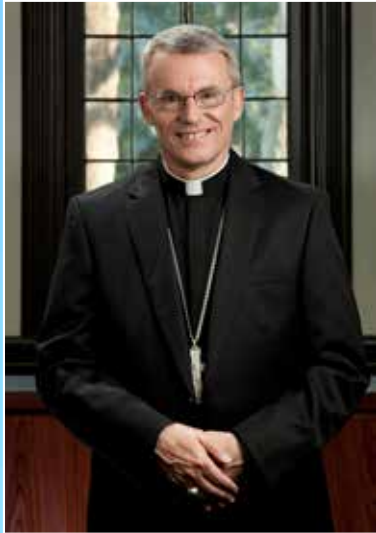




 Identitywa

ANNUAL REPORT

2018/2019



FROM THE ARCHBISHOP

With a strong foundation based on offering practical expressions of the desire to be of service, Identitywa 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.

I want to acknowledge the meaningful contribution Identitywa has made to the lives of people in Western Australia for over 42 years.

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

Identitywa acknowledges the traditional owners of the lands on which our offices in Northbridge, Balcatta and Cockburn are located. We pay our respect to them and their cultures, and to elders past and present.

Cover photo: Declan loves going on fun outings when has a short break at our Children's House in Nollamara.



OUR ANNUAL REPORT INCLUDES:

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FROM THE CHAIR

In my report last year, I spoke about the continued rollout of the NDIS and the considerable challenges faced by providers. Since then, I am pleased to report that there has been much improvement, especially in the area of pricing of services. As we continue to adapt to this new order, Identitywa is confident of a successful transition to full implementation.

The first half of 2019 saw the construction of the following three important policy initiatives that we knew would have a positive far-reaching effect on day-to-day operations.

Of particular note is the way that these policies are consistent with the broad goals of our Strategic Plan: person-centered service, innovation and efficiency.

- In the formulation of the Digital Strategy (2019-2023), consultation and co-design with key stakeholders led to the creation of three broad horizons:

Quick wins, Improving quality/efficiency and Incorporation of innovation. The immediate impact of the policy was evident in the improvement of practice and has fostered an enthusiastic and keen desire to proceed to full implementation.

- The Housing and Growth Strategy (2019-2021) is a framework for a planned and structured approach to property acquisition that maximises the opportunities and benefits to residents and is based on contemporary principals for housing those with disability.
- The Clinical Governance Framework is a system, central to the way Identitywa workers practice, by which excellence is achieved, quality improved and the errors and risks associated with the delivery of health care related tasks are minimised.

The Board, working collaboratively with management and staff, has the overall responsibility for the implementation of these policy initiatives.

Support Services



In Home



151 individuals were supported with daily living activities in their own homes and connecting with their community for a total of **23,847** hours.



Fun, Friends and Living



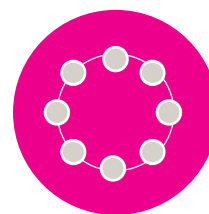
207 people engaged in activities in their community for a total of **42,814** hours.



Having a Break



143 children accessed short term (respite) accommodation at the two children's houses and **63** adults at the adult house. Total hours of support - **51,244** hours.



Shared Living



153 people live in Identitywa's 36 Shared Living Houses with **402,357** hours of support.

While thanking all associated with service delivery at Identitywa, I would like to acknowledge our hardworking and dedicated staff and senior management, especially the exemplary leadership of our CEO, Marina Re.

In recognising the commitment of Board members, I would like to thank former Board member, Levy Mpofu, who has moved interstate, for his valued service. We welcome new members, Nicole Barneo and John Fitzgerald who will complement a well qualified Board dedicated to the service of those with disability and their families.

Finally, to those families and carers who entrust Identitywa with providing a quality lifestyle for those for whom we care, I thank you for your ongoing support and commitment.

Graeme Mander

Our new service



Support coordination

This service helps people to understand the NDIS and how to maximise their NDIS plan so their needs are met and they are supported to achieve their goals.



FROM THE CEO

Advocating for an NDIS that delivers on the promise.

Identitywa is a strong supporter of the National Disability Insurance Scheme and welcomes the improvements in practices and processes this year which have addressed specific concerns about the sustainability of the disability sector.

Identitywa continues to advocate for a strong NDIS that delivers on the promise to people with disability and their families. For Planning Officers, this requires supporting individuals through the planning process and ensuring the families have access to the information they need to ensure they get the assistance they want.

At a state and national level, it means we have a strong voice in our discussions with the Minister and the Department of Communities about the unintended impacts of the current implementation of the NDIS and, most importantly, how we can address these issues moving forward.

We believe that the State Government, as a major financial contributor, must maintain its role in safeguarding service quality for all West Australians.

Our major focus in this advocacy role is directly with the NDIA and highlighting, as required, the poor practices which lead to frustration and disappointment of people with disability and their families.

Identitywa staff experience on a daily basis the unmet demand experienced in the community, and we look forward to improvements in the NDIS's responsiveness and flexibility, particularly for people with complex needs.

A focus on being the best we can be.

In responding to demand from families, we have instigated a pilot program which supports young people transitioning to an independent life. This program works with individuals to identify skills and areas of interest for growth. We strongly believe that this will be an area for future development.

Our staff engagement strategies have highlighted the importance of communication within Identitywa, and we have responded by developing targeted information to ensure our workers are connected. Our long term commitment to professional development has ramped ahead with all Identitywa actively participating in workshops to prepare for the NDIS Quality and Safeguarding Framework.

We were thrilled that the 2019 evaluation of the Person Centred Active Support Project indicated significant improvements in the interaction and engagement of Identitywa workers with the people we support. This investment with La Trobe University over a number of years has been very successful in improving the culture of our agency and improving the quality of life for the people we support.

This year we have celebrated the gifts of the Identitywa community. The Art Exhibition was a

joyful celebration of the talents of many people. Our Staff Awards events and sponsorship of the NDS International Day for People with Disability are great occasions when we come together and recommit to our mission and vision.

I am blessed to lead Identitywa and sincerely thank Graeme Mander and the Identitywa Board for the tireless work they do ensuring the good governance of Identitywa. I would like to thank the Senior Leadership Team and all Identitywa workers across the Perth area for their daily contribution to the operations of Identitywa and, most importantly, for making a real difference in the lives of people we support.

A special thank you to the people who trust us to be a part of their lives. We don't take this for granted and understand how important it is that we work in partnership to achieve the best for you.

Marina Re



Staff attend the first Digital Strategy workshop.

VALUED FEEDBACK

Ensuring that we are meeting the needs of the people we support, along with attracting the right workers to deliver our services, is the impetus for our annual surveys.

This feedback contributes to our ongoing improvement of our service and workplace culture. Some of the 2018/19 results:

From our families and carers

- 93% reported they would recommend Identitywa to family and friends.
- 88% reported their family member receives support personalised to meet their needs.
- 96% find Identitywa always welcoming.
- 95% of respondents reported that support workers and house seniors communicated in an appropriate manner.

“We always appreciate the staff as they continue to try to improve the quality of life of our son, no matter how many new challenges present themselves.”

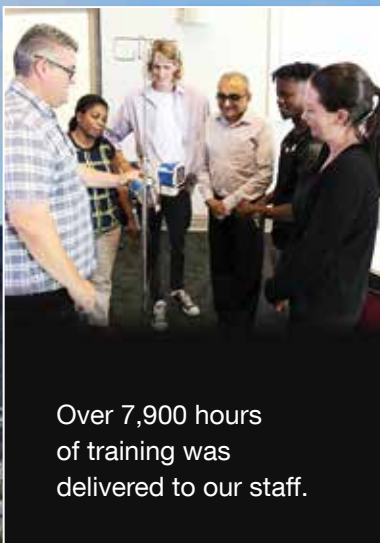
“As my son’s greatest advocate I feel I am heard and respected by all Identitywa management and employees.”

From our Workers

- 88.5% of workers say their work gives them a feeling of personal accomplishment.
- 81% say they believe families and the individuals they support value the role they perform.
- 85% are confident in the abilities of their colleagues.
- Nearly 90% would recommend working for Identitywa to other people.



An eNewsletter was launched in October 2018 for families and carers which includes news on the people we support and important issues which may affect them.



Over 7,900 hours of training was delivered to our staff.

SIGNIFICANT EVENTS



A number of promotional videos were produced, including Bailey's story which is an inspiring video about his new life in shared living. Watch by clicking [here](#) or go to identitywa.com.au and search Bailey's story.



People we support and our staff collaborated to participate in many community sporting events.



Independent Living Project launched

This project is designed to help people with disability make the five-stage transition from being dependent on others to living more independently.



Sisters of Mercy return to tour the school they founded, now Identitywa's Head Office.



Andrea exhibited, along with **11** others, in the **Art Exhibition** hosted by Identitywa in November 2018.



Staff and families gathered for a presentation on the **Plenary Council 2020**.

OUR BOARD



Graeme Mander
(Chair)
Appointed 1/4/11



Linda Walsh
(Treasurer)
Appointed 1/2/11



Terry Wilson
Appointed 1/11/08



Tony Curry
Appointed 1/7/14



Jenny Drury
Appointed 1/6/12



Nathan Ebbs
Appointed 1/9/09



John Fitzgerald
Appointed 29/5/19



Levy Mpofu
Appointed 1/6/12
Resigned 24/04/19



Phil Scott
Appointed 1/5/11

Subcommittee

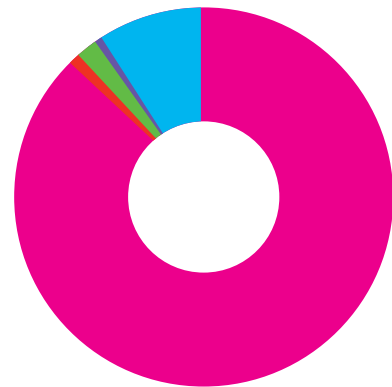
Budget Audit & Risk

Levy Mpofu | Phil Scott | Linda Walsh

IDENTITYWA FINANCIAL REPORT | FY 2018/2019

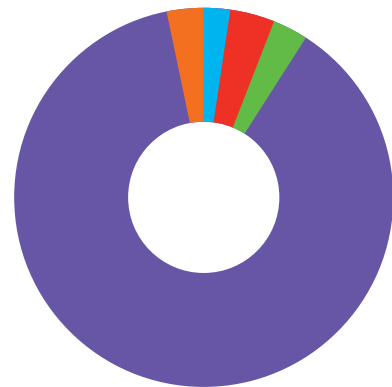
Identitywa Income 2018/19

Fee for Service	\$33,830,157	
Grants Received	\$470,736	
Interest Income	\$711,928	
Other Income	\$184,373	
Direct Care Services Income	\$3,200,616	
TOTAL	\$38,397,810	



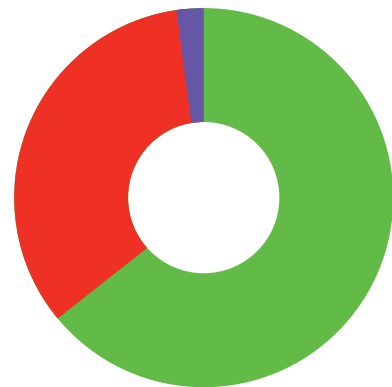
Identitywa Expenses 2018/19

Depreciation	\$640,813	
Operating Expenses	\$1,393,308	
Property Rental & Maintenance Expenses	\$1,218,986	
Employment Costs	\$29,580,486	
Other Expenses	\$1,046,002	
TOTAL	\$33,879,595	



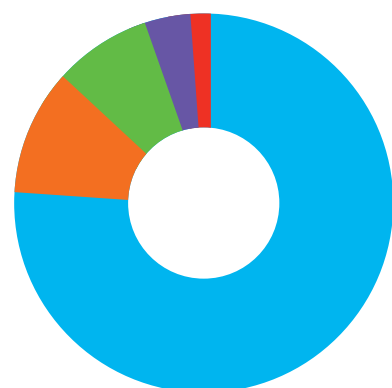
Breakdown of Fee for Service 2018/19

DSC	\$25,168,453	
NDIA	\$8,026,657	
HACC	\$635,047	
TOTAL	\$33,830,157	



Breakdown of Employee Costs 2018/19

Salary & Wages	\$22,973,375	
Annual & Long Service Leave	\$2,811,409	
Superannuation	\$2,351,358	
Workers Compensation	\$933,409	
Training, Recognition & Other	\$510,934	
TOTAL	\$29,580,486	



A Catholic outreach supporting people with disability and their families.



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.

Contact Us

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