

ANNUAL REPORT 2018-2019



**SENSES
AUSTRALIA**

Your trusted partner
in disability services

BOARD PRESIDENT AND CEO REPORT

It has been a busy and exciting year for Senses Australia as we continue to provide a unique blend of professional services to people living with disability ranging from therapy, home care services, accommodation options and family and sibling support services.

As the National Disability Insurance Scheme (NDIS) continues to rollout across Western Australia the landscape for not for profit organisations is going through a time of constant change, this requires a strong strategic focus for organisations to meet the changing needs. The Senses Australia Board, Executive and Management team invested a significant amount of time looking at how it would move forward to continue delivering excellent disability services that enrich the lives of our clients and their families. This included the introduction of our new Vision and Purpose and the development of Senses Australia Strategic Plan 2018 – 2022. The strategic priorities in the plan cover four key areas: Quality and Service Delivery; People and Partnerships; Sustainability; Systems and Process Transformation.

One ongoing aspect of our strategic plan is to bring services closer to where our clients live. Our new Service Centre in Edgewater opened in May and in 2020 we expect the completion of a new Service Hub in Armadale. These service centres make it easier for clients to access the services they need when they need them and are in addition to our existing regional and metropolitan centres in Bassendean, Northam, Busselton, Margaret River and head office in Burswood.

Our clients are at the centre of everything we do and as such a number of committees were set up to improve the quality and efficiencies of our services and systems.

- **Clinical Governance Committee** - accountable for the delivery of safe, effective and high quality services. Ensuring we are continuously improving the quality of our services to deliver high standards of care.

- **Consumer Reference Group** - includes clients, family members, Senses Australia Executive and staff members. Set up to provide advice, recommendations and discuss organisational wide initiatives from a 'first hand' perspective prior to implementation.
- **Enterprise Resource Planning (ERP) Steering Group** - continues to work on reviewing our current systems. A new NDIS ready, customer management system will roll out in 2020. Championing innovation, efficiencies and data protection and privacy.

Growth continues to be critical to our sustainability. In 2018-19 Senses Australia had total revenue of \$25,367,000 and provided 284,419 hours of direct service to clients across the Perth Metropolitan area, Wheatbelt and South West region.

Our workforce has always been the heart of our organisation. We worked hard to foster a positive, flexible work environment to support our valued workforce across all locations and roles. There have been many individual stories of extraordinary effort this year and we are extremely proud to have had ten team members nominated at this year's WA Disability Support Awards 2019. Congratulations to team member Anna Wright who won the top award for Excellence in Home and Family Support. It is our dedicated team who continue to go above and beyond to form partnerships with clients that make Senses Australia the top provider of choice for so many people.

As our clients transition to the NDIS we are working proactively to ensure that our services are underpinned by the NDIS Quality and Safeguarding principles. We have a strong culture of safety and quality. We only recruit staff whose values align with Senses Australia's values and our training and supervision framework facilitates the delivery of high quality services.

In April 2019 the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability was established. Senses Australia strongly supports the work of the Royal Commission and we will welcome

any learnings or direction that the Royal Commission might provide. We continue to have close and productive relationships within the disability sector as a whole and as such would like to thank all of our board members, employees, volunteers, government and sector colleagues, corporate partners, funding bodies and donors that make what we do possible.

And finally it is with genuine gratitude to all those with whom we work, that we invite you to read this annual report, it tells the story of the important role Senses Australia plays in the lives of our clients and acts as a snippet of what has been achieved over the 2018-19 financial year.



Colin Emmott
President,
Senses Australia Board



Lisa Brennan
Chief Executive Officer

OUR VALUES



RESPECT

We respect our clients, their family members and other significant people in their lives, and we respect our employees and recognise the role each of them has to play.



EXCELLENCE

We are committed to excellence and strive to continuously improve. We are passionate about being 'the best we can be'.



INTEGRITY

We are honest with others and with ourselves, always do what we say we will do, and accept responsibility for our actions.



INNOVATION

We look for creative ways of assisting clients to meet their goals and are open to ideas and constantly seek new and better ways of working.

ACKNOWLEDGEMENT OF COUNTRY



Senses Australia acknowledges the Noongar people as the traditional custodians of the lands on which our organisation is located. We pay our respects to their cultures, ancestors and Elders, past, present and emerging, and are committed to working together for our shared future.

YEAR IN REVIEW



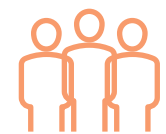
OUR TIME



284,419 Hrs
Total Direct Services

- **239,759** Hrs
Community Living Services
- **44,660** Hrs
Therapy Services

OUR PEOPLE



389
EMPLOYEES

- 256 Support Workers
- 47 Corporate
- 28 Occupational Therapists
- 23 Speech Pathologists
- 11 Physiotherapists
- 7 Psychologists
- 5 Deafblind Consultants
- 5 Social Workers
- 3 Therapy Assistants
- 2 Dietitians
- 1 Senior Orthoptist
- 1 Auslan Interpreter
- 1 Orientation and Mobility Instructor

OUR GROWTH

	2016/17	2017/18	2018/19
Total Revenue	\$20,061,545	\$22,730,000	\$25,367,000
Government Funding	\$17,853,000	\$20,868,000	\$24,102,000

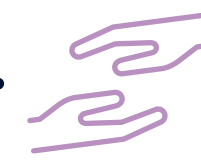
OUR ACTIVITIES

1,268



Guest nights at
Amelia House, short
term accommodation

200+



Support group and
workshop sessions held

115



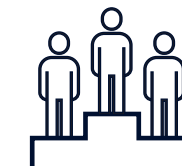
Attendees at School
Holiday Camps

40



Clients living in shared
accommodation homes

10



Employees nominated
at the WA Disability
Support Awards

1 App



Launched
Be My Guide App

OUR LOCATIONS

Offices and Service Centres located at:

- Margaret River
- Busselton
- Bassendean
- Edgewater
- Burswood
- York
- Northam



National Deafblind Information Hub
had Participants from across:

- Western Australia
- South Australia
- Queensland
- Tasmania
- Victoria
- New South Wales

KEY ACHIEVEMENTS



BE MY GUIDE APP

Senses Australia launched Be My Guide, an app specially designed for people with a vision impairment, encouraging them to access their community and helping to increase confidence, independence and participation. The app allows the user to invite friends and family to be their guides via a video phone call.

The Be My Guide development team, led by our Senior Orientation and Mobility Instructor Paul Garwood, started work on the App in 2017 and underwent rigorous analysis, research and testing of the App prior to its launch.

The Honourable Stephen Dawson MLC launched the Be My Guide App in March.

SUPPORT GROUPS AND WORKSHOPS

Senses Australia run a broad range of support groups, workshops and school holiday programs that are aimed specifically for people living with disability, their families and carers.

Over 200 group sessions were held throughout the year including:

- Young and Adult Programs
- Girls Club
- Hydrotherapy Groups
- Social Cooking Groups
- Fun with Food Workshops
- Bike Rescue Program
- Lego Clubs
- Parenting Groups
- Reaching New Heights (Bounce Group)
- Protective Behaviours Groups
- Super Sibs Program (Sibling Support)
- Deafblind Information Hub Webinars
- Auslan Chat Groups



BIKE RESCUE PROGRAM

A dynamic youth mentoring program, the Bike Rescue program is an earn-a-bike project where Senses Australia mentors act as bike mechanics and guide participants through the entire refurbishment of a recycled bicycle each. The process of Bike Rescue teaches hands on skills, builds self-esteem, teamwork, empathy and resilience underpinned by a structured mentoring program.

Led by Senses Australia's Provisional Psychologist Zachary Baldock, the program was a huge success with participants getting out of their comfort zones and developing new skills, strong working relationships, conflict resolution and increased confidence.

WA DISABILITY SUPPORT AWARDS 2019

Anna Wright (Support Worker) won the award for Excellence in Home and Family Support at 2019 WA Disability Support Award. She was recognised for the great work she has done with Scott in increasing his independence.

10 Senses Australia team members in total were nominated at the Awards:

- Anna Wright - Excellence in Home and Family Support
- Ashlea Donovan - Excellence in Advocacy and Rights Promotion
- Paul Garwood - Excellence in Supporting Social Inclusion
- Nigel Bayton - Excellence in Supporting Social Inclusion
- Jane Abbott - Excellence in Home and Family Support
- Mia McGuire - Excellence in Home and Family Support
- Linni Oliver - Excellence in Supporting Social Inclusion
- Donald Randell - Excellence in Regional Support
- Nadine Henderson - Excellence in Leadership
- Alison Waters - Excellence in Regional



ANNA AND SCOTT

Before meeting Anna, Scott relied heavily on others to assist him with basic day to day tasks such as booking appointments, shopping or calling suppliers. As a result of his constant need for assistance Scott was extremely anxious and worried about almost every area of his life.

Through years of patience, consistency and passion to see him become as independent as possible Anna assisted Scott to learn to write, use a computer and a telephone. He is now writing lists, sending emails, and planning dream holidays.

Having access to emails has allowed Scott to stay in better contact with the people in his life, send photos and even organise his support services. His confidence has grown remarkably and his anxiety levels have dropped considerably. He is extremely proud of how far he has come, and better yet is still always looking for a new challenge.

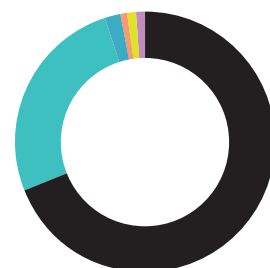
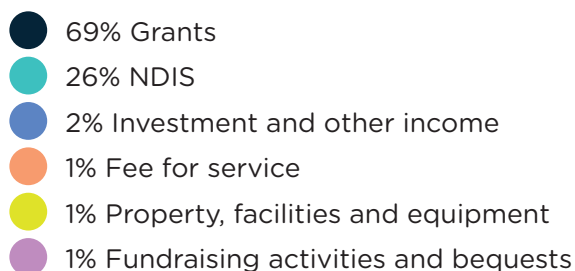
Congratulations Anna on a very deserved award.



FINANCIALS

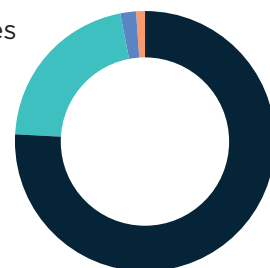
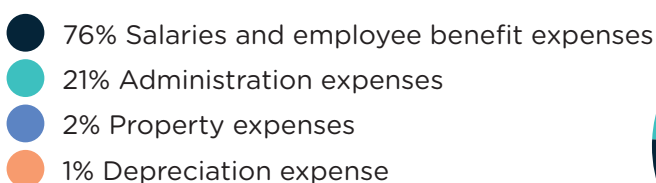
WHAT WE EARNED

Total Revenue: \$25,367,000



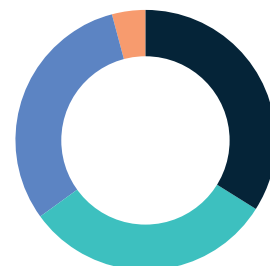
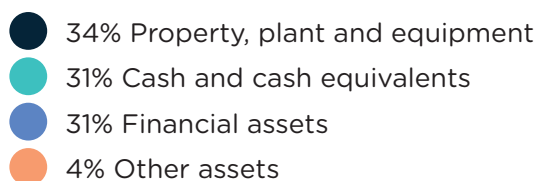
WHAT WE SPENT

Total Expenses: \$24,382,000



WHAT WE OWN

Total Assets: \$15,805,000



WHAT WE OWE

Total Liabilities: \$8,408,000

