

 Identitywa

Annual Report

2021/2022



ARCHBISHOP'S MESSAGE

The past 12 months have been a challenging time for all, particularly the impact of COVID-19 and the rising costs of living.

Supporting the ongoing well-being and safety of some of our most vulnerable people is at the heart of Identitywa's Vision, Mission and Values.

As one of the LifeLink Catholic Caring Agencies of the Archdiocese of Perth, their important work is to be commended, particularly at this time when we are all required to manage the day-to-day challenges of COVID-19.

As they carry out their important work, my prayer for them is to continue to enable the people they support to have fulfilled and independent lives.

Yours sincerely in Christ,

Cover photo: Dillon looks forward to his short stays at our Children's House.

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.

+ Timothy Costelloe SDB

Most Rev Timothy Costelloe SDB
Catholic Archbishop of Perth

CHAIR'S REPORT

On reflection, the events of the past year have been quite extraordinary. All of us in some way have been impacted by the COVID-19 pandemic. For the Identitywa community, this has meant facing a number of challenges that were disruptive to how we normally operate.

Perhaps one of the most significant areas affected was staff rostering and scheduling. Not only was this area severely disrupted by staff contracting COVID, it was also affected by the severe workforce due to quarantine and border restrictions. The Board gratefully acknowledges the extra work and dedication of all staff, from carers in homes to senior management, for the outstanding way they responded to the situation. It has been an impressive.

You may recall last year in my report, I spoke about a developing situation that was of major concern to the Board and senior management of Identitywa as well as other providers in the sector. It concerned the reduction of funding to some Supported Independent Living (SIL) participants when their plans came up for review. I must advise you that, despite strong representation to address the issue, the situation continues. This cannot be allowed to continue as it seriously impacts participants, families and carers, and providers.

We urge the Government and, in particular, the Minister for Disability Services to restore essential funding to the NDIS to enable it to support people with disability to be assured of a quality sustainable lifestyle.

I am delighted to report that we have made substantial progress over the past year with the implementation of our Housing strategy. To date from a total budget allowance of \$8.4M, management has spent \$6.3M for remediation of some of our land and preliminary design

work. When all the developments are completed, up to 53 participants will be accommodated in the proposed houses.

Despite the well-documented ongoing issues in the construction industry, I pay tribute to the Planning and Property Committee, consisting of staff and Board members, for their continued commitment and their well informed, professional direction, which has resulted in us being in such a favourable position.

Finally, the Board, fully understanding the difficulties of the past year, recognises the commitment and diligence of the hard-working and caring staff under the exemplary leadership of CEO Marina Re and her Executive Team.

I would like to pay tribute to Linda Walsh, our former long serving Board Treasurer, for her valued contribution over the past eleven years. A warm welcome to new Board Members, Mimli Kulshreshtha, our new Treasurer, and Patrick Banks.

A sincere thank you to all Board members who, meeting as a highly skilled, amazingly talented team, work together to improve the lives of our participants who live with a disability.



Graeme Mander, Chair of the Board



Not a bad way to spend a weekend! Housemates had a great time on their short staycation at Rottne Island. Whether relaxing by the pool on the sun lounges or chilling out with the locals, including the iconic quokkas, it all made for lots of fun.



There were lots of smiles and laughter when over 180 of the Identitywa community were able to gather once again for our annual Christmas Mass.

It was truly a joyful occasion with people assisting with readings, enjoying singing Christmas songs and spending time together.

How exciting! Bailey had a fantastic time when he got to experience high-speed straights, blind rises, and the hardest braking corner in Australian motorsport at Wanneroo Raceway.



CEO'S REPORT

Over the past financial year, we have experienced some significant successes and met many challenges.

Managing COVID-19

The way that our workforce has navigated all the implications of COVID-19 on our services has been exceptional.

An ever changing environment has required strong leadership and comprehensive understanding of the latest advice from the Department of Health and the State Government. Decisions have been made via our dedicated COVID-19 Business Continuity Team who met weekly.

We committed to communicating regularly with our participants, families and workers to ensure they felt confident knowing we were implementing all recommendations for infection control. I am truly grateful to all the people who have, and continue, to keep us safe.

NDIS Quality and Safeguarding Audit

I am very pleased to share that we passed Stage 1 and 2 audits. It was a positive experience that acknowledged our strengths and offered guidance around opportunities for improvement.

As part of the audit our Quality and Safeguarding Team reviewed over 200 policies and procedures and auditors sought feedback from our participants, families, and workers on Identitywa's supports and services.

As always, having the feedback from our community is so important for the ongoing growth of our agency. We greatly value all those people who took the time to contribute.

Connecting with our Community

- **Face-to-Face**
- **CEO Messages**
- **eNewsletters**
- **Facebook**
- **Instagram**
- **Linkedin**
- **Twitter**

We regularly reached out to our community sharing news and relevant information.

We also encouraged people to submit their feedback. They did this by:

- Talking to us
- Joining the Identitywa Reference Group
- Submitting their feedback online

CEO'S REPORT CONT...

Creating homes

Working closely with the people we support and their families, as well as our building partners to co-design and build new homes to meet the needs of people with disability has been a significant commitment by Identitywa.

In January, 2022, we were delighted when the Minister for Disability Services officially opened our first homes in Cloverdale. It was a time of great excitement and celebration for many people in the Identitywa community.



Hon Don Punch MLA, Minister for Disability Services officially opening our first SDA homes in January 2022.



Chair of the Board , Graeme Mander, welcoming everyone to the opening.

“

It's heart-warming that thanks to Identitywa's foresight, Identitywa participants will have the opportunity of living in a home built especially for them.”

Family member



L to R: Carmel, mother of Steven (not present); INKA site manager, Blake; participants, Sharon and Ian; Ian's sister, Maureen; participants Liz and Amanda and support workers, Stephanie (rear) and Wendy.

Homes are being delivered faster and more efficiently than traditional building methods while complying to all the requirements of the NDIS' Specialist Disability Accommodation Standards for Improved Liveability.

There was lots of excitement in the air when participants gathered with their families in March 2022 to have a tour of what will be their new home.

The homes are architecturally designed to accommodate three people providing each with their own bedroom and ensuite, as well as spacious indoor and outdoor living areas to share.

Work was well underway on the two houses in Koondoola that are being built with an innovative construction method which sees quick results!!

Continued focus on delivery of high quality community supports

Ongoing improvements of our supports was the focus of a review of our service operating model in 2021. A key outcome was the introduction of three dedicated roles:

A Community Manager and Community Coordinators

Providing support to community families and participants, as well as guidance to our community support workers.

Service Support Leader

Providing leadership and management to support service team to improve performance, participant experience, and outcomes and finally.

Community Engagement Advisor

Responsible for driving program growth, building community awareness and liaising with referral sources, participants and families.



New roles in service support: Kathy Naughton, Kristina Kotua, Tara Ludlow and Wendy Spicer. (C) Executive Manager Disability Services, Gill Watts.

CEO'S REPORT CONT...

Our community gathered in October 2021, for our Annual Review Meeting.

The special night presents an opportunity for sharing important milestones and achievements.

Our Treasurer, Linda Walsh, presented her final Financial Report as she retired from the Board in early 2022.

I would like to thank Linda and acknowledge the significant and generous contribution she has made since she joined our Board.

Thank you also to our Board and Executive Management Team for all their support throughout the year. You are amazing in your commitment to our agency.

I also thank all our Identitywa Managers, Team Leaders and workers for their ongoing dedication to ensuring we are doing all we can to achieve the best outcomes for the people we support and their families.



Marina Re, Chief Executive Officer



Celebrating Excellence

Employee Recognition Award Recipients

ABOVE AND BEYOND AWARD

Clinical Nurse Kerry Deakin and Support Coordinator Alysha Azman.

ASPIRING LEADER AWARD

Disability Support Workers Holly Turner and Riley Riordan.

QUIET ACHIEVER AWARD

Disability Support Workers Shihab Ally and Arare Negassak.

Years of Service Recipients

20 years of continuous service

Emma Ferguson, Kathy Naughton, Gregory Smith.

10 years of continuous service:

Richard Barney, Kathleen Borwick, Viola Ezikel, Patresia Francis, Eva Haynes, Cathy Hewick, Carmilita Johnson, Parkash Kuar, Dorothy Lonergan, Audrey Mwanza, Rachel Oakes, Marina Re, Marjorie Tairua, Dante Torres, Susanne Townsend.

Our People



Identitywa
Board Members Committed

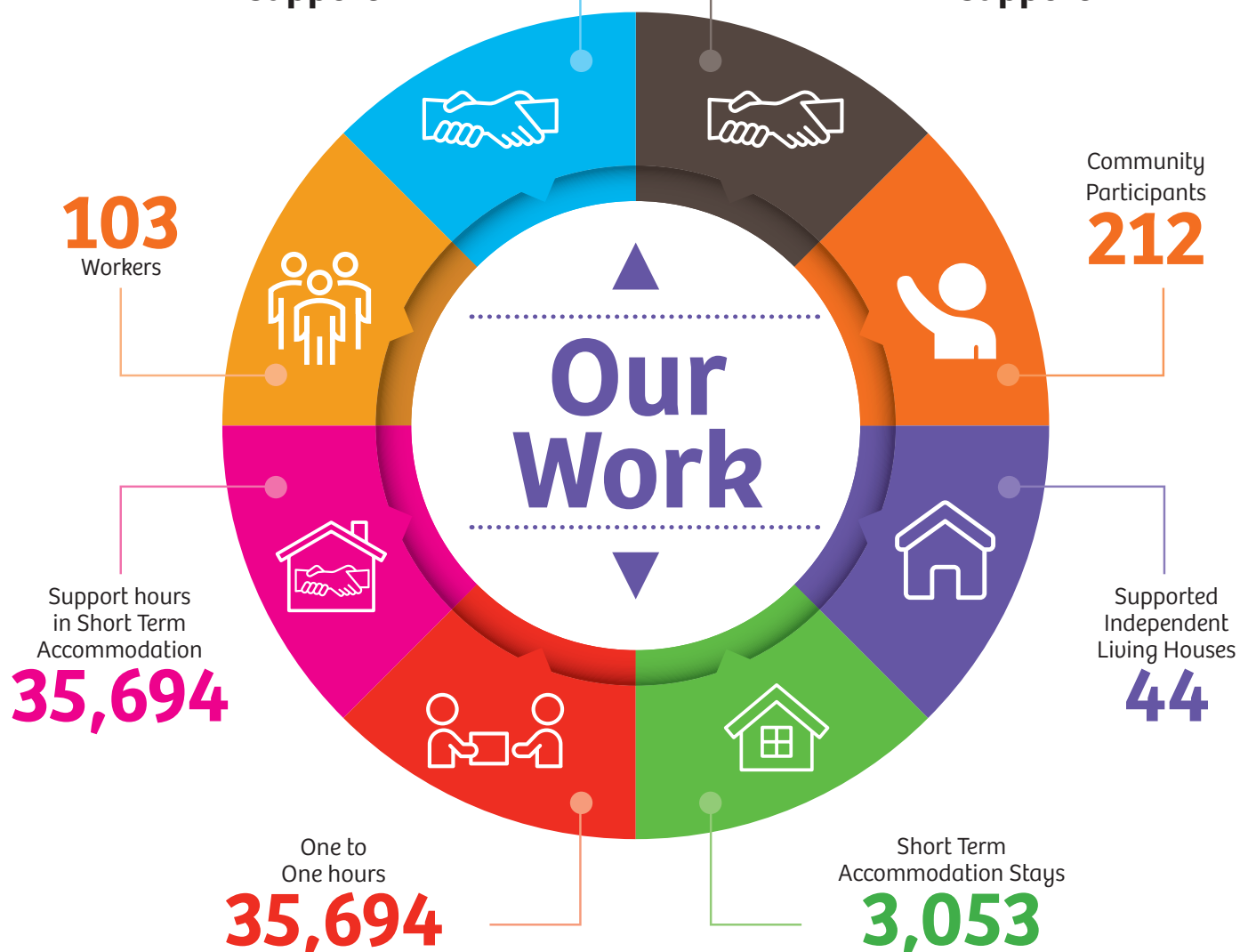
139 hrs



566
Workers

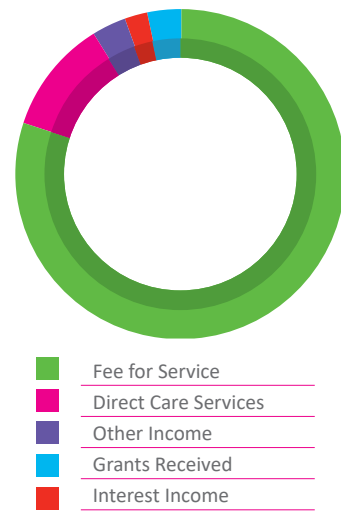
Allied Health Team
have provided over
6,075 hrs
support

Support Coordinators
have provided over
1,595 hrs
support

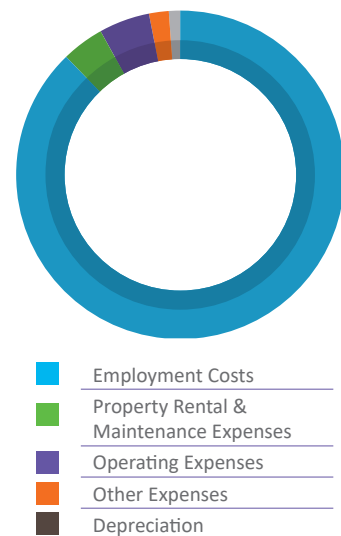


Finance

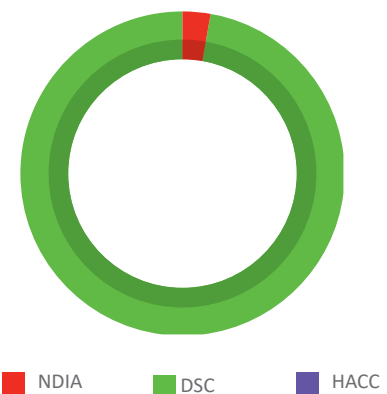
INCOME		
Fee for Service	\$37,615,115	
Direct Care Services	\$3,108,893	
Other Income	\$363,033	
Grants Received	\$2,284,943	
Interest Income	\$178,342	
TOTAL	\$43,550,326	



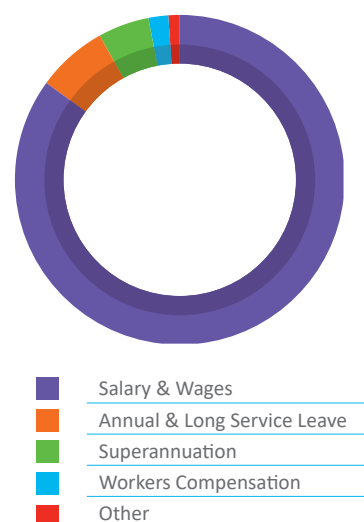
EXPENSES		
Employment Costs	\$37,670,071	
Property Rental & Maintenance Expenses	\$1,024,999	
Operating Expenses	\$1,634,531	
Other Expenses	\$1,122,046	
Depreciation	\$487,624	
TOTAL	\$41,939,271	



FEE FOR SERVICE		
Disability Services	\$45,073	
National Disability Insurance Agency	\$37,570,042	
TOTAL	\$37,615,115	



EMPLOYMENT COSTS		
Salary & Wages	\$29,688,854	
Annual & Long Service Leave	\$3,488,566	
Superannuation	\$2,987,687	
Workers Compensation	\$1,037,059	
Other	\$467,905	
TOTAL	\$37,670,071	



A young woman with brown hair, wearing a light blue hoodie and grey pants, is sitting on a wooden pier. She is smiling and looking towards the camera. The pier is made of weathered wooden planks. In the background, there is a calm body of water and a distant shoreline with houses and trees under a clear blue sky. A white vertical post is visible on the pier to her right.

Emma always loves getting out and about in her community.

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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