



Annual Report

2022 - 2023





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 people.

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

Throughout this Report, you will see original artworks from West Australian Aboriginal artists who have submitted for our Expression of Interest for art procurement, as part of our RAP. Turn to **page 42** to read all about it!

Djidi Djidi Djerpin' on Boodja

Bianca Willder

Mandurah/Mandjoogordap

Our Organisation

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Purpose, Values, and Patrons

Our Purpose

To enable people to live a life of their choice.

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.

Our Values

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



The Art for Inclusion group, June 2023. Photo taken by Ross Vaughan.

Clients



980

as of June 2023



557,606

hours of Support delivered

therapy services
212

lower south west
244

upper south west
254

perth
95

peel
175

In the 2022-23
Financial Year, our
Supports included:

- Support at Home
- Support in the Community
- Positive Behaviour Support
- Physiotherapy
- Psychology services
- Speech Therapy
- Occupational Therapy
- SIL - Supported Independent Living
- Finding and Keeping a Job
(selected regions)

Sta

corporate services
28

upper south west
187

lower south west
181

perth
142

therapy services
23

peel
187



748

as of June 2023

Board Members

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.



Board President
Roger Veen



Treasurer
Jeff Kappler



Secretary
Mandy Mould



Director
David Miles



Director
Berni Cameron



Director
Wendy McIntosh

President's Report



ROGER VEEN

It is with pleasure that I present the Chair's 2022/23 Annual Report on behalf of the Enable WA Board. I cannot believe that the year has gone so quickly and we together have done and achieved so much in these past 12 months.

The year has produced many positives (and some challenges!), for our staff and our Participants as we strive to ensure that we provide you the best possible support, care and understanding.

The Board, together with the Enable WA Management staff, work hard to provide the best possible outcomes related to staffing, training, infection prevention, and care.

The Board have a myriad of details and issues to assess on a monthly basis and

sometimes difficult decisions have to be made and, in conjunction with Enable's CEO, I believe we have done that well this year. I commend David and his team for that high level of service. I believe we have come out of the COVID pandemic world extremely well and life is returning to normal.

The world however is ever-changing and the challenges that are presented to us from the Government and their funding models brings out the best in us as a team and management group. World conflicts are always with us, climate issues are taking valuable personal resources, and the national finances that Enable WA receives from you as a NDIS Participant, are under extreme pressure. We must ensure that we give you the best possible care, support and service every time.



"...our Corporate Audit was exceptional with our Auditors commending Enable WA on all that has been undertaken."

Thank you to everyone concerned and thanks to our service delivery teams and you, our Participants for that opportunity and understanding.

Our finances have been monitored well and we thank Todd Falco, our CFO, for ongoing works in that area. I would also like to thank Jeff Kappler, our Board Treasurer, for his advice and efforts in working closely with Todd in achieving a positive 2022/23 financial result.

It was a challenge, but through good management, it turned in Enable's favour. Enable WA has also continued to invest some surplus funds in secure interest

bearing bank deposits achieving a good return on investment.

In all this, and in times of some uncertainty, our Corporate Audit was exceptional, with our Auditors commending Enable WA on all that has been undertaken.

The Board is committed to ongoing learning, especially in relation to Corporate Governance and the roles and responsibility of Board Directors.

Enable WA was also scrutinised and tested by the NDIS for the mid term Quality and Safeguarding Audit that took place in July. During 2022/23 our teams worked hard to ensure they were well prepared for the Audit that measures Enable WA against the NDIS National Standards.

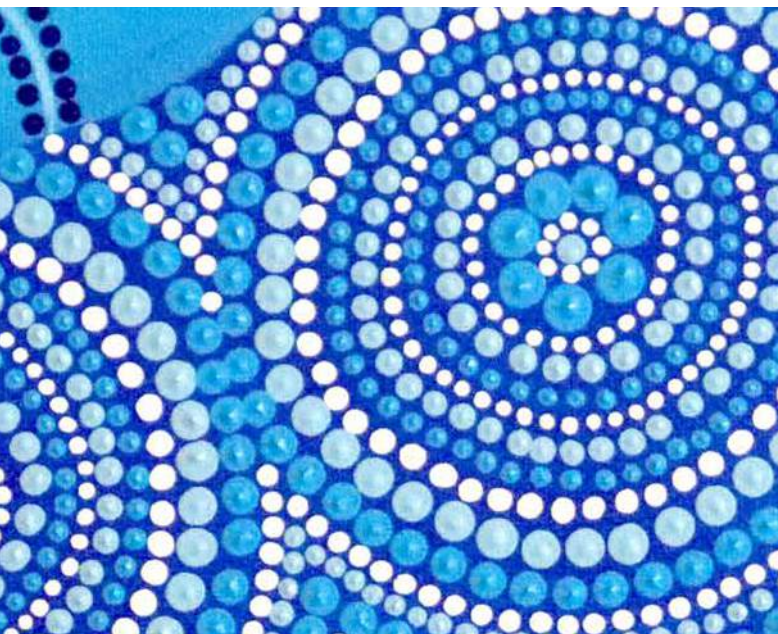
Enable WA was praised for the quality of services, plus some areas for improvement were identified. Enable WA also applied to extend our scope of services (Group Activities and High Intensity Daily Activities). We will be advised during 2023/24 of the final outcome of the audit.

Thanks go out to David and all our staff for the hard work in preparing for this audit – well done!!!

Another important area that Enable WA began this year was the formation of a Reflect Reconciliation Action Plan (RAP). This was supported strongly by the Board and all staff, and the final draft has been provided to Reconciliation Australia for their review and approval prior to publication in the 2023/24 year. Significant effort was devoted by many people and the process was well received. We look forward to working together with the Aboriginal and Torres Strait Islander community over the coming years in the reconciliation journey to improve access to our high-quality disability support services and hopefully encourage more First Nations staff to join our teams.

The Board this year felt that we should review and update the Enable WA Constitution. This process, working with our legal advisors, involved an in-depth the review of the Constitution.

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belong
commit

enable
EQUIPMENT LTD.



Marg

Bunbury
Rotary



enable
EQUIPMENT LTD.



SIMON
OPERATIONS

The Enable WA Constitution is now a modern and easier to read document that will be formally approved at the 2022/23 Annual General Meeting. Thanks to all involved in this important work.

The biggest effort this year was the complete restructuring and redrafting of the previous Enable WA Strategic Plan that commenced in the 2023 New Year.

Our previous 'one pager' has turned into quite an extensive document with a range of goals and objectives that both the Executive and the Board need to deliver on. The final document is due to be released in late 2023 and made available online. Thanks to David and his team, and also the consultants from Adept Health Consulting who coordinated the planning.

Other areas of support and success are for the Sail into Life Program, and the process going forward for new Board membership and engagement with people with a lived experience of disability. Our Board is completely voluntary and sometimes getting new members involved can present some challenges.

It's at this stage that I personally thank Mandy Mould, Jeff Kappler, David Miles, Berni Cameron, and Wendy McIntosh for all their hard dedicated work on the Board for 2022/23. Together with the Executive team (David Naughton, Todd Falco and Rhea Divall), and other Enable staff, thank you. It is an absolute pleasure to have worked with you all to achieve the goals we have set.

The need to collaborate with all areas in the organisation is more important than ever at this time, as I see more and more challenges meeting us head on. We must always be positive, and through great management, we as a group will succeed. Compliance is a huge challenge but am sure we all know that, and will always meet those requirements.

My time on the Board has been extensive and I have seen many changes. Thanks also go out to our Patrons in Charlie and Nan Martella. Thank you for your support and being with us on this journey. Thanks to David Naughton our CEO for the hard work undertaken and now in his second year with his third to commence shortly.

Thank you finally also to our Participants, their families, carers and others for putting their trust in Enable WA as the disability support provider of your choice.

Roger Veen
Board President

On left page: Roger, Marg and Bjorn assisting at Enable WA's *International Day of People With Disability* event with Sail into Life.

Treasurer's Report



JEFF KAPPLER

I am pleased to announce that Enable WA (Enable) managed an operating surplus of \$565,886 after a deficit of \$193,517.00 in 2022.

Gross revenue increased 11.85% on the prior year to \$46,409,609.00 with expenses up 9.97%, on the prior year \$45,843,342.00.

Enable's financial position to 30th June shows a current asset position net of liabilities of \$16,146,534.00.

Each three years Enable must revalue its premise, to meet accounting standards. This has resulted in the building being valued at \$104,051.00 less than the carrying value in the Balance Sheet. Because of this we have had to carry an impairment in the profit and loss for the financial year of 2023.

This surplus position allows Enable to grow and meet some strong headwinds, in front of the group.

Some these headwinds are:

- The recently released Disability Royal Commission
- The recent 5.75 increase in wages set by the Fair Work Commission, with no real increase in service charges provided by NDIS
- Attracting and retaining staff
- Safeguarding our staff and customers

The year ahead will not be without challenges, but I believe that with our strong balance and strong financial disciplines, Enable will record a moderate surplus in 2024. Thank you to Todd and the Finance team for the strong financial management over the 2022 - 2023 year.



“The year ahead will not be without challenges, but I believe that with our strong balance and strong financial disciplines, Enable will record a moderate surplus in 2024.”



Management Team



David Naughton
Chief Executive Office



Rhea Divall
Chief Operating Office



Todd Falco
Chief Financial Office



Sarah Pepper
Quality and Safeguards
Manager



Monique Venter
Human Resources
Manager



Matthew Wittorff
Therapy Services
Manager



Ian Mumford
Lower South West
Manager



Fiona Stephen
Upper South West
Manager

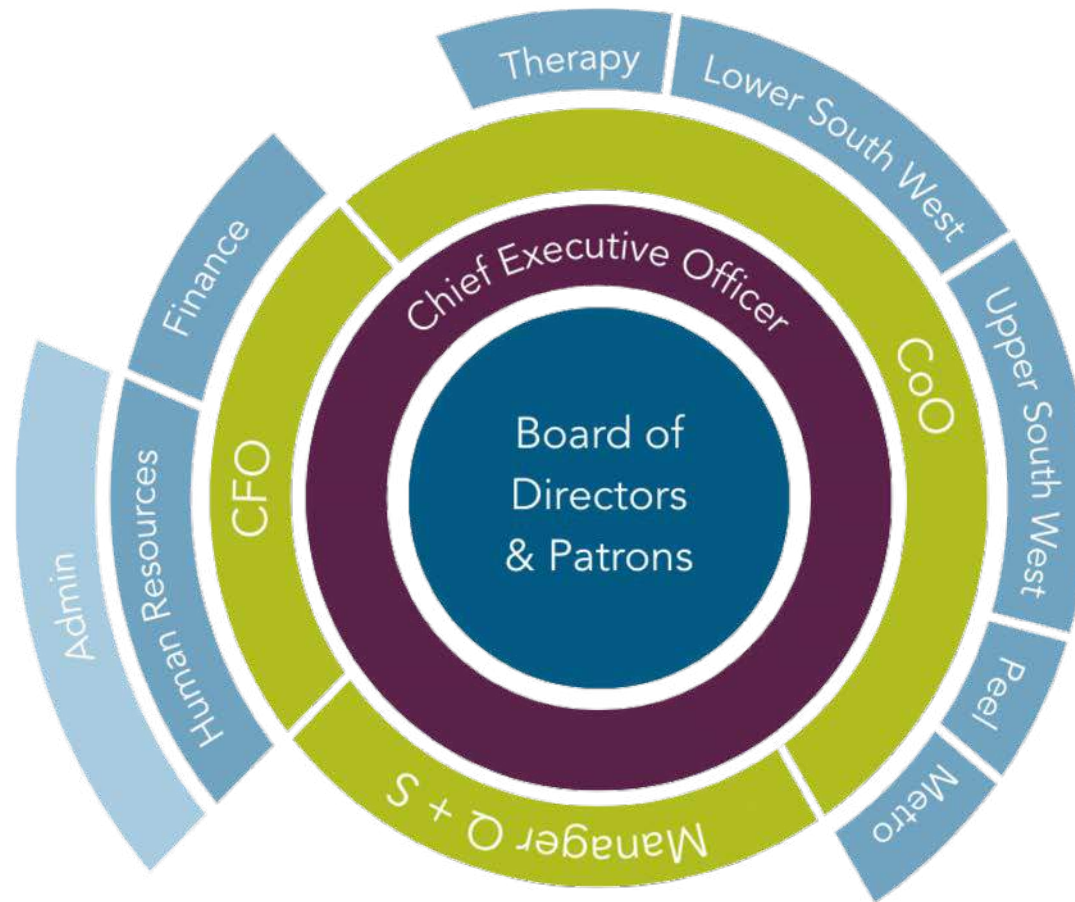


Jason Hall
Mandurah/Peel
Manager



John Fulker
Perth Metro
Manager

Organisational Structure



CEO's Report



DAVID NAUGHTON

Enable WA has continued to grow, develop, and reform over the 2022-2023 Financial Year.

A commitment to continuous and planned quality improvement is key to delivering safe, effective, and efficient services, services that are focused on delivering the best possible outcomes for our Participants and their significant others.

My thanks and appreciation to all our staff for their commitment to each other, and importantly their commitment and dedication to our Participants.

They should be very proud of the work that they have all delivered, work that has ensured we provided the highest quality, individual Participant-focused support and care, every time.

Pleasingly, working together, we have turned around a modest deficit position in the previous financial year to a small surplus in 2022/23.

As a 'For Purpose' (not for profit) organisation funded mainly by our Participant's National Disability Insurance Scheme (NDIS) plans, it is important we are as efficient as we can be.

Being efficient ensures we have the required revenue and associated operational funds to meet all the regulatory, clinical governance, corporate governance, workforce, and organisational responsibilities required day to day to operate as a Registered NDIS disability services provider.



"...it is important we are as efficient as we can be."



A small surplus allows us to plan for new initiatives for the 2023-24 year, initiatives like improved ICT technology and proactive staff training that will assist Enable WA to continue to be recognised as one of the premier Registered NDIS disability service providers in Western Australia.

Like most other human service providers in Western Australia, the 2022-23 Financial year has had its challenges - challenges that include attracting and retaining staff, and importantly, working in the 'living with COVID-19' environment. Ensuring all our staff are fully vaccinated, that they had the required and correct PPE and



infection control training, regular COVID information/communication and received support to be off work when they tested COVID positive meant we managed our way through the COVID-19 pandemic with minimal disruption for our Participants.

We are now functioning well in the 'living with COVID' space, having applied infection prevention and control strategies into everything we do, and we hope that it is another 100 years until the next global pandemic hits.

In August 2022 we kicked off the first Reconciliation Action Plan (RAP) project for Enable WA. A RAP is a planned and systematic way to raise awareness across our organisation of the challenging issues facing Aboriginal and Torres Strait Islander people, and putting in place a series of strategies to ensure Enable WA is a culturally safe and aware place.

Along with our new colleagues at the Keipa Boodja Aboriginal Corporation, we have developed a series of in-house staff cultural awareness and sensitivity training videos, acquired local Aboriginal art for

each office, celebrated Reconciliation Week, prepared for the 2023 NAIDOC week, and commenced the revision of both our HR policies and our offices to ensure they are culturally safe.

We are working now on the drafting of the final RAP document to be published in 2023-24. Importantly, a RAP process is continuous and once we finalise our Reflect RAP we plan to continue this important work in 2024.

Enable WA has actively participated in the South West Leaders program. This program is led by the South West Police Force and brings together a range of South West based government, for purpose and for profit organisations to foster excellence in leadership and importantly to support emerging leaders.

Four of our staff: Sarah Pepper, Tushar Yadav, James Hughes and Rhys Veen, participated as mentees, and I was proud to be chosen to be a mentor.

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In September 2022 I presented a paper at the Australasian College of Health Service Managers (ACHSM) Annual Congress in Perth. The paper described my transition from the health sector to the disability sector, the similarities, differences, and challenges.

In March 2023 I presented a paper at the National Disability Service (NDS) Sector Readiness Quality and Safeguarding Forum describing the challenges from a disability service provider's perspective when navigating the hospital and disability sector interface. Both papers were well received and attracted positive feedback.

During the 2022/23 year we have worked hard with Lauren Dixon from Yellow Digital to continue to promote the array of services and activities we provide at Enable WA. Lauren has improved our presence on social media significantly, organised partnerships and events with like-minded businesses, developed and published monthly newsletters and blogs, and importantly greatly improved our website to make it more engaging,

intuitive, and useful for Participants and their carers. Congratulations to Lauren for the nomination of our website in the Australian Website awards - a fantastic recognition of her skills and expertise in this area, plus even more awareness raising for Enable WA and the broader disability sector.

During the year we have provided feedback and input into the Review of NDIS currently underway and due to report in October 2023. We have provided input via the Council of Regional Disability Services (CORDS), the NDS and by attending NDIS review workshops.

Along with the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with a Disability (due to report in September 2023) it is expected that the NDIS Review will reshape and redefine the way NDIS works, and flag changes and reforms that Enable WA, as a Registered NDIS disability service provider, will be required to be part of. It is expected that these changes will be focused on improving the outcomes for Participants

Being a part of this year's Council of Regional Disability Services (CORDS) has been a great opportunity in building connections, and working together to change or challenge the struggles we all experience in the sector.

and hopefully ease some of the day-to-day bureaucracy of the NDIS system.

As a registered NDIS Disability Service provider, Enable WA has a range of mandatory regulatory quality and safeguarding requirements that we must do. To ensure we deliver these requirements, our tireless Quality and

ROY MORRIS PLATFORM



Safeguarding Team has continued to work across all component parts of the organisation to prepare for our mid-term audit in July 2023.

This has meant staff training, awareness raising, audits, policy review and policy development, and a never ending focus on continuously improving services.

To enhance this small team further, we created and recruited a full time Work Health and Safety (WHS) position to be part of the Q&S Team.

The establishment of this role and embedding it in Q&S will assist us to provide an even better workplace for our dedicated staff, linking WHS directly

to ongoing continuous improvement that ensures a strong focus on always delivering the best possible Participant outcomes.

My thanks to our Board of Directors, Executive and Management Team colleagues for their ongoing support of me and for working with me as we grow, reform, and develop an even better service.

I recommend our 2022/23 Annual Report to you and am proud to share some of the achievements of our team from this year.

David Naughton

Cert MHN RN BN MPH FACHSM CHE

Chief Executive Office

Chief Operating Officer



RHEA DIVALL

“The first rule of sustainability is to align with natural forces, or at least not try to defy them.”

– Paul Hawken

2022 to 2023 has been a year of ensuring the ongoing sustainability of Enable WA whilst maintaining a quality service for the individuals we work alongside.

The natural forces which we have been working with relate to the NDIS systems, Quality and Safeguarding requirements, our industrial award, thin labour markets and workplace safety and health requirements. Navigating all these elements while maintaining the core values and principles of the organisation has been challenging but not unsurmountable.

Through the hard work of the Managements Team, Coordination Teams and Corporate Services Teams, we have been able to come together and develop systems, strategies and service design models to equip us to face and overcome these challenges.

The introduction of a Client Services Support Office , a redefined accommodation support model and creative recruitment strategies have been explored, and subsequently implemented to allow the organisation to pivot in response to the very real challenges that external forces present.

“Create with the heart; build with the mind.” - Criss Jami



“...we have been able to come together and develop systems, strategies and service design models to equip us to face and overcome these challenges.”



An exciting development has been the partnerships built between ourselves and Specialist Disability Providers and associated developers. This has occurred within both the Peel and Perth Regions resulting in opportunities for Participants to secure high quality homes and services which were not previously afforded to them. This has been a completely new venture at Enable and we have learnt a lot along the way. Therapy services also continue to grow with clear strategies now in place to ensure that allied services are available to those who need it and that previous recruitment issues are addressed through creative thinking and application.



“Quality is never an accident. It is always the result of intelligent effort” – John Ruskin

Preparation for our interim external audit was also a key component of 2022/23. It enabled us to ensure that the standards of service being provided were robust and were deeply rooted in accountability and transparency. This has resulted in our systems being improved in terms of consistency across the organisation and provided education to staff regarding expectations and compliance requirements.

The findings were extremely positive and highlighted that staff and participants recognise the person-centred culture held within the organisation.

As we express our gratitude, we must never forget that the highest appreciation is not to utter words, but to live by them.”

– John F. Kennedy

I would like to take this opportunity to thank all the Participants and staff who have contributed to the successes of 2022/2023.

The dedication and commitment to the success of the work we do working alongside participants is amazing. Let’s look forward to 2023/24 as we focus on our strategic objectives with increased clarity, focus and collaboration.

Rhea Dival
Chief Operating Office

Chief Financial Officer



TODD FALCO

The 2022/2023 Financial Year was a successful one for Enable WA amid several ongoing challenges facing the sector as a whole!

With operating costs continuing to rise, we were able to achieve increased revenue targets to ensure we could return a surplus for the financial year. This is a great result for Enable, as the majority of disability service providers were forecast to make a loss, whilst trying to remain viable under an ever tightening NDIS Pricing Framework.

It has also been a very busy year in Corporate Services, with the following highlights demonstrating the continuous improvement needed to remain sustainable:

- The consolidation of our office premises was concluded, resulting in ongoing costs savings which we will continue to benefit from into the future;
- Continual improvements in processes and workflows, ensuring we are operating as efficiently as possible. This included the integration of our three main operating systems, which has ended the need for any double data entry throughout our systems;
- Finance Staff have been continually upskilling to provide appropriate backup across the various portfolios;
- Our Human Resource department is now fully resourced, and embedded into each of our operating regions;



“With operating costs continuing to rise, we were able to achieve increased revenue targets to ensure we could return a surplus for the financial year.”

- Our Organisation-Wide Dashboard Reporting System has continued to evolve, ensuring we are continually monitoring our most important Business Drivers at all times;
- Our Investment Accounts are now achieving satisfactory returns, with a review undertaken to ensure we are utilising these funds to their fullest potential.

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 the Finance, Human Resources and Administration teams for their amazing work over the past year. Their commitment to continual improvement in such a challenging environment is very much appreciated.

Todd Falco
Chief Financial Office





**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.

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 28th day of September 2023

Quality and Safeguards



SARAH PEPPER, JAMES HUGHES, LAUREN ALDRIDGE, TUSHAR YADAV

Over the last year the Quality and Safeguards team have continued working to provide safe and quality supports to all Participants receiving Enable WA services.

The team have consistently focused on audit preparation and audit activities, incident reporting, feedback management, implementing Positive Behaviour Support and Restrictive Practices, High Intensity Daily Activities, Work Health and Safety (WHS), quality management and risk management. The Quality and Safeguards team has also worked to develop the WHS portfolio to ensure we are providing a safe work environment. Quality and Safeguards has now become embedded in our day-to-day practices, and the awareness of WHS reporting and process has increased across all regions.

Enable WA are required to undergo external audits as per the NDIS Quality Standards and Performance Indicators. An external Mid-Term Audit was conducted in July 2023 by Quantum Certification Services. The findings of the audit were positive, and Enable WA were able to demonstrate compliance with all standards. During this audit we also worked to increase our scope of services to encompass additional high intensity daily activity supports which will allow Enable WA to meet the needs of the people we support. Our next audit will be in early 2025.

The incident management system has been continually reviewed and additions have been made to increase our oversight and response to both worker injuries and incidents. The team have been working collaboratively to conduct post incident

assessments which provides a multi-disciplinary approach to risk management strategies, safeguard implementation and continuous improvement.

Implementing Positive Behaviour Support and identifying and reporting Restrictive Practices continues to allow Enable WA to address any risk, and safely support Participants with behaviour support needs. The Q&S team have continued to report the use of unauthorised restrictive practices to the NDIS Quality and Safeguards Commission in addition to authorising the appropriate use of practices through the Quality Assurance Panel.

These functions increase the quality of the supports being provided and safeguard Participants. Training and awareness of our requirements has been delivered consistently to all staff groups throughout the year. Restrictive Practice Training, Crisis Prevention Training and consultation from the team has assisted us to embed these processes and work to required standards.



988 incidents reported

242 restrictive practices identified, assessed and reports filed

146 reportable incidents actioned to the NDIS Commission

30 hazards identified

113 staff injury or near misses

59 conflicts of interest identified and Safeguards put in place

38 compliments

19 complaints

High Intensity Daily Activities cover a range of clinical supports that address the complex health needs of Participants.

The team has worked over the last year to review and update Participant care plans in addition to developing processes that allow consultation and assessment during the intake process. Training packages have been developed and delivered to staff; this training has included including complex bowel care, urinary catheter care and spinal injury care training.

Work has also been completed to increase our scope of services. This work has included the development of documentation and care plans, the

development of delegation processes and policy and procedure development.

2023 saw the Q&S team grow and a WHS coordinator was appointed. This new role has worked to increase the awareness of WHS, the requirements of a safe work environment and work injuries across the organisation. Our Incident and Hazard Reporting processes related to WHS, and risk management have been reviewed, developed, and implemented in collaboration with Riskware. These developments will provide the team with additional data that will be used to provide targeted initiatives and processes.

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A WHS focus has assisted the Q&S team to manage incidents and risk comprehensively. The WHS role will continue to support staff from all regions whilst ensuring that we meet legislative requirements.

Over the next year the Q&S team will be continuing to develop the WHS role and initiatives. This will include additional software and process development, policy and procedure review and development in addition to training and awareness initiatives. The team will also be focused on general compliance with consistent post incident assessments and internal audits.

Risk reporting will continue, and trends identified, especially in relation to Restrictive Practices. Additional reporting relating to High Intensity Daily Activities and medication will also be implemented. Overall, the Quality and Safeguards team will work collaboratively with Participants and staff to continually improve existing processes and so that we can provide both quality and safe supports.

Sarah Pepper
Quality and Safeguards Manager





Therapy Services Report



MATTHEW WITTORFF

Enable WA provides a range of Allied Health services to clients, including:

- Occupational Therapy
- Speech Pathology
- Physiotherapy
- Psychology
- Positive Behaviour Support
- Therapy Assistant Supports

These services work in collaboration with our support services to provide an integrated and holistic approach to meeting the needs of our Clients and Participants, and their families and carers. Enable WA Therapy services also work with external support providers. In 2022-2023, Therapy services were introduced to the Mandurah/Peel region, with Speech Pathology being established.

This region will be further developed in the coming years to ensure a multidisciplinary team is available to clients, along with all other regions.

As part of the *Information, Linkages and Capacity* grant Enable WA Therapy received, we provided workshops in Harvey, Dardanup, Greenbushes, Bridgetown, Busselton and Margaret River in collaboration with Advocacy WA to support local government and business to improve their accessibility to people living with a disability.

All Therapy staff also attended 'Interoception' training and are now able to deliver this intervention. Interoception is a lesser-known sense that helps you understand and feel what's going on inside your body. Clients who struggle with the interoceptive sense may have trouble knowing when they feel hungry, full, hot, cold, or thirsty. Having trouble with this sense can also make self-regulation a challenge.

In the 22 - 23 Financial Year, our Positive Behaviour Support team attended the virtual 2022 International Positive Behaviour Support Conference, titled '**Co-Production: Giving the Power Back**'.

Since COVID, recruitment of Therapists is the biggest barrier to the service, however with a Workforce Plan and Therapy Strategic Plan being developed, Enable WA has committed to expanding and enhancing the Therapy Services.





Our Community

Step into the lives of the Enable WA team!

Our Support Workers, Service Coordinators, and Regional Managers have all put forward stories of Participants who are becoming more involved in their local communities, kicking goals, gaining confidence, and are great to be around!

Thank you to all Enable WA Participants for making our jobs so much fun, and to the Participants who were excited to share their stories on the following pages, enjoy your time in the spotlight and congratulations!

Meet our Regional Managers

Our Regional Managers are responsible for the day to day happenings of Enable WA - from staffing, to creating and managing events for Support Workers and Participants to celebrate the work we all do together, shift management, organising training, and offering support to members of the team to further their own careers. Thank you for another fantastic year to each of our Managers, and keep doing the great work you do!



Ian Mumford
Lower South West



Fiona Stephen
Upper South West



Jason Hall
Mandurah/Peel



John Fulker
Perth Metro

The Enable Community

Congratulations on reaching your goals!



Bobbie Williamson, (who has been with us since 2019) received her P Plates in June 2023! She first got her L plates in 2016, but when her Support Worker (Kathryn) commenced on the team in 2022 she had completed her hours, but had only completed a couple of formal lessons.

Bobbie saved hard and bought herself an automatic RAV 4 in 2021 and with persistence and continued support and mentoring from Support Worker Kathryn, she achieved an important goal and milestone and is proudly driving on the road. Bobbie is also studying her Child Care certificate and works at a local child care in Busselton and is steaming ahead in her studies – soon to achieve yet another major goal – GO BOBBIE!

Lower South West

In April 2023, Manjimup Participant **Lachie** was completing his work experience hours at the Coles, where he was given many different tasks including removing empty boxes, moving the boxes into a crate and out the back for squishing and recycling, bringing products forward on the shelves and straightening all the goods.

Lachie said everyone was very friendly, and his speed and efficiency has improved so much over the last few weeks according to his employer.

Great job Lachie!

Lower South West

Congratulations to **Michael**, whose incredible perseverance has truly paid off! Michael has planned, saved, and overcome multiple obstacles on his journey to obtaining his driver's license.

Michael's dedication has been evident from the start. He enrolled in a community adult literacy class, attending weekly sessions to improve his skills. With the invaluable support of his mentor Sylvie, he studied diligently until he felt confident enough to take his learner's permit test. After facing a few set backs, with Sylvie's unwavering encouragement and assistance, he finally achieved his dream of getting his driver's license. He's worked hard to save money and proudly purchased his own car, with the goal of helping his elderly mother, managing family errands, and supporting his brother.

Now, with one goal achieved, Michael is setting his sights on the next milestone: finding a job! Keep going, Michael!

Upper South West

Ayesha Patterson lives and breathes community! Ayesha is an essential member of Mandurah's APM Communities team, and is dedicated to enhancing accessibility for all residents, regardless of their abilities.

Through her inclusive event Easybeatz, held bi-monthly at a local pub and attended by over 100 people, she fosters a welcoming environment.

Ayesha (who lives with blindness), advocates for inclusive workplaces, using her own experience to break barriers. She connects people with disabilities to their community, working with employers to create supportive environments.

A passionate fundraiser and advocate, Ayesha empowers those around her, sharing her expertise in assistive technology for independent living. We can't wait to hear what you're up to next!

Mandurah/Peel

Elton attended a trip with his support worker early this year to Albany. It's been a long-term goal for Elton to visit Albany and since then he has made multiple other trips, including visiting family in Kalgoorlie. He even got to captain a boat! Elton and support worker Jarrad recently took part in a photo shoot for The National Disability Services. Elton and Jarrad were naturals and worked well to get the perfect advertisement photo.

Elton has been with Enable as a 24/7 client for 4 years now and through building his independence, Elton can go without supports overnight and in the community. Elton has made steady progress on continuing to reduce his supports and is surrounded by a strong team who are dedicated in reducing Elton's supports and increasing his independence. We look forward to seeing what you do next year Elton!

Perth Metro

International Day of People with Disabilities



DECEMBER 3RD, 2022

Every December 3rd, we celebrate the International Day of People with Disabilities (IDPwD).

This day is incredibly relevant to our organisation, and promotes inclusion and accessibility in global events, workplaces, festivals, communities, parks, sports and recreational facilities (just to name a few areas!).

We like to focus on bringing our community together for this day; in 2021 we held a series of FREE Outdoor Cinema Nights for each of our regions, and invited everyone in the public to come along.

This Financial Year, we took on a new not-for-profit to Sponsor: Karting2Live. Karting2Live have the motto: 'we are all the same with our helmets on', and are a group of go-kart enthusiasts who have designed karts for people of all abilities.

Needless to say, a few of our Enable rev-heads were very keen to get behind this Sponsorship deal! But we'll get to that in the next pages.

The Perth Metro team worked with Lauren from Yellow Digital and Eric from Karting 2 Live to run a series of free laps for Enable employees and Participants at Hi Voltage in Perth, to celebrate IDPwD.

Meanwhile in Bunbury, another of our Sponsors came on board to help celebrate the day - Rotary Sail Into Life! Run by volunteers and sponsored by Enable and the South Bunbury Rotary, Rotary Sail Into Life offer accompanied sailing for people living with disability.

A few of our sailors were a bit nervous, but as soon as they were in their sailboats they found their sea legs!



By partnering with our Enable WA Sponsored organisations, our Perth, Upper South West and Lower South West Participants had a range of fun activities to enjoy.

Thomas (pictured below) was having such a good time he didn't even want to come back!

Thank you to all of the wonderful volunteers that helped out for the day, especially to Bjorn Chorley, who really helped bring the idea of a free sailing trial to life.

Enable were successful in securing a grant for \$800 to go towards IDPwD events, from idpwd.com.au, which was split between the Perth and Bunbury events.



We also were successful in securing another grant for close to \$1,000 to help another of our Sponsored community groups (Art for Inclusion), run an art exhibition from December 3rd - 15th.

Ross Vaughan who runs Art for Inclusion twice a week, did a fantastic job setting up all of the artworks, arranging the space and putting on a great opening night, and we are so proud to have Ross on our team.

Multiple artworks by the Art for Inclusion artists were sold, and we even have a stunning canvas or two on display in our Head Office

It was great to be able to combine a few of our Sponsored groups into two days of fun-fi led activities!

We're very thankful to have been recipients of the grants for our events, and hopefully we are successful in the next Financial Year as well.

Opposite page right: Callum's all smiles and ready to set sail.

Bottom left: See ya Thomas!

Bottom image: The Perth Metro team in their gear are ready to kart!

All images used with permission.



Sponsored Groups and Organisations



Enable WA is proud to sponsor local groups and organisations determined to make a difference in terms of inclusion or accessibility in their community.

Throughout the 2022 - 2023 Financial Year, we have been on the lookout for local groups that align with our values and vision, and have successfully partnered with (and/or sponsored) two more not-for-profit groups: Karting2Live, and RTRFM.

Karting2Live: Karting2Live is a volunteer-lead group based in Perth, and through incorporating hand-operated karts allows everyone to have a go at karting, regardless of ability. We have held two open-day style events with the group now, and we all had a blast!

We sponsored the production and wrapping of two new karts for the group, which were unveiled at our International Day of People with Disabilities event on December 3rd. Thank you to Mitch and John from our Perth Metro team for finishing and engaging with this great not-for-profit

RTRFM: If you are a Metro resident, chances are you've heard of RTRFM (92.1FM)! RTRFM is a not-for-profit, community radio station, which broadcasts 24 hours a day. The name RTRFM is a contraction of "aRTy Radio", and the channel promotes local, unsigned bands, artists, activities, events, and well, pretty much anything creative coming out of WA! They also run festivals throughout the year, including In The Pines, and Neon Picnic.



One of our two Enable WA branded go-karts, which were sponsored by Enable and revealed at the International Day of People with Disabilities/ Karting 2 Live Day.



Becoming involved in the RTR community was an idea put forward by the Perth Metro Manager John, who is an avid fan of supporting the arts, and was strongly supported by all members involved in Sponsorship management.

As it turned out, when we reached out to RTRFM, they were planning their relaunch of their successful 2022 program 'Breaking Sound Barriers' - an opportunity for 10 people with disabilities to join an in-studio program where they would be taught how to create their own podcast, on whatever topic they like.

We have sponsored 2 seats in this program for Enable clients, and are awaiting for the application period to close to see who's been successful!

We are also discussing the possibility of an Enable WA sponsored Sensory Space at the upcoming In the Pines Festival - due to happen in April/May 2024.

Keep an eye on our social media pages for more information as it comes!



Strategic Plan



PLANNING FOR 2024 - 2027

“A Strategic Plan assesses the current environment of a business, both internally and externally. It establishes future goals and targets and describes the strategies it will implement to reach them.”

bdc.ca

At the beginning of 2023, Enable WA commenced building a Strategic Plan for the years 2024 - 2027. A Strategic Plan is designed to help us identify areas of improvement within our organisation, and essentially to develop a series of measurable steps towards rectifying and improving them.

Enable’s CEO David Naughton brought on Bryony and Asha from Adept Health Projects to facilitate, manage and create the Plan, beginning with a series of workshops for Participants, Support Workers, Coordinators, Management, Executive and Therapy to attend and give their feedback on.

We also took a close look at our Values, Mission and Purpose, (originally written 5+ years ago), and were pleased to see that we have been running Enable WA with those same principles in mind across all of our regions. We still remain people-focused, with our priority always being the Participant.

We are now almost at the end of our Strategic Plan process, with our final document due to be completed and designed by Lauren from Yellow Digital in July 2023.

Once complete, this document will be available for anyone to download via our website (www.enablewa.org.au), in a display of complete organisational transparency - something very important to us.



Bryony and Asha from Adept Health Projects during our first full group workshop session.

Thank you to Bryony and Asha for your fantastic work on collating the feedback from all of our stakeholders - there was a lot to go through, but ultimately we were pleased to learn that for every area raised for improvement, there were two raised to support and encourage our current operations.

Being people-first focused isn't only about making sure our clients are given the best Supports and Services available, but also ensuring our staff and team are happy, satisfied, and are wanting to be a part of creating positive change.

Adept Health Projects and the Executive Team at Enable have broken down our Strategic Plan into five Key Strategic Pillars:

- Services of Quality
- Culture is Key
- Financially Strong
- Future Focused
- Technology Savvy

Within these Pillars, we have identified Short (within 12 months), Medium (12 - 24 months), and Long (3-5 years) Goals and Objectives.

With regular updates and check-ins on our progress, Enable will be accountable and responsible for making sure these steps for improvement are being completed in the proposed timeline.

Make sure to check our site: www.enablewa.org.au/about-enable-wa post July 2023 to download your own copy of our final Strategic Plan. Or if you have your phone handy, you can scan our QR code below.



Reconciliation Action Plan (RAP)



DEVELOPING A REFLECT RAP WITHIN OUR ORGANISATION

'Committing to a Reflect RAP means scoping and developing relationships with Aboriginal and Torres Strait Islander stakeholders, deciding on your vision for reconciliation and exploring your sphere of influence.'

- RECONCILIATION AUSTRALIA

Inclusion and creating a safe environment for everyone, regardless of gender, sexual identity or orientation, race, religion, or other, has always been at the heart of our organisation.

More and more businesses and organisations are looking into developing a Reconciliation Action Plan (RAP), to establish more cultural awareness, understanding, safety and respect between all arms of their organisation and Aboriginal and Torres Strait Islander people. We want our Aboriginal and Torres Strait Islander (TSI) clients and staff to feel like they are welcome at Enable WA, so the development of a RAP and a RAP Working Group was established in October 2022.

Our RAP Working Group have been meeting up monthly via MS Teams, to discuss progress on individual goals, and to brainstorm

what steps we can take to be more inclusive. One of our Working Group members had an existing working relationship with a local South West Aboriginal corporation, and a Project Manager who has worked with RAP templates before. So we were delighted to bring on board Jenny Gleeson from Jenny Gleeson Coaching and Consulting, and Aunties Annette Garlett and Gail Hill from Keipa Boodja Aboriginal Corporation as our cultural consultants.

The first step in our Reconciliation Action Plan (RAP) was to run a series of Cultural Awareness training modules for our RAP Working Group, which would then be distributed via our Human Resources training platform for Support Workers to watch. Keipa Boodja Aboriginal Corporation and Jenny Gleeson created the module content, and Enable's Marketing Manager Lauren, ensured the modules were being taught through a disability Support Worker specific lens, so modules would be appropriate to the field.

These modules were well received, and Annette, Gail, Jenny and Lauren succeeded in creating an engaging, educational resource for our team. Thank you in particular to Annette for her Welcome to Country which was filmed and added to the introduction of the Modules.



ENABLE WA INVITES YOU TO CELEBRATE THE START OF NAIDOC WEEK 2023

With a Welcome to Country hosted by Aunty Annette from Keipa Boodja Aboriginal Corporation, followed by traditional and non-traditional Indigenous foods

Monday, July 3rd at 12pm
Enable WA Bunbury Office

For Our Elders



Although the Cultural Awareness and Understanding Modules were quite a large project, we have also made the following changes, updates and events to our organisation:

Email signatures: Our email signatures all now include an Acknowledgment to Country, and the Aboriginal and Torres Strait Island flags.

Office walk th oughs: Aunty Annette Garlett has almost completed visiting each of our offices to suggest how we can make them more welcoming and inclusive for ATSI clients and staff.

Acknowledgment of Country: Our online and in-person meetings all now include an Acknowledgment of Country before commencing.

Reconciliation Week: Our Upper South West, Lower South West, Peel, and Metro offices a l had staff members partake in local Reconciliation Walks this year. We also tied in Reconciliation Week with the launch of our online Expressions of Interest, looking for Aboriginal art to purchase.

Continues on next page...

Aboriginal Art Commissions: One of the points brought up in the RAP Working Group was the lack of Aboriginal art in the Enable offices. We thought a good way to solve this whilst spreading the word of Enable to our local Aboriginal communities was to run an online EOI for local artists to submit their pieces (either pre-existing or to be commissioned), for up to \$1,000.

To date, we have had over 30 applicants, from Boorloo, Goomburrup, Mandjoogoordap, Undalup and Menang boodja. Our Expressions of Interest is due to close at the end of this month, with the winners will be announced at the beginning on NAIDOC Week (July).

NAIDOC Week (coming up): The members of our RAP Working Group who reside in Bunbury/Goomburrup have created a series of events for this year's NAIDOC Week, including colouring in competitions of native flora and fauna, Australian bird bingo using Noongar words, a 'For our Elders' Lunch with Keipa Boodja to be held in our Head Office, and a scavenger hunt! Thank you to Sara,

Kiarra and Elle for arranging an activity for every day of the week for our Participants and Support Workers.

Updates to Hiring Descriptions: We are currently investigating ways to make our Hiring and internal policy documents more culturally inclusive.

South West NAIDOC Ball Donation: We have generously been given 2 tickets to this year's South West NAIDOC Ball in exchange for a donation towards the event. Two members of our Working Group will be in attendance, and are also going to be handing out an award!

Thank you to everyone that has contributed to the Reflect RA , be it through the Working Group, reaching out to local networks and community groups, or sharing their own experiences to aid with brainstorming ideas. A big thank you to Sara and Jenny who have been working hard on getting our first Draft ready, and to Lauren who will be creating the final designed document to submit to Reconciliation Australia.

Previous page, clockwise from top left:

1. 'For our Elders' invitation to lunch, created by Enable WA Upper South West team.
2. 'Djooroobidiny - Go Along Happily' Original artwork by Megan 'Meg' Corby. Used in this document with permission from the artist.
3. 'The Enable Journey' Original artwork by Kim Kiosses. Used in this document with permission from the artist.
4. 'The Spirit of Boodja' Original artwork by Bianka Williams. Used in this document with permission from the artist.
5. 'Djidi Djidi Djerpin' on Boodja' Original artwork by Bianca Willder. Used in this document with permission from the artist.
6. Members of our Lower South West attended Busselton/Undalup's Walk for Reconciliation.





Above: a few of our RAP Working Group who attended the Cultural Awareness and Sensitivity Training delivered by Keipa Boodja Aboriginal Corporation in March.

Opposite page:

7. A huge amount of people came along to the City of Busselton's Walk for Reconciliation.

This page:

8. Back row: Kaleb (Enable WA), Jenny (Jenny Gleeson Coaching and Consulting), Sara (Enable WA), John B (Enable WA), John F (Enable WA). Front row: Lauren (Yellow Digital), Aunties Gail and Annette (Keipa Boodja Aboriginal Corporation), Elle (Enable WA).

The RAP Working Group is:

David Naughton (Enable WA)

Rhea Divall (Enable WA)

Lauren Dixon (Yellow Digital)

Jenny Gleeson (Jenny Gleeson Coaching and Consulting)

Annette Garlett (Keipa Boodja Aboriginal Corporation)

Sara Mason (Enable WA)

Kaleb Norman (Enable WA)

Elle Elias (Enable WA)

Jason Treasure (Enable WA)

Kiarra Lenane (Enable WA)

John Fulker (Enable WA)

Niomi Matthew (Enable WA)

Anna Mai (Enable WA)

Natasha Charlesworth (Enable WA)

Gwenda Toko Mikahere (Enable WA)

Andrea Met (Enable WA)

Chavai Gawron (Enable WA)

Steph Johnson (Enable WA)

A RAP is more than just a document - it represents a shift in our work culture and environment.

Our work towards reconciliation is ongoing.

Team Highlights



EVENTS THROUGHOUT THE YEAR!

As well as our larger scale events, our four regional offices also manage and organise their own events for Participants, Support Workers and Coordinators to come together and socialise!

These are just a few highlights from the 2022 - 2023 Financial Year:

- Group Activities Program in Busselton
 - Upper South West Easter Morning Tea
 - Support Worker of the Year Awards
 - Manjimup Cherry Harmony Festival Open Office
 - Support Worker Party at Froth Bunbury
 - Rockingham Job Fair and Mandurah Job Fair
 - Fishing in Mandurah
 - Cooking Classes
 - Perth Metro Craft Club
 - Upper South West Christmas Party
 - Mandurah/Peel's Wellness Wednesday
 - Fishabilities
 - Team building with the Mandurah Giants
 - Art for Inclusion Exhibition Opening Night
- ... and many more fun filled activities!





Hayden Lee: No Rock Wall Too High!



Hayden is a 16-year-old young man, living with non-verbal Autism.

Over the past 12 months he has been working very hard to meet his NDIS Goals and become more independent and experienced new things that have now become a regular activity for Hayden.

Hayden has become more interested in activities in the community such as going to the Zoo, SciTech, mini golf and rock climbing.

The support workers working alongside Hayden have worked very hard to introduce him to new and exciting activities, which has been very beneficial to his confidence and creating positive memories and experiences. One of his favorite activities is currently rock climbing.

He has learned to climb the walls with great precision and speed.

When met with a challenge, he never gives up until it is completed, often out climbing the support workers! Hayden has shown great passion for incorporating physical exercise into his activities, which has been fantastic for his overall health.

Hayden has also seen a huge improvement in his independence in the community. Through Hayden's hard work and determination, he can now order food from McDonald's through the kiosk, and scan and pay for his items at the supermarket.

Hayden has worked hard to meet these goals and continues to work on them to increase his capabilities and independence. We wonder what the next 12 months will bring!



Sally Machin: Business Development



Sally has been incredibly busy this year, from organising an Australia's Biggest Morning Tea, to expanding her business of selling novelty soaps. We interviewed Sally for this year's Annual Report, to see how things are going!

Q- Hi Sally! We hear you hosted a morning tea to raise funds for the Cancer Council this year. How did that idea come to you and how did it go?

A- I saw the idea on TV, myself and my support workers did a lot of cooking and we had a really good turn out.

Q- AND we hear you're a bit of a business woman! How has your soap business been? Was there a lot of change that happened in the last 12 months?

A- Yes, there has been a lot of change over the past year since I started the business. What I thought was going to be a slow start and business turned quickly into a busy little home business.

Q- What made you want to start your business in the first place

A- This all started as a joke from a silly idea of making adult novelty shaped soaps. Then it grew from there making one style of soap into many other style of soaps. I enjoy being creative, it helps me take my mind off my disabilities.

Q- Any big plans for the next 12 months?

A - To continue to sharing my business 'Slippery When Wet Novelty Soaps' at the markets and online. To continue attending equi connect wellbeing therapy, equi connect helps take my pain away, I love being with the horses and talking to the staff. I wish I could live out there.

Thank you so much for taking the time to chat with us Sally! We can't wait to see what 2023 - 24 looks like for you.



Phillip and the Mandurah Giants



During the months of September and October 2022, the Thomas Dambo Giants were constructed around Mandurah.

Thomas Dambo was taught from a young age about the value of recycling, sustainability and unlimited imagination. To share the message and inspire people to get out into nature, he has created larger-than-life sculptures from recycled wood, and put them all over the world.

There are five site specific works each up to 5 metres tall – that will engage with stories of Mandurah through inspiration from the local community involved in their creation.

The sculptures are intended to be protectors of the environment.

They are placed in secret locations to be discovered and explored.

Phillip, a Participant in the Mandurah/ Peel region, worked as a volunteer on this project.

One of Phillip's jobs was to help in the shipyard to paint the small pieces which make up the Giants fur.

Another task was the timber preparation (removing nails/pins from recycled timber) - not an easy job! Phillip took pride in making the time to ensure his work was of great quality and value.

It was a great opportunity to work collaboratively as a team, combining efforts to accomplish something incredible for the Mandurah community.



Phillip stands in front of one of the Thomas Dambo wooden Giants - available to see in Mandurah and surrounds.

The Giants trail was launched on 12th November 2022, and is still open to the public currently if you haven't had a chance to see them yet!

Phillip has since found all the Giants and their locations. Even the hidden one which was at the end of a 1 hour trail.



Sue Edge: Bobblehead Nanna



Sue Edge is a powerhouse and an icon for spreading awareness of, and creating a community for Parkinson's.

Sue regularly updates her blog: [Bobblehead Nanna](#), if you want to follow along her journey! We've summarised her latest entry and all she's been up to below.

Sue isn't one for shying away from the negatives of her diagnosis. As she says herself: "of course it sucks having PD but don't have a negative attitude or it will drain you and suck you dry. Negative thoughts breed negativity, unhealthy thoughts, stress and bad health."

Since her diagnosis, Sue has done things in her life she never thought possible,

driven by a new motive to change the perceptions of people living with Parkinson's, and to inspire everyone to live a great life. She has:

- Learnt to not sweat the small stuff. To look at and enjoy the little things (in Sue's case, salted caramel ice cream!)
- Started painting, and has held exhibitions in Perth, in her hometown of Mandurah, and at present, she has 5 pieces of art in an exhibition in Austin, Texas!
- Published a children's book about Parkinson's.
- Conquered her fear of speaking to a group of adults and has done a Tedx talk and talked to small groups and large groups about PD (eg: Rotary, nurses, teachers etc) .
- Started a group in Mandurah called **The Unsteady Hand Mob** and through this group, teaches art to people



Sue is so honest and open about her experiences with PD. It's not all sunshine and roses, but she has created this amazing supportive community that truly admire her and can *relate* to her.



- affected by Parkinson's whether they have it, care for someone with it or have a friend or family member with it.
- Started a boxing group for people with Parkinson's (PWP).
 - Produced a play called Kinetics to raise awareness of PD. (2019)
 - Produced AND directed another play about a man just diagnosed and it received rave reviews.
 - Gained self-confidence
 - Raised over \$15000+ for the Parkinson's Nurses fund (Western Australia).
 - Made a small business putting her paintings on accessories, mugs, coasters (just about anything!).

AND

- Sue is an advocate for those who have PD and has helped many people start and continue their Parkinson's journey and live the best life they can.
- Developed a Hospital Kit for People with Parkinson's so they can have an effective hospital stay.
- Sue writes a blog and is in the process of putting another book together, this time full of poetry and short musings.

Sue tends now to be a 'glass half full' person.

As if she's not busy enough, Sue is also moving house soon, hopefully into a small village community. She's hoping this will make PD easier to maintain, and give her lots of activities to keep occupied! She's looking forward to a big art room and a heated pool open every day all day.

"I'm grateful that I am still able enough to move and to enjoy my new home. Even if I'm exhausted and sore and my 'offs' are worse than usual because I've done so much culling, clearing and sorting in the last 2 months.....I'VE DONE IT ! (surely that deserves another ice cream?)"

You can follow along with Sue's journey via her blog: <https://bobbleheadnanna.wordpress.com/>

"I can go on and on about how wonderful, fabulous, courageous, brave, fearless she is!"

- Kristy Dodd, Service Coordinator

Social Media and Communications



Our social media platforms have become great online communities for Enable stakeholders, and we are only growing!

The 2022 - 2023 Financial Year was a bit of a different landscape for us than usual. With uncertainty around Covid-19 almost being eradicated from our feeds, the opportunities for us to fill our Instagram, Facebook and LinkedIn profiles with more 'feel-good' and community based stories increased.

With our focus online remaining on Enable Participants and our available services, engagement has grown, as have our audience members - *without using any means of paid advertising on our organic posts.*

Our exposure and reach has **increased by 299%** from the previous Financial

Year, largely due to our partnering of fellow-minded community groups and organisations who we have been able to tag and share across our content.

Whilst we did dip our toes into the world of Reels this year, for the amount of time it takes away from our busy Coordinators and Support Workers, the Return on Investment was deemed not worth it. Instead, we allocated that time to getting fresh photos of our Therapy team and creating more relevant and relatable content for our existing audience.

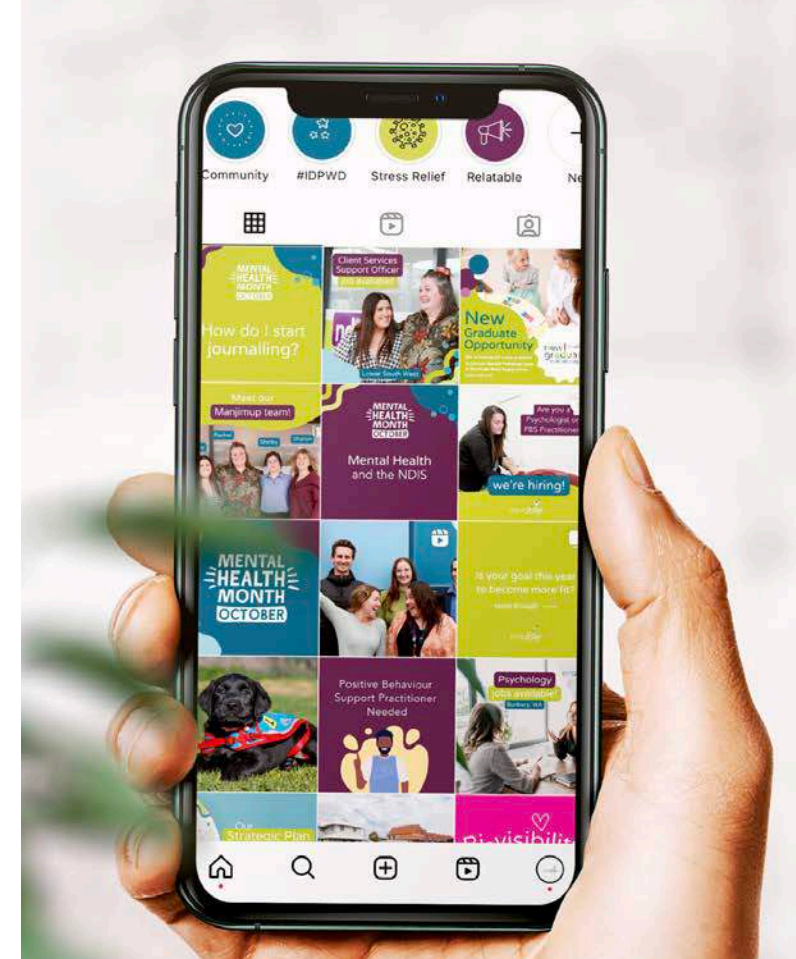
Although in saying that, the reach we did get from our few Reels was pretty great - keep an eye out if we choose to revisit this!

Make sure to follow us!

 www.facebook.com/enablewa

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

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



Thank you to all of our Support Workers, Participants, Coordinators and Management who have helped with our content this Financial Year.

2,993 Facebook followers (as of July '23)

223,736 Facebook accounts reached

213 New Facebook Followers

2,116 Instagram profile visit

35 - 54 Most popular age of Facebook fans

25 - 34 Most popular age of Instagram fans

83% of our online audience are female identifying



Our (social media) online audience's locations:

1. PERTH (19.6%)
2. BUNBURY (7.7%)
3. MANDURAH (5.8%)
4. AUSTRALIND (4.6%)
5. BUSSELTON (3.6%)
6. EATON (3.1%)
7. SOUTH BUNBURY (2.9%)
8. DALYELLUP (2.3%)
9. MANJIMUP (1.6%)
10. COLLIE (1.5%)

This Financial Year, we also started to share more posts and topics relating to Aboriginal and Torres Strait Islander social issues, such as Reconciliation Week, Closing the Gap, and promoting local art exhibitions and NAIDOC activities. Our Manjimup and Lower South West region have also been fantastic at sharing what Participants and Support Workers have been up to through the year, and in the next Financial Year we hope to share more from our other regions as well.

This year we are also looking forward to hearing if we qualify for approval to run Group Activities - these have made very engaging posts in the past and really help us get involved in the broader community!

As always, your feedback to how we communicate and conduct Enable WA online is incredibly important. If you feel we could be doing something differently, or are not promoting and creating a safe space, please say something. We strive to make our online space a welcoming and approachable place for all.



Client Advisory Group



ENCOURAGING FEEDBACK AND INPUT

Over the course of 2022 - 2023, Enable WA has continued to facilitate the Client Advisory Group (CAG). The group has a consistent member base who continue to provide input into the Governance and associated processes.

The Client Advisory group played a key role in Enable WA's strategic planning process as members provided feedback on what is working well at Enable WA and any changes they would like to see in the future.

As we move forward with the CAG, we will see our members taking a lead role in the facilitating of the meetings with the key themes relating to the ideas that our clients, families, and carers wish to discuss.

The group consists of members from across the regions including clients and parents. We create a welcoming space where all voices are heard. Meetings take place across the regions with members attending in person or via Microsoft Teams.

Should you have any questions relating to the CAG or wish to find out more, please do not hesitate to get in touch.

Enable Compliments



"I have been working for Enable for just over a year now, and want to say that it has been a huge eye opener for me that "jobs" like this exist, and I've enjoyed every moment of it. My Coordinator(s) (Peel Region) communication is ALWAYS positive, constructive, and clear. I'm still a full time retail manager/leader for a major firm, over 27 years' service, but never have I felt so welcomed to the company Enable. We have a real purpose at Enable putting smiles on people's faces and enjoying life to their fullest, at their desired pace. It's FANTASTIC! I'm here just having to give the well-deserved kudos to all." – **Support Worker**

"I have really enjoyed being with enable, the supports are absolutely a group of amazing individual's and I'm glad to have met them! The ability to recognise others needs is absolutely wonderful, many thanks and warm regards"
- **Perth Region (Client)**

"I met my Coordinator at a time in my life when everything was hard, uncertain, and complicated for me, and I was basically burnt out. I have two girls, very different and unique, both with complex needs, X has autism, ADHD, and severe anxiety, and X has an ID, ADHD, and anxiety. My Coordinator has been so amazing in supporting both my girls and myself. She is always available whenever I need help or support for my girls, she is very good at knowing exactly what they need, and we would be lost without her. Having someone who is caring, compassionate, kind, and passionate about their job/role is very rare these days and my Coordinator is amazing. She has such a beautiful nature and at Christmas time she wrote the most gorgeous Christmas letters to me and my girls as well and X and X lit up when they read them, You are truly like our guardian angel."

Peel Region – Parent of clients

You can leave us your own feedback at any time!
Visit www.enablewa.org.au/testimonials

Details:

28th November 2022 from 16:15
Enable WA Head Office
104 Beach Road, Bunbury, 6230
(08) 9792 7500

Attendees:

Roger Veen; Berni Cameron; Andrew King;
David Miles; Mandy Mould; Rhea Divall; Todd
Falco; David Naughton.
Patrons Charlie & Nan Martella also attended.

Apologies:

Apologies: Jeff Kappler

Guest Speaker:

Ben Aldridge from 30 Foot Drop.

Confirmation:

"That the Minutes of the Annual General Meeting held on 22 November 2021, be confirmed.

Confirmed – Mandy Mould

Carried – Berni Cameron

AGM Minutes



ANNUAL GENERAL MEETING 2022

Opening and Welcome

In Opening the Annual Meeting and welcoming those present, Welcome to Country was conducted by Gloria Dann, supported by Charmaine Councillor.

President's Report: Roger Veen

The President emphasised the following in their report:

- Organisation is growing with 1000 clients and 800 staff
- Acknowledged the growth of Therapy Services
- Strategic Plan being updated. The process starting in February 2023
- Scholarship Program to be revisited in the New Year.

Finance Report:

CFO Todd Falco presented audited financial reports for acceptance by Board.

"That the Audited Financial Report for the year ending 30 June 2020 as presented, and as prepared by AMD Chartered Accountants, be accepted."

Confirmed – Berni Cameron Carried – Andrew King

CEO Report:

The CEO, added to the tabled report by noting the following:

- Acknowledged Lauren from Yellow Digital efforts and gave congratulations on the excellent content and presentation standard of 2021/22 Annual Report
- COVID Management continued this year with communication being sent via various means including Teams and Newsletters
- Introduction of Dashboard Reporting
- Improvement in meeting standards including the induction of Acknowledgment of Country before meetings
- Acknowledge a successful Audit against the NDIS National Standards
- Implementation of Quality and Safeguards team

Adoption of Annual Report:

“That the Annual Report for 2021/2022 as present be accepted.”

Confirme – David Miles

Carried – Andrew King

Appointment of Auditor:

“That AMD Accountants be appointed as auditor for the 2022/2023 Financial Year.”

Confirme – Mandy Mould

Carried – David Miles

Election of Board Members:

“There being no objections the nominees are duly elected to the Board: Wendy McIntosh.”

Nominated – Roger Veen

Second – Berni Cameron

Regional Support Worker Awards:

Awards for the following regions were presented by Nan Martella:

- Upper South West: Tania John Putra
- Lower South West: Kylie Crealy
- Peel/Rockingham: Andrew Guest
- Perth Metro: Cheryl Cole

Nan thanked the Support Workers for the work they do with our clients and expressed that they would like to continue as patrons and support the excellent work the organisation does.

Meeting Close:

AGM closed 17:00.

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 2022/23 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.





enable
western australia

 (08) 9792 7500

 reception@enablewa.org.au

 www.enablewa.org.au