



activ

we believe in you



Annual Report

2020 - 2021

Message from the Chair



This year, Activ continued to deliver on its strategy of providing proven pathways to independence for people with intellectual disability.

Our commitment to this strategy led us to establish a dedicated Transformation team, to focus on improving our operating model and processes, and better enable us to support every customer to achieve their independence goals, every time.

A Product and Growth division was also established to support Activ's growth as the largest disability services provider in Western Australia, and to provide services that give our customers true choice and control in their lives.

In 2020, we successfully transitioned to the NDIS Quality and Safeguards Commission, and continued to focus on full compliance with the NDIS, ensuring that our customers can safely access services that support their independence.

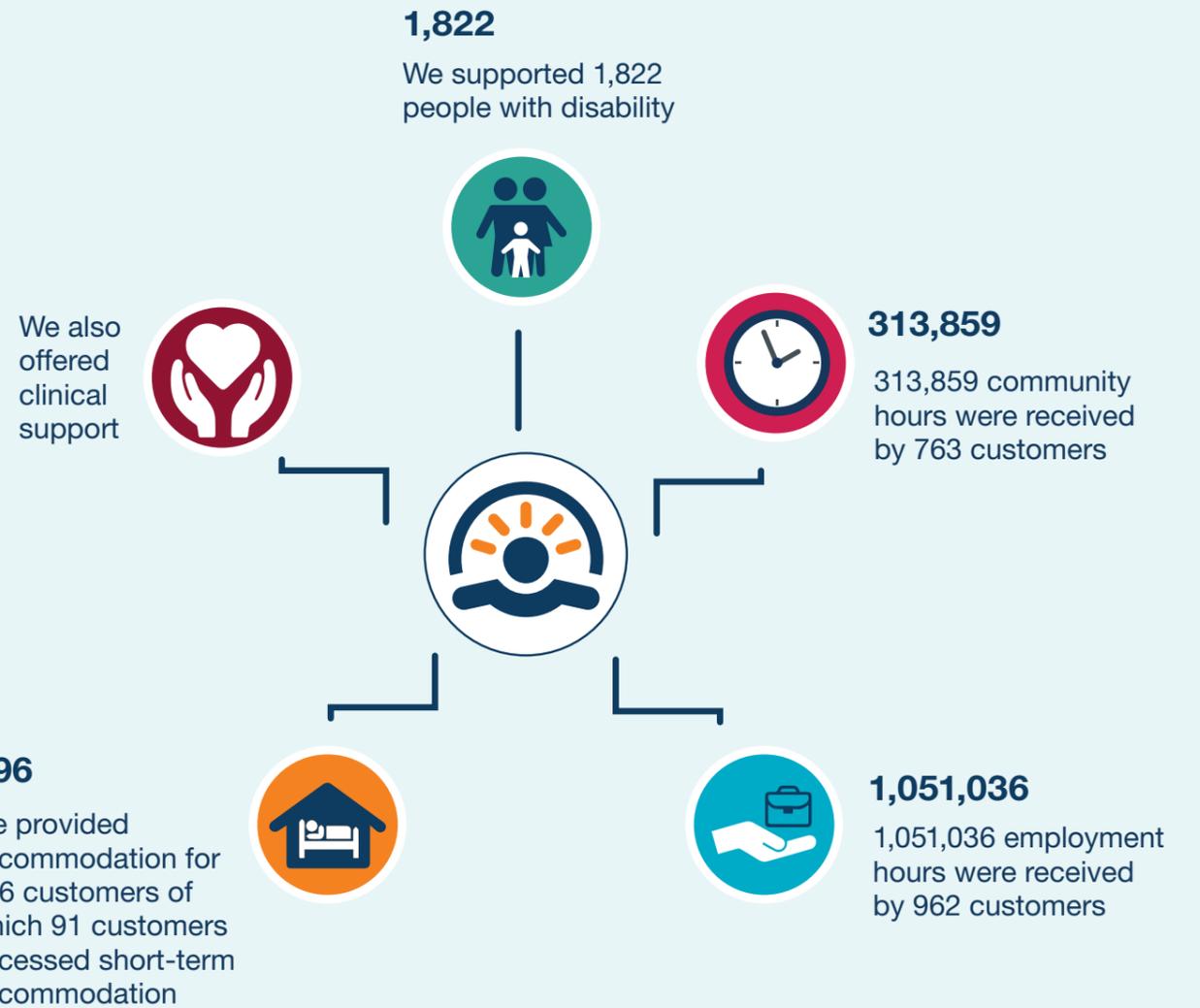
While the NDIS has brought about more choice and control for participants, something which Activ fully supports, it has also created significant challenges for providers. Among other things, reporting requirements, how we apply pricing, and how we bill and invoice for services have all changed profoundly. Often, changes are introduced by the NDIS with little to no notice for providers, yet these changes have significant impacts on our systems and processes. Our staff have worked tirelessly to adapt to these changes, while supporting the organisation to become more agile and adaptable to future changes.

This was achieved through what has been a difficult year, as we continue to live through the COVID-19 pandemic. Activ's Crisis Management Task Force (CMTF) worked with the rest of the organisation as we learnt more about navigating service delivery within the challenging and ever-changing landscape brought about by the pandemic. The CMTF's work has ensured continuity in services for Activ's customers throughout lockdowns and restrictions that keep us all safe.

In the last year, I am proud to say that we supported 1,822 people with intellectual disability to achieve greater independence. We provided accommodation services to 396 customers, of which 91 customers accessed short-term accommodation.

We supported 763 customers to access their communities across more than 310,000 hours, and provided employment services to 962 customers over more than 1,051,000 hours.

On behalf of the board, I would like to thank our Executive team, under the leadership of former CEO Danielle Newport. This year we welcomed Anne Humphrey as executive manager product and growth, and congratulated Benjamin Jardine for his appointment to executive manager transformation.



I extend my gratitude to Danielle, who served as Activ's CEO until July 2021. The board acknowledges the significant contribution Danielle has made to Activ over the last 10 years, and we sincerely thank Danielle for her commitment and service to the organisation and to our customers.

I would also like to thank all of our staff for their dedication to supporting our customers to achieve their individual independence goals. Thank you for the way you have remained flexible and customer driven throughout the ongoing challenges of the pandemic, and for putting Activ's values into action every day. Furthermore, I acknowledge the unmeasurable role of our customers' families, who are integral in enabling our customers to access services to increase their independence.

To conclude, I would like to extend my gratitude to the Honourable Kim Beazley AC, Governor of Western Australia, for his commitment to the role of official patron of Activ. Thank you for your ongoing support and for your continued advocacy for people with disability in Western Australia.

Neil Guard
Chair



Message from the CEO



Throughout the ongoing challenges of the COVID-19 pandemic, I am proud that at Activ, we continued to do what we do best: supporting our customers across Western Australia to reach their goals and achieve greater independence.

As this is my final message as CEO, I would like to thank the Activ community for their support over the last five years. We have achieved so much, and I am so grateful to have been a part of these achievements. I have met so many amazing people and learned so much from working with this community.

In the last year, we set up a new team to work on transforming our organisation, so that we can deliver on our strategy of providing proven pathways to independence for every customer, every time. Excitingly, the Transformation team has already started work on several projects and pilots to test new ways of working, creating more independence opportunities for our customers.

We know that we can only change our organisation if we change our culture and our values that underpin and shape our culture. Therefore, we came together as an organisation to refresh our values and expected behaviours. This will support us to create a culture that better aligns with our Independence strategy and aspirations.

As part of our commitment to providing people with disability a 'place to live' and a 'place to work', Activ celebrated several significant achievements throughout the year. Two new supported accommodation homes opened in the South Metro area, providing seven of our customers with opportunities to grow their independent living skills. The residents of the new homes are exploring their love for cooking and are enjoying the friendships that they have developed with their housemates and in their local communities. Our employment services site in Bentley started work to establish a program to build micro enterprises, tapping into the entrepreneurial skills of our customers based there. So far, we have set up a coffee kiosk that is developing customers' skills and making a profit and have two more micro enterprises in the final stages of development.

We commenced significant work to add to our offering of nationally recognised qualifications through Activ Pathways, our registered training organisation, to support our customers to build skills in preparation for employment. As a result, programs in commercial cleaning and retail were developed, and work commenced on developing qualifications in hospitality. We saw expansion to our career coaching program, that has seen many customers discover and develop their strengths and skills and have them matched with employment pathways. One of these customers is Beth, who you can read about on page 10. Like Beth, many career coaching customers have participated in work experience in their communities, with several gaining paid positions in the open job market.

To ensure that we consistently deliver outcomes that support independence for even more people with disability in Western Australia, we made some changes to our customer intake teams, adding a dedicated onboarding team to better assist new customers to access our services. This team will be instrumental in improving customer experience and facilitating growth.

Our focus on quality and continuous improvement remains, with our transition to the NDIS Quality and Safeguards Commission (the Commission). We acknowledge the benefits that the Commission brings to our customers, by enabling them to access consistent services and supports that promote choice, control and dignity.

Activ also remains committed to supporting the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability. Activ is fully supportive of any person wishing to make a submission to the Royal Commission and is committed to defending the rights of people with disability to ensure their safety and wellbeing.

This year was once again marked with challenges stemming from the lockdowns and restrictions associated with the COVID-19 pandemic. We remained committed to minimising disruptions to our services, where possible. We worked closely with the WA Department of Health to provide opportunities for our staff and customers to get vaccinated against COVID-19 at our sites. I am really proud of the way our staff, customers and their families did their part to ensure our community stayed safe and free of COVID-19.

The continuation of the pandemic also saw many of our staff work from home, both during lockdowns and by choice. Activ's investment in technology to enable remote working was key in being able to continue to support our customers during this challenging time.

In the last year, Activ experienced several sector-wide challenges that we tackled head-on. Continual changes to the NDIS reinforced our need to focus on sustainability, resulting in major projects commencing to improve our billing and claiming processes. We commenced ongoing work to refine our financial processes to ensure that Activ can be more flexible to future changes in NDIS pricing.

We know that the success of our Independence strategy relies upon the passion and commitment of our staff. We were an active contributor to National Disability Services and the Department of Communities' ThinkSupport campaign, to increase youth participation in our workforce and tackle the sector-wide recruitment shortage brought about, in part, by the COVID-19 pandemic. I am proud of these achievements that ensures our sustainability and enables us to continue making a difference in the lives of the people we support.

Danielle Newport
Chief Executive Officer





Adrian achieves his health, wellbeing and work goals

Adrian has been an Activ customer in Busselton for around 18 months, accessing our accommodation services and working at Activ Property Care Busselton.

Adrian's journey with Activ so far has seen him well on his way to achieving many of his health, wellbeing and work goals.

Team Leader Olivia Hill said Adrian has started a range of wellness activities since accessing Activ's services and is in the process of increasing his working days from one and a half to three days.

"Adrian expressed that he wasn't happy with his weight and he made the decision that he wanted to live a healthier lifestyle.

"To achieve this, he has been doing regular kickboxing classes, playing golf and shooting hoops with his housemate at home.

"Adrian also rides his bike to work and will often ride to his dad's house, plus his work with Property Care involves a lot of physical activity," said Olivia.

"Adrian has a great team who support him with working towards his goals. His support worker Tom Broadbent will often go on bike rides with Adrian, and his other support worker Pat Ruba takes him golfing at the Busselton Golf Course which involves walking a long distance around the course.

"All of the team support Adrian with making healthy food choices, and encourage him to cook at home so that he develops an understanding of food quality and control whilst also developing great life skills, which Adrian really enjoys."

Through increasing his fitness, Adrian has developed more confidence, is happier and approaches activities, such as helping around the house, with greater enthusiasm.

He also enjoys his job and is in the process of increasing his hours so that he can work more.

"I enjoy my job. I like going out with the crew and probably my favourite task is using the whipper snipper. It feels good to have achieved something at the end of the day," said Adrian.

To add to Adrian's list of achievements, he has also completed an accredited course with Activ Pathways, which has assisted him with developing English language speaking, listening, reading and writing skills that relate directly to personal, social and employment needs.

Adrian fills up any spare time he has with seeing his dad, going fishing, looking after his dad's dog, helping his housemates around the house and cheering on the West Coast Eagles.

"Adrian is absolutely thriving and is very happy with what he has achieved. And so are we," said Olivia.





Tamara's dream to ride a bike comes true

Activ customer Tamara has literally been dreaming about riding a two-wheel bike since she was a child. Recently, she achieved her dream.

Bunbury Support Worker Sue letto said that Tamara, who lost her sight at the age of nine, has always wanted to ride a bike but she hadn't had the confidence, encouragement or opportunity to do so until recently.

"When I picked Tamara up one morning, she told me she had another dream the night before about riding a bike, a dream she often has. Together, we decided now was the time for Tamara to start working towards this goal.

"As part of the process I explained the risks involved in trying this activity, but the risks did not deter Tamara and it was her decision to give bike riding a go, knowing what the risks are," said Sue.

Sue assisted Tamara to access a local bike maker, where Tamara first tried a three-wheel bike to help build up her confidence, before moving on to a two-wheel bike.

Sue supported Tamara by first teaching her how to balance and then how to stay in a straight line.

"Tamara basically sat on the seat and used her feet to push herself along, which helped her learn to balance. The next step was for me to hold the back of the bike and position Tamara in the middle of the road - it's a quiet road which doesn't get used by cars often.

"I would talk to Tamara by guiding her which way to steer, I'd call left or right or stay in the middle. This worked OK but we realised it would work better for her to follow sound. I then began playing music and told Tamara where to follow the tunes. Tamara soon began to learn to balance as well as focus on where the music was to follow and stay in a straight line," said Sue.

"After balance was accomplished, Tamara would place one foot on the left pedal and push and glide, then place both feet down - this continued for the first day. The next day we repeated the process but introduced a different two-wheel bike with thicker wheels. Tamara was able to pedal two or three times, then stop and balance again. Then she progressed to four, five and six pedals and off she went."

Tamara said she was thrilled with her achievement and felt a sense of freedom when she was riding the bike.

"I was able to ride the bike for around a minute, so it's a work in progress. But for that minute I felt freedom; it was an amazing feeling that I could do that."

Tamara is working towards being able to get her own bike so that she can practise riding more regularly.

Another goal Tamara is working towards is being able to walk into town independently and she's begun her journey of being able to achieve this.

"I've started walking into town and currently I have someone follow me. I'm also training my family dog," said Tamara.

Sue said Tamara's determination plays a huge part in her achieving her goals.

"She forever amazes me, she can do anything she puts her mind to."





Beth works towards her dream career

Being around people, having a variety of tasks, and being in a fast-paced environment are just some of the things our customer Beth has learnt she enjoys, through Activ's career coaching program.

Working with her career coach Amanda Faithfull, Beth completed work experience at Ultimo Catering and Events, a leader in the Perth events space. Amanda connected Beth with this placement as it matched her goals and interests, and Beth did so well that she independently attended her placement once a week.

"Through the program I'm able to get a feel for what I want to do, to find out more about how I learn, and to work on my resume."

"I liked my placement at Ultimo. I spent time sorting uniforms, maintaining the COVID register, folding napkins and sheets, and I even attended an event preparation meeting for an event with the West Australian Ballet," said Beth.

"I like the variety of being in the office and the kitchen."

Beth's goal is to become more independent at work, and eventually gain a position in the open job market in the events and catering industry. To work towards that, she wants to gain work experience at a variety of places in Perth and is looking to secure a traineeship or junior role as her next step.

Beth is happy that the career coaching program gives her the freedom to try out different types of work with a variety of responsibilities.

"I like that I'm able to make the choices about where I want to try out placements, and the program gives me freedom to go at my own pace," said Beth.

"I've done lots of transition education in business, IT, maths, retail and hospitality, so now I'm ready for work. I'd love to start working at events."

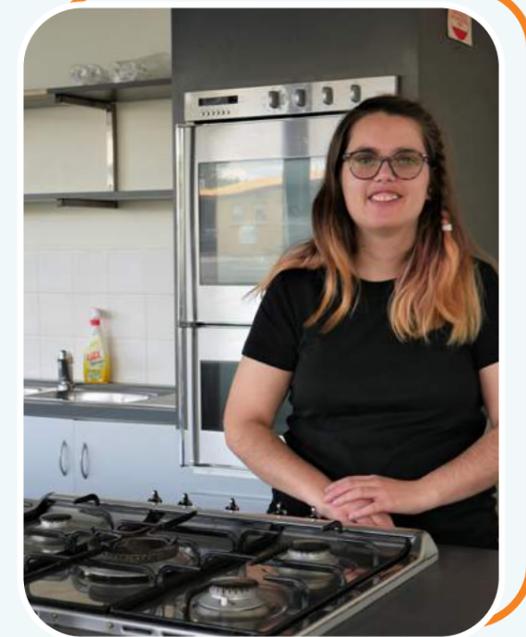
Beth's career coach Amanda has seen immense growth in Beth's preparedness for work since starting with the career coaching program.

"Beth was initially a little apprehensive but just being in that professional environment, where she was able to try out several different responsibilities was a great opportunity for her and for Ultimo," said Amanda.

"With that exposure to the work environment, we were able to sit down with other staff members at Ultimo and learn about their employment journeys, to see how they got to where they are today. That was great for Beth to see that their experiences were incredibly diverse, and it gave her the confidence to know that her goals were very achievable.

"The great thing about this program is that we have access to the tools and resources to really get to know our customers and see what they're capable of doing. With Beth, I've worked with her to find an industry that really fits and suits her personality and that I know she's just going to thrive in."

Outside of work, Beth's kicking all her goals; she loves going out to eat (Thai, Japanese and Italian are her favourites), enjoys going to concerts, independently catches public transport, and volunteers in her community. Now, with the support of Activ's career coaching program, Beth is also one step closer to her dream career.





With Nicholas' attitude to life, the world is his oyster

Budding writer and Activ customer Nicholas has a goal of changing the world's perspective on people with disability. He practises what he preaches by working towards achieving whatever he sets his mind to.

After completing a children's book, 'The Adventures of Fluffy and Twitch', Nicholas' next project was a book fit for all ages titled 'Life with a Disability'.

This book has a deeper message, and highlights the well-rounded, full lives that people with disability live, encompassing work, friendships, love, achievements and hardships.

Taken from Nicholas' book:

"In some ways, some people think of people with a disability as stupid. I can assure you we are not...I am just like you. Just in some things I need extra help.

Some of us are good parents, others are great painters and others are good singers. No matter the disability. One thing we are not is stupid.

As a guy with a disability all I have to say to you is, don't judge me for my disability but judge me for my actions, for it is what we do that makes us good or bad. Like other people we make good and bad decisions. Like you, we are people and no one on this globe is perfect, so let's not judge."

The aim behind Nicholas' second book was to break down barriers and teach others to not make uninformed or unfair assumptions about people with disability.

"I've written stories about superheroes, and stories for kids, but one day I got thinking about all the negative things I've heard people say about people with disabilities, so I

thought maybe if they heard something that actually came from someone with a disability, they might see it from a different point of view," said Nicholas.

"I want other people with disability to read my book and know to just not lose hope - you can achieve things you never thought you'd be able to accomplish. And I want to show everyone, guardians, support workers, the community, that if you step back and give us a chance, you'll be surprised at what we can do."

Nicholas, who works at Activ Employment Services Bentley, and lives independently while accessing drop-in support, has been steadily working towards his writing goals over time.

"I've been writing since I was a teenager, it's very relaxing for me and I've always dreamt of writing my own books."

Nicholas' support worker Kate Engelbrecht and other support staff are helping to make that dream come true.

"I can see what Nick's passionate about and I'm really impressed with what he does," said Kate.

"I help Nick with editing. When he's finished writing he'll get me to read through it and see what I think, and I help him with spelling and proof-reading."

The next step in Nicholas' writing journey is collaborating with illustrators and catching the eye of a publisher, an ultimate goal for Nicholas.

"I'd love to connect with someone else with a disability to do the final illustrations and sketches," said Nicholas.

"I've tried to find a publisher for my books. It isn't easy but I'd love for other people to read my writing."

Along with writing, through Activ Pathways Nicholas has completed qualifications in business and retail, to provide him with some foundational knowledge to work towards another dream.

"I'd love to run a café that's designed for and run by people with disability so they can come and get a coffee."

With so many projects in the pipeline, Nicholas is happy to be supported by Activ to achieve his goals.

"Activ empowers me. They know when to step back and give me a chance to take initiative and do things I want to do and know I can do."

In the future, Nicholas would love to follow in the footsteps of his biggest inspiration, famed writer and producer Stan Lee.

"In his work, he opened my eyes and made me realise that we're all different, but that's not a bad thing. And that's exactly how I see people with disabilities. We're very smart in our own ways and you'll be surprised about what we can achieve."



2021 Financials

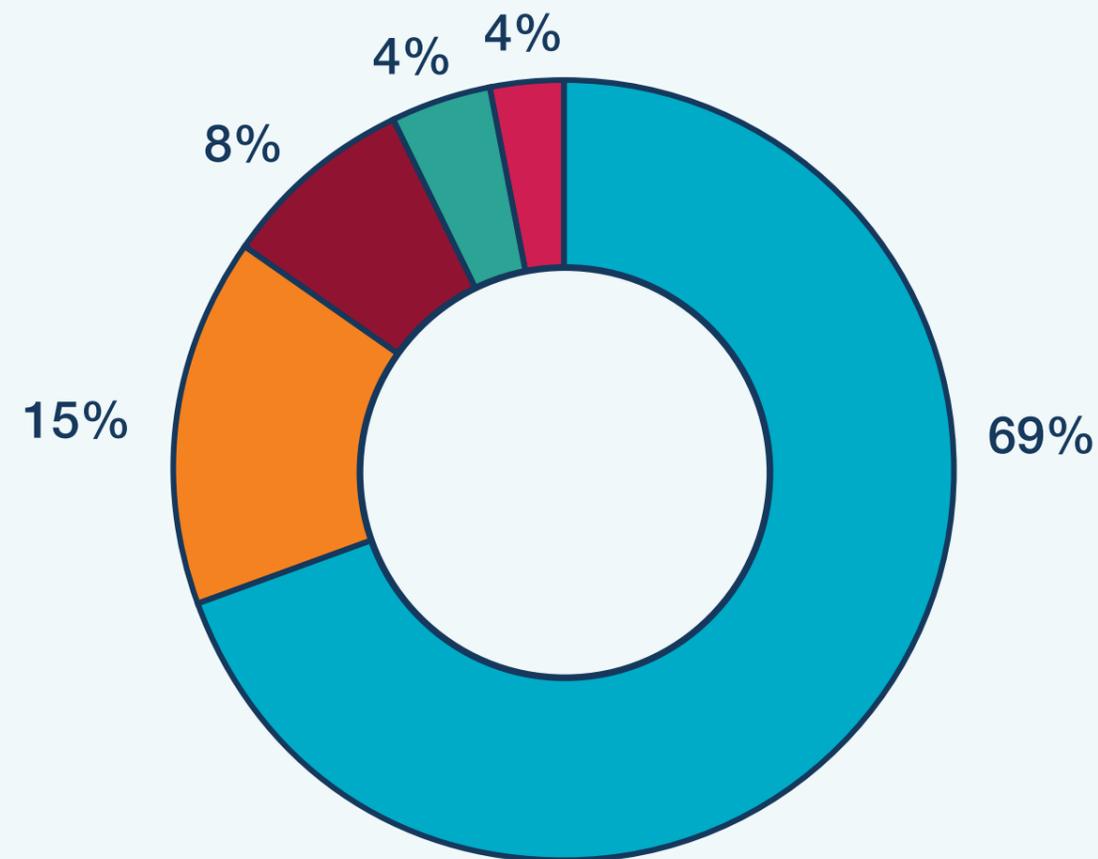
Statement of Comprehensive Income

	2021 \$m
Income	
Total Funding and Sales Income	115.2
Other Income	19.8
Expenditure	
Employment Expenses	(103.3)
Raw Materials	(3.3)
Operating Leases	(0.2)
Depreciation and Amortisation	(4.0)
Repairs and Maintenance	(3.2)
All Other Expenditure	(9.9)
Net Surplus/(Deficit) for the Year	11.1

Statement of Financial Position

	2021 \$m
Cash and Cash Equivalents	28.6
Plant and Equipment	29.7
All Other Assets	16.7
Total Assets	75.0
Trade and Other Payables	(4.8)
Provisions	(15.1)
All Other Liabilities	(17.7)
Total Liabilities	(37.5)
Net Assets	37.5
Reserves	1.8
Accumulated Surplus	35.7
Total Equity	37.5

FY21 Total Income



Board Members



Neil Guard
Board Chair



Dale Calhoun
Joint Deputy Chair



Craig Knox Lyttle
Joint Deputy Chair



Michelle d'Almeida
Independent
Non-Executive Director



Andrew Lefroy
Independent
Non-Executive Director



Lisa Palmer (Fitzpatrick)
Independent
Non-Executive Director



Sheldon Renkema
Independent
Non-Executive Director



Bevan Smith
Independent
Non-Executive Director



Matt Wisniewski
Independent
Non-Executive Director



Danielle Newport
Chief Executive Officer
and Managing Director

Executive Team

Danielle Newport
Chief Executive
Officer and Managing
Director

Ann Dawson
Executive Manager
Finance and
Governance

Benjamin Jardine
Executive Manager
Transformation

Tracy Newman
Executive Manager
People and Quality

Michelle Bilson
Executive Manager
Operations North

Anne Humphrey
Executive Manager
Product and Growth

Amanda Lovelock
Executive Manager
Operations South

Community Partnerships and Affiliations

Honorary Officers

Patron

His Excellency the Honourable Kim Beazley AC, Governor of Western Australia

Vice Patrons

Mayor Carol Adams,
City of Kwinana

Mayor George Gear,
City of Melville

Mayor Tracey Roberts, JP,
City of Wanneroo

Mayor Kevin Bailey,
City of Swan

Mayor David Goode, JP,
City of Gosnells

Mayor Barry Sammels, JP,
City of Rockingham

Shire President
Cr Michael Bennett,
Shire of Dardanup

Mayor Grant Henley,
City of Busselton

Mayor Keri Shannon,
Town of Cambridge

Mayor John Bowler,
City of Kalgoorlie-Boulder

Mayor Logan Howlett, JP,
City of Cockburn

Mayor Shane Van Styn,
City of Greater Geraldton

Shire President, Cr Ian Earl,
Shire of Augusta-Margaret
River

Mayor Mark Irwin,
City of Stirling

His Worship the Mayor
Dennis W Wellington,
City of Albany

Mayor Hon Albert Jacob, JP,
City of Joondalup

Mayor Rhys Williams,
City of Mandurah

Honorary Life Governors

Mr Matthew Battrick
Mr Murray Blanchard AM JP
Mr Ken Booth
Miss Shirley Booth
Mrs Barbara Carle
Mr Colin Carle
Mrs Hazel Costigan OAM

Mrs Dawn Daw
Mr John Francks
Mrs Maxine Joy Hebiton
Mrs Jill Hollett
Mr Vernon Clifford Hollett
Mr Joe Leece
Mrs Leah Leece

Mr AJ Myers
Mrs Frances Ray Reeves
Mrs Elizabeth Stevenson
Mr Terry Stevenson
Mrs Leonie Walker OAM MStJ

Honorary Life Members

Mrs Pamela Carrier
Mrs Elaine Cooper
Mrs Pamela Fleming
Mrs Heather Greenlees
Mrs F Hellery
Mr J Hellery

Mr John Keogh
Mrs Pamela Keogh
Mrs Nancy Marsh
Mrs Nola Mumme
Mr Kenneth Elmore Nylander
Mrs M Pensini

Mrs Vera Regan
Ms Antoinette Kath Schaper
Mr Leonardus Schaper
Mrs Ethel May Tremain
Mr Peter Wahlsten

Honorary Life Friends

Mr Martin Alciaturi
Mr Dennis Barton
Mr John Groves

Mr Laurence Iffla
Mr Tony Vis
Mr Ray Walter

Mrs Wendy Walter



327 Cambridge Street,
Wembley WA 6014
PO Box 446, Wembley WA 6913

Tel: (08) 9387 0555
hello@activ.asn.au

Activ Foundation Inc. ARBN: 060 921 271
Members Liability Limited
ABN: 11 553 592 765

www.activ.asn.au

Activ Pathways is a registered training organisation (RTO No. 51960)