



Identitywa



Annual Report
.....
2019/2020



From our Archbishop

As I write this contribution to Identitywa's 2019/20 Annual Report, I am very much aware that we are still in the midst of the impact of a world-wide pandemic.

Identitywa's mission is to support some of the most vulnerable and marginalised people in our community. The agency has been challenged by the unprecedented health threat posed by COVID-19 in the first few months of 2020. However, despite this threat, the abiding commitment of the Identitywa management team and staff to both individuals and their families has never wavered.

Operationally, Identitywa continues to embrace its responsibility for ensuring that everyone stays safe and healthy as it delivers support to children and adults throughout Perth.

My prayer is that Identitywa continues to successfully build a community where people with disability enjoy a fulfilled and happy life. I proudly commend Identitywa to you as one of the LifeLink Catholic Caring Agencies of the Archdiocese of Perth.

Yours sincerely in Christ

+ Timothy Costelloe SDB

Most Rev Timothy Costelloe SDB
Catholic Archbishop of Perth

Cover photo: Terry is pictured with his advocate and legal guardian, Jenni. Terry has been accessing support from Identitywa since 1998. He lives in an Identitywa home with four housemates. Terry regularly spends time with his people at the *Wadjak Northside Aboriginal Community Group*.

Contents

From our Archbishop	pg2
Chair's Report	pg3
CEO's Report	pg4
Profiling Catholic Social Teaching	pg6
Our Coronavirus Response	pg7
Annual Survey Results	pg8
Our Finances & Board Members	pg10

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.



Chair's Report

While the past year has had some challenging times it has also presented some unique opportunities, enabling Identitywa to continue to grow and thrive.

Our response to the COVID-19 pandemic is strictly in accordance with the advice and directions of government and health authorities. Not only is the well-being and safety of our residents and staff the prime concern, but it is also necessary to have plans in place and isolation facilities available should the need arise.

Although we were impacted, and at the time it was stressful for some, Executive and staff are to be applauded for the way the situation is being handled.

It was with great delight that we hosted a special morning tea in September 2019 to name the Boardroom at our Northbridge Office.

Emeritus Archbishop Barry Hickey led the blessing of the *Tom Tranter Boardroom*, named after the late Tom Tranter who, amongst many

other achievements, is well known for his life-long advocacy for the acceptance of children with disability into the sacramental life of the Church.

Tom's family, Identitywa Board members and staff watched on as Archbishop Hickey and Tom's wife, Faye, unveiled a framed history and photo display featuring the story of Tom and Faye's work in establishing Identitywa.

It was very pleasing to have a unanimous decision by the Board when we sought to name our boardroom.

We are truly grateful for the opportunity to remember Tom, and to continue to honour, his significant legacy.

An aspect of the role of the Board of which I am particularly proud is the fact that in areas such as finance,

legal, property development and corporate management the talents of the Board, in the form of the individual professional expertise of directors, can be called upon to inform and advise. This raises the level of confidence in planning and decision-making.

In thanking the Board for their individual contributions, I am well satisfied that collectively the corporate governance of Identitywa is one of its many strengths.

Finally, I would like to acknowledge the exceptional contribution of our CEO, Marina Re, and to sincerely thank all staff, residents families and carers for their continuing work and support for Identitywa. We can, indeed, look forward to a bright future.

Graeme Mander





CEO's Report

Transitioning to the National Disability Insurance Scheme (NDIS), embedding the NDIS Quality & Safeguarding Framework across our services, initiating a new housing project and meeting the challenges of a world-wide pandemic. This really has been an amazing 12 months!

NDIS Transition

Since the announcement of the NDIS in 2014, we have been working towards the July 2020 rollout to ensure we are well-placed to continue to offer our services within this funding model to people with disability living in Western Australia.

Additional staff have been required including a new Planning Officer, Data System Support Officer, Support Coordinator and Quality and Safeguarding Officer. The Support Coordinators, in particular, work with individuals and their families to link them with the most appropriate NDIS funded supports and services.

NDIS Quality and Safeguards

With the implementation of the NDIS, a NDIS Quality and Safeguards Commission was established to oversee a nationally consistent approach to quality and safeguards in the support of people with disability – promoting choice, control and dignity. Subsequently, all Identitywa staff were required to complete the mandatory training module to continue to work for Identitywa.

Over 500 workers completed the training by the end of June 2020. As we move forward, this module will be included in our induction for all new staff.

New Board member

We welcomed Nicole Barnao to our Board of Management in September 2019.

Nicole has held various roles in the commercial sector. She works in the property sector as an advisor and project manager and has over 20 years of professional experience working in property, financial and consulting services for listed, private and not-for-profit businesses.

Housing Project launched

After many months of research and planning by a project steering committee, we purchased land in Cloverdale in December 2019 where we are building houses.

This is a very significant project for Identitywa which sets the precedent for new housing developments for people we support.

Over the past six months, we have been working closely with the architects to ensure the designs:

1. Optimise the health and wellbeing of the people who will live there
2. Feature the latest assistive technology to support people who require specialist solutions
3. Are energy and water efficient, and low maintenance

Growing our allied health services

A commitment to build critical supports has seen Identitywa's Clinical and Allied Health Team continue to grow.

A Manager of Allied Health leads the team which consists of: registered nurses, occupational therapist, positive behaviour support practitioner and speech pathologists.

A dedicated IT support officer also works with the team to ensure accurate reporting and access to funding from the NDIS.

We also welcomed a second Practice Leader for our Person Centred Active Support team during the year. The team is absolutely central to influencing staff performance and culture, providing direct support to disability support workers working in our shared living houses.



All support staff are required to complete an online module and face-to-face training covering signs of dysphagia, strategies for mealtime management, texture modification under the new IDDSI protocol and, most importantly, the support worker's responsibilities and duty of care.

Training

Over 590 people received training over the 2019/20 financial year. As a result of an **NDIS** Transition Grant, we offered three new workshops covering:

- Keyword Signing
- Deafblind
- Dementia as part of an *Ageing Project* with La Trobe University.

We also developed an online training module on Dysphagia which includes a face-to-face workshop.

Sincere thanks

Finally, I want to extend my sincere thanks to the Board, Executive Team and all our staff for another fantastic year. Faced with the unprecedented challenge of the coronavirus, we worked together to continue delivering our services and supporting our families.

I am very proud of all our achievements and look forward to the future which will see us operating totally under the NDIS. The following pages include other initiatives and activities undertaken over the past year which I haven't included here.

Please know, we never take for granted the trust placed in us by the people we support and will always be committed to doing all that we can to assist them to achieve happy and fulfilled lives as full citizens.

Marina Re

Profiling Catholic Social Teaching

As an agency of the Archdiocese of Perth, Identitywa has a strong commitment to the teachings of the Church on social justice issues.

At the beginning of 2020 we ran a series of articles in our internal staff newsletter, *Nitty Grit*, which profiled four of the foundation principles:

Dignity of the Human Person, The Common Good, Subsidiarity & Participation and Solidarity.

These articles were complemented by actual stories of how our staff are living out these principles in their daily work supported by our vision, mission and values, to which they make a personal commitment when they commence their work at Identitywa.



Grant shares a cuppa with Frances.

Subsidiarity & Participation: The capacity and capabilities of people and communities ought to be respected, with decisions made at the lowest local level possible.

Everyone should have the opportunity to participate in and contribute to decision processes that closely affect them.

A 'living' example of Subsidiarity & Participation

Grant's story

Being surrounded by positivity, friendship and the feeling of satisfaction are just some of the things Grant loves about working.

Grant has had a varied career, this has included working for the Australian Protection Services, as an orderly in a hospital and as a crowd control officer.

"I love working," said Grant. "I am reliable and trustworthy, and I really wanted a job again."

His mum and dad and his support worker, Frances, assisted him to put together his resume so he could apply for a job.

"It is just so wonderful that he is now celebrating his first year back (Feb 2020). I am so proud of him as he was so committed throughout the whole job hunting process," said Frances.

"I remember Grant's dad, Ken, offered him great encouragement at the time, telling him he needed to "keep on keeping on" and "pound the pavement" if he really wanted to be successful in his search for work," said Frances.

Grant is very happy with his life. He lives independently in his shared home, attends his church every week, and participates in fun activities like sailing, and of course, his job!

Our Coronavirus Response

Whilst every year seems to see significant changes at Identitywa, particularly as we have adapted to the NDIS model, the 2019/2020 financial year will definitely be one to remember.

In March 2020, our Board and Executive Management Team were required to assist the people we support, their families and our workers through the potential impact of COVID-19. Our commitment to keeping our community safe and healthy, and to continuing to deliver our services where needed, never wavered. Over the first six months of 2020, we introduced strategies which included:

- Establishing a dedicated COVID-19 Business Continuity Team who met frequently in the early days of the pandemic. Tasked with overseeing the management of our response, this team continues to ensure we are doing all we can to avoid infection, and to plan all aspects of support should we have any positive cases of COVID-19 in our community.

Sourcing Personal Protective Equipment stock, training for support staff and keeping the broader Identitywa Community informed about the latest information on COVID-19 have been high priorities for the team.

- Employing additional support workers in our 48 shared living houses to ensure housemates were kept active and engaged in their isolation and able to meet the additional health and hygiene requirements required by the Department of Health and governments. This was testing as it required people to be isolated from their families which was often distressing.

We were very grateful for our workers' creative and innovative approach to this challenge. It was definitely a highlight to see housemates connect to their families, exercise and engage in other fun activities via the latest technology on offer.

- Managing our workforce and the need for many to work from home in a very short turnaround. This required our IT team to work quickly and efficiently to enable this to happen seamlessly.

Their dedication was outstanding and enabled us to continue our day-to-day business without too many disruptions. Importantly, we have learnt from this experience and in response we have introduced some additional procedures which will position us well if we are threatened again by such a health crisis.

We have much to be thankful for.



Lizzie and Harold on the golf range - social distancing!

Annual Survey Results

Our Families and Carers said...

Their family member was treated with dignity and respect by staff.

93%

Their choices and preferences were respected.

92%

Identitywa supports individuals to achieve their goals whatever they may be.

85%

Identitywa is: *responsive, professional, understanding, non-judgemental and welcoming.*

Over 94%

The feedback captured via our annual survey of the people we support and their families and carers is critical, assisting us as we make important decisions about our future direction.

The survey consisted of 16 questions asking for feedback regarding communication, provision of support, consultation, feedback and complaints and overall satisfaction of the support their family member receives from Identitywa.

Some of the comments included:

“

We are very happy with the support being provided to us by our team leader. She is extremely supportive, always returns calls promptly, meets regularly with us and is open to our feedback. She understands the needs of our daughter and attempts to fulfill them by providing the most suitable and age appropriate help she can for her.”

“

Identitywa has developed the ideal home and supported living environment since taking over the management. I have been constantly impressed by the positive culture and staff commitment.

“Very happy overall and have definitely recommended Identitywa to a number of other people and will continue to do so.”

“

Quite frankly, we don't need to make complaints as we have the open communication at the front end before it becomes a problem to be solved, and it is acknowledged that both sides have to be open to communication.”

“

I have confidence in the team who are supporting my son in his transition to NDIS.”

And asked if they would recommend Identitywa to family and friends, over 92% of families said they would!



People living happy & fulfilled lives

*We also surveyed our workers
who said...*

“

As a Disability Support Worker, my engagement with individuals with disability gives me great satisfaction in terms of the difference I bring into their lives. I enjoy participating in their aspirations.”

“

I feel the role I play as a family support worker in supporting people with disabilities encourages and enables individuals to live a life that has meaning and purpose, is inclusive and offers choices. I love my job!”

And shared...



93% of all disability workers believe their role is valuable in supporting the lives of people with disability.



Over **90%** say their work gives them a feeling of personal accomplishment.



88% believe Identitywa is dedicated to diversity and inclusiveness.



82% of all workers feel that individuals and families value their work.



Over **90%** would recommend working for Identitywa to other people.



Rikeesha loves her art sessions at DADDA



Andrew enjoys his job volunteering at his local Salvation Army shop.



Beth has a great time with her friends at Girl Guides .

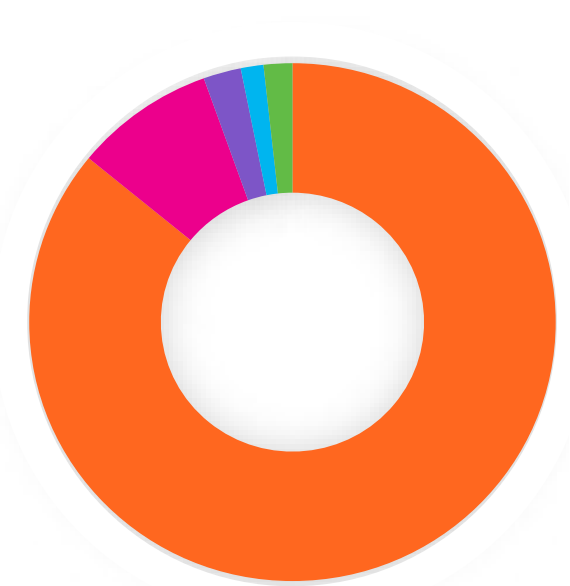


Julian likes to make his own cup of tea.

Our Finances

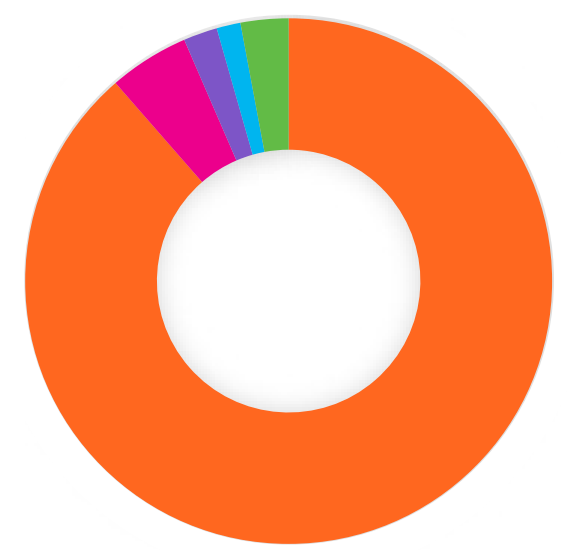
Income

Fee for Service	\$34,537,631	
Direct Care Services Income	\$3,465,247	
Grants Received	\$930,934	
Interest Income	\$560,234	
Other Income	\$706,599	
TOTAL	\$40,200,645	



Expenses

Employment Costs	\$32,641,238	
Operating Expenses	\$1,814,961	
Property Rental & Maintenance Expenses	\$767,409	
Depreciation	\$541,412	
Other Expenses	\$1,080,609	
TOTAL	\$36,845,629	



Our Board

Subcommittee

**Budget
Audit & Risk**
John Fitzgerald
Phil Scott
Linda Walsh



Graeme Mander
(Chair)
Appointed 1/4/11



Linda Walsh
(Treasurer)
Appointed 1/2/11



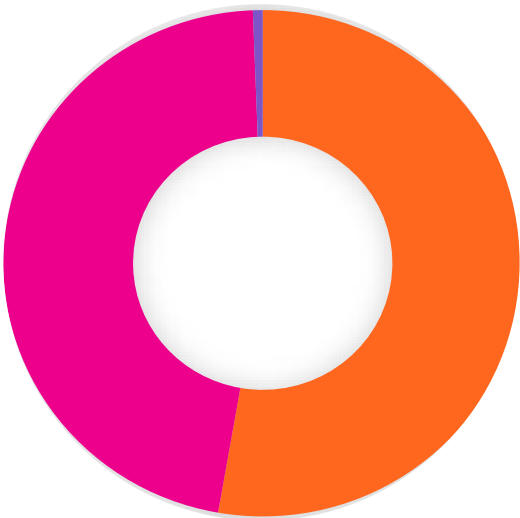
Nicole Barnao
Appointed 1/6/12



Tony Curry
Appointed 1/7/14

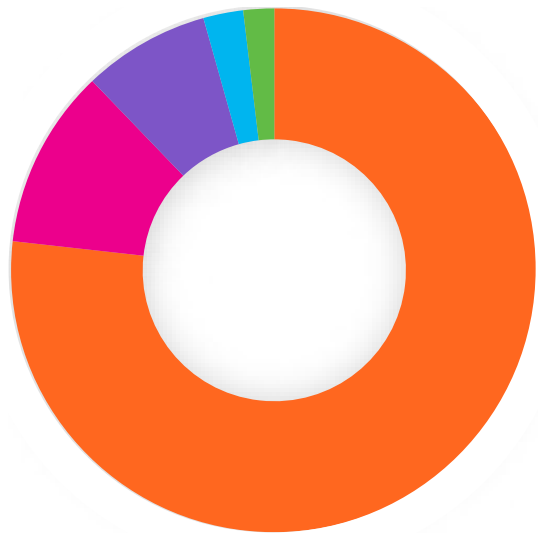
Fee for Service

DSC	\$18,220,913	
NDIA	\$16,106,827	
HACC	\$209,891	
TOTAL	\$34,537,631	



Employee Costs

Salary & Wages	\$25,060,113	
Annual & Long Service Leave	\$3,615,281	
Superannuation	\$2,548,634	
Workers Compensation	\$800,342	
Training, Recognition & Other	\$616,868	
TOTAL	\$32,641,238	



Jenny Drury
Appointed 1/6/12



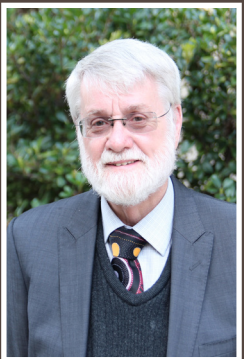
Nathan Ebbs
Appointed 1/9/09



John Fitzgerald
Appointed 29/5/19



Phil Scott
Appointed 1/5/11



Terry Wilson
Appointed 1/11/08



**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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