

# Annual Report for Enable WA 2021 - 2022



# Kaya Wanjoo

## 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.

*We acknowledge the Noongar Language Centre for granting permission to use the words 'kaya', 'wanjoo', and 'yanga' in our Report.*

## Our Organisation

Purpose, Values and Patrons

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IDPwD Outdoor Cinemas

Craft Club

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Tayla Arnolds: Artist and Musician

Simon Macukat: Laps for Life

Kickstart Grant Winners

Social Media and Communications

Client Advisory Group

Feedback and Comments

AGM Minutes 2021

Thank You



## 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 39 years), and Zonta (which Nan has been a member for 24 years). Charlie and Nan bring to Enable their experience and knowledge gained over many years.

# Clients



**952**

as of June 2022

## In the 2021-22 Financial Year, our Supports

- Support at home
- Support in the community
- Positive Behaviour Support
- Physiotherapy
- Psychology services
- SIL - Supported Independent Living
- Speech Therapy
- Occupational Therapy



**563,477**

hours of Support delivered

“Enable WA is the best NDIS Provider that I have ever come across and I highly recommend the company.”

therapy services

**163**

lower south west

**249**

upper south west

**255**

perth

**105**

peel

**180**

# Staff

# location

corporate services  
**24**

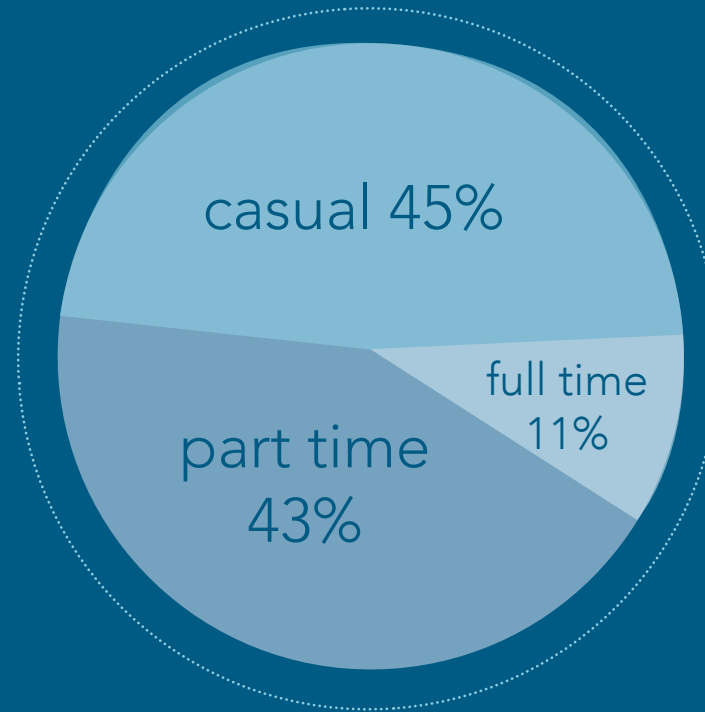
upper south west  
**192**

lower south west  
**179**

perth  
**146**

therapy services  
**24**

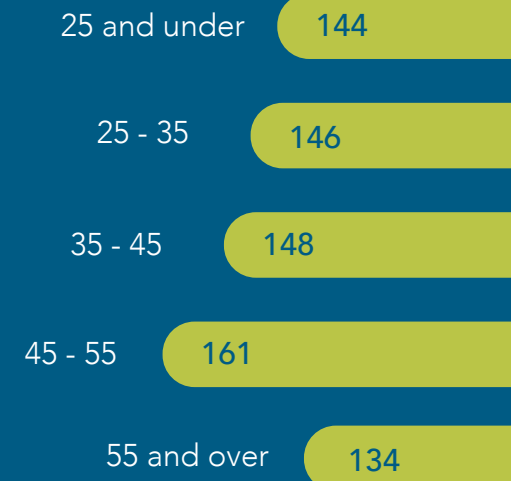
peel  
**168**



# 733

as of June 2022

# ages





# Board Members 2021 - 2022



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.



**Board President**  
Roger Veen



**Vice-President**  
Andrew King



**Treasurer**  
Jeff Kappler

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.



**Secretary**  
Mandy Mould



**Director**  
David Miles



**Director**  
Berni Cameron

# President's Report



ROGER VEEN

This year has been a particularly interesting and challenging year to say the least. The Board (along with ALL the team at Enable), have really come together to perform their duties and roles in great form, which has ultimately allowed us to emerge at a high level in the disability space.

We have grappled with the unknowns of the COVID -19 pandemic from behind the then locked-down State borders, resulting in where we are today. I am proud of the way Enable WA prepared, educated, flexed and then delivered a well-developed strategy to effectively manage COVID-19.

Whilst we had clients and staff members directly impacted, there was no significant disruption to our support or therapy services, meaning our clients maintained their high level of care.

**We will continue to live in the COVID space as such and the team are committed to prepare as best we can.**

We welcomed our new CEO, Mr David Naughton, to the role in November 2021. With over 38 years health and human service sector experience (including regional and metropolitan executive leadership roles), we welcomed David back to his family home in the South West of WA. David has quickly established himself in the disability sector and is working well with his executive colleagues to manage both the impact of the COVID-19 pandemic and the increasing costs of delivering a growing range of services across Enable WA.





David's challenges have been many and I congratulate him on rising up to meet those challenges - not only in the COVID space but other areas in particular finance, maintaining our high level of exposure, the adoption of NDIS auditing to a high standard and staffing. The Board has been very happy with David's outcomes and it is a pleasure to work together.

Along with the Vice-President, Mr Andrew King, I took part in the pre-audit and successful formal audit against the NDIS National Standards, sharing with the auditors the important governance roles of the Board of Directors with a focus on the outstanding day to day support and care we continue to provide at Enable WA.

It was particularly refreshing to see the auditors' compliments regarding our strong focus on client outcomes and client matching, a well-developed point of difference between Enable WA and others operating in this sector. The Board have also undertaken a governance training module and information sessions provided by the National Disability Services (NDS) called "Right on Board". This level of Board training is now what is expected across the industry and from Government. The Board has a significant role in supporting Enable's operations, working closely with our management and executive staff. The NDS training was very enlightening and informative.

Enable WA has grown significantly in the last six months after a period of consolidation. We stand with over 733 dedicated staff and 952 clients, expecting to have over 1000 clients later in 2022.

Our annual budget is now over \$40 million, an indication of our success despite the budget challenges of this year that have been managed across a number of areas to implement efficiencies such as the reduction in some discretionary costs related to the number of offices we operate, effectively planning to reduce from nine offices to five. This has generally worked extremely well. I will point out that these changes have commenced some time ago and will be finalised in 2022/23.

This change hasn't had any impact on client service delivery. In fact, we are seeing improved efficiency and collaboration across Client and Corporate Services. The need for these changes was supported by the Service Planning project (early 2022), that identified some areas for consolidation, and highlighted the locations and regions for future growth (mainly the Perth metropolitan area). Thank you to the team and the way that all this change has been implemented without too much interruption.

The forthcoming year from all reports will be challenging and we cannot ignore this. The NDIS is ever-changing, as is the new Federal Government's implementation of policy, and how funding is allocated to our clients.

**We are scheduled for mid-term audit mid 2023 and with what we are doing, I feel confident of a great outcome.**

This success will be also attributed to consideration of other internal matters (like the recent cyber security situation, service planning, Board education, and strategic planning), along with utilising high-level computer and data programs to support the delivery of services, and of course, the continued emphasis on staff training.

The Board continues to promote a scholarship program in conjunction with SW College of TAFE. The ongoing support of students and clients is going well and we plan for this program to be ongoing in 2023.

The community hub planned for the Treendale Precinct has been temporarily been put on hold due to the funding restrictions and the need to get Enable back in a position that will allow this type of capital investment to again be investigated. Enable will work with potential clients and other stakeholders to consider how best to plan this project in 2023.

I wish to thank ALL staff in this organization for their commitment and dedication shown towards Enable and in particular their enthusiasm during the past two years. The Board want to recognise you all for that commitment as without that, we have nothing.

**Comments of the way you all “DO” business is always great to hear and congratulations to you all.**

Thank you also to my Board colleagues for their ongoing volunteer commitment and focus on supporting myself and the staff of Enable WA to continue to deliver a quality service across a large geographic area. It is with sadness that we will lose Andrew King through retirement at this AGM after eight years on the board. His dedication and commitment has been always at the highest levels and all I can do on behalf of us all Andrew is “thank you”. I know that we will stay in touch.

I am pleased to advise that we have a new Board replacement nominee for ratification at the 2021/22 AGM.

Thank you to our Patrons Charlie and Nan Martella for their ongoing support and also their awards made available each year and in this year they have offered up four individual Support Worker awards – one for each of our regions. A very kind gesture.

Thank you also to our clients, their families, carers and others for putting their trust in Enable WA as the disability support provider of your choice. Delivering consistent high-quality support and care for you and with you is the reason we are here. We also welcome comment and are always on hand for that one-on-one interaction should that be required.

**Roger Veen**  
Board President



# Treasurer's Report



## JEFF KAPPLER

This year has been the most financially challenging for Enable WA in its history. Nobody envisaged that COVID-19 would last so long and the effects it would have on so many individuals and businesses.

Enable WA was not immune to any of this. The cost of COVID-19 can easily be put into a financial figure, but the human cost, from psychological and mental view, cannot.

**Overall, Enable WA fared reasonably well in comparison to other NDIS providers.**

For the year ended 30 June 2022 Enable WA made a loss of \$193,517.00. This is a significant amount of money and the Board is closely monitoring the situation.

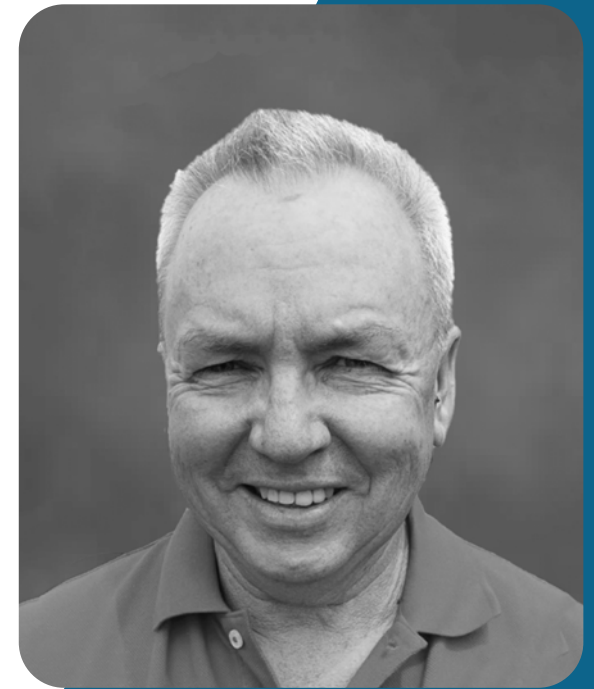
It should be noted that this loss could have been significantly more, had the Executive team and the Board not acted early, to put in strategies to minimise the impact to Enable WA.

Although the bulk of the COVID-19 restrictions have been lifted, the threat of outbreak still remains and the impact that this has on the financial aspects of Enable WA is uncertain.

Enable WA's liquid position has the ability to fund the projected 22/23 budget deficit of \$98,144.00 and any other contingencies that may arise in 22/23.

I would also like to thank the Executive team and the Board for their diligence and frank discussion throughout the year.

**Jeff Kappler**  
Board Treasurer



# Management Team



The 2021 - 20222 Financial Year brought a few changes to the Management Team - most notably, the introduction to our new Chief Executive Officer, David Naughton, and creation of our Quality and Safeguards Team.



**CEO**  
David Naughton



**Head of Client Services**  
Rhea Divall



**Chief Financial Officer**  
Todd Falco



**Human Resources Manager**  
Monique Venter



**Quality and Safeguards Manager**  
Sarah Pepper



**Therapy Services**  
Matthew Wittorff



**Lower South West**  
Ian Mumford



**Upper South West**  
Fiona Stephen



**Perth Metro**  
John Fulker



**Mandurah/Peel**  
Jason Hall

We also undertook a deep research project into our organisation, finding where we could improve, and how we could best allocate our resources.

Our management Team commenced moving away from the hub model of service, separating into four designated regions with four designated Managers.

This decision was made to make our future systems and processes easier, more streamlined, and more efficient, leaving us more time to spend with our clients.

Enable WA now has a Manager for each region - Lower South West, Upper South West, Mandurah/Peel, and Perth Metro, as well as a Manager for Therapy Services.

# CEO's Report



DAVID NAUGHTON



It was a great pleasure and honour to join Enable WA as the new CEO on 15 November 2021. Having moved from a long history in the health industry as a clinician, health service planner and management executive, I spent the first few months learning and understanding all things Enable WA.

My thanks to the previous CEO, Robert Holmes, for a comprehensive handover. With a proud 30 year history and a large regional and metropolitan catchment area, it was important that I met with staff and visited our offices and services.

**It became apparent quickly that Enable WA has a dedicated and skilled workforce, committed to the support and care of our clients and their carers/significant others.**

As we quickly moved into the Christmas period we needed to finalise preparation for the pending audit against the NDIS National Standards. There was a preliminary or mock audit in late December 2021, then the formal audit in late January/early February 2022.



All staff involved worked long and hard to deliver a solid audit performance against all the NDIS standards, and in doing so we created and have sustained a designated Quality and Safeguards Team to ensure the ongoing delivery of a high quality client centred care and support. The audit is required to certify Enable WA's ongoing formal registration as a NDIS provider.

By being a registered NDIS provider, it assures our clients and the community that we meet all the National NDIS Standards and have the processes in place to ensure continuous improvement, well developed risk management and importantly that our workforce is appropriately skilled and trained.

In early 2022 along with the rest of Western Australia, the eventuality of the COVID-19 pandemic finally hitting Western Australia loomed.

Whilst Western Australia has been well protected by the hard border restrictions, we all knew the COVID-19 pandemic was real and close and the impact would be significant.

## The risk of COVID-19 to our vulnerable clients was very real and concerning for all.

Prior to moving back to Western Australia, I had been working in health service executive roles on the east coast and was accordingly well practiced and versed in all things COVID-19 pandemic management.

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We set about reviewing our COVID-19 safe plans, ensuring we had good supplies of PPE, introduced additional staff training and awareness raising, COVID specific planning meetings plus specific COVID-19 communications that was shared with all staff, plus strongly promoted the need for staff to be fully vaccinated.

Our planning and preparation paid off and whilst we had relatively small numbers of staff and clients become COVID positive, we have fortunately experienced minimal impact on client service delivery or day to day corporate functions. Staff quickly adapted to the additional PPE requirements, and where possible (and as needed), worked efficient from home.

We formally introduced a mandatory COVID-19 vaccination policy that mirrored the requirements for health and aged care workers. This policy has been widely accepted and supported with minimal numbers of staff making the choice to not be vaccinated and accordingly leave our employment.

## In February and March 2022, we kicked off a series of facilitated service planning workshops.

The aim of these workshops being to develop an Enable WA Service Plan that outlines the historical and current service activity, explores options and trends for future development, and,

in line with best practice disability service initiatives and National Standards, provides a five year look into the future that focuses on where we can grow and develop.

Not surprisingly most new growth in the disability sector is predicted to be in the Perth metropolitan area.

The service planning also flagged the impact that the COVID-19 pandemic has had on the workforce and the future workforce, reinforcing the importance of supporting, training and retaining the staff we have and the need to continue to offer flexible workplaces, especially the capacity to work from home. Changes identified have included the consolidation of some offices that were located geographically close together and the creation of a new and additional metropolitan Manager position. These changes are well underway and will be concluded during the 2022/23 Financial Year.

This year saw the development and introduction of a series of standard 'dashboard' style reporting that provides monthly easy to read data and analysis across all parts of Enable WA. Reports include financial, human resources, quality and safeguards, complaints and compliments and mandatory reporting.

These sets of monthly dashboard reports are shared with all 'internal' staff and the Enable WA Board of Directors, greatly improving the understanding across Enable WA of the targets, challenges, and successes.



Developing and sharing this information has greatly assisted us as we faced budget challenges during 2021/22.

The ongoing costs of COVID, a reduction in real client revenue and the establishment of a designated Quality and Safeguards Team placed pressure on the overall Enable WA budget. These new and real costs meant we did not achieve our 2021/22 Financial Year budget targets. As a not-for-profit organisation this was a challenging time, but with a concerted effort across all parts of the organisation, we found operational efficiencies and have worked hard to return a modest deficit. Having a strong historical financial footing meant we were able to dip into our historical savings to balance the books. We have developed a clear and documented plan for the 2022/23 Financial Year and ensured staff are fully apprised of the targets and challenges to return to a small surplus.

My thanks to my executive colleagues and members of the Management Team who have supported my transition to the disability sector, providing professional counsel and guidance, and frequently answering my many 'why' questions. My thanks also to the Board of Directors for firstly appointing me to the role and for their ongoing support.

I recommend our Annual Report to you and am proud to share the achievements of our team during the 2021/22 year.

**David Naughton**

Enable WA CEO



# Head of Client Services Report



RHEA DIVALL

**“Change is the end result of all true learning.” - Leo Buscaglia**


It seems I always start my report referring to the amount of change we have navigated during the past year. However, as the quote above implies, this can only be viewed as a positive. Due to our organisation’s ability to be responsive and agile when faced with both internal and external challenges, we are able to continually explore, review and develop strategies regarding how we can do things better.

One major change was the appointment of our new CEO, David Naughton, who has brought a new lens to view the organisation and how we do business. David’s background has impacted positively on the work of Client Services in many ways. We now have more robust and effective systems to ensure the supports we provide are measured against **high quality and safeguarding standards** and are continuously being improved accordingly.

As a result, Participants of Enable WA can have assurance that our organisation is putting the quality and accountability of our service as a priority.

**“A successful team, at the very least they do the basics well, and then they add their own quality on top of that.” - Steve Nicol**

In early 2022, we undertook a review of our Client Services structure as part of our commitment to continuous improvement. From discussions with staff, it became apparent that we needed to get back to basics. By resetting the core roles of Coordinators and Managers, we were able to ensure that the core focus was Participants and less around the associated administrative tasks which was proving unmanageable. These administrative tasks were returned to the appropriate corporate departments, freeing up Client Services staff to focus on their core role of providing quality supports to Participants.



It was also apparent, during this review that we could operate much more efficiently by thinking differently. For this reason, we amalgamated eight previously distinct service areas into four: Perth, Peel, Upper Southwest and Lower Southwest, with a Manager assigned to each.

This has had multiple benefits with team members working more collaboratively and sharing knowledge, experiences, and support. It has also created financial benefits and efficiencies as core costs such as office space, vehicles and equipment are pooled. Our Therapy team has also seen major growth over the past year and, as a relatively new service, have consolidated their operations and working with support services to provide a multi-disciplinary and holistic approach to how we work with Participants. This has further enhanced the future sustainability of the organisation.

**“Quality is not an act, it’s a habit.”**  
– Aristotle

In late 2021, we experienced our first external NDIS Audit which was an invaluable learning experience for our organisation. The audit focused on our compliance with our policies, procedures, and reporting but more importantly it measured the quality of our service from a Participant’s perspective. It was fantastic to hear the positive feedback and commendations from the people who use our services and re-enforced why we do the work we do, to make positive differences to the lives of individuals and their families.



**“The future is always beginning now.”**  
– Mark Strand

Looking forward, Client Services will continue to build upon our achievements of 2021/2022.

We will continue to strive towards continuous improvement of the quality of our services which will be further enhanced by involving Participants in the strategic and operational directions of the organisation. This will be achieved by introducing a Client Advisory Group and involving Participants in our upcoming Strategic Planning workshops.

We will also look to provide a greater range of services such as employment support for school leavers, group activities, supported independent living within specialist support accommodation and enhanced clinical supports. This will offer a greater range of supports, therapies, and choice to people who are seeking such services. We are also conducting an internal audit in December 2022 to ensure the quality of our supports and systems are on track.

2021/2022 also saw the launch of a pilot project which was designed to provide scholarship opportunities for students to access financial support, to enable them to gain qualifications in the disability support discipline and for people with disabilities to gain qualifications in their chosen field. Our pilot project supported four individuals through this process. We will be revisiting this initiative through the strategic planning work we are undertaking in 2023.

**“We must find time to stop and thank the people who make a difference in our lives.”**  
– John F. Kennedy

It has been a big year and I would like to thank all the Participants and Staff who have contributed to the successes of 2021/2022. It is a pleasure to work with you all. The passion and commitment I see everyday for the work we do is amazing.

**Rhea Divall**  
Head of Client Services



# CFO Report



TODD FALCO

The 2021/2022 Financial Year was certainly a challenge for not only Enable WA, but for the sector as a whole!

With rising costs and reductions in Client Funding, Enable had a real need to pivot our Business Model quickly to ensure sustainability. The work needed to move from a self-directed teams model, back to a more traditional structure was embraced by all staff members and has resulted in a clearer way forward.

It has also been a very busy year in Corporate Services, with the following highlights demonstrating the amount of change needed :

- Administration, Human Resource and Finance departments were further resourced, including increased hours of existing staff, a new HR Manager's Position, an additional HR Officer's position and an additional Receptionist position;

- Continual improvements in processes and workflows were needed to ensure we are operating as efficiently as possible;
- Finance Staff have been continually up-skilling to provide appropriate backup across the various portfolios;
- Administration has overseen the resourcing of staff to be able to work both remotely and in-office under a hybrid model of working, as well as coordinating several office consolidations;

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- Human Resource Officers are now embedded into each new Regional Area, working with Coordinators and Managers to streamline our HR Processes;
- Human Resources have increased Training Hours and Programs to ensure all Employees are equipped with the necessary skills to perform their duties efficiently;
- An Organisation-Wide Dashboard Reporting System was developed and implemented, to provide clarity and transparency on the performance of the organisation as a whole.

With so much change required throughout the year, it is a testament to our Corporate Services team that we were yet again able to achieve an Unqualified Audit Report!

To achieve this in such a challenging environment, shows their dedication to upholding our strong Internal Control functions.

**I would sincerely like to thank everyone in Finance, Human Resources and Administration for their amazing work over the past year.**

Although 'Change' is a constant work in progress, we now have a very strong platform to move Enable from a period of Consolidation, into one of future Growth.

**Todd Falco**  
Chief Financial Officer



## 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 2022, 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 respects, of the financial position of Enable WA Inc. as at 30 June 2022, 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 judgement and maintain professional scepticism 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 13th day of October 2022

# Quality and Safeguards Report



SARAH PEPPER, JAMES HUGHES, LAUREN ALDRIDGE

The NDIS Quality and Safeguards Commission commenced jurisdiction in WA in December 2020. Since 2020 Enable WA has been developing our own internal mechanisms to ensure safe and quality supports to NDIS participants and to also ensure that we comply with national NDIS practice standards.

The introduction of a dedicated Q&S team has supported the organisation to achieve this.

## The Q&S team work across the organisation in all regions and report to the CEO.

Over the last year the Q&S team have developed and implemented several strategies that aim to increase the quality and safety of the supports that Enable WA provide.

The Q&S team developed and implemented a new **incident management system**. This system included the introduction of Riskware, software that we can use to record and manage incidents.

The incident management system needed to be proportionate to the size of the organisation, function operationally and meet the performance indicators set out in the NDIS Practice Standards. By developing and implementing this new system the Q&S team have been able to promote a culture of disclosure, manage and have oversight of identified risks and promote participant safety and engagement with specific incident management procedures.

**Positive Behaviour Support (PBS)** is a key element in supporting people to increase their quality of life and consequently reduce behaviours of concern. Enable WA is registered to implement PBS plans developed by a specialist behaviour provider. To implement PBS we often need to address restrictive practices and comply with mandatory reporting requirements. The Q&S team have been able to provide education and training to support staff and Coordinators around the identification and reporting or restrictive practices. By doing this we can ensure that Enable WA is committed to providing high quality supports that work towards the reduction and elimination of restrictive practices; upholding the rights of NDIS participants.





Providing **High Intensity Activities of Daily Living** – NDIS participants may require additional supports to manage their health. These types of supports include complex bowel care, enteral feeding, catheter management and subcutaneous injections. The Q&S team have been able work with each NDIS participant receiving these supports, develop a person-centred health care plan and deliver specific training to support teams.

The Q&S team have worked hard over the last 12 months to raise awareness around what Quality and Safeguarding is. We continually work with staff to highlight the opportunities Enable WA has as a NDIS registered provider to increase the quality and safety of the supports we provide.

We have been able to target **training and education** to cover topics such as the identification and reporting of restrictive practices, the NDIS code of conduct, person-centred supports, reportable incidents, and risk management.

We have reviewed all **policies and procedures** that relate to complying with the national NDIS standards.

New policy and procedures have been developed and all policy and procedures were reviewed in the last 12 months.

The nature of quality and safeguarding includes **audits**, both internal and external audits. Audits are conducted to ensure that we comply with the NDIS Practice Standards and Performance Indicators and consequently maintain our status as a NDIS registered provider. Audits are conducted on a 3 yearly cycle with a mid-term audit being completed at the 18-month mark. Our next external audit will be a midterm audit and will be conducted in June 2023.

**Sarah Pepper**  
Quality and Safeguards Manager

**1244** incidents reported

**295** restrictive practices identified, assessed and reports filled

**272** reportable incidents actioned to the NDIS Commission

**35** hazards identified

**81** staff injury or near misses

**49** conflicts of interest identified and Safeguards put in place

**10** compliments

**19** complaints

# Therapy Services Report



MATTHEW WITTORFF

Enable WA's Therapy Services have continued to develop since it's inception in May 2020. In 2021-2022, comprehensive allied health services including Occupational Therapy, Speech Pathology, Physiotherapy, Positive Behaviour Support, Dietetics and Therapy Assistant support were provided across the South West region.

In the Perth metropolitan region, Enable WA focused on establishing a Positive Behaviour Support team, plus also commenced a Speech Pathology program.

**The Enable WA Therapy Services team work closely with Enable WA Coordinators and Support Workers to provide an integrated wrap-around service to our clients, and continues to work effectively with other human service support organisations.**

Enable WA Therapy Services are based in the Bunbury, Busselton and Osborne Park offices, with a drive-in-drive-out service to the Manjimup office. A shortage of therapy staff across Western Australia, in particular regional Western Australia is the biggest challenge for the service, however Enable WA has been able to recruit highly qualified and skilled therapists/practitioners and will continue to expand services across the Enable WA catchment.

Due to the expanding therapy team in Busselton, Enable WA opened a new Therapy Services office. From this location, clients and families are able to access therapy, with a play room, gross motor room, psychology room and space for all the therapists to work from.

This Financial Year, we also gained sponsorship from the City of Bunbury to purchase an Enable WA Events Trailer. The trailer is available for hire for any accessible events, and contains traffic cones, adapters, signage, wheelchairs (sponsored by City of Busselton), bollards, detour signs and more!

We also saw the rise in demand for our therapy services during the 2022 Covid period earlier in the year. With tight restrictions, the chance for people to visit us in person became harder.

As such, we developed our services into offering telehealth - an option to meet with our therapists over the internet rather than in person.

This has been slowly adopted by our clients, and we look forward to seeing it being utilised more in the next year.

## **Matthew Wittorff**

Manager Therapy Services



# Lower South West

IAN MUMFORD

2022 has been a challenging but rewarding period for Enable's Lower South West Region (LSWR) which was reformed through the merger of the Busselton and Manjimup Hubs. The merger was warmly welcomed by all concerned and has quickly resulted in high levels of Coordinator collaboration - particularly in the service extension areas of School Leaver Employment Support (SLES), Community Participation and Specialist Disability Accommodation (SDA).

As with other Enable WA regions, the merger of the former hubs presented an opportunity to consolidate office space. While the Manjimup office will remain fully operational, the lease on the Busselton (Bussell Highway) office has ended. This has given Coordinators the option to work from home or to 'hot desk' at the Enable Therapies Office on Fairbairn Rd. The consolidation of office space will provide Enable with significant financial savings as well as cross disciplinary networking and flexible working opportunities/arrangements for both Coordination and Therapy staff.

The LSWR has also welcomed three new Coordinators to replace the staff who were involved in the creation of Enable's Quality and Safeguarding Team. The new staff have participated in skills development and competency assessments and are now growing their client portfolios as new referrals are received.

In regard to SDA housing projects, the LSWR facilitated two community forums in conjunction with property development agents Habilitas and WAI Group. The forums showcased proposals for specialist disability accommodation within the City of Busselton and provided valuable information to local NDIS participants, families and other stakeholders regarding SDA eligibility criteria, building design, property management and in-home support (to be delivered by Enable WA as the designated support services provider).

From a more general perspective, the LSWR continues to provide meaningful, individualised capacity building activities for our clients which help foster social inclusion and goodwill in the local community as well as enhancing Enable WA's reputation as one of the state's leading disability support agencies.

# Upper South West

FIONA STEPHEN

The 2021/22 year flew by quickly. In the Upper South West we are all left wondering where the year has gone.

We have come to expect the unexpected, so no surprises with the ever changing landscape of the SCHADS industry award, Quality and Safeguards, Work Health and Safety and Human Resource spaces. While at times this has proved to be challenging, we have remained positive, embraced the challenges and most importantly, successfully maintained the level of service to our clients they expect and deserve. To see clients reaching personal goals, loving life and just being happy, knowing that we at Enable WA are contributing to helping achieve these outcomes, are all reasons we do what we do

During the year the Bunbury and Australind teams have been reunited as one and renamed the Upper South West Region. Although the Australind office has remained operational in the meantime, come October 24 2022, Coordinators will return to work from both the Bunbury office and also continue to Work From Home. Both teams are looking forward to the interaction with a wider group and sharing the skills and knowledge that this will enable.

With client numbers across the region steadily increasing, enquiries and referrals being received almost daily, it is great to hear from

our clients and carers that our services are held in high regard and there are so many participants making Enable WA their first choice of NDIS service provider.

While navigating another year of COVID-19 uncertainty (albeit a little more relaxed than the previous year), the Coordination team made sure to spread some cheer and organised several events to bring both the Support Workers and clients together. April was an Easter themed morning tea, held at the Australind Foreshore. Clients and their Support Workers donned their masks to enjoy a lavish morning tea, try their luck in some raffles, play some games and of course be treated with Easter eggs, handed out by Easter Bunny himself, thank you Jesse Agostino, for doing a fine job.

Treendale Farm was the venue for the Support Worker get-together function and proved popular with a great turnout. Many, who see very little of each other although working on the same teams, took the opportunity to get together, share their stories and successes and in many cases meet team members for the first time.

From the Upper South West team, thank you to all our clients and families, for being part of Enable WA. To our valued Support Workers, thank you for all you do to enrich our client's lives. And to my team, thank you for your dedication and commitment to ensuring we continue building a stronger future for Enable WA.

# Peel/Mandurah

JASON HALL

Well 2021-2022 has been a remarkably busy year for the Peel regional office. We decided to merge the Rockingham and Mandurah operations, renaming it the Peel Region. This increased the team size and brought us all together.

Enable WA's new Peel office was opened in July 2021, at 55 Sutton St, Mandurah providing a brand new, large modern facility. Our new premises incorporated dedicated training and working space to accommodate our growth. Enable WA made some subtle changes our operational structure, with experienced manager Jason Hall now taking overall operational responsibility for the Peel office.

**We are still very much present in Rockingham and Kwinana and maintain many clients, new referrals and local support staff from those areas.**

Rapid growth in referrals meant we were able to take on Niki Savage & Nikita Washington (our two newest Service Coordinators), to deliver more services to more clients. We also welcomed back Kiara Samways from maternity leave.

This growth continues and we are grateful for our close links with Support Coordinators and other community partners, who are an excellent conduit for clients who wish to use Enable WA's services.

We recalibrated our recruitment process, to include a client advocate as a fixed member of our recruitment panel. Calum Phillips performed that role superbly and offered vital insight and experience into what he and other participant look for in their support staff.

We did manage to let our hair down briefly on a team building day at the Escape Hunt Experience in Fremantle, which further strengthened the bonds in our fantastic Peel Team!

Some of our first Specialist Disability Housing projects will begin to emerge shortly and will be ready for occupation in the near future. If things keep going as well as they are, we will certainly be looking to recruit more high-quality Support Staff and Service Coordinators.

We sincerely thank our clients and families for trusting us to provide their services and we look forward to continued collaboration in our community.

# Perth Metro

JOHN FULKER

During 2021/22 there has been a shift across Enable WA to move away from the “hub” model and deliver services to designated catchment regions.

This has given the Perth region an opportunity to consolidate its two original Hubs into one larger office space in a centralised location. The direction that we have moved in has enabled us to merge two teams together who were operating in very different ways to come together and share knowledge whilst creating consistent processes and increase the quality of support we provide to the community.

This model allows our Coordinators to share the same work space as the Therapists, allowing for a much more collaborative approach and knowledge sharing opportunities.

In the Perth region we will continue to explore ways to streamline our Service Coordinator role, so they are able to utilise their skills to continue to increase the quality of service we provide and to build on our highly skilled Support Worker team whilst managing to retain these valuable people in a highly competitive market.

The role out of the NDIS has created an extremely competitive market for Support Workers, which has been further impacted by the COVID -19 pandemic. We have been active in supporting our Support Workers in their important roles.

The Perth region has a lot of opportunity for growth in the 2022/23 year, we have several partnerships with Specialist Disability Accommodation ( SDA) providers and are hoping for completion of these builds in the first quarter of 2023.

The beauty of the SDA projects is providing a much higher quality of home for people with disabilities to live in, and we are excited to be able to couple this with a high-quality, person-centred level of support.

We also introduced Friday Craft Club at the Willetton office throughout 2021 - 22, which was open to all Enable clients and outside NDIS Participants for a \$5 fee. These will be continuing in 2022/23 once our offices have merged.

# Success Stories



**Daniel Wood** has been a writer since he was 9 years old. His dream was to have one of his books published. Last year Daniel had the opportunity to participate in a workshop run by Book Incubator and proudly produced not one, but two books, which were professionally published. The whole process took 12 weeks and at the end, Daniel the Author had his very own book launch, which was held at the City of Bunbury library where he also works 5 days a week.

The library staff created a poster to publicise this auspicious event, and on the day the room was filled with family, friends and Dan's support team. A copy of Daniels' book, *I Saw The Moon*, will be available to borrow at the library. Outcome well and truly smashed!

**Upper South West**



**Dan Smith** attends College Row School and loves music, swimming, bike riding, animals (especially cows) and just being outdoors. His Support Workers love to take him to the new Koolambidi Woola Skate Park where he zooms around on his scooter and picks up expert tips from the bigger skaters there. He always has a huge smile on his face and Support Workers say he is a pleasure to support.

**Upper South West**



**Alyssa Skippings** has taken a keen interest in horses and riding and joined RDA in Gelorup where she both rides and volunteers. Alyssa hopes to compete in an Equestrian Special Olympics competition one day.

**Upper South West**



**Ross Holland** and Support Worker Lisa McGovern in August last year stayed at the Alpaca Farm Stay in Moore River. They both had a wonderful time and got some amazing photos. Ross's favourite animal llama's and alpaca's

**Perth Metro**



**Mitchell** is a young man who receives both Support Worker and therapy services. Combining both support and therapy has meant services are coordinated and goals are worked on collaboratively. After a multidisciplinary approach towards Mitchell's therapy (combining speech, OT and physio), family and support staff saw Mitchell begin walking again after two years chair bound!

**Therapy**





**Reef** is a 5 year old boy who loves living on land, his dogs and AFL footy. He is unable to speak clear words, due to a significant speech impairment. Reef has a lot to say and share, and he experiences communication breakdown multiple times every day. His Speech Pathologist is working to help Reef learn to produce sounds for verbal speech – but it will take many years of therapy. She has introduced key word sign to Reef, his family and his educational team. Reef uses key word sign in sentences now, and he can say what he's thinking and be understood by his family, teachers and classroom peers. Reef has also been provided with an electronic voice output device, which he is learning to use. His whole class have warmly embraced using the device and now Reef uses it routinely at school. These therapy interventions have given Reef a voice at home, and in Pre-Primary.

#### Therapy



**Ethan Hebb** is a 15-year-old boy with ID and uncontrolled epilepsy. Ethan and his Support Workers have been working hard in building his independence in the home by doing cooking! Ethan can now independently cooked poached eggs without support.

#### Perth Metro



**Jessica** has moved from down south to live in Perth and is excelling in a Auslan course and found her niche. Jessica was very apprehensive at the start and very overwhelmed. She has gained confidence each week, with her teacher praising her on her quick learning. She has now moved onto intermediate Auslan and is really enjoying the course and interaction with others, something that she has struggled with in the past. This was such a big goal for Jessica as she would like to include it into her animations so they can be more accessible.

#### Perth Metro



**Zane Winn** loves animals and fishing. This year Zane caught a sting ray on his fishing adventure with his Support Worker Joel! Zane also met one of his basketball heroes (Luc Longley) whilst in his local Bunnings with his Support Worker Josh.

#### Perth Metro



**Kieran** was supported to explore his employment goals through the Enable discovery tool alongside his Support Worker.

He was very passionate about exploring work options in gardening, or any outdoor activities! With support, Kieran wrote up his resume, sourced references, and met with the local Manjimup Shire who were advertising for workers. Kieran made an amazing impression with his knowledge around safety and his passion for team work and was offered a position with the Parks and Gardens team. Kieran thoroughly enjoys his role and working outside and being part of the Shire crew.


#### Lower South West



# Group Activities Program



RAN BY KYLIE CREALY OF THE LOWER SOUTH WEST



**“Our main focus was to make it as inclusive as possible and also affordable to the whole community.” - Kylie Crealy**

The Busselton Group Activities Program has been running for just over a year now. The Busselton Office had been wanting to find something for our clients to help with social integration (something I was very passionate about as well!), and so began the brain storm process between us all creating the trial of the GAP Program.

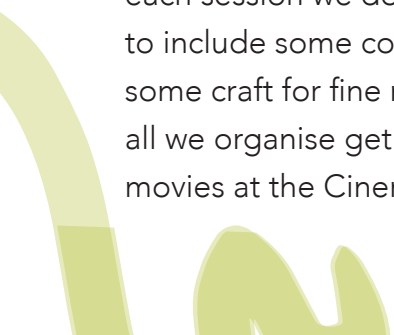
Focusing the group on socialising and making new friendships has been the main goal, but we have subsequently also helped with many other things such as budgeting and independent living. With each session we do different activities; at least once a month we try to include some cooking to help with our independent living skills, some craft for fine motor skills and artistic expression, but best of all we organise get togethers such as par 3 mini golf, beach BBQs, movies at the Cinema or karaoke/talent shows and fishing with

the crew from Fishability. Last month we also held a Silent Dance Party in the evening which was a great success and even had a few clients from Manjimup and Bridgetown come across to join in the fun.

When coming up with activities for us to do I ask our clients as well as Support Workers who attend what they would be interested in, and then do my best to work them into the program keeping in mind the different needs and abilities of our clients.

We have so many talented Support Workers at Enable with skills outside of their Support Worker position that have been keen to share their knowledge with us. As you can imagine, anything to do with food is a big hit as we get to snack our way through the fun afternoon together.

For me the most rewarding part of the program is watching the friendships that have been built, listening to our clients make birthday party plans, sending each other Christmas cards and being able to share a meal and conversation together.





I also believe us Support Workers have gained something from the program as we get to network with each other and create opportunities to better help our clients outside of the program and in the wider community.

We have some exciting things coming up in the future such as a trip to Sunflower Farm and even a Pyjama Party is in the works. We meet up each Friday at 1:30pm and cost is \$5 for anyone outside of Enable.

**“As you can imagine, anything to do with food is a big hit as we get to snack our way through the fun afternoon together.”**

**Kylie Crealy**

Support Worker, Lower South West

The GAP program is open to anyone for a \$5 joining fee each week to cover costs.

Enable clients can join free of charge.

To learn more about the events happening each week, you can visit our website [www.enablewa.org.au](http://www.enablewa.org.au) and head to the 'News - What's On' page.



# Art for Inclusion



RUN BY ROSS VAUGHAN FROM  
THE UPPER SOUTH WEST



Ross Vaughan, a Support Worker from the Upper South West region, has put his heart and soul into creating an all abilities art group for Enable clients to come relax, create, and make friendships without the pressure of creating anything in particular.

**“Ross is such a good teacher, he makes people feel so comfortable.”**

**Sharon, Support Coordinator.**

Ross’s program has been growing in popularity quickly since it began in early 2021. Originally Ross was running one class at the Bunbury Regional Art Gallery a week - in early 2022 he had to add another class, this time at the Stirling Street Art Centre.

It’s easy to see the creativity flowing in the Art for Inclusion room as soon as you open the door, and the appreciation of Ross sharing his artistic skills and time with each participant is noticed straight away.

In October 2021, the Art for Inclusion students put on their first exhibition at the Bunbury Regional Art Gallery, and a lot of the pieces were sold! In the 2022/23 Financial Year, Ross plans on holding 2 more exhibitions.



# 30th Anniversary Drone Shoot



## CELEBRATING 30 YEARS OF ENABLE WA

Enable WA celebrated their 30th Anniversary during 2021, with our planned birthday activities taking place in the last half, falling into the 2021/22 Financial Year.

Together with our Marketing Partner, we came up with the idea of each hub coming together to create the separate letters of 'enable wa'. Mandurah were the lucky hub that got to create two letters!

Whilst we did have setbacks due to unprecedented strong winds in October, we did manage to get a good drone shoot of each hub, including Coordinators, Clients and Support Workers (although they're too small to point out individually)!

A few of the hubs made an event out of the day, bringing along games, food and music along to the public parks. A few of our clients showed interest in the drone itself, and asked lots of questions about the technology and learned about the craft of drone flying from our Drone Photographer, Amerikaz Bennell!

It was also fantastic to see our Board members getting involved at the various locations.

All of our video footage from the day can be seen on our @enablewest Instagram account. Thank you to our Marketing Partner, Yellow Digital, for organising and running this event.







# IDPwD Outdoor Cinemas



## CELEBRATING 30 YEARS OF ENABLE WA

Every December 3rd, we celebrate the International Day of People with Disability. Our initial idea of how to combine this day with our 30th Anniversary with a free music festival proved to be financially nonviable, especially with the uncertainty of COVID-19 in the community and the closure of state borders affecting the arrivals of our Australian acts.

With a quick pivot of ideas, the Marketing and Management team decided on creating a series of free outdoor cinema nights to be held at each region of the Enable WA hubs.

The movie to be shown was decided by a poll on our social media channels, with the vote going to *The Croods 2*, a family friendly film with closed captions. Perth's audience had the option of showing a Christmas film, and voted for *A Muppet's Christmas Carol* at the Rooftop movies in Northbridge.

We worked closely with local shires and councils to determine the perfect public locations for our screenings, and were awarded community grants from Bunbury, Busselton and in-kind funding from Manjimup to go ahead with the idea.





The outdoor cinemas were quite popular, and gave local families a chance to come together in an all-inclusive environment to enjoy a film at sunset. Our event in Manjimup also received a write-up in the Manjimup Bridgetown Times!

The Manjimup team even organised a few food options for their audience, and Bunbury were lucky enough to have a coffee and snack van volunteer their time to come along as well!





# Craft Club



## NORTH METRO ARTS GROUP

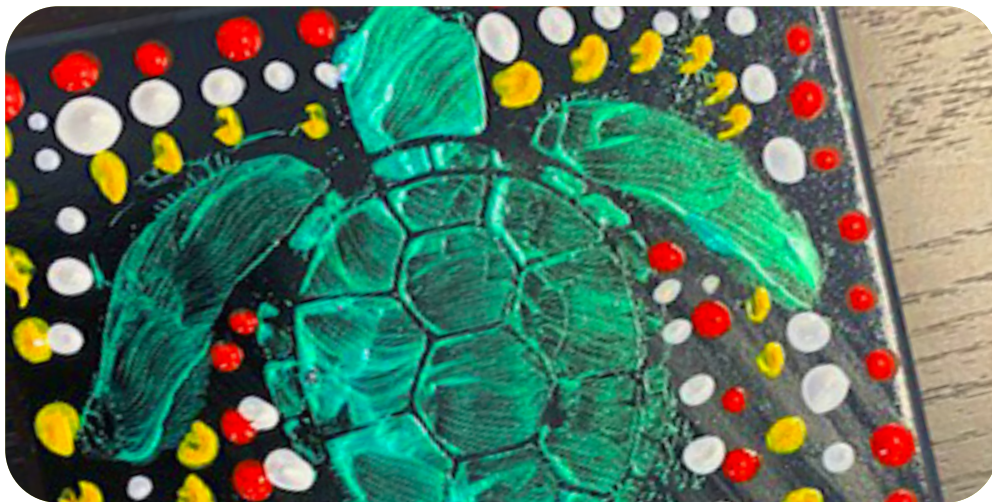
Enable's Wangara office started a Friday Craft Club at the beginning of 2022.

"We started the craft club up as an interactive and social club for Enable participants. We encourage participants to craft, chat and help each other. It has been very successful with many participants returning week after week, we also advertised it to other caring companies for a small \$5 fee to join in, which was highly successful. Anyone who wants to do a specific craft is encouraged to do so, no one HAS to do anything they are not interested in, we always have many different craft items catering for all the participants different abilities and needs.

We have made painted rocks, mobiles, plant pots, beading, mosaics, coasters and much more. Our most popular craft item is the glass bottle painting which we put a cork light into, turning it into a beautiful low level light."

**Debbie Simpson**

Service Coordinator, Perth



# Team Highlights

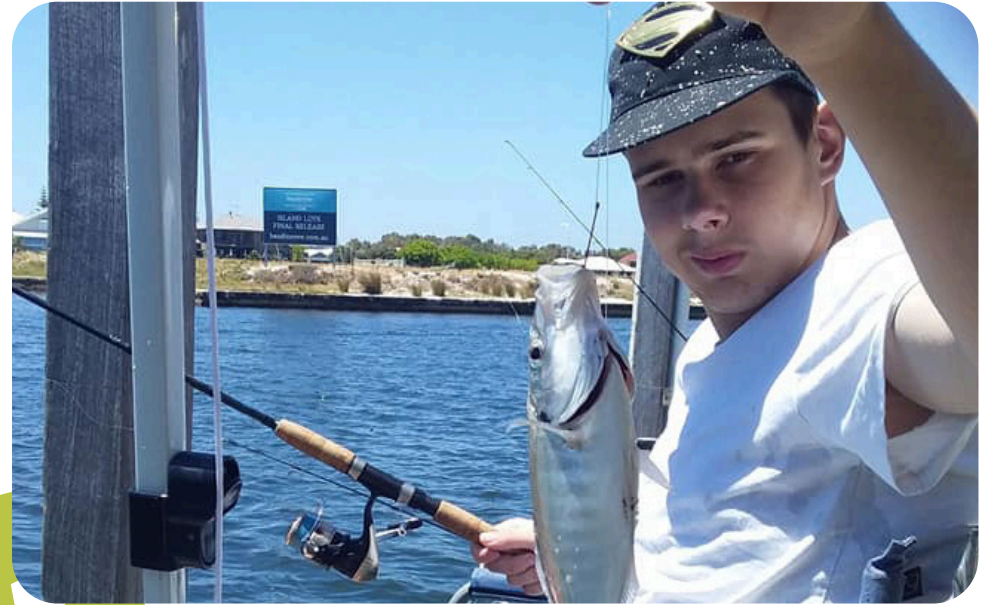


## EVENTS THROUGHOUT THE YEAR!

As well as our larger scale events, hubs also manage and organise their own events for their clients, Support Workers and Coordinators to come together and socialise!

During the 2021/22 Financial Year, our hubs participated in:

- Craft Club Fridays (Willetton)
  - Mandurah's New Office Party
  - Kindness Day
  - Bunnings Community Markets
  - RUOK? Day
  - Bring Your Dog to Work Fridays
  - Halloween
  - Cooking Classes
  - Australind Easter Morning Tea
  - Group picnics and games days
  - Pyjama Day
  - Art for Inclusion Exhibition Opening
- ... and many more fun filled activities!







# Elliot Mason



## RIDING FOR A REASON FUNDRAISER

This is a face you probably saw a lot of through the last half of 2021! Elliot Mason is one of our Upper South West clients, who discovered the joy of cycling for weight loss and for clearing his mind.

In 2021 he came to his Coordinator Holly and our Marketing Partner with an idea for a fundraiser: 'Riding for a Reason'. With plans around promotion, sponsorship and advertising put in place (and a very excited Elliot and encouraging support team!), the fundraiser was brought to life!

**The Goal:** Elliot was to ride his pedal assisted bike through the Murchison region (over 500kms!), raising funds to provide other people with disabilities with their own custom bicycle.

**Our contribution:** We were very proud to be able to support Elliot through promotional, design and advertising costs via our Marketing team and social media platforms. We also helped organise media interviews and write ups for his great achievement, and Elliot was published in both the South Western Times and Bunbury Mail, and interviewed on ABC Radio.



The result: Elliot returned from his trip in September, with his support crew with him. In total, he accomplished:

**650+kms** ridden

**\$7,590** raised for 2 winners

**2** Carnarvon chocolate bananas consumed

To decide on the winners, entrants were pulled from a hat. They were Amelia Hutchins and Liam Shepherd! Congratulations on a very successful fundraiser, Elliot!



"I'm back from my bike ride around Murchison. I'd like to say thank you to you all for your donations and support. I had a great time, especially sleeping under the stars. Dessie [Elliot's dog] was next to me when I woke up every morning! One of my favourite parts was steak and chips at the pub, and trying a chocolate banana [in Carnarvon]! Thanks to you, 2 lucky winners will be getting their own bikes."





# Tayla Arnolds



## SOUTH WEST ARTIST + MUSICIAN

“My name is Tayla Arnold, I am 19 years old, legally blind and live in Pemberton. I have my family and Support Workers whom support me with my NDIS plan to help achieve me with my goals, dreams and in becoming independent.

I was born with Congenital Glaucoma along with Keratopathy banding, which effects my eyesight & the way I see the world. The Arts and singing have always been my talent and passion.

I have had wonderful opportunities to showcase and sell my work in the local community at:

- Manjimup Cherry Harvest Festival
- School events
- Pemberley Sculpture in the Vine
- Pemberton Arts Group
- Warren Districts Agricultural Horticultural Annual Show
- Creative Connections, Northcliffe



I have had exhibitions and stalls at:

- Pemberton Millhouse Tearooms
- Pemberton Art Exhibition
- Pemberton Mill House
- I'm also creating a logo for a local business

I am very good with using my cane when I am out and about in unfamiliar territory. I am eligible for a Guide Dog through Guide Dog WA. I am so excited as this will enable me to have more social engagement and be more independent. Over time my vision has deteriorated considerably so I am currently learning Braille.

## This has not deterred me and my passion in the arts.

Therefore, I am:

- making mascot heads which is made from pliable wire, cable ties, foam, polar fleece fabric, discarded cords etc.
- making soaps. My business name is "Shadows Soap", along which I have an email address for anyone wishing to purchase my products online. I use essential oils and some pretty funky moulds.
- completed my Certificate 11 in Music Industry which gave me some wonderful opportunities to perform live.
- I have been taking singing lessons for around 5 years.

Although my eyesight has degraded over the years. I will never let that stop me from leading an independent and fulfilling life pursuing my goals and dreams."





# Simon Macukat



## LAPS FOR LIFE FUNDRAISER

Simon has been with Enable since 2018. He has an Acquired Brain Injury from a car crash, which has left him weak down his right side. Although he can transfer independently he has been in his wheelchair for approximately 25 years.

He gets up every day and exercises, determined to walk again one day independently. The pool is Simon's happy place. With his Enable team, he can walk in the water.

Over March 2022, Simon decided to take part in the 'Laps for Life' charity event - something that resonates with him personally. *Laps for Life* was created to raise funds and awareness for young people in Australia living with mental health difficulties and to help prevent youth suicide. Having experienced dark times himself, this cause was close to Simon's heart. His goal was to raise \$200.

Over the month, he accrued a following of local supporters, who cheered him on from the sidelines. His Support Workers Leanne and Eileen were there every day to assist Simon reach his goal!

**Laps completed: 1,700 Funds raised: \$1,641.86**

# Kickstarter Grant Winners



## FOLLOWING THEIR DREAMS

In the 2020/21 Financial Year, we ran a competition looking for people ready to start their dream with a \$1000 kickstarter grant from Enable WA.

You may remember our winners from our social media interviews; Lawrence, Eric, Sharyn, Richard, Mat, Jacob, Rhonda, and Donna.

We heard from Sharyn, Lawrence, and Donna in 2022 to see how their dreams were coming along.

Here's what they're up to now!



### **DONNA, MINDFUL FISH**

Donna's business goal was to take her craft- 'Mindful Fish' to market, and eventually create a website as well.

**Well, she has accomplished both!**

Her 'Mindful Fish' are rocks and crystals that have been smoothed and shaped to create comforting shapes and weights for people to hold onto - to put any negative thoughts and distractions out of mind and focus on what's in their hand.



### **SHARYN, PEACE OF OZ, AND PEACE OF MYND**

"I spent my winnings on some art supplies to improve my artistic techniques, and on setting up my businesses (Peace of Oz and Peace of Mynd Australia)."

"The grant got me over the line financially to start my businesses and one year on I am still happily in business."



### **LAWRENCE, SELLING AFL MERCH**

"Lawrence has kick-started his business and has made up 40 bags filled with a stubby cooler and a bottle opener. Both things come in one bag, and anyone can purchase them for just \$5! Lawrence is super excited for this, and I can guarantee they are going to fly out the door."

- Kiarra, Lawrence's Coordinator

# Social Media and Communications

Over the 2021-2022 Financial Year, we've been focusing on becoming more 'people-focused' on our online communications. After a consistent 2 years of being active on Facebook, Instagram and LinkedIn, we had enough data to reflect our audience's interests.

As you'd expect, our online audience come to our social platforms for stories about our people, competitions, events and photos of what our clients are getting up to.

We've also joined a range of online NDIS groups in Perth and the South West, allowing us to spread word of our events and community involvement even further.

This Financial Year saw an increase in LinkedIn usage, as COVID-19 regulations and company highlights were shared more frequently amongst our professional network.

Even with the harder material, we aim to ensure all of our communications are clear, concise, and to the point. We've really enjoyed watching our engaged online audience grow over the last 12 months!

## Make sure to follow us!

 [www.facebook.com/enablewa](https://www.facebook.com/enablewa)

 [@enablewest](https://www.instagram.com/enablewest)

 [Enable WA](https://www.linkedin.com/company/enable-wa)



**2,780** Facebook followers  
(as of July '22)

**80,967** Facebook accounts  
reached

**353** New Facebook  
followers

**1,647** Instagram  
profile visits

### Our online audience



83% Female  
17% Male

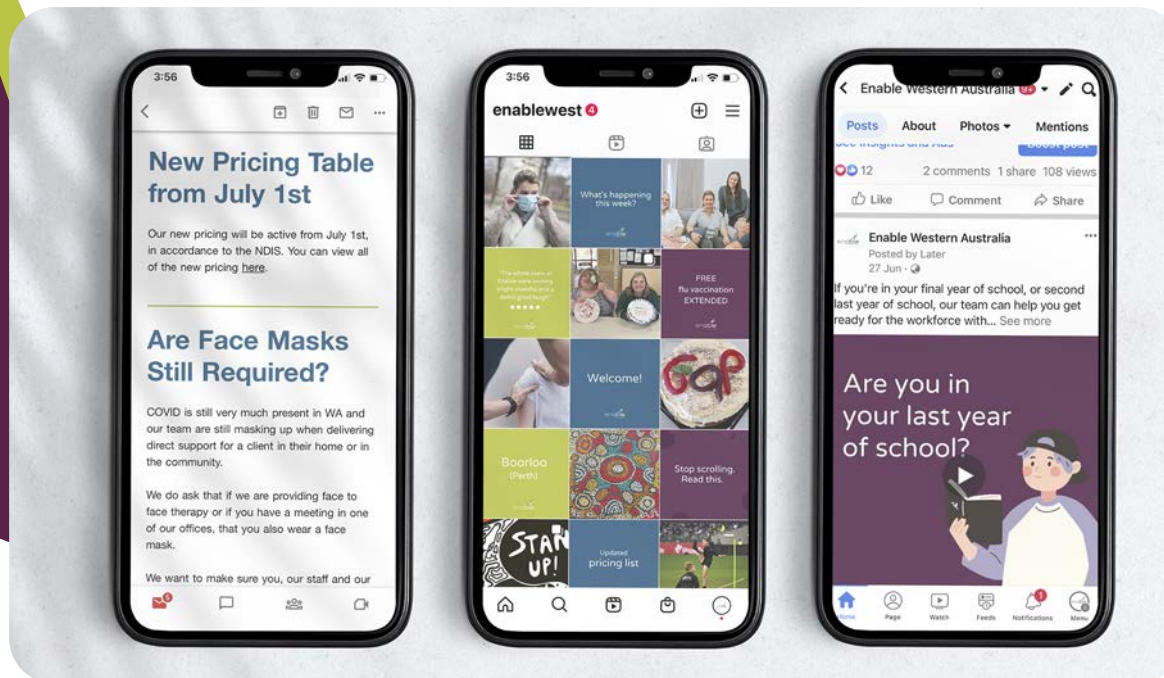
**35 - 54** Most popular  
age on Facebook

**25 - 34** Most popular  
age on Instagram

Over the 2021-22 Financial Year, we also introduced monthly email communications with our online audience.

Each month we send out a 'Highlight' newsletter, recapping any important or exciting developments that have happened through the month, sharing upcoming events, and NDIS news that affects our clients. We also take the opportunity to welcome new staff members, and point new Support Workers in the direction of our online Facebook Group made just for them.

It has also enabled us to send quick communications about important changes to our audience who may not be actively on social media, which, during COVID, has been very useful!



## Our (social media) online audience's locations:

1. PERTH (21.8%)
2. BUNBURY (7%)
3. MANDURAH (5.6%)
4. AUSTRALIND (4.8%)
5. SOUTH BUNBURY (3.4%)
6. BUSSELTON (2.8%)
7. EATON (2.8%)
8. DALYELLUP (2.5%)
9. COLLIE (1.3%)
10. MANJIMUP (1.3%)

And for our audience who don't have access to the internet, social media or email, we have introduced easy-to-read printed newsletters which are sent out every 2 months, recapping any important upcoming events.

# Client Advisory Group



## ENCOURAGING FEEDBACK AND INPUT

Introduced in 2021, The Enable WA Client Advisory Group (CAG) has encouraged Enable clients and families to put their application in to join the decision makers and feedback team.

The role of CAG is to ensure that decisions regarding Enable's policies, procedures and future are being heard and discussed by people directly involved.

BY listening to the people of Enable, we can deliver the best quality (and most needed!) services to our regions.

If you are interested in joining and becoming a part of the advisory group, we do have an application page on our website, or you can email us at [reception@enablewa.org.au](mailto:reception@enablewa.org.au).





# What Our Clients Say!



## FEEDBACK AND COMMENTS

Feedback and comments have been added in their original words for transparency.

"They amazing organisations with the best Co ordinators ever and with amazing Support Workers who will help you get involved into the community and do care with your mental health and I have been with Enable for 1 year now and I won't go anywhere else."

"Enable does a great job, an asset to the South West."

"Enable WA is the best NDIS Provider that I have ever come across and I highly recommend the company."

"Enable understands their clients and their needs wether[sic] it is physical or emotionally and I love the support workers that are [paired with] you."

## Details:

22nd November 2021 from 16:15  
Enable WA Head Office  
104 Beach Road, Bunbury, 6230  
(08) 9792 7500

## Attendees:

Roger Veen; Berni Cameron; Dina Clipperton;  
Rhea Divall; Todd Falco; Andrew King; David  
Miles; Mandy Mould; David Naughton.

Patrons Charlie & Nan Martella; Maria Cavallo  
from AMD and Debbie Thorpe also attended.

## Apologies:

Apologies: Jeff Kappler and Rob Holmes  
(interim CEO).

## Conflicts of Interest:

None.

## Confirmation:

The Board endorses the 2020 AGM minutes.

# AGM Minutes



## ANNUAL GENERAL MEETING 2021

### Opening and Welcome

The AGM was opened at 4:15 on by the Chair. The Chair welcomed the attendees to the AGM. The Chair specifically welcomed Nan and Charlie Martella, Patrons, and thanked them for their ongoing commitment to Enable. The Chair also extended the Board's thanks to Rhea, Todd and Maria (AMD representative) and welcomed David Naughton, new CEO.

### President's Report: Roger Veen

The President acknowledged Lauren's efforts and gave congratulations for the Annual Report.

- The Next year of COVID - Discussion of the mandate and flow-on effect to Enable staff.
- 30th year celebrations - Thanks to Rhea and Todd keeping it going. Hubs are participating well. A question was raised about the Hub participation in photos and lettering. Each Hub has taken on a letter depending on their size and Lauren will take each letter and bring it together in a display. Drone footage was spaced out and there were delays due to weather but it is in progress.



- Movie nights all booked in. Encouragement for the Board to attend. Don Punch and David delivered a snippet of video to be presented at the start of each movie night to explain the purpose of the events and deliver the same message consistently across all hubs.
- New Enable WA CEO - Formal welcome to David Naughton.
- Rob has moved to Perth but is maintaining some positions around Bunbury and Perth.
- Hubs doing well and Enable WA has grown to 1000 clients and 800 staff.
- Scholarship program - Two traineeships starting end of January 2022. Already supported someone in a diving course to pursue their goal. Two others are in discussions about what courses they would like Enable to support. Ongoing development program. Possibility of a tertiary scholarship. The goal over the next 12 months is putting resources, profits and time back into the community. Emphasis on fundraising for disability programs in Bunbury. There was a general discussion about other organisations who are also working toward this goal.
- Learning Hub - Feasibility study in progress, with particular emphasis on therapy pool.
- Updating strategic plan in the new year.
- Therapy services Busselton and new location is going very well. The Chair thanked Rob in his absence, for all his work with Enable and also thanked the Board and the general public who have shown interest in Enable. The Chair thanked the staff of Enable and expressed the hope to retain as many staff as possible in 2022. The Chair requested the department heads to pass on to staff how happy the Board are with staff and their contribution.

## CEO Report:

- The new CEO noted the interim CEOs detailed report and thanked him. The comprehensive handover is being worked through, ably supported by the Finance and HR coordinators, Todd and Rhea.
- The new CEO summarised his career and how his background helps him to understand Enable's core business. The new CEO expressed how nice it is to be home in the South West.
- The current staff vaccination issue is being dealt with by providing consistent and good information and continuing to manage the impact on clients, remembering people do have a choice.

## Finance Report:

The CFO present audited financial reports for acceptance by Board.

- Maria Cavallo from AMD explained that AMD has formed an opinion on the set of financial statements provided by Enable. She said that the financial statements were well presented, showing Enable is stable, in a positive capital position and profitable. All audit procedures have been completed and the result is an unqualified clean audit report.
- Maria read statements from written report. Tim from AMD had asked Maria to pass on thanks to the CFO for his efforts to get Enable into this position.

Moved by Andrew King. Seconded by Berni Cameron. Unanimous acceptance of the annual finance report by the Board.

The Chair thanked Maria and Todd for all the hard work.

## General Business: Appointment of Auditor

- The Chair asked the Board if they were happy to reappoint AMD for next year's audit - Adopted unanimously by Board. The Chair asked Maria to pass on the Board's request for AMD to continue as auditors to Tim Partridge.

## Election of Board Members

- The Chair acknowledged and noted the work and effort over time of the two resigned members. Nominations and paperwork have been completed for those two members Roger Veen and Andrew King to re-join the Board. - The Board carried this unanimously.
- There was general Board agreement that the Annual Report was done very well by Lauren.

## Nomination and Voting of Board Members

- The HR manager brought up a manager request that geographical and ethnic diversity be ensured when recruiting for new board members. The recruitment is held off until January, but the Chair reassured Rhea that diversity will be considered and that Enable is seeking people who can give their skills to the organisation and contribute to growth.
- There was a general discussion about representation of the regions due to the large area covered by Enable WA and how it is hard to find people who have the time, are interested and can contribute positively.
- Debbie Thorpe – a guest and parent explained her background on the GIFSA Board and as Chair and the type of organisation it was.

## Other Business:

- Charlie Martella addressed everyone and congratulated the Board and staff for the fantastic job they are doing. He summarised his and his wife's history with Enable, outlined its growth and expressed confidence that Enable would continue to grow. The Board thanked Charlie and Nan for their ongoing patronage and involvement.
- Nan Martella spoke about having been patrons for a long time, discussed what may be expected of them as patrons and expressed willingness to extend themselves to help raise Enable's profile.
- The new CEO expressed the goal of communicating what could be done in the future to include patrons in the current social media campaign. There was a general discussion of the current rewards/awards and acknowledging carers.

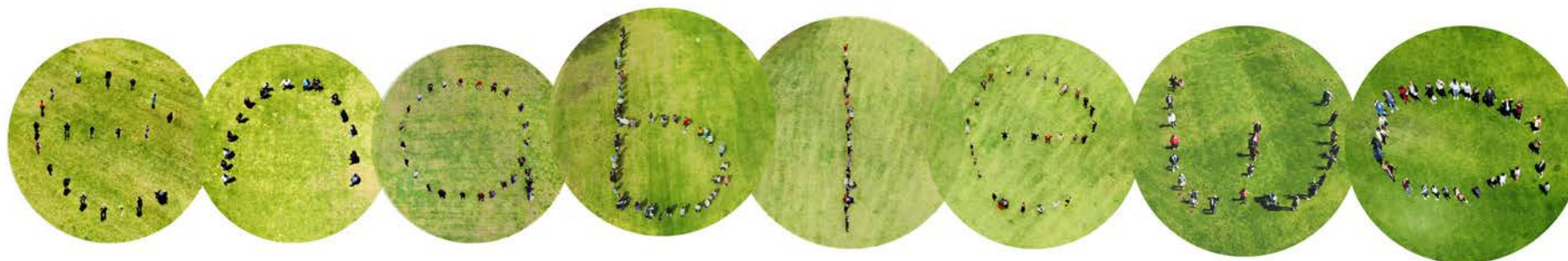
## New Business:

None.

## Meeting Close:

AGM closed 4:53 pm.





Your local NDIS Provider




Thank you!  
Yanga!

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.



2021  
2022

-  (08) 9792 7500
-  [reception@enablewa.org.au](mailto:reception@enablewa.org.au)
-  [www.enablewa.org.au](http://www.enablewa.org.au)