



Annual Report

2017 - 2018



Message from the Archbishop

It is my great pleasure to once again acknowledge the important work of Identitywa in this 2017/18 Annual Report.

As one of the outreach agencies of the Archdiocese, Identitywa continues to live its Mission to build a community where people with disability enjoy a fulfilled life.

While all services are proudly based on Catholic values, it truly is an organisation which embraces people of all faiths and backgrounds. My prayer is that Identitywa continues to enrich the lives of the individuals and families it supports with the dignity and respect it has built its reputation on.

+ Timothy Costelloe SOB

Most Rev Timothy Costelloe
Catholic Archbishop of Perth

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Cover: Mark loves it when his sister and niece come to visit him at home.

Chair's Report



The Disability Sector is increasingly impacted by the rollout of the NDIS. In the past year Identitywa has supported the transitioning of a number of individuals in independent living and shared accommodation to NDIS plans. Over the coming year this number will dramatically increase as the national rollout moves to achieve its targets.

I must say that overall we have been pleased with the process and especially with the outcomes achieved. While not without challenges, these successful transitions have been underpinned by Identitywa's careful long term planning, having an intimate knowledge of the nuances of the system as well as proactively advocating for better outcomes for individuals and their families. The Board fully recognises the hard work of the management team and staff in achieving the above and is pleased this provides for a bright, sustainable future for our organisation.

In my report last year, I mentioned the importance of our then newly written Strategic Plan. Some twelve months later, I am delighted to report on how well the plan has been adopted and on the excellent milestones achieved.

In particular, and by way of example, under the heading of *Full Citizenship*, we will have fully implemented the *Person Centered Active Support* project by the end of this year. The importance of this project can be seen in that it has a profound effect on everyone in Identitywa, starting at the fundamental level of everyday interaction and raising it to a new standard. This is a fine example of where a strong partnership with an external body, La Trobe University, has produced a positive change in the day-to-day quality of life for the people we support.

These successes and achievements and those detailed elsewhere in this report, are indeed a reflection of the passion, dedication and commitment of all involved in Identitywa. In sincerely thanking each person for their contribution, I am proud of the fact that together we are significantly improving the lives of those entrusted in our care, and their families.

Graeme Mander



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.



CEO's Report

The last twelve months have seen some progress being made on the transition of financial arrangements from the WA State Disability Services. This has included the transfer of existing plans supported by WA NDIS within the WA NDIS areas.

Identitywa is committed to providing accurate and timely information to individuals and families to assist them through the planning process. This has been a major focus. It has occurred through regular public forums as well as newsletters and face to face conversations. Equally important are the advocacy and representation to government when key issues result in less than ideal outcomes for individuals and families. This role has steadily increased over the year. It occurs through Identitywa's membership of National Disability Services as well as direct contact with the WA Government, NDIA and Disability Services. The ongoing discussions which highlight the needs of people who require complex care is critical in ensuring we continue to provide high quality services.

We will continue to advocate for increased local decision-making in WA to improve the often unnecessarily bureaucratic processes which result in less than ideal outcomes for the people we support. The NDIS Pricing Framework continues to ignore the specific issues impacting on the cost of service in WA. We are pleased to see a commitment to review this in 2018. Identitywa has benefitted enormously from building a very strong culture of learning and innovation and we know that competent and skilled staff are essential for quality services. This needs to be factored into any pricing framework, particularly for those services supporting people with complex needs.

Our advocacy role also extended to the discussion on voluntary assisted dying; Identitywa presented a view to the WA Parliamentary Select Committee which stressed the critical importance of protecting people with limited decision-making capacity. Whilst we do live in a more inclusive and welcoming society, we must be vigilant that those who have limited decision making capacity are not subject to decisions

borne out of funding or financial pressures, and less than ideal access to medical interventions and care.

The year 2017/18 has been an important year of consolidation as well as growth and development for Identitywa. I am indebted to Graeme Mander, Chairperson, and the Board for their continuing support and wise counsel. Identitywa has an excellent team of Managers and workers who live the vision, mission and values of our agency each and every day. Their commitment to the people we support is exemplary and often goes above and beyond. I am very appreciative of the contribution of all Identitywa employees in making this a strong and vibrant organisation.

To the people we support and their families who place great trust in Identitywa, we commit to continuing to deliver on this trust and the confidence you have in our ability to live up to the promises we make.

Marina Re

Sponsorships

We were delighted to have the opportunity to sponsor for the first time the *International Day of Disability Lunch* held in December, 2017. We also sponsored Befriends annual ball once again.

Housemates and staff attended the *International Day of Disability Lunch*..



New Partnerships

Providing individualised support and services to people with disability living in aged care facilities has seen successful collaborations with residential aged care providers, Amana Living and Brightwater, as well as for the Emmaus Community, who provide long term independent community living for people who live with mental health challenges.

Brother Al, founder of Emmaus Community, with Area Manager, Tara Ludlow who has been working closely with him to facilitate the new partnership.



New Reference Group established

In response to the Family and Carers Survey, a Reference Group was established to enable Identitywa to engage with, and work alongside, families and guardians to continually improve our practice and processes.

Reference group members Joan Martin and Di Rook, with Chris who shares an Identitywa house.



Community involvement & Memberships

Identitywa management continue to be active in the Disability Sector with memberships to the following:

- National Disability Services - WA State Committee
- Australasian Society of Intellectual Disability (ASID)
- Perth Catholic Interagency Mission Network
- NDS - Accommodation | Workforce | Finance Sub-Committees
- Disability Interagency Network Organisation
- Family Support Networks - Armadale and Fremantle

Housemates represented Identitywa by presenting at their local Rotary Club's dinner.



A Year of Growth

2017 Family and Carers survey results



87% said their family member experienced opportunities for participation and inclusion



90% would recommend Identitywa to family and friends



We are... Welcoming - 93% | Responsive - 88% | Non-Judgemental - 90.5% | Professional - 90% | Understanding - 93%



92% said their family member was treated with dignity and respect

In response to survey feedback the following improvements were implemented in 2018:

- ✓ Updating our website to include comprehensive information about the NDIS.
- ✓ Including a set of tools we have developed to assist with navigating the changes in the disability sector.
- ✓ Amendments to our staff induction process.
- ✓ Provision of training opportunities for staff.



Dedicated NDIS support

The role of Manager Transition was established in mid-November 2017 to ensure Identitywa can support individuals and their families to transition to the national model of funding.

A series of rolling workshops have been offered in both the northern and southern regions of Perth.

Above: Manager Transition, Jane Lefroy, discussing NDIS funding.



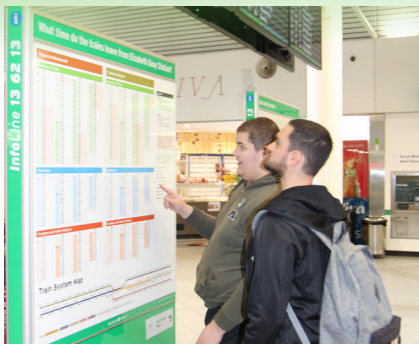
Engagement Leader, Ed Mayvis and HR Officer, Nadia Kent, promoting Identitywa.

Increasing awareness of Identitywa's services

Identitywa attends events which connect people with disability and their families to our services. In addition to the annual Abilities Expo held for school leavers, we hosted an information booth at Therapy Focus' *Sunflower Sunday*.

New opportunities included the WA Playgroup Association's *World's Biggest Playgroup Day* held in March at Whiteman Park.

Staff also presented at school information evenings across the metropolitan area.



Jess is learning to travel independently on the train and bus, with Josh's support.



Keith always loves welcoming family and friends for a visit to his house.



WA's Fringe Festival provided a memorable night out for Identitywa housemates.



It's often a team baking effort at the Adult House. Everyone really enjoys contributing to the delicious results.



Peyton loves her break at the Children's House. Her sisters get a bit jealous that she gets to have sleepovers on a school night!



Living independently has been life-changing for Ben. Lee supports him weekly getting out into his community, including helping him with his weekly shop.



At Home

134 individuals were supported with daily living activities for a total of **22,887** hours.



Fun, Friends and Living

186 people were supported to participate in community life for a total of **36,624** hours.



Having a Break

129 Children accessed short term (respite) assistance at the two children's houses and **42** adults stayed at the Adult house. Total hours of support - **52,285** hours.



Shared Living

142 people live in Identitywa's 36 Shared Living Houses with **40,150** hours of support.



Commitment to Continuous Improvement

Befriend Staff Engagement Project

A mixed-method evaluation approach was undertaken to gain an understanding of the impact of the project and mechanisms of change.

Workshop data indicated a high level of staff satisfaction with the engagements, with overall averaged satisfaction scores of 88-95%.

Staff self-reported perceived gains in their community connections knowledge (82-85%), skills (79-83%), tools (80%) and confidence (81-84%).

Qualitative data from workshop evaluations indicated impacts in the themes of:

- goal-focussed support
- staff initiative
- shift in role perspective
- knowledge of social roles
- importance of natural relationships (beyond services)
- knowledge of how to support community connections, social inclusion and digital inclusion for the people they support.

2nd year results of La Trobe Research Project

Results indicated by individuals (living in Identitywa shared living) participating in the study:

14% saw an increase in levels of their engagement in meaningful activity

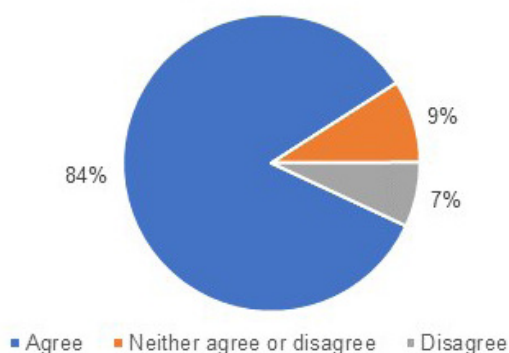
21% observed increase in Active Support by staff

The level of engagement reported is higher than the evidence-based benchmark recommended by Mansell and Beadle-Brown (2012), and on par with the overall sample of their research which includes 12 organisations across Australia.

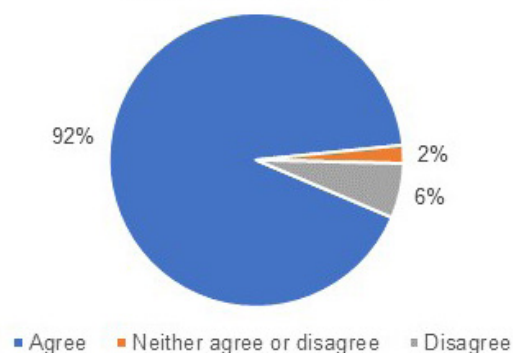


Snapshot of the 2017 results from the annual *Employee Engagement and Satisfaction Survey* which covered topics including staff roles, management, colleagues, processes and overall satisfaction.

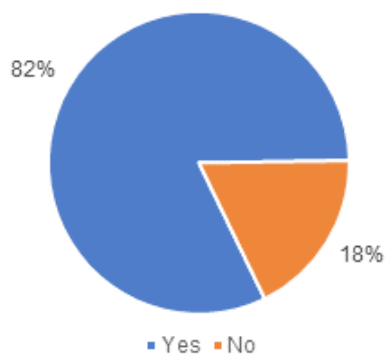
My work gives me a feeling of personal accomplishment



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



Percentage of Family Support Workers who would recommend working for Identitywa to other people



Identitywa has provided 5,900 hours of training to staff.

Training delivered includes:

Anti-Bullying & Harassment Awareness in the Workplace

Befriend

First Aid

Leadership

Medication

Medical Health

Person Centred Active Support

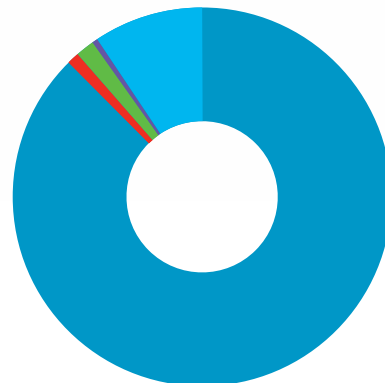
Safeguarding Vulnerable People

Staff Induction

Identitywa Financial Report FY 2017/2018

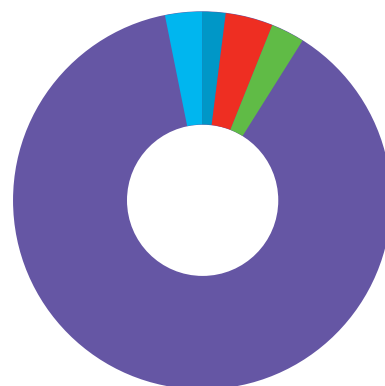
Identitywa Income 2017-18

Fee for Service	\$30,616,182	
Grants Received	\$355,369	
Interest Income	\$576,315	
Other Income	\$143,025	
Direct Care Services Income	\$3,249,026	
TOTAL	\$34,939,917	



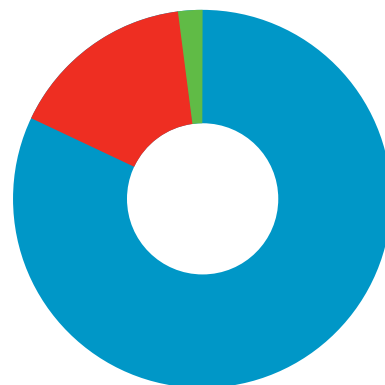
Identitywa Expenses 2017-18

Depreciation	\$637,583	
Operating Expenses	\$1,343,143	
Property Rental & Maintenance Expenses	\$918,286	
Employment Costs	\$28,325,517	
Other Expenses	\$992,315	
TOTAL	\$32,216,844	



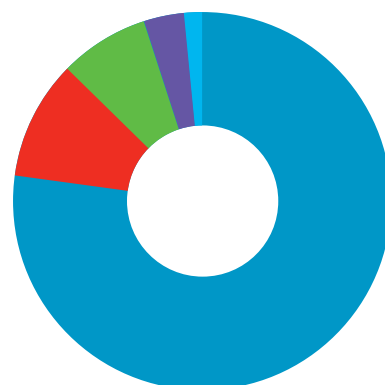
Breakdown of Fee for Service 2017-18

DSC	\$25,086,385	
NDIA	\$4,877,031	
HACC	\$652,766	
TOTAL	\$30,616,182	



Breakdown of Employee Costs 2017-18

Salary & Wages	\$21,834,102	
Annual & Long Service Leave	\$2,839,741	
Superannuation	\$2,236,747	
Workers Compensation Insurance	\$918,260	
Training, Recognition & Other	\$496,667	
TOTAL	\$28,325,517	



Our Sincere Thanks

We extend our gratitude 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 parents, Joan Martin and Chris O'Brien, who provide insight at our staff inductions about their experiences caring for their family member.

Thanks also to our valued partners:



Government of **Western Australia**
Department of **Communities**



National Disability
Insurance Scheme

Our Board



Graeme Mander
(Chair)
1 April 2011



Linda Walsh
(Treasurer)
1 February 2011



Tony Curry
1 July 2014



Jenny Drury
1 June 2012



Nathan Ebbs
1 September 2009



Levy Mpofo
1 June 2012



Phil Scott
1 May 2011



Terry Wilson
1 November 2008

Subcommittee

Budget Audit & Risk

Linda Walsh | Levy Mpofo | Phil Scott



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

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