



Annual Review 2018



Laura Fergusson Trust
Canterbury



The Laura Fergusson Trust Canterbury provides residential, rehabilitation and specialist assessment services on a short or long-term basis for people between the ages of 17 – 65 years who have acquired brain injuries or physical, sensory or neurological impairments.

Our vision is to provide ordinary life opportunities for every client. The Trust provides a range of lifestyle support and rehabilitation to enable our clients to achieve this.

Clients are treated with respect and dignity and are encouraged to make informed decisions about their own lives.

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A few words from our CEO Kathryn Jones

The Laura Fergusson Trust is a leading charity providing innovative care, rehabilitation and support for adults and children with complex physical disabilities and acquired and traumatic brain injury.

During the year, we expanded and enhanced a number of services including family peer support, high and complex needs community services, education and training for NGOs and other organisations, the introduction of our specialist wheelchair and seating clinic and extending our research into prison rehabilitation for young people with a brain injury. We embarked on other new and exciting research using virtual reality software for people with cognitive fatigue and have successfully achieved accreditation as an approved host institution with the Canterbury Medical Research Foundation.

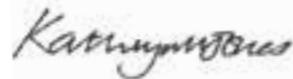
Investment in vital information and communication technology has occurred this year, which aims to result in the Trust being able to use our data to report on our excellent client outcomes, reduced costs and elimination of unnecessary processes. We have strengthened our IT infrastructure and are also in the process of implementing a new organisational-wide client management system.

Our capital fundraising project for the redevelopment of our site at 279 Ilam Road is progressing and this year has seen the appointment of our first professional development fundraiser. We have also established

the Laura Fergusson Foundation, and we are building the profile of our work in the community through marketing and public relations. This is an important process looking forward to our 40th anniversary in Canterbury in 2019.

Despite testing times, we've continued to invest in services, improve some of our facilities and extend new opportunities to those with disabilities particularly through our social enterprise and supported activities. Our 180 dedicated staff provided rehabilitation, care and support to almost 1,000 service users during the past year, supporting those based at home, in residential care and in the community.

Our staff remain the Trust's most valuable asset, and as we continue to deliver our charitable mission and vision, we will continue to invest in their training and development. I would like to thank each and every one of our team for their continuing commitment to the Trust and to the individuals we support.



Kathryn Jones
CEO



“Our staff remain the Trust’s most valuable asset, and as we continue to deliver our charitable mission and vision, we will continue to invest in their training and development.”



“The Board has established the Laura Fergusson Foundation with the specific role of raising funds for the redevelopment of our facilities.”

Chairman's report

The Board has a role to ensure that we meet both the current and future needs of the people we support. This year, we have been focusing on our long-term plan to develop our facilities at 279 Ilam Road. Any redevelopment of this size requires a significant capital investment, and the Trust has been preparing to launch a capital fundraising campaign next year. More significantly, this campaign will coincide with our 40-year anniversary in 2019. The Board has established the Laura Fergusson Foundation with the specific role of raising funds for the redevelopment of our facilities. The Foundation will become the public face of our fundraising campaign and will ensure that all funds raised are utilised for the specific purpose outlined above.

The Board has also supported new innovative services such as the establishment of our specialist wheelchair and seating clinic and our families and whānau peer support groups, partnerships with organisations such as Corrections and investment in our information technology infrastructure. We have also worked more closely this year with our sister Trusts – Laura Fergusson Wellington and Laura Fergusson Rehabilitation in Auckland. This collaboration has resulted in the joint commissioning of an economic review paper, outlining the unique value that the three Laura Fergusson Trusts add to the New Zealand health and disability sector and also the successful tender for supported living services nationally.

All this activity has not diverted us from our charitable mission and vision, and we remain committed to providing high-quality rehabilitation, specialist assessment, care and support. For example, in early 2018, we appointed a research fellow within the Trust, and we are already engaging in many research projects that will improve the lives of the people we support through best practice and innovation. The Trust has been awarded host institution status with the Canterbury Medical Research Foundation, enabling the Trust to apply for grants to support future research projects.

As I step down from the role of Chairman, I look forward to continuing to support the future work of the Trust as a member of the Board of Trustees as we continue to make a difference to so many people's lives.

Trevor Edwards
Chairperson

Eddy's story

"I actually didn't understand how a traumatic brain injury was going to affect him. It's not an injury that you can physically see, so it's really hard to know how to move forward," says Sarah.

Eddy Van Leeuwen's garden is more than just a place to grow vegetables – it's an "escape".

The 59-year-old's garden and tunnel house offer peace and quiet from busy day-to-day life, which has become a necessity since suffering a traumatic brain injury. Eddy was injured in November 2013 and calls his passion for gardening a form of therapy that has helped him cope after his life took a dramatic turn.

He suffered a migraine that led him to black out at home, but Eddy, a father of four, can't recall what exactly happened. He just remembers waking up in hospital with a skull fracture to the back of his head. He spent 2 weeks in hospital feeling ill, speaking gibberish on occasion, and was frequently confused.

Sarah says it took years for them to fully comprehend the effects of his brain injury and that their life moving forward would be different.

The couple were visited by Laura Fergusson Trust Canterbury's rehabilitation team, which helped Eddy and Sarah understand the extent of his injury.

"The Laura Fergusson Trust gave us a lot of advice on how to deal with a brain injury, but because Eddy's injury wasn't allowing him to comprehend what had happened, it was difficult to apply their advice at first," Sarah says.

"I actually didn't understand how a traumatic brain injury was going to affect him. It's not an injury that you can physically see, so it's really hard to know how to move forward."

Eddy is one of 13% of New Zealanders who will sustain a traumatic brain injury at least once in their lifetime. New Zealand's hidden disability has few visible signs to indicate trauma, and many cases remain undiagnosed. Common symptoms include feeling tired, moodiness, short temper, intolerance of noise and difficulty with memory and concentrating.

Eddy's recovery is a journey that will last the rest of his life, but understanding his injury and knowing life has changed was a key moment for him and Sarah.

When Eddy blacked out from a migraine and bumped his head, he never imagined his life – and marriage – would change so dramatically. Eddy and his wife Sarah share how the incident has brought them even closer together.



Photo: Eddy

Raising awareness

Our focus on education over the past 18 months ensures that a broad range of services and supports (not just health) typically needed by someone with a disability are readily identified throughout their journey and that the providers of these services or supports are knowledgeable, adapting appropriately to meet the needs of the individual. Similarly, resources that assist different workforces to provide responsive and appropriate services to people with disability are identified and shared.

Subsequently, we have been investing in the support and development of specific competencies within the wider health and disability workforce and other providers engaging with people following traumatic brain injury. Examples of our education programme have been for organisations such as Work and Income, Victim Support, Housing New Zealand, Stepping Stones and the University of Canterbury. These education sessions have been hugely successful and ensure people working with individuals following brain injury are knowledgeable, adapting appropriately to meet the needs of people with these types of disability.

In addition to education, the Trust provides many other programmes or activities where we have

increased awareness of the needs of people with disability. For example, group family education and support sessions with our psychologists occur in both our inpatient and community settings. Recently, we have had three abstracts accepted for presentation at the Asia-Oceanian Conference of Physical & Rehabilitation Medicine in Auckland in November – two posters and one platform presentation. In addition, we are eagerly anticipating the ASSBI/ NZRA Inaugural Trans-Tasman Conference in May 2019 where we plan to submit research and clinical cases of interest for stimulating discussion at this event

Finally, our social enterprise continues to assist in raising awareness in the community of the value people with a disability can add to the workforce. Can Do Catering's manager was accepted as one of 21 delegates from New Zealand to represent Can Do Catering at the Social Enterprise World Forum 2018 held in Scotland in September. The Forum had over 1,000 delegates from all over the world attending, and we were able to share Can Do Catering's story in this international context.





Assisting with residential needs

During the year, an opportunity arose to create a specialist and intensive one-to-one rehabilitation service in the community for a young client with complex social and behavioural needs as the result of a traumatic brain injury. This young man wants to become as independent as possible.

This new service has required some innovative thinking on the part of the residential services team –integrating the roles of rehabilitation coaching and support work and enabling consistency to develop over time through staff adopting a holistic relationship-based partnership with the client and family to assist them in achieving their goals.

This service has been very successful, with the young man making significant progress. Critical factors behind this success have been the motivation and determination of the individual and his family to succeed and the collaborative partnership developed with ACC and other health professionals involved, along with the leadership, commitment and retention of the small team working with them.

Enabling ordinary lives

Sexuality and intimacy for individuals living with disability who are in care is an area that is important for a significant proportion of our clients. Along with many of us, it is an important part of a sense of self and overall wellbeing and in leading an ordinary life as much as possible. It is also an area that can sometimes be ignored due to the diversity in assumptions, beliefs, norms and expectations leading to a fear of stigma and embarrassment.

Whilst acknowledging the need to balance this with maintaining the safety and comfort of others within our services, the Trust is committed to a progressive approach to ensuring this need is met as part of our vision of 'ordinary life opportunities'.

Future residential needs

Our vision has always been to ensure that our clients and the people we support have access to appropriate residential accommodation that meets their needs. It is necessary for us to continually review the range of residential services our clients want, while being consistent with the strategic focus of the government, Ministry of Health and ACC, who fund the majority of our services.

The capital development project launched in 2016 continues to be in the early planning stage with activities such as building awareness of the work we do within the general public. It is a critical aspect of our future fundraising needs that the people of Canterbury (and beyond) understand the positive and valuable health and social impact of our services in our communities.

Providing rehabilitation services

Laura Fergusson Trust continues to provide functional and meaningful rehabilitation, ensuring gains made within our specialist brain injury unit can be carried forward into the community and workplace. Through our community rehabilitation service, we also aim to ensure that we provide seamless transitions between traumatic brain injury services to create an integrated model. Our philosophy and service design is wholly aligned with the ACC traumatic brain injury strategy, ensuring that the desired outcomes are achieved for our clients.

The Trust also provides specialised assessment services in the areas of transport for independence including vehicle modification scripting and purchasing options, medical fitness to drive reviews, housing modifications and input into new build design, home-based rehabilitation solutions and specific allied health assessments.

Our specialist assessment team is continuing to look at innovative ways to better meet the needs of our clients with the end result that our clients receive the best possible outcomes for community participation and opportunities that can arise from this.

During September and October 2018, we have established a specialist wheelchair and seating clinic that will support a more efficient and effective approach in assessments for individuals with specialised mobility needs. With our specialist equipment such as a seating simulator, we enable our clients to be set up for trials for wheelchairs and

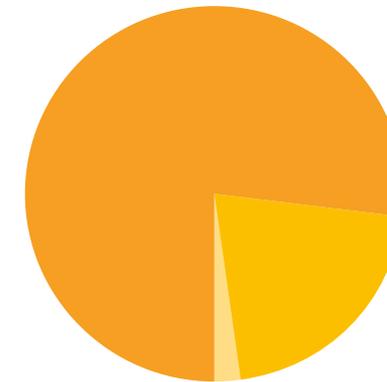
seating systems with multiple products in the timeliest manner. The end result is the provision of a wheelchair and seating system that best meets our clients' needs and is delivered in the shortest timeframes possible.

As technology advances at such a rapid rate, our driving assessment team has been trialling with great success a miniature dashcam that captures necessary information to provide our clients and stakeholders with feedback from the assessments. We are actively working with vehicle modifiers on different portable mounting options so this technology is easily relocatable from vehicle to vehicle.

Feedback from our client satisfaction surveys and supplier meetings continues to be positive as we continue the pathway of innovative solutions towards enabling ordinary life opportunities.

Finally, Laura Fergusson Trust has initiated and is working closely with the Youth Unit at the Christchurch Men's Prison to refine and establish a robust process of screening the prisoners for traumatic brain injury. The screening process is enabling us to identify those in the unit who have suffered a traumatic brain injury in the past. The aim of the project is to support the young men, particularly on release, to access our specialist services to target issues relating to the traumatic brain injury. The main outcome we would like to see is a reduction in numbers of these young men returning to the adult prison system due to unaddressed issues relating to the traumatic brain injuries they have suffered in the past.

Feedback from our clients



Overall client satisfaction

- 77% ● Completely satisfied
- 21% ● Mostly satisfied
- 2% ● Neither satisfied nor dissatisfied
- 0% ● Mostly dissatisfied
- 0% ● Completely dissatisfied



- 98% ● Percentage of those completely or mostly satisfied
- 80% ● Our target

“We want to thank you very much for your support yesterday. We feel your weight of experience and your ability to subtly manage the process when needed was instrumental in us getting the message across about a number of important points... Your professionalism, experience and compassion were impressive and VERY much appreciated.”

“Thanks again for your assistance these last couple of years. Strangely (given my car accident) the last year or two have been the worst of my life in many ways. When people want to get rid of you from work it is actually worse than leaving... I am in the process of working out what's next for me career-wise... I can't thank you enough for your guidance and support.”



Fostering research

This year has seen tremendous development in research activities across our organisation. The Trust remains dedicated to promoting excellence in research, contributing to the evidence base of clinical service and providing team/community education. Our research fellow has been working hard to continue the development of research programmes and assist our team including writing abstracts for conferences and increasing community alliances. We are also committed to supporting internally and externally funded research projects. Currently, we are engaged in research with the University of Otago, Auckland University of Technology and Department of Corrections as well as working in collaboration with organisations such as the Burwood Academy of Independent Living. In light of these projects, we have been recognised as one of only eight approved host institutions with the Canterbury Medical Research Foundation, which enables the Trust to apply for and potentially receive local research grant funding.

Conference presentations were also a feature this year, with senior staff presenting their abstracts at the Allied Health, Scientific and Technical Conference 2018 in Wellington, the MedTech CoRE Conference 2018 in Auckland and the Emerging Tech in Health Symposium 2018 in Christchurch. We are preparing for multiple presentations at the upcoming Asia-Oceania Conference of Physical & Rehabilitation Medicine in Auckland later this year. We are thrilled to be able to contribute to the research base emerging from the Canterbury region in traumatic brain injury and continue to support New Zealand's legacy of internationally recognised research excellence.

Currently, we have many exciting research projects in progress, including:

- feasibility of using virtual reality for rehabilitation of post-traumatic brain injury
- brain injury screening in Christchurch Men's Prison Youth Unit
- incidence and prevalence of traumatic brain injury in the South Island
- best practice in assessment of emerging consciousness
- streamlined transition from residential rehabilitation to community
- research of therapeutic relationships.

We have also had two manuscripts published in the past year:

Rehabilitation following mild traumatic brain injury

Hopkins, P (Laura Fergusson Trust), *LOGIC (The Official Journal of the New Zealand College of Primary Health Nurses)*, 17(1): 27-32.

The experiences of individuals with a spinal cord injury following discharge from inpatient rehabilitation

Dwyer, K (University of Otago, Laura Fergusson Trust), Mulligan, H (University of Otago), *International Journal of Therapy & Rehabilitation*, 24(8):256-64.



Advocating for the interests of people with a disability

Disability advocacy is acting, speaking or writing to promote, protect and defend the human rights of people with disability. We approach our responsibilities in this area through many channels including systemic advocacy which involves working for long-term social changes to ensure the collective rights and interests of people with disability are served through education and information. A particular focus this year has related to traumatic brain injury and the social and or long-term health impacts affecting those who have been affected by this.

The Trust has developed an education and training team and we have been busy providing general Traumatic Brain Injury Information and Education to Community Agencies including Corrections, WINZ, Housing New Zealand, primary care and mental health services.

The feedback from these training sessions have been extremely positive and we have had requests to undertake further training with Housing New Zealand and the Department of Corrections Probation services.

Our team also took part in the Christchurch Brain Day held in March 2018. Brain Day is a day full of thought provoking lectures, access to local community groups, fun activities for kids led and presented by The Neurological Foundation. Brain Day was a great opportunity for us to network and educate about the impact of traumatic brain injuries. Our CEO and Director of Rehabilitation manned our table with posters and brochures and our "jelly brain" was the highlight of the show demonstrating to the public how the brain wobbles and can be damaged even when it is a simple whiplash injury and your head stops suddenly. It got a lot of pokes and wobbles and people were fascinated to learn more about our topic.

It was another year of sustained growth for Can Do Catering with a further double digit increase in business for the financial

year including the engagement of several large corporate clients and a shift within the government and the private sector to use social enterprises for catering and other services.

Can Do has now grown to the point where Stefan Freuding, our new Head Chef has come on board to continue developing what we have to offer and the feedback has been very positive.

The most rewarding aspect of the year has been to see the impact that working for Can Do has had on its employees, many of whom are clients of the Laura Fergusson Trust. Many people experiencing a disability may struggle to find meaningful employment, missing out on the important things that many of us can take for granted as part of our ordinary lives.

For example Barbara* could not find employment due to her disability until Can Do Catering employed her while a resident in Laura Fergusson's main facility. Can Do Catering offers Barbara regular hours which allowed her to buy a television and DVD player and continue to extend her DVD collection. Employment at Can Do Catering has also enabled Barbara to set new goals in life.

Rebecca* has been part of the Can Do Team since the beginning. Employment has given Rebecca the opportunity to earn an income and develop cooking skills. She is now referred to as the bliss ball queen. Rebecca loves going off site with Can Do Catering and enjoys the odd trip to the pub. She is currently saving her wages for a trip to visit a friend in Brisbane.

Barbara and Rebecca are just two of many examples of how Can Do Catering is enabling people with a disability to achieve an ordinary life.

Stefan's story

Stefan's passion for cuisine has taken him to kitchens around the globe. Our young chef has worked in Europe, Australia and the Middle East – but it's our little kitchen in Christchurch that has captured his heart. Stefan, who is Head Chef at Can Do Catering, is from Blaichach, Germany, and jumped at the chance to be part of Can Do.

"The residents are really inspiring, and it's amazing to see them thrive and feel pride in their work," he says.

Stefan joined Can Do Catering in April 2018 as Head Chef, bringing 16 years of global cuisine knowledge with him.

He started his career in a small, traditional German restaurant, but it was the lure of travel that led him to jump continents, cooking in kitchens in Australia, Dubai and Bermuda.

"When you come from a small town in Germany, it is eye opening to work in different parts of the world and such a great opportunity to work with top chefs," he says.

Stefan, who also cooks for the less fortunate through Christchurch City Mission in his spare time, says he was ready for his day job to become more meaningful.

"At Can Do Catering, I help residents to get back into the workforce and see them succeed. It's inspiring to work with them every day," Stefan explains.

"I had one resident who started off very shy, but after showing him a few recipes in the kitchen and getting him to help with chopping and peeling, he can't wait to come back to work.

"It's an amazing feeling to come to work every day knowing you're making a difference in someone's life," Stefan says.



Photo: Stefan

Can Do
CATERING

Hayden's story

"I started at the Reconnect Programme in the middle of last year. At first, I was nervous about going to a new group, meeting new people, that kind of thing. But I just got used to it all, so now I'm not nervous anymore.

[The Reconnect Programme] is amazing. I've met so many people, and even though we all have brain injury and we are all different ages, I've done so many different things here and learned so much from you all. I really can't name all the things that I have learned, but one of the best things would be getting a high score in bowling.

All the cooking we have done has really helped, especially with my new job working at a pizza restaurant. A problem I have had [in previous jobs] is using my cell phone too much, but now I'm managing to keep it away while I'm working. I'm also much more confident talking to other adults now.

Reconnect helps me be around people with the same kind of issue I have, even though we are all different ages. We all like going to new places and doing stuff that can teach us new things."



Hayden (21) attends the Trust's Reconnect Programme, which is a group-based rehabilitation programme for adults living in the community with brain injury.

Photo: Hayden

Accountability

The quality of the support we provide our clients is at the centre of everything we do, and our continuous improvement processes ensure that our quality systems are robust and that our client journeys are evaluated and improved upon at any opportunity. The Trust is accountable to our clients, stakeholders and the communities we serve. Our impact reporting focuses on areas such as client satisfaction and return-to-work outcomes for our rehabilitation clients.

This year, our residential client survey results demonstrated that our client satisfaction is significantly related to age. It also found that residents' satisfaction with our service is dependent on their general health status. In this survey, residents who appeared well were most satisfied, followed by the residents who were considered stable. We have used this knowledge to further improve the services we offer for all our residential clients.

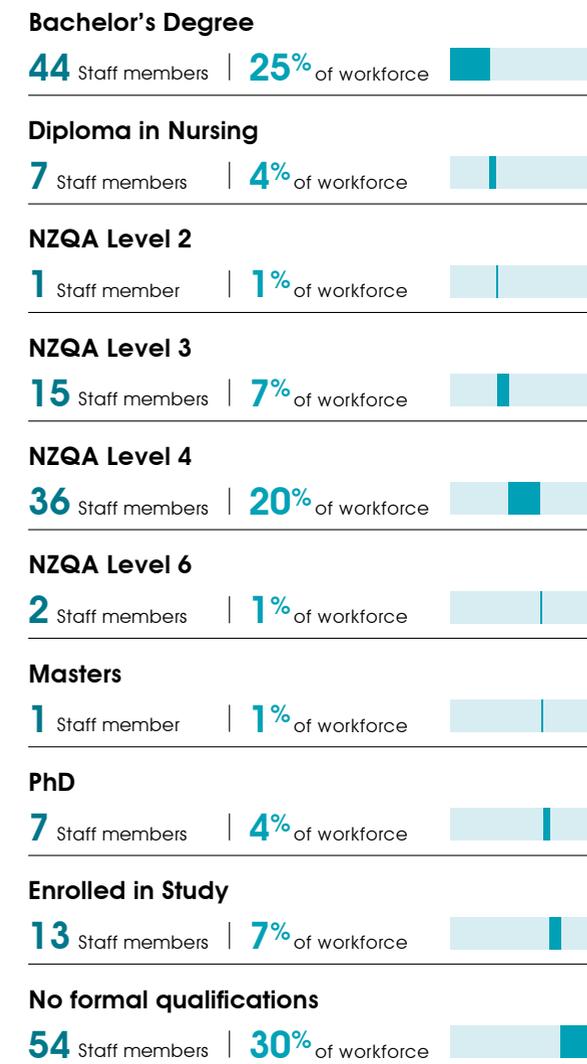
High levels of satisfaction from clients, family/whānau and other stakeholders are reported across our community rehabilitation services and specialist assessment services.





Staff

Workforce qualification overview



The Trust now employs over 180 staff and met the needs of approximately 1,000 clients this year in Canterbury and across the upper South Island. The Laura Fergusson Trust has one of the lowest employee turnover rates within the health and disability sector at 11.5% per annum. Within our rehabilitation services, our annual employee turnover is lower, at only 6%. Alongside our skilled and experienced support workers, we have a depth of experienced allied health professionals employed within our services, including a large team of experienced clinical psychologists and neuropsychologists.

In the 2017/18 financial year, the Laura Fergusson Trust invested \$104,152 in training and development for our staff. At the end of June 2018, 70% of our support workers were qualified to at least NZQA level 3 or above. Our team has achieved a range of different qualifications and enhanced their professional practice.

Finally, we are thankful to the Ākina Foundation for supporting team members to attend the Elevate programme, which provides a supported learning environment that combines group learning, specialist knowledge and tools, and mentoring to build successful social enterprise businesses. The course has built on our knowledge and expertise assisting the development of our Can Do Catering enterprise.

Statement of comprehensive revenue & expenses

for the year ended 30 June 2018

In thousands of New Zealand dollars	Note	2018	2017
Income			
Revenue	6	10,355,953	8,835,746
Other operating revenue	6	61,589	44,247
Total income		10,417,542	8,879,993
Expenses			
Employee benefit expenses		(6,732,350)	(5,779,516)
Contract labour		(1,640,193)	(1,458,890)
Depreciation		(209,903)	(237,966)
Rehabilitation costs		(76,390)	(63,811)
Computer expenses		(97,902)	(74,917)
Insurance		(70,078)	(64,823)
Power		(103,277)	(101,355)
Rent		(95,288)	(85,941)
Repairs & Maintenance		(187,659)	(139,983)
Staff Training		(104,152)	(96,536)
Supplies & Provisions		(258,188)	(234,264)
Vehicle & Transport		(61,484)	(58,808)
Other expenses	7	(471,217)	(350,003)
		(10,108,081)	(8,746,813)
Surplus / (Deficit) before financing revenue & costs		309,461	133,180
Finance expense		(1)	(42)
Finance income	8	30,271	25,132
Surplus / (Deficit) From Continuing Operations		339,371	158,270
Other Comprehensive Revenue & Expenses			
Investment Gain / (Loss)		-	522
Total Comprehensive Revenue & Expenses For The Year		\$339,731	\$158,792

Statement of financial position

as at 30 June 2018

In thousands of New Zealand dollars	Note	2018	2017
Current assets			
Cash & cash equivalents	10	1,129,222	623,628
Receivables (from exchange transactions)		856,006	760,783
Prepayments & other assets	11	66,904	90,308
Laura Fergusson Foundation Loan		7,059	-
Investments	12	790,710	387,340
		2,849,901	1,862,059
Non current assets			
Capital Work in Progress		30,823	46,323
Property, plant & equipment	13	3,060,193	3,203,448
Intangibles & goodwill	14	700,000	700,000
		3,791,016	3,949,771
Total assets		\$6,640,417	\$5,811,830
Current liabilities			
Payables (from exchange transactions)		441,038	206,695
Deferred revenue		143,593	50,090
Employee benefit liability		600,204	518,795
GST Payable		173,374	93,773
		1,358,209	869,353
Trust Equity			
Accumulated revenue and expense	15	5,282,208	4,942,477
		5,282,208	4,942,477
Total Trust Equity & Liabilities		\$6,640,417	\$5,811,830

The Trust could not undertake all activities without the assistance from our community. We would also like to thank the following supporters;

Southern Trust

Rata Foundation

CERT

One Foundation

Mainland Foundation

The Noelene McIlroy QSO Trust

Ellen and John Sanderson Trust



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