



 Identitywa

Annual Report

2015 - 2016

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Our Vision

All people live with a sense of purpose, a sense of belonging and a sense of wellbeing.



Our Mission

Identitywa works in partnership with individuals and families to build a community where people with disability enjoy a fulfilled life.

We support individuals to achieve their goals whatever they may be. We offer families the support they need.



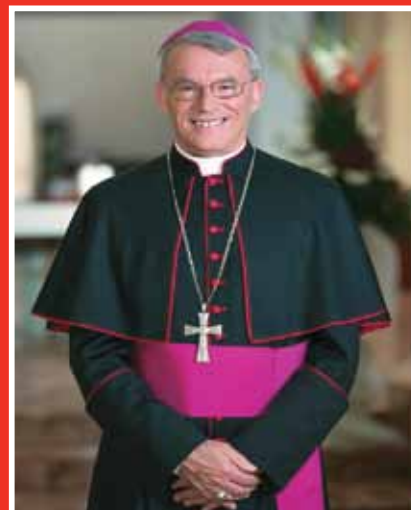
Our Values

Above all else, we make a commitment to act.

We will look for the opportunities rather than seeing the barriers.

Our approach will be objective, transparent and fair. We will always be honest and open and no matter how challenging, we will endeavour to see it through to the end.

Message from the Archbishop



As a Catholic organisation founded more than 39 years ago, it is wonderful to see how Identitywa has grown from its humble beginnings as a self-help group for Catholic parents of children with disability, to an organisation that today offers high quality services and support to people living with disability and their families throughout the Perth metropolitan area.

Identitywa's services are proudly based on Catholic values and a vision which encompasses people of all faiths and backgrounds. May it continue to do all that it can to meet the needs of those living with disability.

Timothy Costelloe SDB



Most Rev Timothy Costelloe SDB
Catholic Archbishop of Perth

Cover photo: *Painting by Michael who shares an Identitywa home. His artwork was inspired by his love of motorbikes and dogs.*

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Our Board

Identitywa's Board of Management works in an honorary capacity to oversee Identitywa's strategic direction. The Board works in collaboration with the Executive Management Team to monitor the achievements of service targets, financial objectives and other key performance indicators.



Graeme Mander

(Chair)

Appointed 1 April 2011

Graeme was a Principal in Catholic schools for over 20 years. He has accumulated a wealth of educational experience over the past 40 years in both the independent Catholic and public systems. He holds qualifications in educational leadership and administration to Master's degree level. Prior to joining the Identitywa Board, Graeme served on the Board of Midway Community Care, an organisation supporting people with intellectual disability and their families in the Peel Region. Graeme and his wife Margaret have six adult children and ten grandchildren. Recently retired, Graeme is an avid reader, keen gardener and enjoys travel.



Linda Walsh

(Treasurer)

Appointed 1 February 2011

Linda is Manager Finance at the newly established South Metropolitan TAFE. She has two grown children and was a stay-at-home mother for 17 years.

During this time she taught art and crafts, participated in a range of community activities which included holding the position of school P&C President, and undertook part-time university studies.

In 2003, Linda completed a Bachelor of Commerce at Murdoch University and joined the Office of the Auditor General as a financial auditor in 2004. Linda is a full member of CPA Australia and Institute of Public Accountants.



Tony Curry

Appointed 1 July 2014

Tony was appointed to the position of Director, School Improvement at the Catholic Education Office of Western Australia in January 2014. Prior to this he held a number of principalships and teaching positions in metropolitan and regional Catholic schools.

Tony holds formal qualifications in education and educational administration. He has worked over the past twenty years on a number of school boards and at a senior Board level for the Disability Services Commission of Western Australia, the Edmund Rice Centre and the Perth Archdiocesan Catholic Social Justice Council.



Jenny Drury

Appointed 1 June 2012

Jenny is the Human Resources and Administration Manager for Inclusion WA, a community service organisation.

Jenny graduated from Christchurch Teachers College (NZ) in 1977. As a wife and mother, caring for her family has been her primary focus; however, she has also managed a successful career in the areas of administration, human resources and real estate. Jenny's youngest son, Matthew, has been supported by Identitywa for many years. As a Board member, Jenny has provided the invaluable perspective of lived experience of disability.



Nathan Ebbs

Appointed 1 September 2009

Nathan graduated from The University of Notre Dame Australia in 2004 with a Bachelor of Laws degree.

Nathan is currently a Principal of Commercial Law Firm Bennett + Co located in the Perth CBD.

He practices in the area of general commercial litigation.

In addition to his position as a Board Member of Identitywa, Nathan is also Treasurer of the Law Society of Western Australia and Chairman of the Western Australian Radio Lollipop Steering Committee.



Levy Mpofo

Appointed 1 June 2012

Levy is a Senior Manager in Internal Audit and Risk Consulting for a mid-tier accounting firm. He is a member of the Institute of Internal Auditors and CPA Australia. Levy attained his professional experience in financial accounting, management accounting, risk management and auditing in Western Australia and overseas.

He graduated from Curtin University of Technology with a Bachelor of Commerce (Accounting and Accounting Technologies double major). Through his work experience as an auditor, he has developed a passion for corporate governance that has seen him join Identitywa's Board of Management.



Phil Scott

Appointed 1 May 2011

Phil graduated as a Civil Engineer from The University of Western Australia in 1975.

He held senior technical and managerial positions in drilling and production engineering with Australian and international oil and gas companies, later working as a consultant.

Phil retired at the end of 2014 and enjoys a less stressful life sailing, fishing, cooking and occasional travel holidays with his wife Barbara.

Their son Timothy is supported by Identitywa and currently lives with four other young men in a shared home in Willagee.



Terry Wilson

Appointed 1 November 2008

Terry was Assistant Director of the Catholic Education Office of Western Australia for 11 years before being appointed the Chief Operations Officer for the Catholic Archdiocese of Perth.

Terry has a strong interest in the Catholic Church's teachings in social justice.

He was involved in Catholic education for 34 years as a teacher and administrator in secondary schools and as a consultant and industrial advocate in Catholic Education offices and other Church organisations.



Chairperson's Report

I begin this year's report by expressing my sincere appreciation to Board members, especially our CEO, for their contribution to Identitywa; not only for the time they devote to their task and the unique yet complimentary skills they bring, but also for their willingness and collaboration which creates a synergy that allows us to do far more than we could do as individuals. I count myself privileged for being part of this team.

Strategic Plan

You may recall that in earlier reports I spoke of the fact that when the ramifications of the implementation of the NDIS became evident, Board and management made a commitment to position and resource Identitywa such that it would be able to best respond to the inevitable imminent changes.

Last July saw the completion of the implementation of our 2013 – 2016 Strategic Plan. I know just how useful this plan has been to Board and management in keeping us

focused on our goals and headed in the right direction. In times of great change it would be easy to get distracted and enticed by other seemingly attractive propositions. However, by constant reference to and consultation with our plan, we have been able to stay true to our commitment.

All this points to just how important a rigorous and fully consultative planning process is for an organisation. The Board has been delighted with the success of this Plan and looks forward to a new horizon with different and exciting challenges over the next three years.

Sub-Committees

The Board operates a number of standing and temporary sub-committees. While the work of all committees is greatly appreciated, I cannot help but mention in particular the Budget, Audit and Risk Management Committee. Their competence, work ethic and professionalism ensures that the Board and management at all times are in receipt of up-to-date data, sound corporate advice and recommendations allowing us to make well informed decisions. In these

times when other organisations find themselves challenged in this area, this outstanding support is critical.

House Visits

One of the roles of Board Members is to undertake house visits, typically in pairs, two times a year covering four houses. These visits afford us the opportunity to see and experience the operation of the homes and to interact with individuals and staff on a one-to-one basis, to talk and more importantly to listen. I know that we all value these visits as at each subsequent Board meeting we report our findings. It is essential that as a Board we remain grounded and in touch with the needs and lives of individuals and their families whom we support. These inspirational visits provide such an essential opportunity.

Office Accommodation

This year has seen a significant advance in our quest to source office accommodation both at the central and regional levels. Thanks to a bequest from a parishioner of St Jerome's Parish and a grant from Lotterywest we have a wonderful purpose-built facility servicing our southern

suburbs. Likewise, our new corporate base in Northbridge secured with the support of the Archdiocese and outfitted with a Lotterywest grant will greatly enhance our ability to deliver a first rate service.

Significant Achievements

Of the myriad of projects Identitywa has embarked on over the course of the past year I would like to name three of which we all can be particularly proud. The first two, the introduction of the Carelink Program and the adoption of voluntary internal audits of areas we know we can improve in, really add value to our operation making it more efficient and effective.

The third, the transitioning of a number of DSC houses to Identitywa, by choice of the residents and their families, has not only grown our business but also given those residents a new and secure future. Indeed, the Director General of DSC, in recently acknowledging the success

of the project, said that for most individuals this change has improved the standard of delivery of their service.

Challenges

In the near future two significant challenges that I see facing Identitywa, and indeed the sector, are firstly, ensuring that NDIS funding packages are adequate and sustainable allowing us to deliver a quality of life that our clients choose. Secondly, that our commitment to share the journey with those for whom we care can be followed through by allowing them to age in place. Both of these issues will require creative and innovative solutions.

Having said that, I remain optimistic and confident in the robust ability of Identitywa to continue to flourish as a provider of first choice, always resolutely focused on the support and wellbeing of those for whom we care and their families.

Graeme Mander



^ Garry Trinder, Lotterywest Board member, The Hon Donna Faragher, Minister for Planning; Disability Services and Bishop Don Sproxtion at the Lotterywest certificate presentation held in May for the Northbridge head office project.

Identitywa's commitment is...

To tailor the mix of services delivered based on your individual needs and preferred outcomes. We recognise this will change over time. We will support and continue to work with you during times of transition and adapt our offering to suit your needs. If we are not able to support you, we will endeavour to find someone who can.

What makes us different from competitors?

- We can 'move' with you.
- We will ensure that you are able to find the support and services you need. If we are not able to help, we will direct you to alternative providers.

What makes us desirable to individuals and their families?

- The needs of the individual are paramount.
- Families are important. We will listen to what you need and recognise that you need support as well.

Can we deliver on our promise?

- We have the necessary skills, resources and structure to deliver on our promise.

From Identitywa's Strategic Plan 2013 – 2016



^ Marina and Support Worker, Lauren with James who accesses support at the Nollamara Children's Home.

Our Year in Review

The 2015/16 financial year marks the final year of the 2013-2016 Strategic Plan which has been a guiding document for Identitywa.

The plan set out three major initiatives, these being the development of quality services, winning the work and enhancing stakeholder engagement and support.

Quality Services

The past year has seen many changes take place, both within and outside Identitywa, that have impacted on the service delivery environment. It is noteworthy that our service delivery teams maintained their strong focus on the delivery of quality supports to individuals and their families during this period of change as they worked to deliver on our mission.

Within Identitywa we undertook a restructure of our service delivery model and introduced the new roles of area managers, team leaders and planning officers, with a focus on local service delivery across defined geographic regions within the metropolitan areas.

Earlier this year we received wonderful news that our applications to Lotterywest for support with the development of the new regional office in Cockburn and the establishment of the new corporate base in Northbridge were successful. We are very grateful to Lotterywest for their continuing strong support to Identitywa and look forward to celebrating the opening of the Northbridge site, which will replace our current base in Kensington, towards the end of the year.

July 2015 saw the commencement of the WA NDIS trial in the local government areas of Cockburn-Kwinana, an expansion of the trial already underway in the Lower South West. The trial, originally known as 'My Way' is one of two currently underway in Western Australia, the other being the Commonwealth National Disability Insurance Scheme (NDIS) trial that



^ South Team Leaders, Ann-marie Gladwell and Tasin Alimul, working in the new Cockburn Office.

commenced in the Perth Hills (local government areas of Swan, Mundaring and Kalamunda) on 1 July 2014.

Responding to the WA NDIS initiative and as part of the restructure, we moved into the Cockburn office in early 2016. This move has seen the South team develop a more local presence that will continue to be built on in the coming year. Additional satellite offices are in planning with our North team gearing up for a move to a more central location north of the river early in 2017.

During the year a number of our services were evaluated by external quality evaluators. In all cases the evaluators commended good practices observed within Identitywa homes and no required actions were identified.

Service improvement opportunities were noted by the evaluators and these have been, or are in the process of being, implemented as part of our commitment to continuous quality improvement across the organisation. The continued shift away from block funded services also saw the commencement of the transition to individually funded recreation support for some of the people we support.

This transition will continue during the coming year with all people supported under block recreation funding, transitioning to individualised support by 30 June 2017.

We are in the midst of interesting times with so much unresolved in the funding arrangements within the disability sector in WA. We are keen to move forward with clear direction from the Australian and Western Australian governments on the rollout and future of the National Disability Insurance Scheme in this State.

As active participants in the NDIS Hills site and the NDIS My Way Cockburn-Kwinana site, we have been pleased to meet many new individuals and families who are now accessing our services. This includes new families from former DSC transition houses as well as others who are in receipt of individual plans and funding for the first time.

As an agency, we are committed to working hard to ensure good outcomes for the people we support, so in many ways it is business as usual. However, later this year we will commence exploring a new three-year Strategic Plan for Identitywa; it would be desirable to have a stronger sense of what the future holds and to review how we can continue to be well positioned for this future.

One strategy for dealing with this uncertainty is to keep forging ahead and maximising the value of our partnerships and alliances. We have recently negotiated a very important agreement with Centacare Employment and Training, a registered training organisation, which will result in a number of mutually positive outcomes.

This year seventeen support workers have started a program to complete the *Certificate 3 in Individualised Support*. As part of our partnership, Identitywa had offered placement opportunities for Centacare students currently studying the *Certificate 3 in Business & Administration* and will offer additional placements in other certificate courses in the future.

Workforce recruitment, retention and development are key challenges and we are confident that this partnership will result in improvements across these areas.

We are proud to be a partner of the Fremantle Family Support Network led by St Patrick's Community Services. Working collaboratively with other agencies and networking are important strategies in achieving good outcomes for vulnerable families in the south metro area. Another important strategy is exploring new opportunities and ensuring we are optimising the agency's resources.

In the next months we will be implementing a number of initiatives which are focused on enhancing the quality of supports. The Executive Team are committed to continuous improvement and we have commissioned specific projects aimed at reviewing our reporting processes as well as improving our financial systems.

For the first time, Identitywa has developed an Internal Audit function to continually review all aspects of our business and ensure best practice. Identitywa engaged audit firm, William Buck, to conduct two internal audits, based on the areas of Serious Incident Reporting and Debt Management.

Identitywa has adopted the recommendations which will improve the efficiency and outcomes of these processes. The internal Audit function will continue in 2016-17, with several areas of focus already identified.

In recent months we have implemented a range of high tech solutions to improve our corporate efficiency. This includes state-of-the-art training and induction platforms, paperless recruitment and the implementation of a comprehensive database with rostering functionality which links many key activities across Identitywa. Once again we are indebted to Lotterywest for their support in making this possible.

In February 2016, Identitywa commenced operating its new Client Management System, *Carelink Plus*. All client related data, including rostering and records of service delivery, are now stored in one electronic system. By integrating all client related data into one system, we now have unprecedented access to critical information and have been able to automate a large part of our financial processing; this will provide us with the ability to analyse the core parts of our business in real time. As with any software implementation, there have been some issues that needed to be ironed out, but I cannot stress enough how important this step forward has been for Identitywa, and I want to thank all of our staff for their assistance and patience as we undertook this major project.

We have been saddened by the recent passing of a number of people who have lived with Identitywa for many years. These events, which unfortunately are occurring more often as the people we support in shared living become older and more frail, have forced us to develop better processes in preparing for the end of life care. At the recent WA National Disability Services Conference, Lee-Anne Brensell (Manager Services Identitywa) delivered a paper on this topic which highlighted the work being

undertaken and the need for future guidance. The Identitywa Board have endorsed this direction. Over the next months we will be implementing a range of initiatives to better support the individual and their families as well as skilling up our workforce to respond with best practice in this very sensitive area.

In order to offer a holistic service to the people we support, Identitywa has included a number of specialist competencies, including occupational therapy and an employee mentoring role. In addition, we have expanded resources in the area of nursing, which provides critical support to Identitywa's shared living services.

This year has seen the resurgence of the Identitywa volunteering program and we have been pleased to offer volunteers an opportunity to be part of Identitywa. This includes the development of a strong partnership with The University of Notre Dame Australia in the coming years. We are committed to this initiative as it is a win for Identitywa and, we believe, an investment which will ensure that future professionals in a wide variety of disciplines learn how to work more effectively with people living with disability.



^ Craig and Lee-Anne at the NDS conference.

At the biennial WA National Disability Services conference held in March 2016, Identitywa's Clinical Nurse, Kerry Deakin, and Manager - North, Lee-Anne Brensell, co-presented with Research Fellow with the Rural Clinical School of Western Australia, Craig Sinclair, on their work in the area of end of life planning.

Winning the Work

The Disability Services Commission (DSC) has committed to transitioning the bulk of shared living homes managed by the Commission to the Not-For-Profit sector. Disability services organisations such as Identitywa were invited to engage with individuals living in these houses, and these individuals were able to choose which organisation they preferred as a shared living provider.

To be chosen as the new provider for a group of families whose family member formerly lived in a home supported by the DSC, was a humbling experience for Identitywa.

The process of thoughtful and considered transition has ensured that the individuals have been supported to adjust to some new faces but continue to enjoy the consistency of familiar routines and practices in all other aspects of the services they receive.

At the welcoming Afternoon Tea held at Broadway in October 2015, it was a joyful experience to welcome individuals and families to Identitywa; for some families, it was about reconnecting to an agency which they had been part of many years before.

A special thank you to the staff from DSC who made this process so comfortable and seamless for everyone impacted by the transition.



“Sharon is happy in her shared living home at Brook Street. We are impressed with the 24 hour support and the personalised attention of Identitywa staff.” Sharon’s parents, Rev and Mrs Goode.

^ Sharon with her parents at the Identitywa and Personal Advocacy & Support shared 2015 Christmas Mass.



Team Leader, Katie Prendergast is a favourite visitor for Rhonda who shares an Identitywa home.

Identitywa was approached by the National Disability Insurance Services (NDIS) to be the first agency to participate in the development of plans for individuals who reside in group-based services.

Over the past six months, Identitywa has worked in partnership with the NDIS to establish the practical arrangements needed to effect a change in the responsibility for funding individuals who live in shared living services.

Families and the individuals we support from a home in Kiara have been involved in each step of the planning process and we believe the outcome will enable us to continue to provide a high quality service with the four men who reside in the Identitywa home. Over the next few months this process will be repeated a number of times as each person living in

Identitywa homes in the Hills trial site transitions from receiving DSC funding to NDIS funding.

Identitywa staff worked very closely with staff at the NDIA Midland office, and were commended for their efforts in developing a robust costing model that can be used to determine appropriate funding for individuals. Great funding outcomes were achieved for all individuals living in the transition houses, and NDIA Midland has used the costing model developed by Identitywa when transitioning houses managed by other disability services organisations.

It is important to acknowledge the dedicated commitment by staff and to extend a big thank you to all who worked on this project. You can consider yourselves 'pioneers' when it comes to the NDIS funding model in WA!

**33 Shared Living Homes located
throughout the metropolitan area
supporting 130 individuals**

Our commitment to investing in the future of Identitywa continues with 11 staff successfully gaining certificate qualifications in disability studies. This is a wonderful achievement and we are keen to offer the same opportunities in 2016 and with a larger number of training places available.

The last twelve months has seen a significant change in how we enhance the skills and knowledge of our employees.

In March 2016, after months of preparation and hard work, the new program 'i-induct' was introduced, an online induction and e-learning system accessible to all employees as part of the extensive induction and orientation process. The program is aimed at ensuring all new employees are better equipped and prepared for the roles they are about to undertake. Existing employees have the opportunity to access 'i-induct' in order to refresh their knowledge on contemporary issues in the disability sector.

The program is specifically designed for Identitywa and include the National Standards for Disability Services, Human Rights for people

with disability, working in people's homes and position specific modules amongst them.

We continued to promote work-life balance for our employees as well as provide support to our employees via the employee assistance program. This program was also available after serious incidents in the form of immediate de-brief sessions and group counselling on-site provided by professional counsellors.

In the 2015/16 financial year we recorded:

- 1180 attendees received training and professional development sessions.
- 664 employees across all services were provided with specialised task training by the clinical team.
- Staff turnover of 24.8% - which is below industry standard.
- 82.8% of our staff were female and 17.2% male with the majority of employees on part-time contracts.



^ Clinical Nurse, Kerry Deakin delivering training at Identitywa's Nollamara Children's home.



“Accessing Identitywa’s support has made a huge difference to the quality of our lives and we particularly appreciate our children having the chance to be assisted by different support workers. We believe this has contributed to their confidence and ability to interact with people they don’t know.” Brian (parent of Grace and Robson).

Enhancing Stakeholder Engagement and Support

Through social media, electronic and printed publications, Identitywa seeks to be connected to our stakeholders. Each year we hold a number of events which bring together service users, family members, staff and Identitywa supporters.

The Christmas and Easter Masses as well as Annual Reviews and carer functions are held to support these connections. Team Leaders and the Family Engagement Officer have a key role in maintaining open and transparent communication.

We are particularly grateful for the support of family members who regularly present at the new staff induction workshops and share their experience and insights.

Without exception this segment is always rated as the most valuable and most informative part of the induction process. Thank you to Joan Martin, Chris O’Brien and Gaye Matthews for sharing so generously of your time and your wisdom.

Identitywa has benefitted once again this year from significant

support from the Archdiocese of Perth.

This support has been across a number of fronts, but most noteworthy is their generosity in making the new corporate base in Northbridge and the Cockburn office a reality.

This agency is very fortunate to be part of the Catholic Church in Perth and we value this connection and our mandate as an outreach agency.

Marina Re
Chief Executive Officer

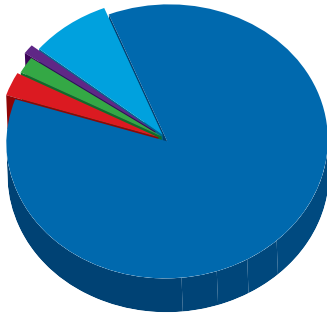


Bejay's support worker, Vanessa, collects him from school and then it's off for an afternoon of fun activities.

Financial Report

Identitywa Income 2015-16

Fee for Service	\$ 26,555,895
Direct Care Services Income	\$ 2,760,270
Grants Received	\$ 583,132
Interest Income	\$ 395,821
Other Income	\$ 138,461
	<u>\$ 30,433,579</u>

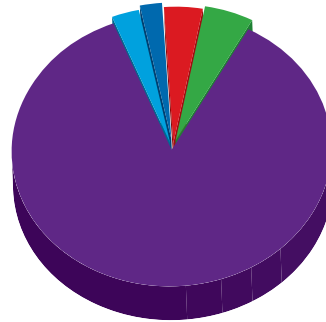


Identitywa Income 2015-16 - \$30.4 Million

- Fee for Service
- Grants Received
- Interest Income
- Other Income
- Direct Care Services Income

Identitywa Expenses 2015-16

Employment Costs	\$ 23,930,250
Property Rental & Maintenance Expenses	\$ 1,264,553
Operating Expenses	\$ 1,169,443
Other Expenses	\$ 812,715
Depreciation	\$ 433,870
	<u>\$ 27,610,831</u>

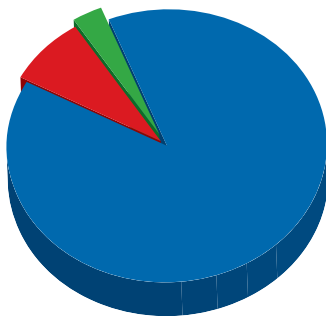


Identitywa Expenses 2015-16 - \$27.6 Million

- Depreciation
- Operating Expenses
- Property Rental & Maintenance Expenses
- Employment Costs
- Other Expenses

Breakdown of Fee for Service 2015-16

DSC	\$ 23,559,344
NDIA	\$ 2,179,819
HACC	\$ 816,732
	<u>\$ 26,555,895</u>

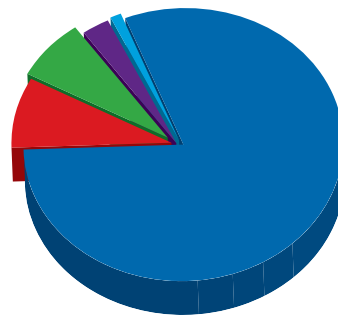


Breakdown of Fee for Service 2015-16 - \$26,555,895

- DSC
- NDIA
- HACC

Breakdown of Employee Costs 2015-16

Salary & Wages	\$ 18,830,185
Annual & Long Service Leave	\$ 2,141,020
Superannuation	\$ 1,908,220
Workers Compensation	\$ 729,075
Training, Recognition & Other	\$ 321,750
	<u>\$ 23,930,250</u>



Breakdown of Employee Costs 2015-16 - \$23,930,250

- Salary & Wages
- Annual & Long Service Leave
- Superannuation
- Workers Compensation
- Training, Recognition & Other

Staff Awards

**In late October we held the Annual Review meeting followed by two significant celebrations
- the Years of Service Awards and Employee Recognition Awards.**

It was inspiring to acknowledge 16 staff members who celebrated the milestones of working with Identitywa for 10, 15, 20 or 25 years. Congratulations to all; we certainly owe you a debt of gratitude for your long term commitment to Identitywa.

The Employee Recognition Awards showcased those staff who go above and beyond to ensure a great life for the people they support. It was especially heartening to receive a number of nominations from families who were keen to have staff they value recognised.



Dedication and Commitment

This category acknowledges staff who always perform their duties at the highest standard by positively supporting the Vision, Mission and Values of Identitywa, demonstrating dedication and commitment to the people they support.

Winner: Loxleigh Team - Deb Ryan, Lee Zwicky, Raffy Festin, Kimberley Hampton, Kylie Stagoll, Ray Piestrzeniewicz and Colleen Ryan



^ Kylie Stagoll accepts her award from Board Chair, Graeme Mander.

Innovation and Creativity

This category acknowledges the development and implementation of creative services, supports, programs and initiatives that assist Identitywa's commitment to achieving the best outcomes for the people we support.

Winner: Dante Torres



^ Dante Torres

Ability to Overcome Obstacles

This category recognises the contribution of staff working toward a solution, despite obstacles or resistance.

Winner: Kylie Stagoll

Living Identitywa's Vision, Mission and Values

This category recognises the total commitment by the Award Recipient to Identitywa's Vision, Mission and Values, both in their work environment and in their life after work. By their actions, it is evident that they truly believe, and value, Identitywa's commitment to the people we support and their families.

Winner: Mark Twiss

(This is a posthumous award as Mark sadly passed away on 29 July, 2015.)



^ Mark Twiss' wife, Shinobu, and his mother, Celia, accepted his award.

Years of Service

At the Annual Review held in October 2015, staff members who had given over 10, 15, 20, and 25 years of service were acknowledged for their significant commitment to the people Identitywa supports. The following staff were commended by the Board:

25 Years

Heike Bettell
Desiree Empeigne

20 Years

Jenny Barron
Colleen Chapman
Lorna Cobb
Jane Lefroy
Andrew Schelfhout

15 Years

Karen Aitchison
Barbara Gobby
Deborah Jester
Patricia Johnston
Cheryl Mathers
Geoff Maxwell
Elaine Needham

10 Years

Susan Lopez
Sandra Maughan

With thanks

Sincere thanks are extended to all those people who support the Mission of Identitywa. We are truly grateful for your generosity and commitment.

We would particularly like to acknowledge the support of our funding partners:



Disability Service Commission



National Disability Insurance Scheme



**A Catholic outreach supporting people
with disability and their families.**

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