



## Annual Report 2020 - 2021

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Mat, an Enable WA client and  
Kickstarter Grant recipient.

# Acknowledgment of Country

Enable Western Australia acknowledges and pays respect to Elders past, present and emerging. We recognise the continuation of cultural, spiritual and educational practices of Aboriginal and Torres Strait Islander peoples.

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# Our Purpose

To enable people to live a life of their choice.

# Our Values

- We listen
- We have integrity
- We are all about the person
- We are accountable
- We are innovative
- We are respectful



# Our Patrons

Enable WA is delighted to have Charlie and Nan Martella as our inaugural patrons. Charlie and Nan, together with their children and grandchildren, are long-time residents of Bunbury.

Both Charlie and Nan are involved with many community organisations including Rotary of which Charlie has been a member for 38 years, and Zonta where Nan has been a member for 23 years.

Charlie and Nan bring to Enable their experience and knowledge gained over many years.

# Governance

**Enable WA was first established on 7 March 1991 under the name of South West Family Support Association Inc.**

On 17 February 2009 the organisation changed its name to Enable Southwest Inc. - an incorporated body under The Associations Incorporations Act 1987 and a non-profit (For Purpose) organisation. In January 2017, we changed our incorporated business to Enable WA Inc.

The new name better reflects our organisation's geographical spread.

Enable receives funding from a number of government entities including the Western Australian Department of Communities, and the national Disability Insurance Scheme (NDIS).

Enable also works with the Health Department, insurance companies and a variety of other fee for service clients. Enable is subject to a number of Commonwealth and State Acts and Regulations.

The strong commitment to community service, which motivated the organisation's founders, continues to underpin all activities. Enable maintains a strong value based culture, and promotes partnership and teamwork as fundamental working models.

The organisation has a Strategic Plan which is reviewed annually. This is then translated into operations throughout the organisation in the annual business planning cycle documented in each department's operational plan.

Board Members are elected individual members of the Association, with constitutional objects, powers, rules and procedures.

The Board is responsible for governance and major directional strategies, and employs a Chief Executive Officer who is delegated to carry out its business. The Board acts in a voluntary capacity.

The Chief Executive Officer is responsible to the Board for general management, risk management, the financial, administrative and service provision and other business of the organisation.



# The Board

The Enable Board consists of six dedicated and experienced members, who work together with the staff of Enable to bring the ideas and direction of Enable WA to life. Each of our Board Members brings with them a wealth of knowledge across various fields, ensuring any decisions for Enable's future are made fairly and justly.



**Roger Veen**  
**President**

Roger Veen has been an Enable WA Board member for over 10 years, and 5 as President. Roger brings invaluable experience in Project and Business Management to our Board.



**Andrew King**  
**Vice-President**

Andrew King has been a member of the Enable WA Board for 7 years. He brings a depth of experience to the Board's decision making process through his background in Corporate Management, Governance and Compliance gained from his various Executive and Non-Executive Roles.



**Jeff Kappler**  
**Treasurer**

Jeff's Kappler has been the Treasurer of Enable WA for over 2.5 years, bringing 45 years of financial services industry experience to every decision presented to the organisation.



**Mandy Mould**  
**Secretary**

Mandy Mould has been a member of the Enable Board of Directors for 7 years, and is the representative for Enable clients and their families.



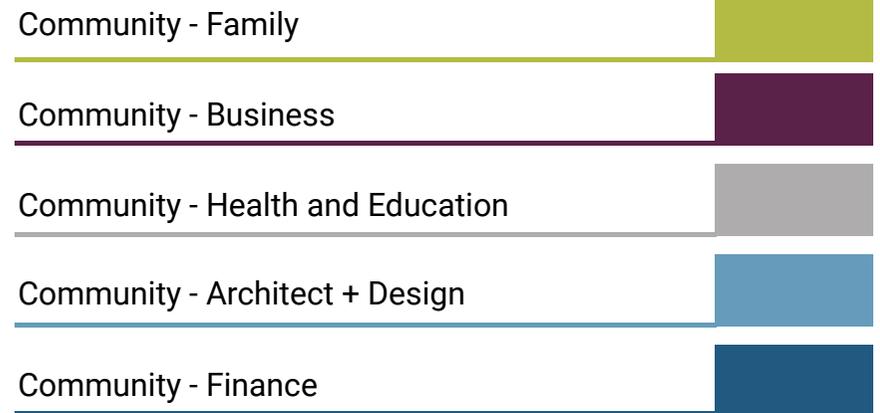
**David Miles**  
**Director**

David Miles has been on Enable's Board of Directors for 5 years. He brings his knowledge and experience in Marketing and Human Resources to the organisation.



**Berni Cameron**  
**Director**

Berni Cameron became a Director of the Enable Board in 2020 and has been working in Occupational Health for over 30 years. Berni brings her experience and passion for helping others to the Enable WA Board



# Organisational Structure

## The Board (and Finance Committee)

Roger Veen.....President  
Andrew King.....Vice President  
Jeff Kappler.....Treasurer  
Mandy Mould.....Secretary  
David Miles .....Director  
Berni Cameron.....Director  
Rob Holmes .....Chief Executive Officer (Ex Offi

## Operational Finance Committee and Executive Group

Rob Holmes .....Chief Executive Offic  
Todd Falco.....Chief Financial Offic  
Rhea Divall.....Head of Client Services

## Managers

Fiona Stephen.....Manager Client Services  
Ian Mumford.....Manager Client Services  
Jason Hall.....Manager Client Services  
Matthew Wittorff.....Manager Therapy Services  
Monique Venter.....HR Manager

## Auditor

AMD Chartered Accountants

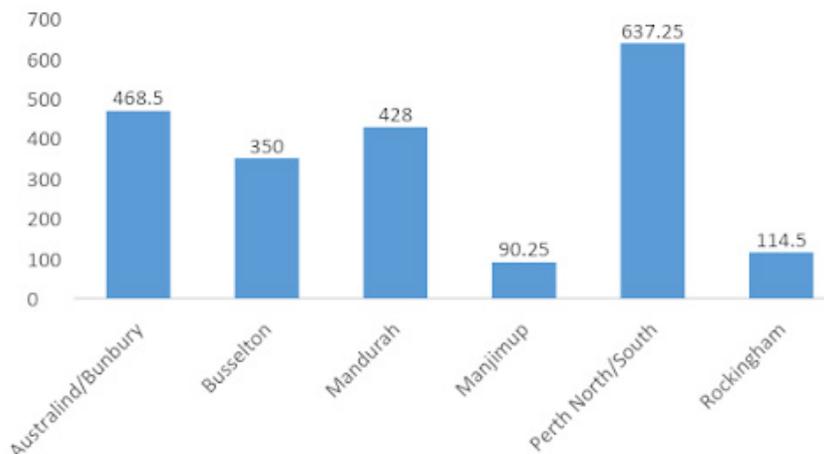
# Staff Breakdown

**777**  
staff as of 30/06/21

**2.86%**  
staff attrition rate

**122**  
staff onboarded  
this Financial Year

**1,500+**  
hours of training provided



over **1500 hours** of training provided in 2021

**9%**  
full time workers

**48%**  
part time workers

**43%**  
casual workers

## GENDER

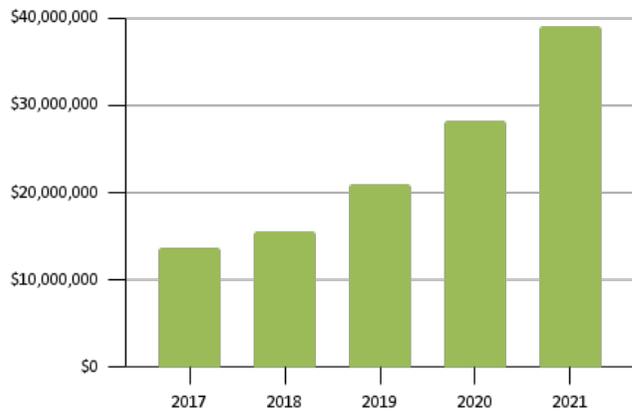
Female.....70%  
Male.....29%  
Unspecified.....1%  
Non-Binary.....0%

## AGE

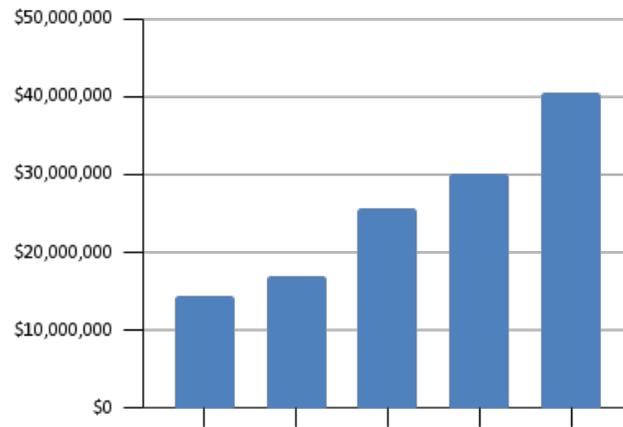
Under 20.....3%  
21 - 30.....28%  
31 - 40.....19%  
41 - 50.....23%  
Over 50.....28%

# Growth Statistics

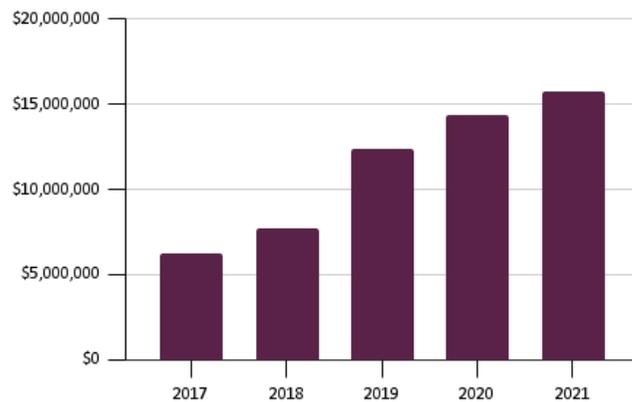
### Expenses



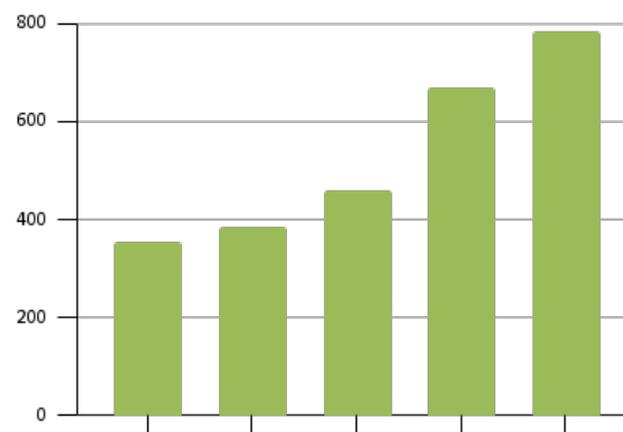
### Annual Turnover



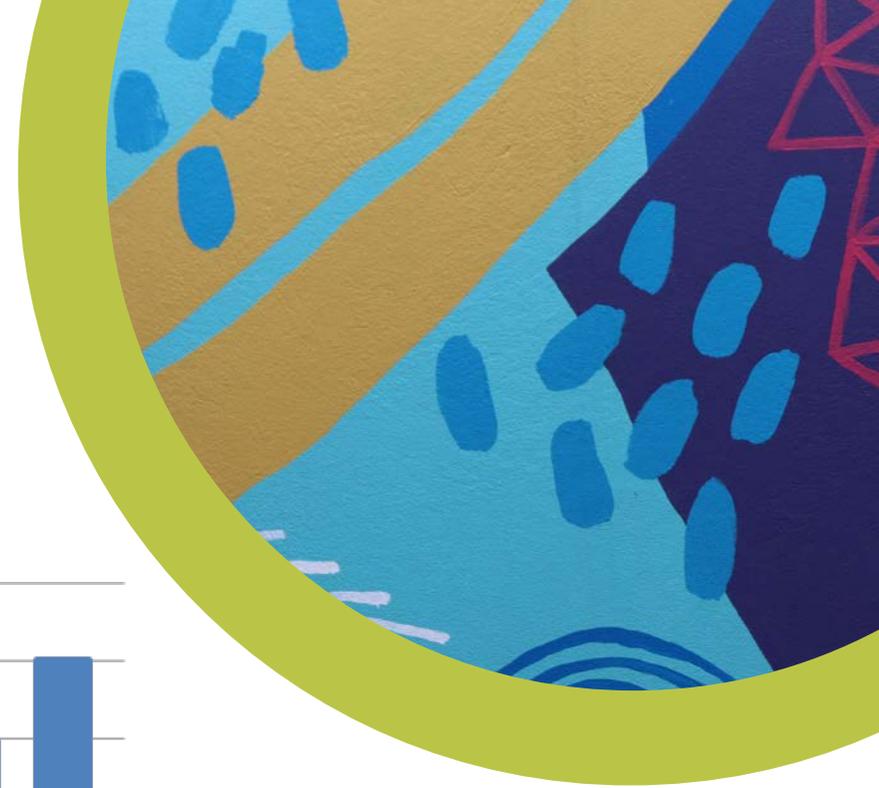
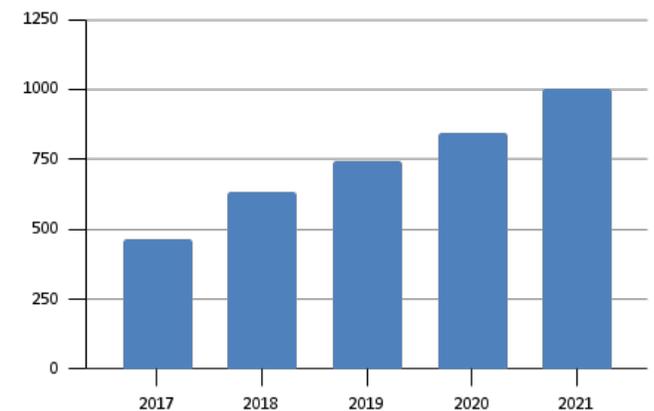
### Net Assets



### Staff Numbers



### Client Numbers



# President's Report

Roger Veen



It is with pleasure that I provide this annual report for the 2021 AGM and 2020/21 year.

What I find as Enable President is that working with the dedicated staff that form Enable WA, the year has just evaporated again and here we are at the next AGM.

This year has particularly gone fast for me as we have had more than our fair share of interesting times notwithstanding the ongoing issues with the COVID pandemic and the ever-changing platform that this throws up. I honestly expected this to have resolved itself to a more normal every day workplace. How wrong was!! Congratulations to everyone in getting through this past 12 months and am sure that all concerned will continue in the same way to get us through.

It's fantastic to both learn and proudly say that Enable WA has grown at a great rate in these uncertain times and we stand with over 800 dedicated staff and over 1000 clients.

Our budget is now over \$40 million which indicates our success. This has been achieved through the hard work of ALL staff.

This year has led us into the 30th year celebrations with all Hubs in the regions participating in a number of ways. I was also happy to have been part of that at the Australind Hub, and it was great to see the client and staff participation.

Enable staff have been busy arranging a number of events, all of which are still ongoing and accessible via our Facebook site. This has been particularly impressive and the online interaction is great. More to look forward to!

As we all would be aware our CEO in Rob Holmes decided to retire from Enable after some 14 years as CEO. Rob has served in this role at always a high level, ensuring that Enable, its clients and its staff were well served and that he made himself always available. It's also a testament to his success and leadership of the organisation. We thank you Rob for this dedication, and personally your friendship. Rob has also been at Enable as acting CEO until our new CEO has arrived.

Of course, over the past few months we have had to find a replacement for Rob.

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I would like to thank the Board for the extra time put in through the selection process and the work in collating information by our chosen employment agency. We look forward to this coming year together.

The organisation has continued to develop our strategic plan (which the Board has continued with updating), and is implementing these goals continually. It's great to see that this plan is always fluid, and having the objectives agreed is a successful outcome.

Recently, the Board saw a need for a scholarship programme in conjunction with SW College of TAFE. The ongoing seeking of students and clients is going well, and we see the investments made

as a community "give back" scheme that provides the participants the knowledge and confidence in our ever-changing environment. Well done for this initiative.

Another important initiative is the ongoing investigations with the community and the local Harvey Shire Council for the planning and eventual construction of a Learning Hub in Treendale.

Extensive planning and design has been underway, and the engagement of a consultancy group is planned soon to complete all the feasibility studies, ensuring that the numbers are correct, and also that our target groups are consulted.

Our Board is working closely together with this, and

also with the prospect of including a therapy pool for those people not able to access our local facility. This is an exciting time and we will certainly keep the news coming as to the stages being worked on. It is also something to note that this building is aimed as being used by our newly formed Hub in Australind.

I wish to thank ALL staff in this organisation for the commitment and dedication shown towards Enable, and in particular, their enthusiasm during the past 2 years.

The staff have demonstrated a happy disposition and willingness to undertake the work at hand, in their varied roles and the situations they have found themselves in.

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This is evidenced by the way our clients have responded to, and shown confidence in using the services that we at Enable provide.

Congratulations for all you have done, and we ask for your ongoing great work with this family. Thanks to Rhea, our Head of Client Services, and Todd our CFO, for their commitment and I look forward to next year's outcomes with our new CEO.

The 'Hub' model is working well, and the staff are working towards local decision making whilst also learning how this can be embraced at each Hub. It certainly means that the individuals at these Hubs feel a degree involvement in the decision-making process. Ongoing material and technical programmes have also been continued with, and we at Enable are always looking at other efficient methods for the organisation.

With the Western Australian Government announcement in October regarding mandatory vaccinations has come with some challenges. However, Enable as a group is working well in policing this mandate, and working together with those that may have objections to this vaccination process. Enable continues to assist those employees, ensuring that any information provided by the Government is passed on to our team.

Enable has moved forward with the establishment of a therapy department, which includes a full

range of therapy offerings, and a Positive Behaviour Supports service. This is a new and exciting time for Enable and those directly involved.

I would like to thank the complete Board in Andrew King, our Deputy President, Jeff Kappler, our Treasurer, and other Board members in Mandy Mould, David Miles and Berni Cameron for all the work and time that they put into the organisation.

This year has been extra busy, and the Board has spent extensive hours ensuring that Rob and his staff are supported.

In closing for this year, thank you to you Rob, for your help and dedication to this great organisation. We wish you the best in the future. Stay in touch.

Thank you to all of Enable's staff for their help, and I trust that this year will be even more exciting.

Finally, thanks to my fellow Board members for their ongoing commitment, their advice on all things we cover, their knowledge and of course their friendship over the year.

I look forward to continuing to work with you in the future.

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**Roger Veen**  
**Board President**



# Treasurer's Report

Jeff Kapple



Enable WA's result in a very challenging economic environment has seen the team deliver our budgetary target, which is a great outcome.

But risks do remain. Covid-19 has not left us and should an outbreak occur in WA, it would have a material effect on our forecast going forward.

I wish to thank Todd Falco ( CFO ) and the rest of the Enable team for their diligence. The Audit report from AMD is testament to our systems and financial management

Enable WA is in a good financial position and has the fiscal ability to service its clients now and into the future, in a manner that they are accustomed to.

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**Jeff Kapple**  
Board Treasurer

# INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF ENABLE WA INC.



## Opinion

We have audited the financial report of Enable WA Inc. which comprises the statement of financial position as at 30 June 2021, the statement of profit or loss, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the declaration by those charged with governance.

In our opinion, the accompanying financial report has been prepared in accordance with the Associations Incorporation Act (WA) 2015 and Division 60 of the Australian Charities and Not-for-profits Commissions Act 2012, including

- i) giving a true and fair view, in all material aspects, of the financial position of Enable WA Inc. as at 30 June 2021, and of its financial performance and its cash flows for the year then ended; and
- ii) complying with Australian Accounting Standards to the extent described in Note 1, the Associations Incorporation Act (WA) 2015 and Division 60 of the Australian Charities and Not-for profits Commission Regulations 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 Enable WA Inc. in accordance with the Australian Charities and Not-for profits Commission Act 2012 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 to assist Enable WA Inc. to meet the requirements of the Associations Incorporation Act (WA) 2015 and Australian Charities and Not-for-profits Commissions Act 2012.

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 for the Financial Report

Management is responsible for the preparation and fair presentation of the financial report in accordance with the financial reporting requirements of the Associations Incorporation Act (WA) 2015 and the Australian Charities and Not-for-profits Commissions Act 2012 and for such internal control as management determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, management are responsible for assessing the Enable WA Inc.'s ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless management either intend to liquidate the Enable WA Inc. or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing Enable WA Inc.'s financial reporting process.

## 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.

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgment and maintain professional skepticism throughout the audit.

We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made.
- Conclude on the appropriateness of the use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the registered entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if

such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report.

However, future events or conditions may cause the registered entity to cease to continue as a going concern.

- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

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.

## AMD Chartered Accountants



TIM PARTRIDGE

**Director**

Level 1, 53 Victoria Street, Bunbury, Western Australia

Dated this 07 day of October 2021

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# CEO's Report

Robert Holmes



This is my last report as Chief Executive Office for Enable. It has been a wonderful journey.

It has kept me interested and engaged and I have thoroughly enjoyed the role.

Enable has grown substantially over the past fourteen years. It has a great workplace culture, and delivers quality services to our clients. I believe these factors have been key to keeping staff and clients. To grow from some 60 clients, 45 staff and a budget around \$1.4 million to where we are today with just over 1000 clients, around 800 staff and a budget of over \$40 million is testament to the success of Enable.

The beginning of the new financial year started well. All non-support staff were brought together for the first time since the COVID-19 pandemic, and we focused on re-engaging with one another. We also took the opportunity to review our workplace culture agreement, something that underpins all our work. We also looked at how we engage with support staff in the field.

Short lockdowns in the Perth and Peel regions created some disruptions but these were exceptionally well-managed by staff. The systems we had in place, developed during previous lockdowns, were activated with minimal interruption to supports.

The Quality and Safeguards Commission came into effect in Western Australia and necessitated some changes in our work practices and reporting requirements. Work was commenced to bring our policies in line with the Commission's requirements. We decided that it was an opportunity to review all policies. Considerable resourcing has been allocated within the organisation to ensure compliance and reporting structures and processes are in place to accommodate the Quality and Safeguards Commission's requirements.

NDIS Worker Screening came into effect 1 February for all existing and new employees and volunteers. This initially resulted in considerable work for our Human Resource Department as correspondence was sent out and staff began to be screened. The NDIA now undertakes the screening process and has resulted in some negative outcomes. Overall, the screening is good for the sector.

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A new Risk Management System was implemented, and staff and the Board were trained in its use. The new system also allows the organisation to manage any conflicts of interest that may arise and facilitates our reporting requirements.

The strategic plan was reviewed and updated to maintain the organisation's focus. A new revised set of key objectives were agreed on. The focus for the year, celebrating our clients and staff, was actioned. Several 30th birthday celebrations were planned across the 2021 calendar year.

Enable embarked on the development of a therapy department in response to community needs. The department has seen two divisions created, one general therapies, whilst the other is made up of Positive Behaviour Practitioners. The services are being delivered across the South West, Peel and Perth regions. Whilst therapy staff are hard to find the department has been steadily growing.

Enable has been progressively introducing software programs to facilitate improved systems within the organisation. This year we introduced a new platform to manage our growing human resource requirements. Employment Hero was introduced and is now fully operational.

The system has assisted on-Boarding of new staff, maintenance of credentials, leave applications, storing of staff data and a variety of other Human Resource requirements.

To assist the Board operations, we introduced a software program that streamlines the development of agendas, minute taking and storage of Board associated documents. Each Board member was provided an iPad for Board work.

The Learning Centre, proposed for the Treendale area, was further developed. Revised drawings were redrafted with the inclusion of a Hydrotherapy Pool. We are still researching the building and importantly, the ongoing maintenance costs associated with the hydrotherapy pool. A proposal, with schematic plans, was presented to the Harvey Shire and favourably received. Enable continues to be in discussion with the Shire as they consider development options for land on which Enable would like to place the Centre.

The Hub model of self-directed work teams continued to be developed. Each Hub has developed at different rates depending on the time the group has been together. Overall, the Hubs are now operating at a level whereby local decision-making is being embraced and the benefits to staff and the organisation realised.



New Hubs were set up in Rockingham and Australind. The aim is to move the Australind Hub to the proposed Learning Centre within the Harvey Shire.

We were successful in attaining a grant to provide twelve workshops to South West Local Government Authorities by our Occupational Therapists. Enable, in partnership with the City of Bunbury, also received funds to provide a trailer, filled with equipment to enable events anywhere in the South West be more accessible.

The trailer will be housed in the City of Bunbury maintenance depot and managed by Enable.

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A scholarship program has been developed to assist young people with disabilities attend further education and training. Another was created for anyone undertaking tertiary studies in an area related to disability.

I extend my thanks to the Enable Board, led by Roger Veen the President and supported by Andrew King the Deputy President, to Mandy Mould Board Secretary, to Treasurer Jeff Kappler, and the other Board members Mark Seaward, David Miles, and our newest member Berni Cameron.

I thank our Head of Client Services, Rhea Divall and Chief Financial Office Todd Falco, for their support managing the key divisions in the organisation. I also thank them for their personal support over the years.

Enable staff have been exceptional in their ability to manage their way through these, often, very challenging times and have been able to maintain quality supports to our clients and their families.

Our Support Workers continue to provide a high level of service delivery and I thank them for their continued diligence, hard work and professionalism.

Most importantly, my thanks go to clients and their families for continuing to have confidence in Enable's ability to provide supports.

I think Enable can look forward to a bright future making a difference in the lives of many people throughout the South West, Peel and Perth regions.

Thank you everyone for your support over the years.

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**Robert Holmes**  
Chief Executive Officer

# CFO's Report

Todd Falco

The 2021 Financial Year saw an increased focus on System Implementation to ensure Enable can continue to meet all regulatory requirements.

The continued roll-out of our CRM System, coupled with the introduction of a new Human Resource and Payroll system, gives Enable a very solid and scalable platform for any future growth and reporting requirements. With the introduction of the NDIA's Quality & Safeguarding Framework, Enable also implemented a new Risk Management and Reporting system to ensure these strict requirements are firmly embedded in our Business Processes.

Financially, Enable has achieved continued growth in Turnover, Cash on Hand and Net Assets. This has resulted in a very healthy Balance Sheet, which ensures Enable's sustainability into the future and positions us well to take advantage of any future opportunities which may arise.

A Net Profit of 3.5% was achieved for the Financial Year, which is closely comparable to our Industry Average. It was also very pleasing to receive our yearly Financial Audit Report showing no recommendations being needed, which is a testament to our Corporate Services teams in Finance, HR and Administration and their diligent work in upholding our strong Internal Control processes.

It has been a year of solid growth and continual improvement for Enable, which I'm sure will produce many ongoing benefits in the future and ensure we can continue to provide services to our clients which are of the highest quality.

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Todd Falco  
Chief Financial Officer



# Head of Client Services

Rhea Divall



Review, refine and redesign have been the key words that reflect the past year.

By revisiting how the Hub models are working and how they could work better, we brought about change to how Hubs operate and how Managers support and coach them.

It also facilitated conversations across the organisation to enable Client Services and Corporate Services to work better together.

Being agile in how Hubs work has meant that Hub members are now better equipped to work autonomously, and we have seen significant growth in Hubs in their confidence and cohesion.

We reviewed, refined, and redesigned our processes to support and coach new coordination staff and how we work alongside them to ensure they can grow and develop in the role. This has had a significant impact on the capacity of new Coordinators and has afforded them the ability to develop the skills and knowledge necessary for the role in a much more structured and supported way.

Reviewing, refining, and redesigning has been key to enable Client Services to navigate growth and adapt to external changes with regards to how we deliver services and maintain the quality of the supports we offer. This has been crucial when navigating the NDIS, Quality and Safeguarding and our employment award. It has also been key when adjusting to internal changes such as our IT and reporting systems.

Reviewing, refining, and redesigning is something that never stops. This is to ensure we can be sure we are continuously improving for the benefit of the Clients we work alongside.

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**Rhea Divall**  
**Head of Client Services**

# Manager Client Services

Fiona Stephen



Having taken part in the Leadership Turbocharge Program earlier in the year, it became clear that client services needed to focus on consolidating, communication and competency. We refer to this as the “3 C’s”.

With the number of new compliance measures having been introduced being more than just a few, we recognised the need for clearer communication between all departments in order for Coordinators to fully understand the changes and reach the desirable level of competency.

The introduction of individual Hub HR representatives has been a positive move towards improving communication as well as seeking clarification and has been well received by Coordinators.

In line with Quality & Safeguards requirements we introduced a revised appraisal matrix tool, which allows Coordinators to assess themselves in line with their KPI’s, prior to meeting with their managers for the final assessment.

Peer reviews help complete the process of which areas of improvement can be identified and followed up on throughout the following months. This tool has been well received and is working well.

An adapted version of this tool has been successfully implemented for Support Worker appraisals and has been implemented across all Hubs.

With the role of a Coordinator continuing to grow, new Coordinators coming on Board have lots to learn! Identifying the need for a more comprehensive and consistent approach across all Hubs is essential.

A revised induction process is now in place and ensures that all new staff to the role are well supported in reaching full competency within their 6-month probationary period. All “3 C’s” are a work in progress, of which we can continue to improve, relying on the positive cooperation of all involved.

At times the growing workload of Coordinators has been somewhat overwhelming, however despite this we continue to ensure our clients are our priority and that they receive the high level of services Enable is known for.

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**Fiona Stephen**  
**Manager Client Services**

# Manager Client Services

Ian Mumford



2021 has been a satisfying year for Enable operations in South Metro, Australind and Manjimup with consolidation of workloads, competency and professional development being the key outcomes for coordination teams.

All of the Hubs I am responsible for are successfully navigating the nuances of the SCHADS employment award and the associated challenges that it presents in terms of rostering support staff.

From a managerial perspective it has been really encouraging to see Hubs further develop their social contracts and adopting a collegiate approach to their collective decision making.

Other organisation objectives which have occurred includes the implementation of the Outcomes Stars, a suite of evidence-based tools for measuring and supporting change when supporting clients.

The tools have provided Client Services with a unique and innovative way for frontline staff to demonstrate the impact their work is having on client goals, levels of wellbeing and independence and future support needs and requirements.

The development and implementation of other strategic and operational tools has also been a major focus in 2021. This has included a Client Complexity Assessment Tool which assists Hubs to ensure balanced caseloads for Coordinators as well as highlighting specific client needs which are not currently being met.

One of the needs which stood out following analysis of the client complexity data was client social isolation. To overcome this challenge, Enable Coordinators and support teams are now planning a range of community participation opportunities which will offer clients the opportunity to utilise shared support.

The benefit of this model of support is that clients can share their experiences and develop relationships with other clients (reducing social isolation) and get better value for their NDIS funding due to the lower costs of shared support.

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**Ian Mumford**  
**Manager Client Services**

# Manager Client Services

Jason Hall

Despite a very busy year Enable's pioneering development in the Specialist Disability Accommodation (SDA) sector has gathered pace.

Enable is working with carefully selected investors and SDA providers to be the dedicated service provider for 10 x accommodation projects across the state.

Enable has elected not to be a registered SDA provider, but instead will offer our services as in-home and community supports to participants living in an SDA accommodation option.

The projects Enable are involved in are deliberately small scale to ensure they are fully integrated into the community and not seen as separate facilities.

One of the first projects in Mandurah will see the walls constructed by the end of October, aiming for completion and occupation by mid-2022.

By the end of 2022, approximately half of the projects will be completed, offering specialised high-quality housing to eligible clients.

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Jason Hall

Manager Client Services



# Manager Therapy and Positive Behaviour Services

Matthew Wittor



In the 2020-2021 year, Enable WA has introduced therapy and positive behaviour supports to the range of services we provide.

Therapy and Positive Behaviour supports can provide substantial benefits to clients with a disability. Interventions can improve communication, independence, mobility, social skills, behaviour, academic performance and inclusion. Both the Therapy and Positive Behaviour teams work seamlessly with existing Enable WA clients and their Support Worker, as well as external support agencies.

## Therapeutic Supports

Enable WA is now providing speech pathology, occupational therapy, physiotherapy, psychology, and dietetics including therapy assistant services across the South West, based from our Bunbury and Busselton offices.

Most therapy clients require a number of different disciplines to be involved and a multi-disciplinary approach that is integrated and planned is important to achieve client outcomes.

## Positive Behaviour Support (PBS)

Enable WA has a specialist PBS services that provides services in the South West, Peel and Perth regions.

All PBS practitioners are from an allied health background and are registered with the NDIS Quality and Safeguarding Commission.

The goal of behaviour support in the NDIS is to improve quality of life outcomes for people with disability and reduce and eliminate restrictive practices.

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**Matthew Wittor**  
Manager Therapy and  
Positive Behaviour Services

# Australind Hub Report



Enable's Australind Hub opened in February 2021 and is located at the Australind Villager Shopping Centre on the Old Coast Road.

The Hub has 130 clients, 120 Support Workers and eight Coordinators. The geographical boundaries of the Hub are bordered by the Preston River at Glen Iris, and the town-sites of Eaton, Australind, Collie, Brunswick, Harvey and Waroona.

The Hub's Grand Opening was a huge success earlier in the year and received media attention with the ribbon cutting ceremony undertaken by The Honorable Don Punch MLA, Minister for Disability. The ceremony included a 'flash mo' performance by Top Jazz Ballet and a cooking demonstration by local group Grow Eat Cook Create.

Both clients and staff have enjoyed being involved in a number of community events over the course of the year including 'Smart 2 Ask Expo', Grand Families Fun Day, the Shire of Harvey Access and Inclusion Summit and our very own Enable Drone Photo.

A special mention goes to Mark Blowers, one of Australind Hub's truly inspirational clients who participated in a 42km marathon around the Swan River. Mark did the marathon in his wheelchair whilst his Support Worker rode her bike next to him. It took them 8.5 hours in total with only two short breaks. Well done Mark!

# Bunbury Hub Report

The Bunbury Hub is located in the main office at HQ, Beach Road. During the last twelve months we have seen significant growth with more NDIS participants now having access to funding and choosing Bunbury Hub to be their service provider.

With a full complement of Coordinators and space becoming a premium, it was exciting (and daunting) to expand into the Australind area with half of our team transitioning to a new Hub. Bunbury Hub recently welcomed two brand new Coordinators, Sam and Preeti, to our team who have slotted in seamlessly and have helped fill the void of a suddenly much smaller Hub. We are looking forward to continued growth with the prospect of bringing another new Coordinator on Board soon.

We have had many success stories with our clients, and it's been very hard to pick just a couple to share. However, one amazing outcome totally smashed this year is by Daniel Wood, a writer since he was nine years old.

With support and creativity from Enable, Daniel has been able to finally publish his own book through the workshops at Book

Incubator. Written and illustrated by Daniel, 'I Saw The Moon' was proudly launched to a packed room of family and friends - truly a lifetime achievement and dream come true for Daniel.

Another major success this year has been Bradyn Green's radio career. Bradyn has been with Enable Bunbury for many years now but after being diagnosed with a degenerative back disease he had to give up his volunteering at Battery All Types. With this extra time Bradyn was supported to work at the local radio station where he started as a researcher. This grew in to a recurring trial spot every Thursday called Rockapedia, which was blasted in the Bunbury office week . Finally after putting together fantastic shows every week with support, Bradyn secured himself a permanent weekly sponsored show every Saturday.

We can't wait to see what new adventures and successes 2022 brings us.



# Busselton Hub Report

The Busselton Hub have experienced a period of growth over the past 12 months. We have expanded in our service provision including diversifying our services into some group activities called GAP (Group Activity Program) as well as therapy services operating from the Busselton Hub. We have also seen significant growth in client intake in the past twelve months, which in turn has expanded our office team to ten Coordinators, which has maxed out our office space to capacity. We now have the goal of relocating to a larger space in 2022/2023 to allow for growth.

We continue to have a strong focus on culture to ensure all employees including Coordinators, Managers and Support Workers all feel like they work in an inclusive, friendly and respectful environment. This filters down to our service provision allowing us the privilege of having a successful Hub where we are one of the agencies of choice in the region, from Capel to Augusta.

The Busselton office has enjoyed the freedom and autonomy with the implementation of the “Hub model”, and it has been deemed a success. We have felt privileged to facilitate ‘shadow’ visits in our office with new Coordinators from other offices, to share our culture with and for them to see how we successfully work together. We have utilised the on-tap combined knowledge and experience from the management team of Ian Mumford, Fiona Stephen and Jason Hall, and continue to rely on their information exchange, advice, and decision-making capacity.



The growth and financial stability we've experienced has allowed our Hub to provide opportunities for team building and events. Some successful events this year have included the Enable all-inclusive disco, weekly GAP program and Coordinator team building day. We were also able to provide our Corporate Services team with a gift, to thank them for everything they do to keep the cogs turning; without them we'd not be as fruitful.

Our growth has provided an opportunity to explore alternative models of support such as Supported Disability Accommodation (SDA), group activities (GAP) and hopefully to commence School Leaver Employment Supports (SLES), so as to stay vibrant, modern and to have a competitive advantage.

We continue to become better at operating our rostering and client database Carelink, with an aim to be able to fully utilise this tool to increase efficiency and reduce administration costs. The introduction of Employment Hero and Riskware have allowed us better to meet the NDIS requirements regarding quality and safeguarding.

All the work we do is with a focus on client services; without the relationships we have with families and clients we would not be able to continue to flourish in the privileged roles that we have within our community. With the continued growth we work hard to maintain our core values.

Our priority is to deliver outstanding support by focusing on our clients' NDIS goals. We've always considered one of our points of difference is to match our clients to support staff and we have found over the years this is the best way to achieve outcomes. We also rely heavily on inter-agency relationships and believe that we should have a strong focus on having a presence within our community. We know that we need to be continuously ready for change and remain flexible in this ever-changing environment.



# Mandurah Hub Report

Following major expansion in the last 12 months, the Hub moved into new premises at 55 Sutton Street, Mandurah and now occupy the entire ground floor. We host client activity and training sessions in a well-equipped training room.

The Hub now boasts ten Coordinators, and increased our client numbers and revenue significantly during this time. The Hub has been earmarked by Enable WA for various pilot opportunities including the management of three SDA properties, alternative housing options and further expansion of services.

Our focus on professional and personal development of all staff ensures a skillful workforce dedicated to supporting our clients to reach their individual goals and enable people to live a life of their choice.

Mandurah Hub's objective is to maintain our reputation in the community as a service provider of choice and grow our business while exploring new business development opportunities.



# Manjimup Hub Report

2021 has been an exciting period for the Manjimup Hub with the recent location to a new office in the town's CBD. The building includes a staff training facility and meeting rooms for Enable therapy staff who visit Manjimup on a weekly basis.

The Manjimup Hub have also begun to pilot the NDIS funded School Leaver's Employment Supports (SLES) program. This has included support worker training and orientation and the identification of local clients that have SLES funding in their NDIS plan.

School Leaver Employment Supports help participants move from school to work and are available in the final years of school and directly after leaving school. Enable will help local young people with disabilities to prepare, look for and gain employment.

Enable will also provide meaningful, individualised capacity building activities, help foster partnerships and goodwill in the local community and use professional networks to engage and connect SLES participants with employers.

Enable's Manjimup Hub has also been involved in local disability advocacy with staff addressing a matter before the Shire of Manjimup's September Council Meeting.

The matter related to the quality of public footpaths/accessibility and involved input from an Enable client who had complained that local footpaths were substandard and inaccessible for wheelchairs. Following the input from Enable staff and client, the Shire of Manjimup allocated \$150,000 towards the upgrade of footpaths.



# North Metro Hub Report

The North Metro Hub is currently in its second challenging but positive year of operation. This has seen us navigate the division of clients and staff from the South Metro Hub, expansion in our own region and welcoming of therapy services to our office.

Our Hub prides ourselves on the connections we have built with each other and the stakeholder groups in which we work alongside. Our relationships are built and strengthened through hard work, knowledge and confidence shown by our Hub and across our teams.

Our focus has been on providing our Support Workers with the knowledge required to increase their involvement within the Hub and to work autonomously with clients to reach their outcomes and goals.

Into the coming year, our Hub will focus on staff development, community engagement and sustainability. We look forward to engaging with new programs and initiatives.

Thank you to all those involved in supporting our Hub reach it's accomplishments over the past year.



# South Metro Hub Report

Over the past 12 months, the South Metro Hub has undergone several personnel changes and the Coordination team and Manager have worked collaboratively to ensure that orientation of new staff has been successful. It is now evident that the morale in the team is at a high level, as is the level of professionalism and competency. Two further Coordinators are expected to join the team in the early part of 2022.

Also in 2021, while assessing the limitations of their office space the South Metro Hub determined that it was in their best interest to remain in their Willetton office rather than seek alternative premises in the South Metro region. The availability of suitable alternate premises in the South Metro area is quite limited though new office development will be coming available in 2022.

In terms of client goals and achievements, one South Metro client (who has a history of exhibiting extreme behaviours of concern) has stabilised to the point where he can be comfortably supported on a 1:1 basis. In previous years, the client has received support from up to four staff at once when accessing the community or attending appointments.



The client's behavioural improvements have been attributed to the patience and dedication of the Enable Coordinator and Support Worker team, input from therapists and opportunities to participate in the community and pursue interests.



# Our Focus 2020/21

- Board competency assessment completed by 30 November 2020
- Investment strategy approved by the Board by 30 January 2021
- Deliver three efficiency improvement projects by 30 June 2021
- Diversification strategy approved by the Board by 30 January 2021
- Deliver 10% Revenue growth with 5% Net Profit Margin (as per budgets for each Hub)
- CEO succession plan approved by the Board by 30 November 2020 and FY21 objectives delivered by 30 June 2021
- Carelink/ Air, Riskware and Outcome Star systems fully implemented (inc. training) by 31 December 2020
- Quality and Safeguards 'audit ready' by 1 December 2020
- Design and implement a system and process to measure and manage client satisfaction by 30 November 2020 and report on client satisfaction by 30 June 2021
- Design and implement a system and process to measure and manage staff engagement by 31 December 2020 and report on employee engagement by 30 June 2021

## The Enable WA Difference

Our innovative, client-centric approach.

## What We Do

We are a registered NDIS service provider delivering quality support underpinned by service matching and client owned decision making.

## Our Clients

People living with a disability in the South West, Peel and Perth metro areas who are funded by the NDIS and aspire to live a life of their choice.

# FY2021 Highlights

In the 2020/21 Financial Year, we ran a lot of events to spread awareness of Enable WA throughout the state and the disability community. Our profile was raised across social media and online channels with a phenomenal increase in online engagement.

## Some of our key marketing projects included:

**Kickstarter Grants:** 10 people across WA who identified as having a disability had the chance to win \$1000 to get their personal or business dream off the ground. We followed up with interviews to see how they felt about winning, and how their plans were working out. In early 2022 we will be seeing how their Grant winnings have aided them a year on.

**Blue for Autism:** A landmark in each of the Hub locations turned blue for Autism for our community campaign.

**Community Scavenger Hunt:** Encouraged everyone to get out and about and explore the Hub locations, promoting physical activity and creativity in their scavenger hunt photos.

**Relate-able:** Enable partnered with local celebrity para-athlete Cory Crombie to inspire, motivate and encourage positive thinking through a series of interviews.

## Three Year Picture:

- High levels of client activation, retention and satisfaction
- High levels of staff retention and engagement
- Efficient plan development, rostering and utilisation
- 35% growth (10% per annum) in clients, staff and revenue
- Diversification strategies explored including alternate models of service delivery, community investment and social enterprise



# Client Feedback



“Enable’s Grant Program is a fabulous initiative and has had such a positive impact on my life.”

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“The carers are doing a fabulous job caring for J. They should be complimented for their fantastic efforts.”

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“Thank you for selecting a couple of the best support workers for D. I was so pleased! There was no need for me to be there as they completely had it sorted, they engaged D and she felt safe with them. Big credit to you and your team.”

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“The Enable support workers were fabulous. M actually felt safe with them and they engaged her well and were highly competent.”

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“Nothing is too much trouble for these support workers despite the challenges. Thanks for not giving up on us when others have.”

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“What a welcoming and positive staff team. I always feel they have my best interests at heart.”

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Lawrence, an Enable WA Kickstarter Grant recipient.

# Minutes for the 2020 AGM

## 1. Opening & Welcome of Visitors

The President welcomed all present and special thanks were given to Andrea Baker and Berni Cameron for attending.

## 2. Acknowledgment

In Opening the Annual Meeting and welcoming those present, reference was also made to the traditional owners of the land.

## 3. Apologies

Nan & Charlie Martella.

## 4. Confirmation of Minutes – 2019 AGM

The minutes of the previous AGM were distributed as per the Annual Report.

Confirmed as circularised.

## 5. President's Report

**5.1** The President emphasised the following in their report:

- It has been a trying year with the Covid Pandemic.
- Enable is doing well and noted growth in client and staff numbers.
- The restructure within Enable is progressing well.
- Thanked the Board members individually.
- Acknowledged the Friends of Enable and the support they provide.
- Adoption and continued expansion of Enable strategic plan.
- The continued development of Enable's Learning Hub for Treendale.
- The 7 operational Hubs in Northern, Central and Southern Regions.
- Acknowledgment from our clients and their carers in allowing Enable to continue with their care.
- Acknowledge our Previous Secretaries work – Welcome of our new Secretary.
- Welcome to our newest Board member.
- Acknowledge work provided by AMD for the Audits.
- Acknowledge CEO and his staff in their huge contribution in the last 12 months.

## DETAILS

23rd November 2020 at 4:15pm  
Enable WA Head Offi  
104 Beach Road, Bunbury, 6230  
(08) 9792 7500

## MEMBERS

Roger Veen	Mark Seaward
Andrew King	Jeff Kappler
David Miles	Berni Cameron
Mandy Mould	

## GUESTS

Tim Partridge.....	Auditor
Rob Holmes.....	CEO
Rhea Divall...	Head of Client Services
Todd Falco.....	Finance

## 6. CEO's Report

**6.1** The CEO added to this by noting the following:

- Rob presented several statistics for not for profit providers in Australia.
- Thanked the Patrons Nan and Charlie Martella for their continued support, Roger Veen and the Board members and clients.
- The CEO acknowledged the support of Executive members and all the staff.
- The new Service Delivery Model being rolled out will result in improved responsibility and effectiveness.
- The new communication strategy is working well.
- Satisfaction survey identified clients and staff agreed that Enable was meeting the National Disability Standards and had a high overall level of satisfaction with the organisation.
- The transfer to NDIS created numerous challenges for the organisation predominantly as a result of the NDIS system not yet fully developed and functioning.
- Rob acknowledged all the contribution made by the Enable management and staff.

## 7. Financial Report - AMD

**7.1** Enable's Income has doubled.

**7.2** Satisfied Audit. Internal controls in place. Cheques and balances in place 30th June 2020.

**7.3** The staff have prepared Enable's Finance to a high level, with the introduction of a new program Fathom.

Moved Mark & Second Mandy.

Carried unanimously.

## 8. Adoption of Annual Report

**7.1** Distributed and unanimously adopted by the Board.

Carried unanimously

## 9. Appointment of 2020-21 Auditor

**9.1** "That AMD Audit & Assurance Pty Ltd be appointed as auditor for the 2019-2020 Financial Year." The Board has unanimously adopted AMD as the Auditors for 2020-21 Financial Year. Carried unanimously.

**Election of Board Members:** Nil.

## 10. General Business

**10.1** Learning Hub current status progressing well and hope to have a submission lodged with Shire of Harvey by mid December 2020.

**Meeting closed:** 4.45 pm

## DETAILS

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Mandy Mould	

## GUESTS

Tim Partridge.....	Auditor
Rob Holmes.....	CEO
Rhea Divall...	Head of Client Services
Todd Falco.....	Finance

# Thank you

We would like to acknowledge and extend our heartfelt thanks to all the organisations (and individuals) that have contributed so generously to Enable WA over the 2020/21 year.

We thank them for the support provided to our organisation through their regular visits, outings, work experience and employment, as well as their products and/or services.



Sharyn, an Enable WA Kickstarter Grant recipient.





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W: [www.enablewa.org.au](http://www.enablewa.org.au)

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Australind, WA

### **BUNBURY HEAD OFFICE**

104 Beach Road,  
Bunbury, WA

### **BUSSELTON**

65 Bussell Highway,  
Busselton, WA

### **MANDURAH**

55 Sutton Street,  
Mandurah, WA

### **MANJIMUP**

6A Brockman Street  
Manjimup, WA

### **NORTH METRO**

Unit 5/1 Ismail Street,  
Wangara, WA

### **SOUTH METRO**

15/16 Yampi Way,  
Willetton, WA