



Annual Report

2019 - 2020

Message from the Chair

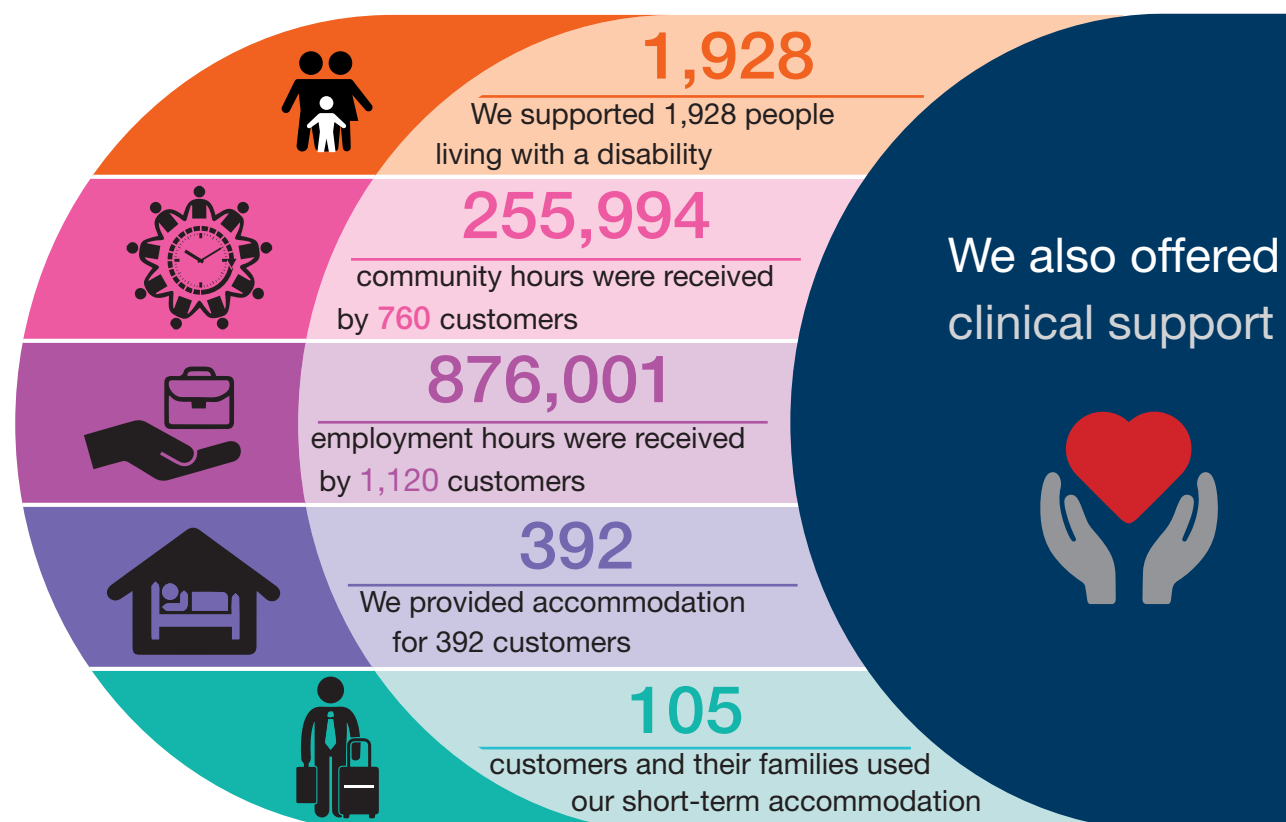
This year our emphasis was delivering proven pathways to independence for our customers. Our work was made more challenging by the COVID-19 pandemic, but we stayed on course by delivering services in new and innovative ways.

We continued to prioritise full compliance with the National Disability Insurance Scheme (NDIS) requirements. The extension to the deadline to transition from the WA Department of Communities to the NDIS Quality and Safeguarding Commission allowed us to continue adapting our services behind the scenes.

This year we provided services to 1,928 customers, which included 392 accommodation customers and 105 short-

term accommodation customers. In terms of community services, we supported 877 customers across more than 250,000 hours.

More than 1,120 customers participated in our employment services, across more than 876,000 hours. Employment services figures were down this year because many customers chose to stop working during the COVID-19 pandemic. This facilitated easy social distancing for those customers who chose to work during the pandemic.



On behalf of the board I would like to thank our executive team, under the guidance of our CEO Danielle Newport.

I would like to thank our staff and volunteers for their dedication to our customers during this extraordinary year. Thank you for your adherence to government directives on social distancing and personal hygiene, and for your flexibility and innovation in the way you supported customers during the COVID-19 pandemic.

It is also timely to thank the pandemic taskforce (PTF), which guided the organisation through the height of the COVID-19 pandemic. During the pandemic, the PTF quickly responded to the changing landscape and made well-considered decisions to ensure the safety of customers and staff. Service delivery changed in several ways, from the temporary closure of community hubs to the maximum number of customers who could be transported per vehicle, to the delivery of virtual services. Importantly, the PTF established a response team of dedicated staff who could care for accommodation customers in the event of a COVID-19 diagnosis. Despite these changes, the focus on supporting and encouraging independence outcomes never wavered.

This year we welcomed one new board member, Sheldon Renkema. Sheldon is a corporate lawyer with expertise in acquisitions and divestments, major transactions and strategic corporate and commercial legal advice across a range of industry areas.

Finally, I would also like to extend my gratitude to the Honourable Kim Beazley AC, Governor of Western Australia, for his ongoing support as the official patron of Activ and his continued advocacy for people living with disability in our community.

Neil Guard
Chairman



CEO message

This has been an extraordinary year for everyone. I am proud of how quickly we adapted our programs and services to meet the needs of our customers during the challenge of COVID-19, continuing to encourage steps towards independence, and supporting customers to achieve their goals.

It has meant increases in services (including virtual services), increases in social connection (even while social distancing), and increases in new skill development opportunities.

During the year we opened a new community hub at Waikiki, which has a strong focus on inclusion and skills development. More than 100 customers access the centre, with more than 30 supported employees involved in training. After visiting the centre, more than 20 customers began renegotiating their funding plans so they could attend the Waikiki hub more often. In another independence win, after meeting at the hub, four customers are now exploring moving into a new home together.

Great Southern TAFE worked with our team in Albany to design a course in small machinery woodwork skills. So far, six supported employees have participated using the skills learnt at TAFE to design shelving, wooden fencing and other small items they can sell. Learning and skill development in an employment setting will increase independence and may support a move towards open employment.

Our new house in the northern suburbs provides opportunities for three customers to be independent, with minimal staffing supports, and plans to further reduce supports in the future. The customers helped to choose their own house in the private real estate market, and shopped for their own furniture. Read their story on page 4.

Training in demand

Our registered training organisation, Activ Pathways, delivered training to 560 students, including 150 non-Activ staff in locations as diverse as Kununurra, Broome, Roebourne, Narrogin, Geraldton and Albany.

In response to COVID-19, Activ Pathways was selected by the Department of Training and Workforce Development to deliver specialised training for 86 staff across the sector and State. We upskilled these direct care workers to ensure pandemic-qualified staff would be able to support customers, should the need arise.

During the year, we increased the range of programs and experiences available to our training participants with a focus on independence outcomes.

Royal Commission

We are committed to defending the rights of people living with disability to ensure the long-term safety and well-being of all individuals. We are fully supportive of the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability and of any person wishing to make a submission to the royal commission. We do not expect the royal commission to uncover any current unsafe or abusive practices by staff or volunteers, however we welcome any advice or direction that helps ensure the safety and wellbeing of our customers and staff. As the commission may look at historical cases, we will support any requests for information that arise and commit to implementing changes that support the eventual recommendations the royal commission makes.

Innovating into the future

We are committed to the development of proven pathways to independence for people with intellectual disability. This year we focussed on finding new ways to support the journey to 'a place to live' and 'a place to work'.

These are two key areas for us all as we decide the life we want to lead and we know that people living with disability deserve the same opportunities to explore these goals. We worked closely with developer WAI Group and community housing provider CHL to design custom specialist disability accommodation (SDA) for 14 customers in the Geraldton region. SDA housing is customised to individual need and ensures each person can live as independently as possible. We are also progressing a similar SDA development for six customers in the metropolitan region.

To find out more about our pilot employment programs, read the story on page 5 featuring customer Matthew talking about the commercial cleaning pilot. And hear customer Andrew's Dad, Stephen, reflect on the benefits of the career coaching program on page 8.



Danielle Newport
Chief Executive Officer

Housemates building independent living skills

Independence is key at Activ's new accommodation house in Ashby. Team leader, Lisa Terry, said the staff who support the three customers – Andrew, Jeremy and Paul – are incredible when it comes to promoting choice and control.

"The staff support the customers as they prepare a meal plan for the week, and the customers share cooking and cleaning duties between themselves. They each choose two meals per week that they would like to try," Lisa said.

They are responsible for their own laundry, and they keep their own rooms clean and tidy, with varying degrees of support.

"Andrew and Paul work at Activ Property Care Ashby, so they're busy during the day. Jeremy ensures he does a daily workout, and then goes out with his support worker or family. He was thrilled to recently be offered his first job – he will be working at a factory

in Malaga for a couple of hours, twice a week.

"Jeremy goes bowling on a Thursday evening, and it's great that his housemates have started joining him in that activity."

Overnight support worker, Angela Thomas said Andrew takes charge of garden maintenance, and Paul sometimes helps, too.

"In terms of personal goals, Jeremy is working on his time management, Paul is working on his social connections and independent living skills, and Andrew is focused on his upcoming holiday," Angela said.

They all love where they live, and are happy with the support they receive to increase their independence.

Customer Matthew shares his experience in the commercial cleaning team

I signed up for Activ's commercial cleaning enterprise because I was looking for some variety in my work. I like to feel I have done a hard day's work and I thought this was a good opportunity for that. I've worked with Activ in supported employment for years, mostly in timber production.

When I joined the cleaning enterprise it was explained that I would be working with team members who had a disability and some who didn't have a disability, and that we were all equal team members and would work to become as independent as possible.

I met my team mates and we did an induction. During our training we learned how to clean and plan our jobs. Our supervisor kept talking about "learning to work more independently" and how the program progresses us to take on more and more responsibility. I've enjoyed working in the team. I work two days per week, with different team members on each day. I like the fact that we divide the work and plan how it is happening by ourselves rather than the supervisor doing it. This is really different to what I do at supported employment. The team knows what is expected of the whole

job and we talk to each other to prioritise the work. We also offer help to each other, as needed. I've learned that by working with people with and without a disability, I can adapt and feel more confident when talking to all team members.

The most important thing I have gained is confidence. I know I am good at my job, and I use my initiative and manage my own time. I know I can take on more responsibility. It has opened my mind to new things I could try. I hadn't thought about mainstream work before, but now I think about it. In September 2019 I tried some casual mainstream work cleaning the toilets for the City of Kelmscott. This was just for a couple of weeks, but they liked my work and had no complaints. I knew what I had to do and how to do it.

We are growing the cleaning enterprise and as we get more work I will increase my days – getting even better at my skills. My supervisor keeps pushing me and I like it.

Matthew Cole,
Commercial Cleaning team member



Customers supporting each other's health goals

Customers Kirk and Wade have been friends since school, so it's fair to say they have a lot of history together. Not only are they housemates at Activ accommodation, but they have also taken holidays together.

When their respective GPs suggested they had put on weight and it was impacting their health, it was only fitting that they teamed up to address the problem.

After discussing their wellness goals with their parents and Activ staff, the pair started

a calorie-controlled diet in mid-2018. In addition, Wade started attending a weekly group fitness class and Kirk started a weekly workout with a personal trainer. Their exercise program hit a bit of speedbump during COVID-19 restrictions, but they're back to it now.

Kirk and Wade are proud to have each lost more than 15 kilograms. They have more energy, and their GPs are pleased with their improved health profile.



Rachel shares home ownership advice

Customer Rachel is justifiably proud of her independence. Not only does she work in open employment at her local supermarket, but she is also a home owner. Right now she is committed to improving her budgeting skills so she can enjoy future interstate holidays.

Rachel has lots of good advice for other potential home owners. She said her Mum encouraged her to be financially and emotionally ready before she purchased her own home, and she agreed that was a sensible approach.

"Before buying a home at 29, I weighed up whether I wanted to rent or buy, and decided that buying would be less stressful for me because I didn't like the idea of three-monthly rental inspections," Rachel said.

"I purchased my home through the Keystart program, which involves the Department of Housing owning 40 per cent of my house, and me owning 60 per cent. I most enjoy having a space that is permanently mine."

Location was important, too, and Rachel's two-bedroom house is conveniently located near her brother's house, as well as the shops.

Rachel is an Activ community customer and she receives social support and in-home support, which both focus on independent living skills. In practical terms, she is supported with budgeting and household management. For example, on a Wednesday she does a big cook up then divides her cooking into individual meal portions. She also receives support with cleaning.

Outside of working at her local supermarket for 16 hours per week, Rachel enjoys going to the gym and is looking forward to attending a local friendship and support group for ladies. Her budgeting goal includes being able to afford a biennial interstate holiday – South Australia and the Northern Territory are next on her list.



Coaching expands employment goals

Thanks to Activ's career coaching program, customer Andrew's open employment prospects have expanded.

The career coaching program helped Andrew realise his strengths and skills at working with food and people.

After working in the canteen at Activ Employment Services Osborne Park, Andrew discovered that the work was enjoyable and he was good at it. Activ career coaches worked with Andrew to develop his skills and better prepare him for work in mainstream employment.

Andrew participated in the discovery and career assessment process, and was connected to a work placement at a local café where he prepared takeaway food and its packaging.

Through one-on-one support and a placement at the café, Andrew's communication and interpersonal skills improved.

According to Career Coach Tracy Coles, Andrew started using his initiative to ask for more tasks to complete during his café placement.

Tracy said Andrew also grew more confident at generally conversing with the café owners.

"Andrew excelled during the career coaching program, not only with his job skills, but also with his life skills. It was great to see him perform so well in a socially inclusive setting. I'm confident he has a positive future in open employment," she said.

Andrew's Dad Stephen said Andrew was happiest when he was at work.

"What career coach Tracy is doing with Andrew has raised the bar and gives him greater hope for what he can achieve, and the future we dream of," Stephen said.

"Never before had Andrew undertaken this amount of learning, but he surprised me by retaining the information and rising to the challenge. I am really impressed."

"Andrew has learned so many new skills ready for work and he has the confidence and eagerness to match. He wants a job with real challenge and responsibility - he wants a job where he can use his skills in an industry he likes. I believe his future is bright, and it's definitely in mainstream employment."



Marie's leadership skills recognised at Osborne Park

Staff at Activ Osborne Park are always ready to encourage employment customers to accept a new challenge.

Nothing could be more true for Marie, who started work at Activ straight out of school, and - because of her organisation and leadership skills - has been promoted to a leadership role, and the accompanying highest pay scale.

Marie assists the supervisor in the team that prepares oil kits for the mining industry. She checks attendance, helps with payslips and supervises up to 30 people. She has also

been supported to undertake leadership and business administration training.

Assistant Production Coordinator, Shane Raycraft, said Marie was a great asset to Activ. She mentors other team members and is friendly, responsible, patient, and a good listener.

"Marie has also developed some great skills in assisting others to regulate their behaviour and emotions," Shane said.

Marie also brings joy to her workplace when she sings along to the radio.

2020 Financials

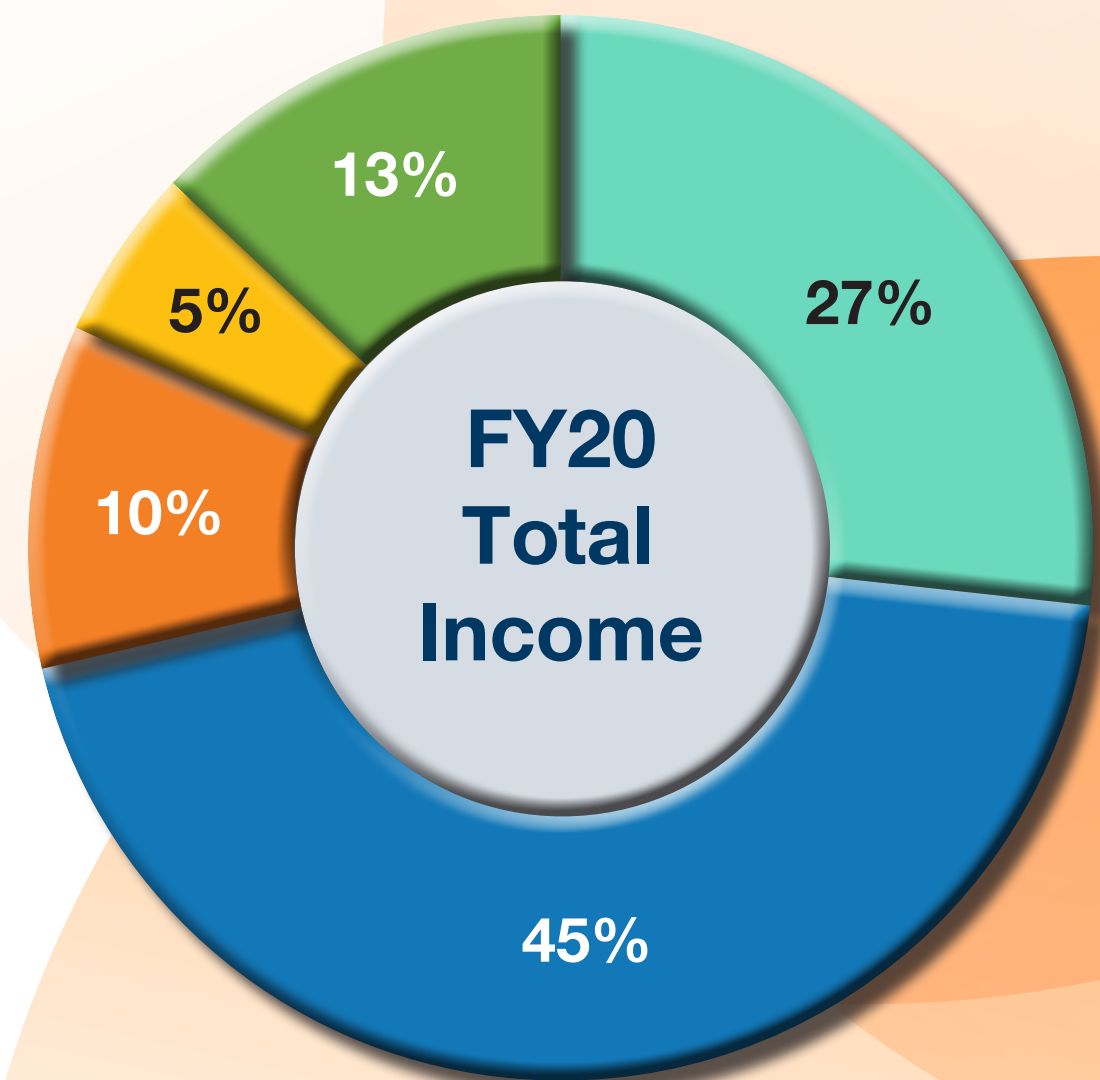
Statement of Comprehensive Income

	2020 \$M's
Income	
Total Grant & Sales Income	110.2
Other Income	16.5
Expenditure	
Employment Expenses	(96.8)
Raw Materials	(4.5)
Operating Leases	(0.2)
Depreciation & Amortisation	(3.5)
Repairs & Maintenance	(2.8)
All Other Expenditure	(9.8)
Net Surplus/(Deficit) for the Year	9.1

Statement of Financial Position

	2020 \$M's
Cash and Cash Equivalents	20.4
Plant and Equipment	30.3
All other Assets	20.3
Total Assets	71.0
Trade and Other Payables	(15.6)
Provisions	(13.5)
All Other Liabilities	(15.4)
Total Liabilities	(44.5)
Net Assets	26.4
Reserves	1.7
Accumulated Surplus	24.7
Total Equity	26.4

Audited Financial Statements for the year ended 30 June 2020 are available from the ACNC website.



Federal Funding

State Funding

All Other Income

Commercial Sales

Accommodation Fees

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Andrew Lefroy
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Director



Sheldon Renkema
Independent Non-Executive
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Chief Executive Officer
& Managing Director

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Officer & Managing
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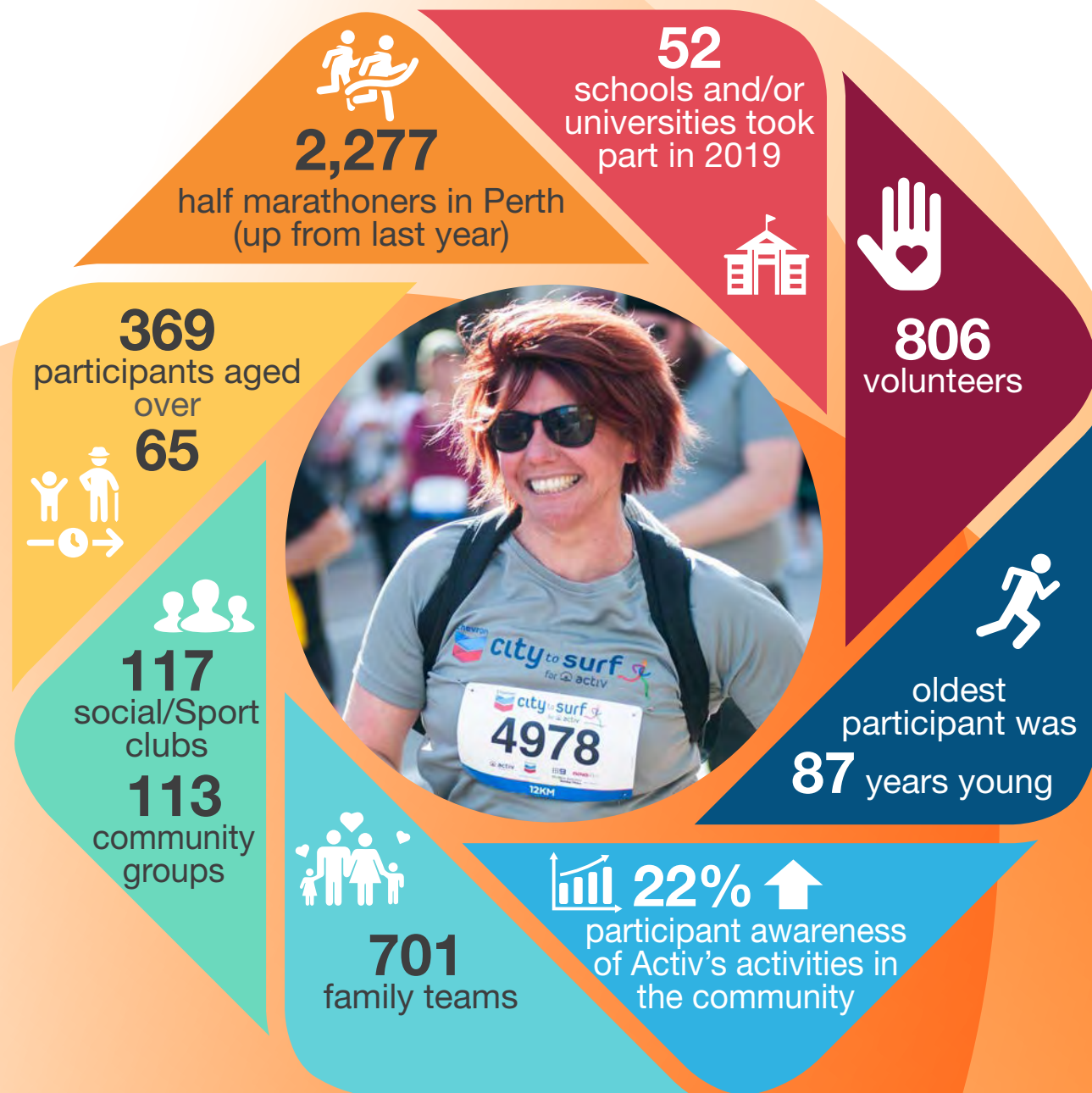
Mr Laurence Iffla
Mr Tony Vis
Mrs Wendy Walter

Mr Ray Walter

2019 Chevron City to Surf for Activ highlights

The Chevron City to Surf for Activ continued to attract a loyal audience of return participants in 2019, as well as 58% first time participants.

Overall, participant experience scores ranged between 62% and 79% with the favourite aspect of the event being the actual course. Post-event feedback showed participants felt positive about the event with an average 76% of respondents likely to return in future years.



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