests.

The award winners were announced by the Mayor of Sutherland Shire, Carmelo Pesce, at the award ceremony with the artist's family and friends all in attendance.





learn

Inclusive Literacy Program

We congratulated the first graduates from the Civic Inclusive Literacy Program!

In a graduation ceremony held at the Civic New Era Community Hub in Sutherland, we celebrated the achievements of 18 students who had participated weekly in the Literacy Program.

The program aims to provide an inclusive learning environment for all clients, regardless of their literacy skill level.

It brings together students from across Civic's Community Hubs and builds their literacy confidence through a range of learning activities. And of course, lots of fun.

On any given week, students can be found writing and reciting the alphabet, learning sight words, sounding out and practicing writing words using dot-to-dot worksheets, as well as gaining an understanding of verbs, adjectives, nouns and colours.

In October 2023, Support Worker Jeanette Cabrera was recognised in the Westfield Local Heroes Award for her work in establishing the Inclusive Literacy Program. She received a grant of \$5000 which will provide the students with new resources and learning aids such as home readers and iPads.



Walk on Country

In November 2022, Civic employees took part in a walk on Country. This cultural experience is part of Civic's ongoing journey to connect more deeply with Aboriginal culture and build a more inclusive organisation for Aboriginal and Torres Strait Islander peoples.

A walk on Country was arranged by our Aboriginal cultural coach, Sharlene McKenzie, and was hosted by Aboriginal Elder, Aunty Barb Sims.

A descendant of the Bidjigal people of La Perouse, Aunty Barb wasted no time stepping into the walk around the natural and the built environment, immersing the Civic team in all aspects of First Nations' history and culture in La Perouse.

The Civic team learned everything from the uses of native plant life, bush tucker, bush medicine, the atrocities committed against Aboriginal people during Cook's first landing, the history of the Aboriginal mission in La Perouse and the hardships endured there, along with the joys of growing up connected to such pristine country and abundant waters.

“We literally could not take a step without learning something from Aunty Barb. She is a true knowledge holder and takes her commitment to keeping the story alive so seriously. I was humbled.” - David Gibson

Accreditations and Memberships

As a Registered Charity, we follow best practice guidelines and abide by the requirements of the Charitable Fundraising Act 1991 and Lotteries and Art Unions Act 1901. Our independently audited accounts also ensure our accountability to our donors and the community.



Civic's policies and procedures reflect our commitment to creating quality services that are valued by clients and provide an environment where the health, safety and welfare of clients and staff are paramount. They also reflect Civic's Vision, Mission and Values.



Civic's Board, Leadership and Staff are committed to quality through sound governance and management across all aspects of our organisation. External and internal audits are integral components of our quality management system, which is accredited to international standard ISO 9001:2015.



We make effective use of standards and related compliance activities to inform good practice and improvements in services.

Civic is a registered NDIS provider and has met the NDIS Practice Standards, Quality Indicators. Civic complies with the Aged Care Quality Standards and with the Attendant Care Standards. We are also a Registered Community Housing Provider and Civic Industries is an Australian Disability Enterprise.





Thank You

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