



2019

ANNUAL REPORT

Message from the Chair

I am delighted to reflect on our busy year and highlight the many ways in which we have supported our customers to live the life they choose.

As the largest disability service provider in WA, we have continued to demonstrate an ability to adapt and respond to the changing sector. The National Disability Insurance Scheme (NDIS) has presented a new landscape, and while we acknowledge that the scheme's rollout has not been without its challenges, we recognise that it provides an amazing opportunity for our customers and their families.

Ensuring Activ is ready for the NDIS is no small feat and I acknowledge the hard work that has gone on across the organisation to prepare us for this change. New systems, new services and new processes are essential to respond to this new world.

While we prepare for the future, it's also important to stop and celebrate the past.

Here's a snapshot of our year:

- We supported more than 2000 people living with a disability
- 324,068 community hours were received by 552 customers
- 999,760 employment hours were received by 1,133 customers
- We provided accommodation for 295 customers
- We provided short-term accommodation for 86 customers and their families
- We also offered recreation services, support coordination, and clinical support



On behalf of the board I would like to thank our leadership team, under the stewardship of CEO Danielle Newport, on the progress we have made towards being stronger as an organisation. We are well placed to continue supporting people living with disability to live the life they choose into the future.

I would also like to acknowledge the outstanding legacy of former board Chair Andrew Edwards, who retired in October 2018, after 10 years of service.

I also acknowledge the contribution of board member Stephanie Black, who also retired after 10 years of service. We also thank Ian Brown for his input to the board over five years' service.

This year we welcomed new board members Bevan Smith, Lisa Palmer (Fitzpatrick) and Michelle d'Almeida.

To conclude, I would like to extend my gratitude to the Honourable Kim Beazley AC, Governor of Western Australia for his

support as the official patron of Activ and his advocacy for people living with disability in our community.

I would also like to thank our staff and volunteers for their dedication to our customers. Thank you for supporting our customers to achieve their goals, whether they are big or small.

Neil Guard
Chairman

CEO message

In an environment of significant change, the past year provided an opportunity for Activ to make an impact, both inside the business and, more broadly, across the disability sector.

Externally, we saw more customers begin their transition into the National Disability Insurance Scheme (NDIS). Our state is well on the way to an estimated 39,000 people receiving support when the NDIS rollout is completed in 2020. In the South West, many customers experienced significant increases to their funding in order to achieve their desired outcomes. This equated to approximately \$1.5 million in additional funding.

South Metro Operations, in conjunction with the Customer Engagement team, successfully transitioned 12 customers from the City of Canning's Disability Support Program across to Activ services. The City of Canning chose not to be an NDIS provider and worked with customers, Activ and the Department of Communities to enable a smooth transition process. This was a great success, as all customers had individual choice and control over who they would like their service provider to be, and, through great engagement, all chose Activ to be part of their next chapter.

North Metro Operations and the Customer Engagement team worked closely with the Department of Communities to review many traditionally underfunded accommodation customers. This resulted in significant funding increases and, as a result, an opportunity to provide more individualised activities for our customers from across five accommodation sites in the north metro region.

We also made an impact on our customers' right to participate in the democratic process by partnering with the Australian Electoral Commission (AEC) to offer WA's first accessible early voting centres at our Bentley and Wembley sites. More than 3,200 people voted at the sites, which featured accessible layouts and access to AUSLAN interpreters via Skype. When voters were asked for feedback, more than 94 per cent rated the venues' accessibility as good or excellent, and more than 90 per cent of voters rated the service as good or excellent and said they would vote at these venues again.

Internally, we established two new teams - Customer Engagement and Innovation - to support the delivery of a positive customer experience for all customers, and to develop new products and services to better support our customers into the future.

Customer Engagement has helped us to provide continuous support to our existing and new customers, to ensure a successful transition to the NDIS funding model.

The Innovation team started work on a variety of new services, focussing on a place to live and a place to work and it will be exciting to share these new ideas in the coming year.

Having skilled and engaged team members is essential for us to thrive in the NDIS world. This year we invested in our staff by improving our recruitment processes, supporting 15 staff to graduate from our leadership programs, and honouring our top performing staff and teams with awards in our staff recognition program. We reduced the complexity of our processes and reporting to enable support staff to spend more time with their customers.

Our registered training organisation, Activ Pathways (RTO 51960), delivered training to customers and staff that resulted in 460 people achieving a qualification. The demand for external training also increased, which generated income for Activ at the same time as it increased the capability of staff across WA's disability sector.

The high quality of our services is reflected in the customer success stories featured in our report. These stories highlight how Activ management and staff go above and beyond to support our customers in reaching their individual goals. Customers like John, who works in the timber division at Rockingham Business Services, and moved into Activ accommodation after the loss of his parents. Since John has lived with Activ he has learned to catch public transport independently and go to the local shopping centre by himself. He plays basketball in the local league, goes ten pin bowling most weekends and regularly participates in Ford motor club runs and events.

Activ staff have also made an impact on accommodation customer, Sherilee, who enjoys an independent life, which includes having a job, playing basketball and netball, and regular horse riding at the Claremont Therapeutic Riding Centre. Sherilee describes Activ accommodation as a safe haven during difficult times. She deeply values the care and support she receives from Activ staff.

Activ supports customers with their employment goals, too. Take Hayden, for example. He was supported to reach his goal of open employment. He took a job with the Shire of Dardanup and also started his own gardening business. Three and-a-half years later, he realised he needed a little more support. When he returned to Activ, he was hired not as a supported employee, but as a leading hand in the property care team.

Finally, I would like to thank the funders, donors and volunteers who all helped us deliver our quality services and programs throughout the year. I thank the board for its support and stewardship, and everyone in the Activ team for having a positive impact on our customers and empowering them to live the life they choose.



Danielle Newport
Chief Executive Officer



Customer support comes in many forms

Activ customer Sherilee is proud of her independence. Her weeks are busy with work, playing netball and basketball, horse riding, listening to music and going to the movies. She also enjoys spending time with her house-mates, particularly her best friend Danika.

Sherilee previously lived on her own, but says her daily interactions with staff and her housemates at her Activ accommodation in High Wycombe have helped improve her mental resilience.

"The staff have really helped me talk through any problems, and I've learned some good coping skills from them," said Sherilee. "I feel like the staff really care about me," she said.

Support Worker Anna said Sherilee fitted into the house as soon as she joined in August 2018.

"Sherilee is flexible and she has a good attitude. She's also open to talking about her problems, which means staff can really focus on person-centred support," said Anna.

"With staff support and role modelling, Sherilee has also lost around 10kg because of her commitment to healthy eating."



John makes for a great housemate

At Activ we are always working to increase the independence of our customers. Take John, for example. He moved into our Rockingham accommodation in June 2018, after the loss of his parents.

John enjoys living in an environment where he can be independent. His support staff constantly encourage him to be involved in decisions that affect him.

Since John has lived with Activ he has learned to catch public transport and go to the shopping centre by himself, or out for a coffee and cake with his housemates.

John has formed a great bond with his housemates, and is known for being sociable, polite and easygoing.

He takes a lot of pride in doing his washing, keeping the house clean, and tending to his veggie patch. He also supports his housemates with their chores.

John keeps a busy schedule, with work in the timber division of Rockingham Business Services, as well as playing basketball in a local league once a week and ten pin bowling most weekends.

Other passions include watching sport, particularly AFL, wrestling, motor racing and basketball. He has also followed his late father's interest in cars and regularly participates in club runs and events.

You'll also find John at the pub, where he likes to watch the football and enjoy a couple of games of pool.



460 qualifications achieved through Activ Pathways

Did you know 460 people achieved qualifications through our registered training organisation, Activ Pathways (RTO 51960), this year?

Pathways was created with our customers in mind to empower them to gain accredited qualifications and achieve goals, both at work and in their personal lives. We deliver flexible training at our business services sites where customers can demonstrate underpinning knowledge and work skills in addition to taking part in classroom learning. We have continued to listen loudly to the changing needs of our customers and have qualifications available to increase

readiness for open employment which focus on communication, use of technology and interview skills.

We're also committed to ensuring our staff have the skills and knowledge to provide the best possible individualised support to our customers. Staff have access to a wide range of training programs which focus on working with people with disability and providing a person centred approach to assist customers with the activities and goals that are important to them.

The demand for training externally has also increased, which generates income for Activ at the same time as it increases the capability of staff right across WA's disability sector.

A new employment chapter for Hayden

A customer in the South West, who was once a supported employee, was supported to reach his goal of growing in independence and working in open employment for the Shire of Dardanup, and operating his own business. Unfortunately for Hayden, his venture wasn't as successful as he liked, and he wanted more practical support. Activ South West has worked with Hayden and since re-employed him . . . not as a supported employee, but as a leading hand.



Chevron City to Surf for Activ

Fun facts and figures from the 2018 Chevron City to Surf for Activ

20%
increase in registrations

927
teams participated

86% of
participants indicated their
willingness to run, walk or roll
again in 2019

The most popular event was the
12km run

Our oldest participant was
86 years old

The gender breakdown was
57% female and
43% male

2019

FINANCIALS

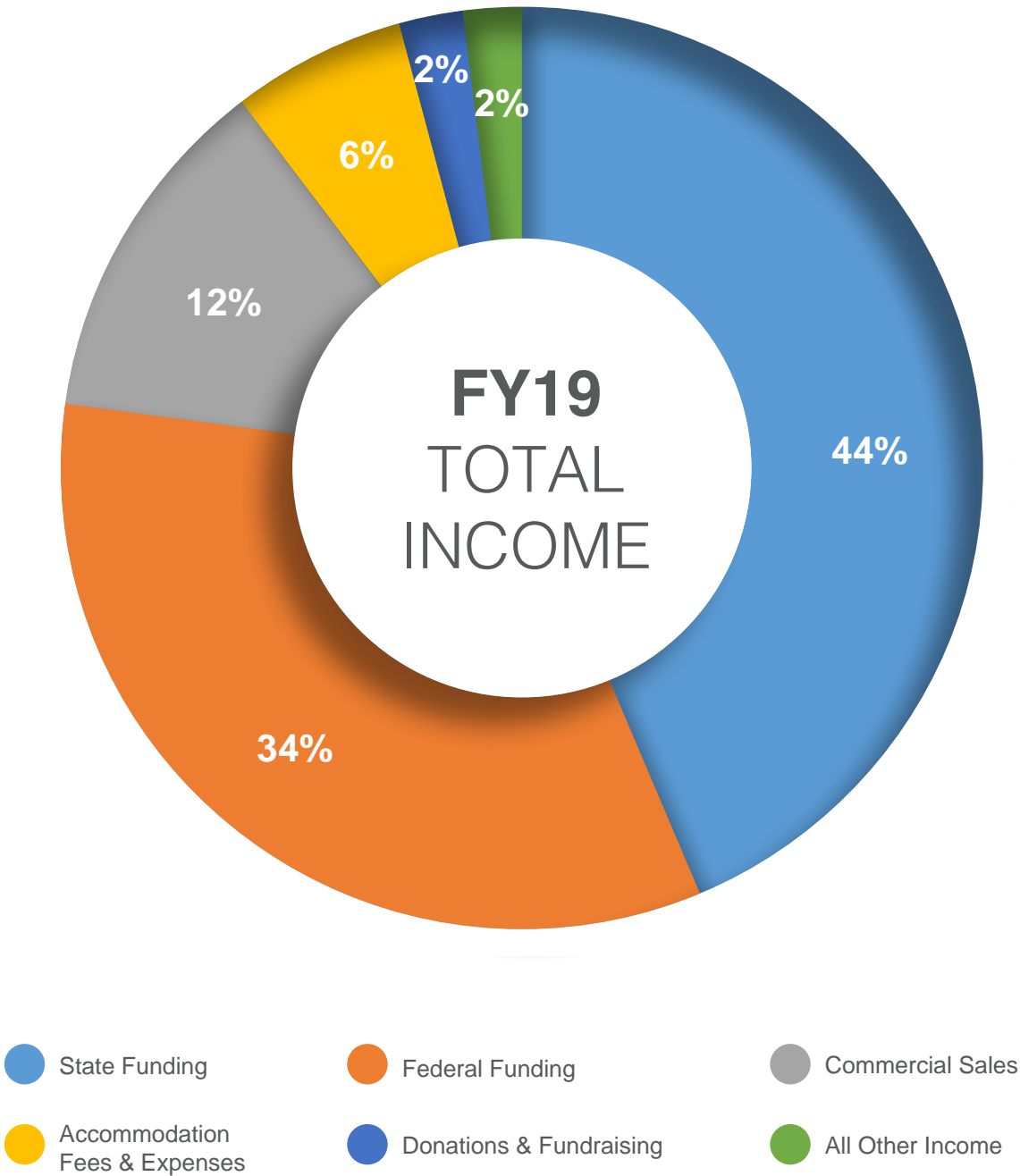
Statement of Comprehensive Income

	2019 \$m's
<i>Income</i>	
Total Grant & Sales Income	103.5
Other Income	4.6
<i>Expenditure</i>	
Employment Expenses	(83.0)
Raw Materials	(4.4)
Operating Leases	(2.5)
Depreciation & Amortisation	(2.0)
Repairs & Maintenance	(2.6)
All Other Expenditure	(10.9)
Net Surplus/(Deficit) for the Year	2.7

Statement of Financial Position

	2019 \$m's
Cash and Cash Equivalents	13.8
Plant and Equipment	24.9
All other Assets	10.9
Total Assets	49.6
Trade and Other Payables	(12.8)
Provisions	(12.3)
All Other Liabilities	(6.7)
Total Liabilities	(31.8)
Net Assets	17.8
Reserves	1.8
Accumulated Surplus	16.0
	17.8

Audited Financial Statements for the year ended 30 June 2019 are available from the ACNC website.



Board Members



Neil Guard
Board Chair from
5 Oct 2018



Dale Calhoun
Joint Deputy Chair from
5 Oct 2018



Craig Knox Lyttle
Joint Deputy Chair from
5 Oct 2018



Andrew Lefroy



Matt Wisniewski



Bevan Smith



**Lisa Palmer
Fitzpatrick**



Michelle d'Almeida



Danielle Newport
CEO & Managing Director

Executive Team

Danielle Newport
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Michelle Bilson
Executive Manager Operations North

Ann Dawson
Executive Manager Finance &
Governance

Ronnie Hurst
Executive Manager Customer
Engagement

Benjamin Jardine
Executive Manager Innovation

Amanda Lovelock
Executive Manager Operations South

Tracy Newman
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Cr Max Hipkins
Mayor, City of Nedlands

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Mrs Leonie Walker OAM MStJ
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Mr Vernon Clifford Hollett
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Mr AJ Myers

 *Deceased*

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Mrs Ethel May Tremain
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Mr Tony Vis
Mrs Wendy Walter
Mr Ray Walter





2018 Chevron City to Surf for Activ – sponsors/partners



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- Perthnow.com.au
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Media Partners (Regional)

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- Spirit Radio

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