



CARESOUTH CASE STUDY

NAME

CareSouth

GEOGRAPHY

NSW & ACT

INDUSTRY

Not-for-Profit – Home Care Services

FOUNDED

1992

WEB ADDRESS

www.caresouth.org.au

NUMBER OF EMPLOYEES

295

ANNUAL REVENUE

\$21,559,443 (2015)

RELATIONSHIP ESTABLISHED WITH LMA

2016

TOTAL ROI (TO DATE/SO FAR)

\$385,300 per annum

Organisation Overview

Based in Southern NSW and completely not-for-profit, CareSouth offers help in a number of ways - through Aunties & Uncles, Brighter Futures, Foster Care, Specialist Youth Support Services, Residential Care, Disability Services and Family Connections. CareSouth’s vision is to create a positive future for children, young people, individuals, families and communities, providing opportunities in which people can enhance their quality of life.

“I am incredibly proud of the individual and collective achievements of Jen, Lisa, Tayla, Codie, Stefanie and Kristine who were successful in their application to participate in CareSouth’s Inaugural Emerging Leader’s Program. Early observations of the Emerging Leadership Program has had a profound impact on the performance of each participant reinforcing the significant benefits of our investment. A key goal within CareSouth is to build leadership skills at all levels of the organisation, this program has certainly progressed this goal and generated great interest and enthusiasm for the continuation of the ELP and future involvement. Congratulations to all and a sincere thank you to Robert who led the team to success.”

Deb Tozer, CareSouth CEO

INFORMATION ON COURSES UNDERTAKEN

Course	Number of Participants	Year	Where
Challenge of Leadership	6	2016-2017	In-House

NOTE: CARESOUTH RECENTLY ENROLLED AN ADDITIONAL 10 PARTICIPANTS FOR 2017-2018

EVERYDAY

CareSouth

“A number of interesting initiatives made this CareSouth group quite unique. To be nominated as a participant, CareSouth staff needed to formally present their case for selection to an executive panel and competition was extremely strong for this coveted opportunity. Senior executives were nominated as mentors and the single workplace project was a combined effort of all participants to explore opportunities and to develop a commercial social enterprise pilot. The project, combined with over 250 other personal and business goals delivered during the life of the program, gave this active group of participants an amazing set of practical outcomes with a very significant return on CareSouth’s investment.”

Robert Scrymgour - LMA Facilitator

PRIMARY CASE STUDY ORGANISATION CONTACT DETAILS

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Results & Achievements

PARTICIPANT Codie Harrington

COURSE Challenge of Leadership **ROI** \$110,500 PA

“My most significant behaviour & attitude changes that I have made as a result the course are planning for tasks and planning projects, email at specific times of the day – don’t worry if they don’t get all read and Goal setting drives achievement”

PARTICIPANT Jennifer Toms

COURSE Challenge of Leadership **ROI** \$16,800 PA

“My most significant behaviour & attitude changes that I have made as a result the course are; Self Awareness - Being aware of how my communication style can come across, Making sure I am constructive in my approach to communication and removing the personal feelings behind the situation. Letting go of control or being ware that I can’t control every situation and just because I do it differently to others, doesn’t mean their approach is wrong. Being confident in my ability to achieve goals, trusting my knowledge and place within the HR team and that I’m a valuable member of the team.”

PARTICIPANT Kristine Williams

COURSE Challenge of Leadership **ROI** \$27,000 PA

“My most significant behaviour & attitude changes that I have made as a result the course are; Awareness of what I can control and what I cannot, confidence that I am a good leader – even if I can’t always describe it and why and focus – focusing on what has to be done at the time and not worrying about everything else that has to be done.”

PARTICIPANT Lisa Chorlton

COURSE Challenge of Leadership **ROI** \$69,320 PA

“My most significant behaviour & attitude changes that I have made as a result the course are; Communication skills with each team member has been a behavioural change as I am continuing to learn how to communicate with different communication styles. Learning to listen to what motivates the team and doing what I can to work towards and improve these systems. Changing behaviours regarding current systems and ways to which we can review and improve these systems.”

PARTICIPANT Stefanie King

COURSE Challenge of Leadership **ROI** \$28,800 PA

“My most significant behaviour & attitude changes that I have made as a result the course are; My communication with team members, using the style chart, I have utilised this and I am finding communication more open. Understanding where team members are resistant to change that they are just progressing through the stages and this has helped me with strategies to support them in this. My confidence has grown in all aspects of work.”

PARTICIPANT Tayla Arneman

COURSE Challenge of Leadership **ROI** \$132,880 PA

“My most significant behaviour & attitude changes that I have made as a result the course are; thinking of the organisation first as a whole, wanting to work in and develop my skills in other areas across the organisation and wanting to step up and lead a team within the organisation.”