

 Identitywa

ANNUAL REPORT 2020/2021





A MESSAGE FROM THE CATHOLIC ARCHBISHOP OF PERTH

In 2020/2021, Identitywa continued its strong commitment to supporting and assisting people with disabilities and their families.

Identitywa's approach to person-centred care epitomises the principles of Catholic Social Teaching, which place a distinctive emphasis on the principles of human dignity, the common good, subsidiarity, and solidarity.

Identitywa is an established provider within the NDIS environment and offers vital one-on-one pre-planning sessions and assistance to both individuals and their families with respect to registering for a range of supports for both young people and adults.

This personalised care for individuals, both within the home and within the community, tangibly reflects a Christ-like spirit of care through which the healing ministry of Jesus Christ is afforded to everyone, particularly those in need.

My prayer is that Identitywa continues to be recognised as a distinguished leader within the sector and that it may continue to be known for the quality of support and assistance provided to people with a disability, enabling each person to 'have life and have it to the full' (John 10:10).

I am proud to have the extraordinary contribution of Identitywa within the Archdiocese of Perth. I sincerely thank the Board,

Executive Team and staff for their selfless dedication to the hundreds of participants who benefit from the love, confidence and hope shared with them every day.

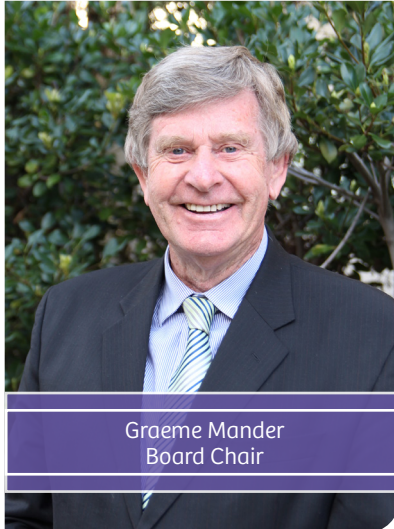
Yours sincerely in Christ,

+ Timothy Costelloe SDB

Most Rev Timothy Costelloe SDB
Catholic Archbishop of Perth

Cover photo: Caroline loves visiting her local pool with her support worker for her regular swimming sessions.

We acknowledge the Traditional Owners of Country throughout Western Australia and recognise their continuing connection to land, waters and community. We pay our respects to them and their cultures, and to Elders both past and present.



CHAIR'S REPORT

The Board
is well
pleased with
Identitywa's
progress and
pays tribute to
Marina Re and
her Executive
Team and the
hard-working,
diligent and
caring workers.

One event that has continued to impact all our lives is the COVID 19 Pandemic. Thankfully, within the Identitywa community, there has been no major incident. Our participants and workers, although from time to time subject to restrictions, were able to continue to operate in circumstances that we have come to know as the new normal.

This is in no small part due to the operation of the COVID 19 Business Continuity Team that meets as necessary, but at least weekly, to keep up with developments and take action as required.

The Board has complete confidence in management and this team to complete the vaccination roll-out and confront head-on the inevitable challenges that will arise from the more potent strains of the virus and the opening of our state and international borders. The safety of all in our community is and always will be our top priority.

A major focus for the Board over the past 18 months has been in property and planning. This focus began with the endorsement of the Housing Strategy in 2019. In the last financial year, following a Strategic Planning workshop, the Board endorsed a commitment of up to \$6m over three years to provide accommodation and new housing.

To date, there has been excellent progress with six homes either about to commence or under construction and a further five in the planning stage. (More information is included on pages 8 and 9.)

The Board recognises and is committed to significant investment in this area because it is integral to Identitywa's Mission and Vision for the care and support of those who live with disability in our community. Further, it makes real our commitment to offering high standards and finishes commensurate with the quality that is expected in contemporary homes.

It would be remiss of me if I did not include in this report a comment on a developing situation that is of concern to the Board and senior management of Identitywa and other providers in the sector.

The NDIS Supported Independent Living (SIL) funding for some participants wishing to renew their plans has been reduced by up to 10%. This not only has a significant effect on the quality and number of services that can now be provided to the participant, but also impacts the organisation's financial viability. If this situation is allowed to continue, the challenges that this presents should not be underestimated. Be assured that representation to address the issue

continues to be made at all levels of government. In the meantime, we respond with a careful review of the allocation of resources and responsible budgeting.

Over the past year, there have been a number of staff changes made to replace people and to expand services in areas of need. Often the incoming staff are presented with unfamiliar and significant challenges.

The Board is well aware when this occurs and is grateful for the immense time and effort to raise our level of operation to an exemplary standard.

In summary, the Board is well pleased with Identitywa's progress and pays tribute to Marina Re and her Executive Team and the hard-working, diligent and caring workers.

I also extend my personal thanks to my fellow Board members for their extraordinary hard work and commitment. While we often operate in uncertain and turbulent times, nevertheless, we are excited and optimistic about what the future holds for Identitywa as we all work together for the well-being and betterment of those for whom we support who are living with a disability.



Marina Re and Zorgi Group Director, Wayne Randall, watch as Graeme Mander and Managing Director of Zorgi Group, David Reynolds, sign the contract.



▲ Board Chair, Graeme Mander with scholarship recipients: Holly Turner, Sham Zulu and, Stacey Maddern and Tom Voigtlander.

BOARD AWARDS SCHOLARSHIPS

Career aspirations to pursue professional development opportunities were rewarded when 11 workers received scholarships awarded by our Board in March 2021.

The courses offered were from Leadership WA and the Australian Institute of Management WA.

Board Chair, Graeme Mander, said it was an excellent opportunity for the recipients, and he congratulated them on their commitment to further develop their careers in disability support.

"Identitywa is committed to ongoing professional development for our workers and the Board is pleased to work with AIM and Leadership WA to provide these important educational opportunities."
Board Chair,
Graeme Mander.



**ASPIRING
LEADERSHIP**

**FRONTLINE LEADER
- DIPLOMA OF
LEADERSHIP AND
MANAGEMENT**

**EXECUTIVE
DEVELOPMENT**



Marina Re
Chief Executive Officer

The disability sector has continued to grow and provide life-changing support and opportunities for people with disability and their families.

CEO'S REPORT

2025 STRATEGIC PLAN

In October 2020, I had the pleasure of launching our 2020 - 2025 *Strategy*, which will guide the agency over the next five years.

This new plan is focussed on optimising what we currently do, growing our service offerings, and being innovative with new ways of achieving excellent outcomes.

The focus is across three main service areas: *Specialised Disability Accommodation, Individualised Living Options, and Individual Supports.*

Integral to all our current planning and work, the plan reflects the focus of the Board to develop growth for our agency.

NDIS QUALITY AND SAFEGUARDING COMMISSION

From 1 December 2020, the NDIS Quality and Safeguards Commission commenced operating in Western Australia.

This independent agency's focus is to improve the quality and safety of NDIS supports and services nationally, therefore, improving consistency, safety, and quality services and resolving problems, and identifying areas for improvement. We have implemented changes to accommodate new reporting requirements and mandatory training for our workers in response to the Commission.

STRATEGY 2020 - 2025

Our Horizons

Horizon 1: *Optimise*

- Embed an individual goals oriented approach.
- Invest in people, systems & processes.
- Align organisational structure.

Horizon 2: *Grow*

- Establish SDA & ILO services offering.
- Technology driven service innovation.
- Strategic partnerships

Horizon 3: *Innovate*

- Smart housing
- Implement Adaptive & Assistive technology.

Our Focus Areas

Specialised Disability Accommodation (SDA)

- Renew housing stock - refurbish five houses/year and add additional 10 new houses by 2023.
- Increase location & variety of SDA offering - build three new houses in new locations and introduce two "new" housing types in the next three years.

Individualised Living Options (ILO)

- Establish ILO as a core service offering.
- Grow ILO offering to service 60 participants by 2023.

Individual Supports

- Improved quality of service delivery through an individual goals oriented approach.
- 15% growth in SIL and 1:1 participants by 2023.

Our Enablers



Integrated Allied Health

A fully integrated Allied Health services function will align service delivery against individualised goals.



Industry Collaboration

Further developing strategic partnerships that enhance and complement our core services will expand our reach and improve the quality of participant support.



Worker Engagement

Empowerment and retention of our workers will enhance the participant experience through continuity of support.



Organisation Structure

Our organisational structure will drive operational efficiency and enhance the quality of support that is fundamental to delivering on our strategic objectives.

EXECUTIVE APPOINTMENTS

We were delighted to welcome two new members of our Executive Management team.

Resi Mitterbauer was appointed as Executive Manager Corporate Services and Gill Watts our Executive Manager of Disability Services. Both Resi and Gill have extensive experience in the disability sector.



Resi Mitterbauer



Gill Watts



SPECIALIST DISABILITY ACCOMMODATION

In response to the ongoing shortage of accessible housing in the Perth metropolitan area for people with disability, the Board has been planning to build purpose-built homes for a number of years. Finding the right partners to work with was a critical element to the success of the Specialist Disability Accommodation project.

After extensive research, builders *Geared Construction*, in partnership with *Halton Design* and *Proven PM* were chosen to build the first two houses.

In mid-May, Identitywa hosted a 'Turning of the Sod' ceremony for two x three bedroom homes which are being built in Cloverdale.

Their design features include natural light throughout, large living spaces, well-connected outdoor areas, alfresco space, and water-wise garden areas.

In addition to this building project, Identitywa also entered into a partnership with Perth building company INKA. This collaboration will see the construction of six residential homes for Identitywa participants.

These homes will be architecturally designed to accommodate three people with their own bedroom, ensuite, and spacious indoor and outdoor living areas.



▲ Plans for one of the Cloverdale properties.



▲ Sandro, pictured with his sister, Annabel, is very happy that he will be living in one of the homes.

INDIVIDUALISED LIVING OPTIONS (ILO)

In May 2021, Identitywa's ILO services were endorsed nationally. The development of this service was one of the focus areas of the 2020-2025 Strategy. The Board agreed at their 2020 annual planning day to take the action needed to develop an Individualised Living Options Service Offering.

Over the past 12 months, an ILO team has been recruited who have been working on writing the budgets, policies, and procedures which underpin this service.

This extensive preparatory work has required the ILO team to liaise with our Allied Health team and managers of Short Term Accommodation, Community Support, Supported Independent Living, Housing team and develop new processes in HR, Systems, and Training. Being able to provide these ILOs is integral to the future of Identitywa's support of participants.



What makes an ILO different?

ILO supports are designed to work with other supports participants receive from the NDIS, their family, friends or other networks so that they can have:

- a sense of home and belonging
- a connection with others
- a safe and supportive lifestyle

ONGOING CAPITAL WORKS

Identitywa manages 46 houses located throughout the Perth suburbs.

As part of our commitment to ensure we provide happy and comfortable homes for people to live and work in, our capital works program continues to fund upgrades of kitchens, kitchen equipment, flooring, outdoor areas, gardens, lighting, heating, and air conditioning.

Anyone who has renovated will agree it can be a juggling act to coordinate renovations, but the rewards are plenty and can be enjoyed by all.



▲ Tim loves spending time in the hanging chair which was installed as part of the outdoor area upgrade at his home in Willagee.

PROFESSIONAL DEVELOPMENT & TRAINING

SUPPORTING AGING AND QUALITY OF LIFE

Dementia support

As our people living in Supported Independent Living houses are ageing, the challenge of supporting people with disability with dementia has needed to be better understood.

Identitywa has partnered with La Trobe University to develop a training program with the focus of increasing our workers understanding of:

- Dementia and its effects on a person with intellectual disability
- How to modify support to respond to changing needs, including strategies to enhance the quality of life & tips on how to create a dementia-friendly environment
- The external resources available for additional support as required
- Organisational responses to supporting people with intellectual disability and dementia.

End of life planning

In addition to the practical day-to-day health care responsibilities of our Allied Health Team, they are also responsible for encouraging discussion around Advance Care Planning with ageing SIL participants and/or their families. These discussions are underpinned by the principles of supported decision making, which for Identitywa, is integral to how we deliver supports.

The Team works closely with Metro Palliative Care Consultancy Service who offer a number of services, including support with symptom assessment, overall management plans, along with assisting our nurses and support staff to liaise with GPs and other health care workers.

Ensuring our support workers are knowledgeable and feel confident about end of life care is vital.

TRAINING DELIVERED

Over the 2020/2021 financial year, we delivered 900 hours of training to our workforce at the Northbridge Head Office.

We held 12 inductions for 162 new workers joining Identitywa, and workers also completed various online learning modules, including our safeguarding modules developed with the Archdiocese of Perth's Safeguarding Office.



RECOGNISING THE ACHIEVEMENTS OF OUR VALUED WORKERS



▲ **Team Award recipients: Merian Team**
Jason McMilland, Jenny Chong, Ted Govinden, Valerie Bingley, Emma Ferguson and Board Chair, Graeme Mander.

In October 2020, we came together for a celebration to honour our 2020 Award and Years of Service recipients.

Employee Recognition

Support workers Danielle Guilda, Maya Ha, Lauren Henry, Dayne Metzner, Tammy Whelan, Jenny Scott and Lily Sobieralski

Team Leader: Noelle Ward

House Teams: Merian

Administration: Sandy Kaur

Administration Team: Northbridge Office

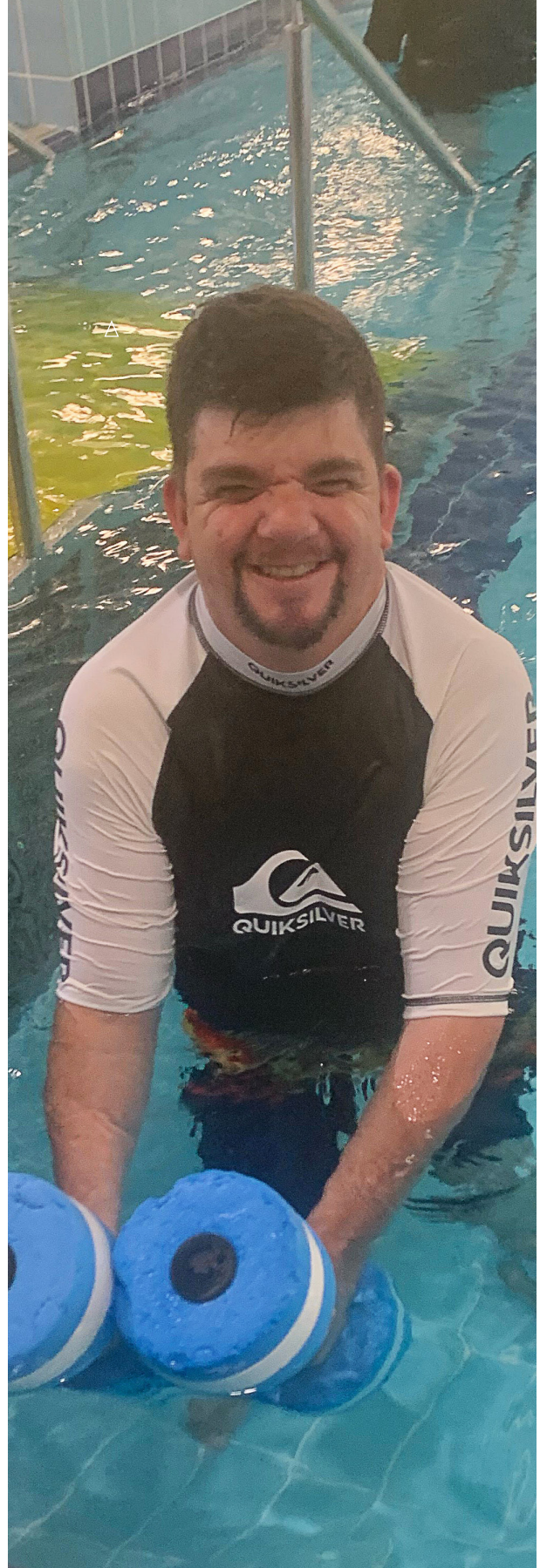
Years of Service

10 years of Continuous Service

Judith Ellis, Danielle Guilda, Khalid Hassan, Jo-anne Lock, Karen McLellan, Britta Meyer, Sandy Ochieng

20 years of Continuous Service

Patricia Johnson, Kelly Oram, Joanna Weare



We also acknowledge the many achievements of the people we support like Heath achieving his fitness goals.



OUR WORK



Our Workers
566

Allied Health Team
has invested over
10,408 hrs

Support Coordinators
have provided over
3,300 hrs
of service



Supported
Independent
Living Houses
46



Supported
Independent Living
Participants
147



Support hours
in Supported
Independent Living
464,073

Short Term
Accommodation Stays
3,374

Support hours
in Short Term
Accommodation
41,287

Community
Participants
336

One to
One hours
68,659

Identitywa Board Members'
Commitment
450 hrs



20-year-old Bailey is employed in the State Government's Containers for Change program two days a week. He feels proud that he is contributing to making a difference to the environment.

MARKING PERSONAL ACHIEVEMENTS



▲ Much-loved housemate, Gloria, celebrated a major milestone in August 2020 – she turned 80!!

She was rightly the centre of attention, surrounded by love and admiration at her birthday celebration.



▲ Rikki started her own business making hair scrunchies which has proven to be a great business venture.

With the assistance of her support worker, Stacey, she has learnt many skills required to be successful, including financial management and the use of social media for marketing.



- ▲ Sebastian's transition from Identitywa's Short Term Accommodation children's services to adult services was inevitable as he grew older. So it was a great relief to his family that the move was such a positive experience, mainly due to everyone involved having a good understanding of Sebastian's needs.



- ▲ In addition to creating some lovely items she plans to exhibit, Michelle has loved making new friends at her pottery group at Liddelow Homestead in Kenwick.

She is also hoping that she might sell some of her work in the future.



- ▲ Robert's commitment to keeping active and healthy has seen an improvement in his overall energy and his enthusiasm for life.

With the ultimate goal of improving his coordination, balance, and strength, Robert also loves the independence and socialising during the sessions at his local gym.

We are told he is even smiling when it comes time to pack away the equipment at the end of the class!



- ▲ Two of Jodee's life goals, to trace her family tree and redecorate her bedroom, were successfully ticked off in 2021. With her support worker, Holly, they found artist Sal who agreed to paint a mural that features Jodee's family and the trees and animals she chose.

Jodee was overjoyed with the result. She insists that everyone who comes to visit her house take a look!

And there was an extra bonus when Jodee and Sal found out they were related!



IT'S HOW PEOPLE FEEL THAT COUNTS

OUR FAMILIES AND CARERS

Our annual surveys are designed to capture our families' and carers' experience of using Identitywa services and supports, identifying what they consider most important. We also seek to determine whether we are meeting their needs and identifying areas we should focus on to continue delivering our high levels of support.

From the survey results, an overall positive rating of 98% was given by respondents when asked if they would recommend Identitywa to friends and family. This is an increase from the 92% positive rating returned in both 2018 and 2019.

FEEDBACK INCLUDED:

“ Our son has an excellent support worker. He always has a wonderful time, yet he is often doing shopping, cooking, transport, outings, general things he may get annoyed at us for, but he loves being with his support worker, who has become like a big brother figure to him. This is what we wanted, and it is working brilliantly. Thank you. ”

“ All staff in the office and support workers have a really lovely manner and are much appreciated. ”

“ I believe Identitywa has fulfilled a lot of opportunities for people and their families, knowing and having the knowledge that all staff members participate in achieving their goals, happiness, and more importantly their health and wellbeing. ”



Working towards independent living was a major goal for Drew, supported by his mum and dad, Michelle and Vic. He also had lots of positive support from his support worker, Katelyn.

A true 'technophile', Drew's life is very full to say the least. When he is not on his computer or mobile devices watching his favourite action sports, he is busy every day doing various activities including swimming, bowling and just enjoying being out.

OUR WORKERS

The opportunity for our workers to provide their feedback is integral to Identitywa's strategic planning.

Their opinions about their working environment, colleagues, management, and organisation processes are invited via our annual Staff Survey.

90% of our workers believe their role is valued by participants and their families, and also the agency.

Over what has been a challenging year for some, it was encouraging to see over 90% of people are aware of our Employee Assistance Program, which is provided to workers and their direct family members.

85% of our workers said they would recommend working at Identitywa to others.

FEEDBACK INCLUDED

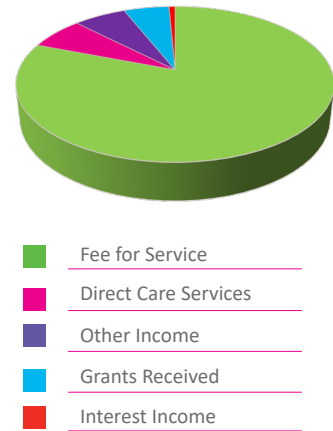
“Find much fulfilment in my work and it brings me great joy to be in a position to make a great difference in areas where individuals need support.”

“IDWA is all about the people that we support and there is always a focus on improving this quality of supports that we deliver to them which in turn provides job satisfaction.”

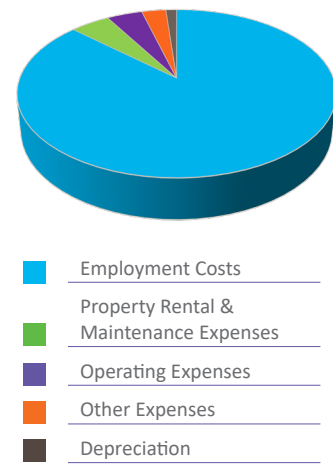
“I think in general that IDWA worked incredibly throughout the COVID-19 first wave, bringing together a working group based on skills, knowledge and roles to create a holistic response to a real threat and required change of practice. This model would work well across many areas where the knowledge and skills across a wide variety of areas are required.”

FINANCE

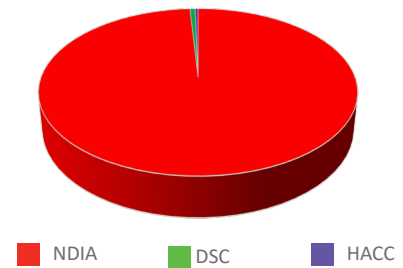
INCOME		
Fee for Service	\$39,050,007	
Direct Care Services	\$3,250,642	
Other Income	\$3,077,641	
Grants Received	\$2,664,925	
Interest Income	\$353,636	
TOTAL	\$48,396,851	



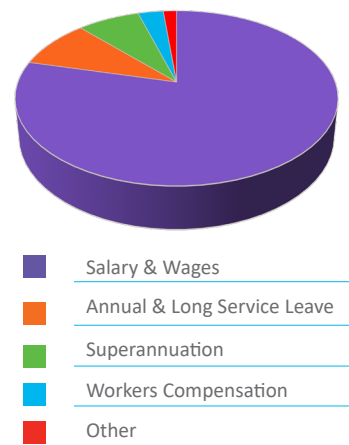
EXPENSES		
Employment Costs	\$36,802,979	
Property Rental & Maintenance Expenses	\$2,027,235	
Operating Expenses	\$1,815,180	
Other Expenses	\$1,244,193	
Depreciation	\$548,185	
TOTAL	\$42,437,772	

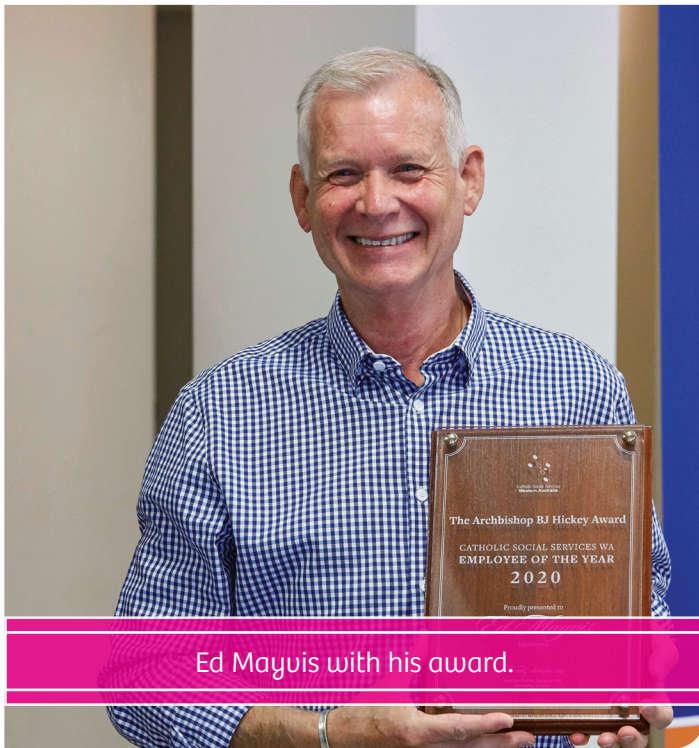


FEE FOR SERVICE		
NDIA	\$38,666,343	
DSC	\$243,106	
HACC	\$140,558	
TOTAL	\$39,050,007	



EMPLOYMENT COSTS		
Salary & Wages	\$29,035,056	
Annual & Long Service Leave	\$3,331,701	
Superannuation	\$2,739,217	
Workers Compensation	\$1,111,069	
Other	\$585,936	
TOTAL	\$36,802,979	





Ed Mayvis with his award.

HONOURING SERVICE

Over 33 years of faith-based contributions in service to people with disability and their families, saw our very committed Engagement Leader, Ed Mayvis, being named the recipient of the *Barry Hickey Catholic Social Services Employee of the Year*. Outstanding achievement, Ed. Truly deserved!

OUR PARTNERS

Befriend

Catholic Social Services Western Australia

Catholic Super

Centacare Employment and Training WA

Department of Communities

Developmental Disability WA

Kalparrin

La Trobe University

Lifelink

Lotterywest

National Disability Insurance Agency

National Disability Services

Personal Advocacy Service

Therapy Focus

Telethon Trust

Western Australia's Individualised Services

Zorzi Builders



**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.

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