

 Identitywa

**40**  
1977 - 2017

CELEBRATING  
**40 YEARS**  
of sharing the journey



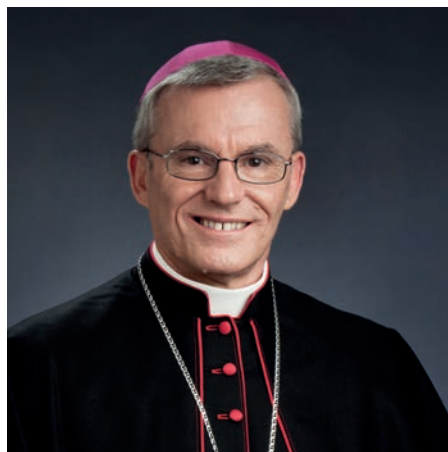
# Annual Report

2016 - 2017

Over **40**  
years of  
providing high  
quality support  
for people with  
disability and  
their families.

**Cover photo:**

Rikeesha (pictured with her mother, Penny) has been supported by Identitywa since 2007. She shares an Identitywa house in the northern suburbs.



## Message from the Archbishop

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In their 40th anniversary year, I want to congratulate Identitywa and acknowledge the meaningful contribution they have made to the lives of people in Western Australia.

It is wonderful to see how this Archdiocesan agency has grown from its humble beginnings in 1977 as a self-help group for Catholic parents of children with disability, to be one of Western Australia's leading agencies supporting people with disability and their families throughout the Perth metropolitan area.

With a strong foundation based on offering practical expressions of the desire to be of service, Identitywa has worked hard to reach out and connect with people in their communities. It has provided a home to many people who have sought a place where they can be nurtured and supported to live a life with a sense of purpose, a sense of belonging and a sense of wellbeing.

Its services are proudly based on Catholic values and a vision which encompasses people of all faiths and backgrounds.

My prayer is that Identitywa continues to do all that it can with the dignity and respect it has built its reputation on.

*+ Timothy Costelloe SDB*



Most Rev Timothy Costelloe SDB  
Catholic Archbishop of Perth

# 40 Years

1977 - 2017

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## Chair's Report

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When you have the opportunity to reflect over a past year, you often conclude in wonder how much has been achieved in the busyness of the time. Not only is this the case for Identitywa in 2016/17, but it is true, as well, that a number of projects, a long time in the planning, have come to fruition in the past year. In recognising these achievements, I pay tribute to the hard work and persistence of the teams of people who had the vision to make our common dream a reality.

Most obvious among our recent achievements are the move from our Kensington office to our new refurbished corporate base in Northbridge and the setting up of our regional hubs in Cockburn and Balcatta. All visitors to these locations cannot help but be impressed by the smart, contemporary design and fit-for-purpose workspaces that help deliver an efficient and effective service. The spread of the organisation from north to south means that our staff is situated in the heart of where the services and resources need to be delivered to recipients. While not only saving on time and travel, it means that local delivery recognises that the building of local community is very much at the heart of our ethos.

As well, may I say that the recent opening of our offices at the former St Brigid's School site is a tangible recognition of the fact that we are an agency of the Catholic Church, the Archdiocese of Perth, and these demonstrably Catholic buildings pay tribute to our heritage and the vision of the initial founders of Catholic Care for the Intellectually Handicapped, now Identitywa, some 40 years ago. We celebrate this achievement.

Over the past three years we have been well guided by our Strategic Plan set in 2014. This plan focussed our efforts and set a well-defined direction for the organisation to best achieve its set goals.



**Northbridge Afternoon Tea**  
Graeme Mander welcoming families and staff to the special celebration in May, 2017.

This year we commissioned our new Strategic Plan 2017 – 2020. The product of much input, consultation and collaboration on the part of stakeholders, the plan has a focus on professional development and utilising technology to support our staff.

Under the headings, *A Meaningful Difference*, *Innovative Solutions* and *Strong Transparent Honest Partnerships*, it lays out a clear pathway of achievable goals and objectives to enhance Identitywa's mission to share the journey with individuals with disability, supporting and assisting them to enjoy fulfilled lives. However, what excites me most is the fact that it encourages the use of contemporary, creative and innovative strategies to achieve these goals. I commend to you the brochure, *Sharing the Journey*, which outlines our blueprint for the future.

In recent times much has been written and said about the roll out of the NDIS. Hardly a day goes by that some aspect of the roll out is not mentioned in the media. Since the inception of the NDIS, Identitywa has prepared for its implementation and positioned itself to best respond to the inevitable changes it would bring. This process still continues today. It has not been an easy task and the impact of some of the changes has been substantial.

I believe, however, that three fundamental areas require reconsideration by the NDIA - the rate at which the roll out is proceeding to meet specified targets; the adequacy of the financing of individual plans which threatens to compromise the quality of services; and the amount of considered local input into the formulation of an individual's plan to ensure the best possible outcomes. You

can be assured that Identitywa continues to be proactive in this roll out process, meeting the challenges head-on, voicing our concerns through appropriate channels and always placing the needs and wellbeing of those with disability at the forefront of our decisions.

In conclusion, may I sincerely thank my colleagues on the Board, Marina Re, our CEO, and her management team, all staff and carers, parents, family members and friends. Your continued support and help is valued and appreciated. In this our 40th Year Anniversary, I am reminded that your commitment mirrors the work of Sister Bernadine Daly RSM, who was the catalyst for the foundation of what we know today as Identitywa. Thank you and may her legacy continue through you.

**Graeme Mander**



## Our Year in Review from the CEO, Marina Re

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**This year has been a year to remember on a number of important fronts for Identitywa. Over a significant period we have been working to position Identitywa so it can continue to hold its place as one of the best service providers in Western Australia.**

This has been challenging as we have continued to work within a dynamic and unpredictable funding environment. This, coupled with a new government and significant reforms to what was the Disability Services Commission (DSC), forced us to respond with new ways of working and generated the need to forge new relationships.

The newly formed Department of Communities may offer many new opportunities for a more integrated service delivery system in Western Australia and remove some of the silos which have been barriers for effective outcomes for people with disability.

Identitywa is grateful for many years of strong support from the management and staff of DSC; their wise counsel and collaboration during

difficult times is noteworthy in the continuing success of Identitywa. I would like to formally acknowledge this contribution and on behalf of Identitywa, thank and send our best wishes to all former DSC staff.

During this year I have had the opportunity to meet with a number of new Ministers and other Members of Parliament in the McGowan Government and have been very impressed with their knowledge and commitment to people with disability, as well as their understanding of the complexities faced by providers in the current environment. I have provided sound information as to our history, our strengths and also the challenges we will face in the NDIS world. I believe this advocacy, together with representations from across

the sector, has provided many new members with a timely knowledge base which can then help them to assist their constituents with disabilities.

It has also provided us with the opportunity to engage in an honest conversation about our hopes and our fears for the future.

We have welcomed to Identitywa on a couple of occasions, the Honourable Minister Stephen Dawson MLC, Minister for Environment; Disability Services, and we are confident that he understands the uniqueness of Identitywa as an outreach agency of the Catholic Archdiocese of Perth. We look forward to further developing this strong working relationship.

Our staff had great fun making a video which shares why they love doing what they do for the people they support. Go to [Join our Team](#) on our website to watch it.



## Having a Break



3

houses



160

individuals

## Shared Living



36

houses



144

house mates

# It's all about **STRONG PARTNERSHIPS**

- *Sharing the Journey* with the people we support.
- Increasing our reach in the community.
- Further developing research collaborations with tertiary institutions and other organisations.
- Working with, and supporting, other disability support agencies.



## **Life is great for Josh!**

As well as his job selling the *Big Issue*, Josh loves playing basketball, swimming and cooking a BBQ for his Identitywa house mates.

**Top Left:** Broadway team participate in the 2017 HBF Fun Run.

**Middle Left:** Marie and Emma love helping with the cooking.

**Left:** Ian really enjoys going out into his community.

## Sharing the Journey

IDENTITYWA'S STRATEGIC PLAN 2017 - 2020



## New Strategic Plan

This year we again focussed on developing a solid blueprint to guide Identitywa for the years ahead. Following consultation with the people we support, families and staff, we finalised the Strategic Plan 2017 - 2020.

This Strategic Plan commits us to making a meaningful difference, implementing innovative solutions and building strong transparent and honest partnerships.



Facilitator, Lisa Hamilton (L) with Area Manager, Tarren Donetta, who is leading the Identitywa Active Support Working Group.

## Befriend

Identitywa and Befriend Inc, a non-profit social enterprise, collaborated in March 2017 to offer the Befriend Staff Engagement Project which will be run over 12 months.

Community support workers from our south and south-east areas have been invited to participate in the project which has three major aims:

- To increase staff knowledge of social inclusion, social capital and community connections theory, models and frameworks.
- To increase staff skills in how to facilitate the development of natural relationships and community connections.
- To improve staff awareness of behaviours which encourage natural relationships and community connections.

A major component of the project has been the delivery of workshops and support for one-on-one and small group meetings between Identitywa staff and Befriend facilitators.

## La Trobe University Study

We are implementing Person Centred Active Support which is the aim of the *Embedding Active Support & Practice Leadership Study* being run by La Trobe University.

The overarching aim of the study is to improve the quality of life for people with disability – identifying the organisational and managerial practices associated with the successful implementation of active support and practice leadership in services.

As part of the study, La Trobe academic, Lisa Hamilton, travels to Perth every three months to facilitate workshops for support staff.

It is really pleasing that this approach has been so enthusiastically embraced by staff at Identitywa.

# It's all about **FULL CITIZENSHIP**

- Promoting individual citizenship
- Embedding Person Centred Active Support across all services
- Meaningful and sustained engagement
- Safeguarding Children and Vulnerable People accreditation for all staff

Chris's quality of life is great now. He has achieved so much including getting a job which is fantastic!

Mum, Sue



## Safeguarding Children & Vulnerable People



This year we introduced workshops for all Identitywa staff on *Safeguarding Children and Vulnerable People*. The workshops are being coordinated by the Archdiocese of Perth's Safeguarding Office.

The Safeguarding Office was established in 2014 and is responsible for ensuring the safety of children, young people and the vulnerable within the confines of the Catholic Church across the Archdiocese of Perth. It is also charged with the task of educating the Catholic community on child protection and protective behaviours.

The comprehensive training workshops have been designed to educate staff so they are able to assist the people we support with strategies to keep themselves safe and cope with situations that threaten their wellbeing. We are very committed to providing a safe environment for the people we support and ensuring our staff are aware of early warning signs of any issues. These will continue to be rolled out so that all our staff have the opportunity to participate in this very valuable training.

Another initiative implemented, and promoted, was our *Advance Care Plan*. This important plan helps people to think through, and detail, their wishes for care at the end of their life.

These new training programs are an addition to our ongoing internal programs of specialised tasks, first aid refreshers and positive behaviour support amongst them.

## Our Workforce

Our motivation for *Having the Right People* impacts on many different aspects of workforce. It starts at recruitment and continues through induction and on the job training right through to recognition and opportunities for career progression.

With this firmly in mind, we have invested in a program of learning and reflective practice which will enhance the skills of all staff at Identitywa.

## 2016/17 Focus

Workforce development and training was a main focus for 2016/17.

The commitment to provide excellent services to the people and families we support translated into significant investment into training and development of our existing workforce and a strong focus on the recruitment of suitable support staff.

## Responses from the 2017 Employee Engagement and Satisfaction Survey

**92%**

My role is valuable in supporting the lives of people with disability.

**84%**

My work gives me a feeling of personal accomplishment.

**90%**

I have a clear understanding of my job responsibilities.

**83%**

I have a good working relationship with my co-workers.

# It's all about HAVING THE RIGHT PEOPLE

- Recruiting for 'mission fit'
- Valuing a disability support career
- Solutions focussed
- Commitment to learning

In my time at Identitywa, I have discovered if you are passionate about what you do, and act on what you believe in, you will be guided and supported in every way possible.

Tasin

Supported  
by:

**576**  
Staff

Support worker Emily makes sure Joe has a great time at Xtreme Ice Arena.



A total of  
**6979**  
hours of  
training  
provided this  
financial year!

### INCLUDING

**533**  
hours of  
training  
by Befriend

**568**  
hours of  
First Aid

**132**  
hours of  
Anti-Bullying  
& Harassment  
Awareness in the  
Workplace

**290**  
hours of  
Person Centred  
Active Support

**316**  
hours of  
Medication  
Training

**244**  
hours of  
Mental Health  
First Aid

**402**  
hours of  
Safeguarding  
Children

# It's all about **THINKING BIG**

- Innovation to enhance outcomes
- Quality systems and approaches
- Implementing highly efficient assurance processes
- Recognising service excellence

I live in my own home with my own staff  
and this is because Identitywa listened to  
my needs and my goals for my future.

Michelle



*"Our commitment  
to innovation  
allows us to raise  
the bar and be  
aspirational."*

## Our priority projects over the past year have been:

- Continuing to work with individuals and their families to promote advanced care planning – a process of an individual making decisions about their health and medical care in the event that they are not able to make decisions in the final stages of their life.
- Piloting an Early Warning System to improve people's outcomes by detecting and acting upon early signs of deterioration in physical health of the individuals we support.
- Undertaking a comprehensive review and audit of medical policies and procedures, which has resulted in practical improvements and better communication.
- Implementing improved incident reporting procedures and communication strategies.
- Auditing records management processes, which has resulted in practical improvements and archiving guidelines.



# Celebrating the achievements of our staff

The Annual Review, Staff Years of Service and Employee Recognition Awards were hosted for the last time at our Kensington office in October, 2016. It was a great night which celebrated the many achievements of the staff who fulfill our commitment to the individuals and families we support.



## Employee Recognition Award recipients

**Back Row (L-R):** Geoff Maxwell, Susie Bradley, Andy Schelfout, Wendy Spicer, Emily Jones, Sandra Maughan.

**Front Row (L-R):** Mag Mitchell, Marie Corrigan, Marthina Marentek, Rosemary Couttie, Eugene Moyo and Tandy Dube.



## Years of Service Award recipients

Graeme Mander, Board Chair, joined award recipients at their celebratory lunch.

**Back Row (L-R):** Jenny Toland, Graeme Mander, Esmae Pudney, Gavin Slater, Greg Smith.

**Front Row (L-R):** Lou McGuire, Emma Ferguson, Kerrie Pelham, Roberta Collister, Shirley Olivari, Lurlyne Ferraz.

## 20

YEARS

of Continuous Service

Lurlyne Ferraz - Broadway  
Shirley Olivari - Broadway

## 15

YEARS

of Continuous Service

Roberta Collister - Callison Way (A)  
Emma Ferguson - Merian Close  
Lubica McGuire - Fisher Street  
Kelly Oram - Woodside Street  
Kerrie Pelham - Yeeda Street  
Greg Smith - Callison Way (A)

## 10

YEARS

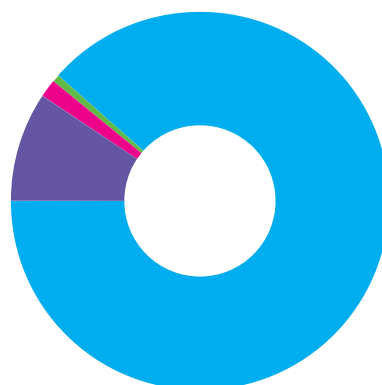
of Continuous Service

Agata Monka - Yeeda Street  
Debra Montague - Rhine Crescent  
Esmae Pudney - Callison Way (A)  
Gavin Slater - Broadway  
Jennifer Toland - Callison Way (A)

# Identitywa Financial Report FY 2016 - 2017

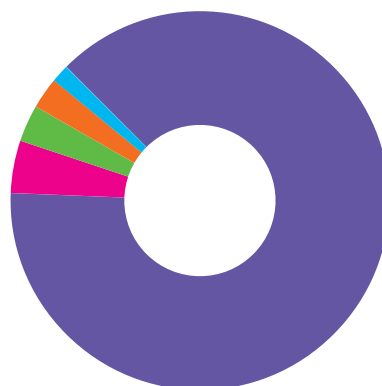
## Identitywa Income

Fee for Service	\$28,918,222	
Direct Care Services Income	\$3,059,444	
Interest Income	\$505,570	
Grants Received	\$202,351	
Other Income	\$1,620	
<b>TOTAL</b>	<b>\$32,687,207</b>	



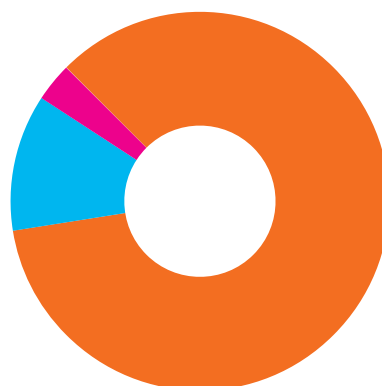
## Identitywa Expenses

Employment Costs	\$26,344,019	
Operating Expenses	\$1,341,651	
Other Expenses	\$943,660	
Property Rental & Maintenance Expenses	\$805,048	
Depreciation	\$456,983	
<b>TOTAL</b>	<b>\$29,891,361</b>	



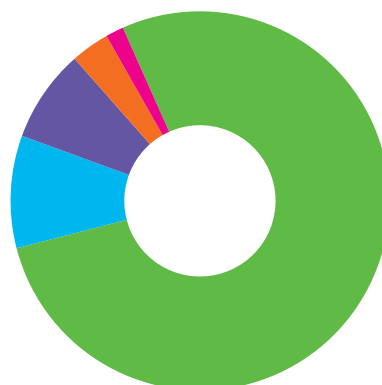
## Breakdown of Fee for Service

DSC	\$24,581,402	
NDIA	\$3,378,110	
HACC	\$958,710	
<b>TOTAL</b>	<b>\$28,918,222</b>	



## Breakdown of Employee Costs

Salary & Wages	\$20,453,204	
Annual & Long Service Leave	\$2,528,822	
Superannuation	\$2,087,041	
Workers Compensation	\$868,396	
Training, Recognition & Other	\$406,556	
<b>TOTAL</b>	<b>\$26,344,019</b>	



## Our Board

### Graeme Mander

*(Chair)*

*Appointed 1 April 2011*



### Linda Walsh

*(Treasurer)*

*Appointed 1 February 2011*



### Tony Curry

*Appointed 1 July 2014*



### Jenny Drury

*Appointed 1 June 2012*



### Nathan Ebbs

*Appointed 1 September 2009*



### Levy Mpofo

*Appointed 1 June 2012*



### Phil Scott

*Appointed 1 May 2011*



### Terry Wilson

*Appointed 1 November 2008*



## Subcommittee

### Budget Audit & Risk

Levy Mpofo

Phil Scott

Linda Walsh

## Our sincere thanks

We extend our sincere thanks to all the people who continue to support the Vision, Mission and Values of Identitywa. It is through your generosity and dedication that we are able to support individuals and their families.

We particularly acknowledge the support of our funding partners.



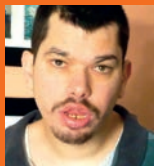
Disability Service Commission





A Catholic outreach supporting people  
with disability and their families.

40 Years  
1977 - 2017



## Contact Us

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