



**SENSES  
AUSTRALIA**

—  
Your trusted partner  
in disability services

**ANNUAL REPORT  
2019-2020**

—



## ACKNOWLEDGMENT OF COUNTRY

Senses Australia acknowledges and pays respect to the past, present and future Traditional Custodians and Elders of this nation and the continuation of cultural, spiritual and educational practices of Aboriginal and Torres Strait Islander peoples.



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**Senses Australia is a leading not for profit organisation, providing disability services to the Western Australian community for nearly 125 years. Every day, we assist children and adults with a wide range of disabilities live the life they choose to live.**

*Cover Photo:*

Client Michelle and Physiotherapist Abby enjoy a morning of horse riding at HorsePower, as part of Michelle's goals of increasing balance and core strength. Michelle's dream is to be able to trot when riding and is well on her way to achieving this.



# Board President and CEO Report

## It has been a year of great strength and adaptation for Senses Australia.

Throughout this report we highlight the extraordinary group of people who, throughout the coronavirus pandemic, have continued to create valuable outcomes for our clients and contributed to the ongoing success of Senses Australia.

Despite the unpredictable nature of the pandemic, Senses Australia's strategy to support our clients and families has proven to be the right one for our organisation. Our response remained strong, our leadership team acted quickly to implement measures which our employees could easily adopt to keep our clients, their families and the communities in which we operate, safe and well. A huge effort was demonstrated across the whole organisation. This commitment has meant we have been able to keep our services running to fulfil our client's needs.

We would like to extend our sincere thank you and gratitude to all our clients and their families for their cooperation and understanding during Covid-19 restrictions. Every employee and client was impacted by the situation with many clients having to adapt quickly to change their routines or upskill themselves to receive services via tele-practice or other methods.

Even through a global pandemic Senses has achieved positive financial results for the FY 2019/20. We have a resilient leadership team, great people and solid relationships with our clients. These all contributed to strong results achieved during some significant challenges.

Our relentless focus on our Strategic Plan 2018-2021 and the four priority areas within; **Quality and Service Delivery, People and Partnerships, Sustainability, and Systems and Process Transformation**, found us in an excellent position to deliver positive outcomes throughout the year.

We have structured our organisation so that it may thrive during changing times and remain focussed on improving our client's outcomes.

Our Consumer Reference Group met regularly throughout the year. The group's vital input into the provision of client services, consumer engagement, market perceptions and budget inclusion suggestions have been incorporated into our decision making. Decisions which see us have high quality processes across all areas of our organisation including; clinical governance, incident management, feedback management and compliance. We thank the group for its invaluable input.

Our dedication to **Quality and Service Delivery** and our strength in clinical governance has meant we have remained on track as an organisation to transition successfully to the NDIS Quality and Safeguards Commission come 1st December 2020. And as the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability proceeds, we will welcome any learnings that can further improve our service quality.

Over the course of the year we have increased our focus on our **People and Partnerships** strategic priority. Our people are at the heart of our organisation, talented, diverse and motivated. We are currently an employer of choice for over 360 employees. This year our investment into our people has seen the implementation of programs such as the LIFT program in conjunction with Amana Living Training Institute, designed to upskill employees and enhance client experience. The LIFT program will develop a more highly skilled, engaged workforce as a result of learned and shared knowledge in delivering high quality care.

Our commitment to our employees and clients can also be seen through our investment into our Positive Behaviour Support education, training and supervision. Empowering our highly skilled staff to develop effective and individualised positive support plans, will continue to promote and improve the quality of life outcomes of our clients.

Our focus on **Sustainability** has led to significant improvements in our business processes and it has led to some key business decisions such as the decision to decentralise our services. This

business decision will allow us to deliver services closer to where our clients live. This year our new Bunbury Service Centre opened bringing much needed services to the area. Planning is underway for the opening of another Service Centre in Morley. While the building of our New Centre of Excellence Hub in Armadale will commence in 2021, fully equipped with a sensory garden funded by a generous Lotterywest grant.

In planning for the future, we were delighted to receive a Lotterywest to upgrade our digital **Systems and Processes**. We worked diligently throughout the year on reviewing our current, and selecting some new, IT and data management systems. The new systems will be rolled out across the 2020/21 financial year. Digital investments will play a key role in reducing the administrative burden on the organisation, while allowing us to focus on what is most important, our client goals.

During 2019/20 we confirmed our commitment to reconciliation by commencing our organisations Reflect: Reconciliation Action Plan (RAP). Our enthusiastic and dedicated RAP working group was established and our guiding vision defined as:

*Senses Australia will continually seek to learn from, understand and celebrate Aboriginal and Torres Strait Islander people and work together to create meaningful opportunities and relationships.*

We look forward to implementing our Reflect: RAP in 2020/21.

In FY 2020/21 we will continue our vision which sees, our clients live fulfilling and enriched lives, with our support. We will commemorate 125 years of supporting the WA community and will celebrate this milestone in a number of ways throughout the year.

We were very pleased to welcome Ms Judy Hogben to our Board this year. Judy's extensive knowledge and experience in the disability sector is of great benefit to our organisation. We look forward to working next year with all of our amazing Board Directors and we extend our sincere thank you to each of our board members for diligently guiding us through a successful 2019/20.

Finally let us finish by expressing our sincere gratitude to all the people who make this an amazing organisation. Our employees, our supporters, our partners, our clients, their families and wider networks. There has been a huge effort put in to achieve not only our client's goals but our organisational goals this year and we remain well positioned for the future. This success could not have been achieved without the dedication and strong commitment our people have for our organisation and our clients. In a demanding time, amidst constant change, Senses' teams have delivered, and for that the Board and Executive team are truly grateful.



*Colin Emmott*

**Colin Emmott**  
President,  
Senses Australia Board



*Lisa Brennan*

**Lisa Brennan**  
Chief Executive Officer

## OUR VALUES



**RESPECT**



**EXCELLENCE**



**INNOVATION**



**INTEGRITY**





## OUR FIGURES

### Service Centres

7 

In Western Australia

 **Homes**  
Supported  
Living

16 Host Care  
**Families** 

### Short Term Accommodation

1,234 Guests at  
Amelia House 

### Direct Service Hours

 **305,510**

### No. of Clients (Average)

**1300** 

- 243 Support Workers
- 40 Corporate Team Members
- 24 Occupational Therapists
- 21 Speech Pathologists
- 9 Physiotherapists
- 6 Psychologists
- 6 Social Workers
- 5 Deafblind Consultants
- 5 Therapy Assistants
- 5 Support Coordinators
- 1 Dietitian
- 1 Senior Orthoptist
- 1 Orientation & Mobility Instructor

### Our Growth

	2017/18	2018/19	2019/20
Total Revenue	\$22,730,000	\$25,660,000	\$28,831,000
Government Funding	\$20,868,000	\$24,395,000	\$27,489,000



# OUR YEAR IN REVIEW



## Celebrating International Day of People with Disability

Clients, families, team members, Executive and Board members all came together at the NDS lunch to celebrate International Day of People with Disability.

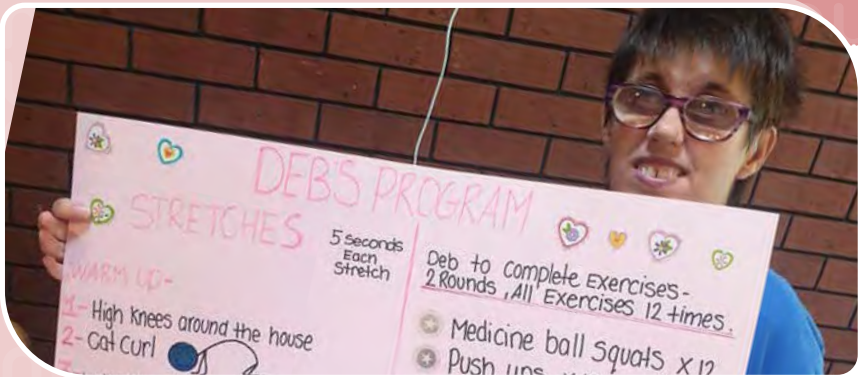
## Deafblindness Collaboration Project

We have teamed up with Able Australia and Deafblind Australia on the Deafblind Information Australia project. The project focuses on accessible resources, technology and information for people with deafblindness.



## Embracing New Service Delivery Models

Lots of our clients changed the way they accessed services through the lockdown period of Covid-19. We are extremely proud of you all for embracing the new ways of receiving services.



## New Service Centre in Bunbury

This year we opened our new Service Centre in Bunbury, bringing much needed disability services to the area. Planning is underway for another Service Centre in Morley and the building of a New Centre of Excellence Hub in Armadale.

## Updating Our Digital Systems

We were thrilled to accept a Lotterywest Grant presented to Board President Colin Emmott, by the Hon Stephen Dawson MLC. The grant will go towards updating Information Technology and a sensory therapy garden. Thank you Lotterywest.



## Award Winning Team Members

19 team members were nominated at this year's WA Disability Support Awards. Congratulations to Support Worker Bree, nominated by client Andrew, and awarded finalist in the Excellence in Supporting Social Inclusion category.



## Thank You To Our Supporters

Bunnings assisted with planting raised garden beds at our clients' home. Team members and clients both put their hands to some gardening. Thank you Bunnings and everyone who has donated throughout the year.



# OUR THERAPY SERVICES

Our Therapy Team is a carefully chosen, multidisciplinary team of passionate professionals, who provide a wide range of services to promote health, independence and overall wellbeing for our clients.

Covering early childhood to adulthood our expert team plan for each stage of life. We listen to and work in partnership with our clients, their families and support networks, giving them choice and control over the direction of their lives.

Our dedicated team is made up of over 80 allied health professionals. Services include:

- Physiotherapy
- Occupational Therapy
- Speech Pathology
- Social Work
- Psychology
- Dietetics
- Orthoptics
- Orientation and Mobility
- Deafblind Consultation
- Equipment Prescription and Support
- Group Activities/Workshops

## Dedicated Therapy Team



80

Allied Health Professionals

Therapy hours

46,733



86%

Of all client goals achieved

During Covid-19

80%

Therapy sessions via

Zoom



Client Zoe and Speech Pathologist Emily using Key Word Signs to communicate during a therapy session.

# OUR COMMUNITY SUPPORT SERVICES

Our Community Support Services Team work together with our clients, their families and loved ones to achieve independence, choice and inclusion.



Client Marcia and Support Worker Juliet were delighted when restrictions eased, to get back to their routines. Enjoying a game of giant jenga in the park.

Delivered by our front-line team of qualified, passionate support staff, under the supervision and guidance of an experienced management team.

Our services in this area encourage independence, individuality, and overall assistance to our clients to create meaningful and fulfilling lives in their homes as well as out in their communities.

Services include:

- Independent Living Skills
- Community Access
- Shared Accommodation Options
- Family Support Services
- Support Coordination
- School Holiday Camps
- Assisting with wellness and therapy goals.

We put our clients in control of their supports and build our services around their needs. We provide them with the right information so that they can make informed, positive decisions in their own lives to achieve their personal goals.

Working Together



149 Wellbeing Checks During Covid-19

14 Homes

Social Groups

243 Support Staff

Support Hours 258,777



Award Winning Team Members 19 staff nominations WA Disability Support Awards



# OUR DEAFBLIND SERVICES

Our Deafblind Services assist people of all ages who are deafblind or have a sensory impairment. We work in partnership with our clients to achieve maximum independence, choice and inclusion in their communities.



Client Wilma and Deafblind Consultant Meredith using tactile sign to communicate.

Combining a wealth of experience, passion and qualifications, services are offered through our:

- Deafblind Consultants
- Occupational Therapists
- Speech Pathologists
- Social Workers
- Orientation and Mobility Specialists
- Orthoptists
- Communication Guides

Supporting  
125 clients

9  
Webinars

National  
Service



We have teamed up with Able Australia and Deafblind Australia on the NDIA funded project – **Deafblind Information Australia.**

A National Information Program grant was obtained and the collaboration of our three organisations will see this project run for the period 2019-2022

A key focus of the project is to ensure that all resources developed are fully accessible to people with deafblindness, including Auslan interpretation, plain language, and transcripts of videos. All resources will be available on the website:  
[www.deafblindinformation.org.au](http://www.deafblindinformation.org.au)



# OUR CLIENTS

Our Vision is that: ‘Our clients live fulfilling and enriched lives with our support.’ Ensuring there is inclusive and equal opportunities for everyone.



Client Marilyn enjoys attending her Deaf Seniors Craft Group each fortnight. Marilyn said: “I love catching up, we are all really good friends here and have lots of fun. It’s a fantastic group.”

Every day we enrich the lives of people living with disability by providing a holistic and comprehensive range of services that help meet physical, social and emotional needs.

We work in partnership with our clients, their families and support networks to achieve their individual goals.

We value our client’s feedback. Each year, through our client survey, we ask our clients for feedback on how we are performing. This information is constructively used to adjust and improve our services.

“ Now I’m in a situation where I am cooking, doing my laundry, living a healthy life style and organising my own life. ”  
Andrew (Client)

Achieving  
Goals



1300  
Clients  
(Average)



35+  
Group  
Sessions

38  
Clients  
Supported Living



# OUR PEOPLE

At the heart of our organisation is our people - talented, diverse and motivated. Our people are what make the difference, everyday enriching the lives of our clients and their families.

Our team members are mindfully chosen on a combination of their expertise, commitment and aligned values. They form genuine relationships with our clients and achieve valuable outcomes based on our client's individual goals and preferences.

This year in particular we are extremely proud of our front line workers who showed tremendous commitment to our clients and our organisation. Their flexibility and ability to adapt new ways of working with clients and their families was commendable, ensuring essential services continued during the Covid-19 lockdown period.

367   
Employees (Average)

39+   
Nationalities

1100   
Hours of Training

Average Staff Tenure   
3.7 Years



Our amazingly talented and humble Physiotherapist, Laura Macaulay this year became the first woman to surf The Right, the Everest of waves on the South West coast. Laura works in the Lower South West therapy team and is based in Busselton. Well done!



Practicing yoga and meditation is a big part of Team Leader Kaley's life. Kaley is passionate about sharing the love of yoga with others and teaches regularly at yoga retreats. "It adds peace and awareness that supports me in every aspect of my life."



Challenging herself with new goals is how our Physiotherapist Rachael likes to live. Completing the unbelievable open water swim, direct crossing, from Fremantle to Rottnest Island (19.7km). What a great achievement Rachael.

# OUR GRATITUDE

It is only with your kind support that we can continue to provide the best possible disability services to the people of Western Australia.



Clients Michael and Tracy are supported to live independently. Donations this year put new garden beds in their home. Pictured with Team Leader Nadine.

Over 2019-20 we have had many generous contributions in the form of, monetary donations, estate proceeds and gifts. We appreciate all our donors and volunteers and thank you for making a difference.

Your kindness has a positive impact on the lives of our clients, their families and loved ones.

We thank the following government departments and organisations for grants received throughout the year:

- Lotterywest
- National Disability Services (NDS)
- National Disability Insurance Agency (NDIA)
- Department of Communities
- Department of Social Services
- Department of Health and Aged Care (CoS)
- AON Insurers
- Amana Living Training Institute

There are many ways you can support us:



Regular donation



Leave a bequest



In memory of someone



Fundraise for us



Corporate donation

Ways to donate:



**In person**  
Senses Australia  
11 Kitchener Avenue  
Burswood WA 6100



**By Post**  
PO Box 143  
Burswood WA 6100



**Online visit**  
[senses.org.au/donate](https://www.senses.org.au/donate)



# OUR STRUCTURE

By combining highly regarded individuals from the community and the commercial world, the composition of our board offers strong support for the sustainability and expansion of our organisation.



**The Honourable Kim Beazley AC**

### Our Patron

Senses Australia is extremely proud to have The Honourable Kim Beazley AC as our official Patron.

### Our Board

Our Board is responsible for Senses Australia’s overall performance, working closely with the Executive Team to guide our strategic direction and provide leadership.



**Colin Emmott**  
Board President



**Danny Murphy**  
Deputy President



**Beth Gordon**  
Board Director



**John Groppoli**  
Board Director



**Judith Hogben**  
Board Director



**Bruce Campbell-Fraser**  
Board Director

### Our Leaders

Our Executive Team is supported by a highly reputable and experienced Board of Directors.



**Lisa Brennan**  
Chief Executive Officer



**Meghan Kerr**  
Executive Director  
Organisational Development & Business



**Peter O’Sullivan**  
Executive Director  
Finance, Audit and Risk



**Caroline Paine**  
Senior Manager  
Community Support Services



**Holly Coopes**  
Senior Manager  
Therapy Services

# OUR FINANCIALS

Financial overview for the year ended 30 June 2020.

### WHAT WE EARNED

Total Revenue: \$28.8m

- 59% NDIS
- 36% Grants
- 1% Fee for service
- 1% Property, facilities and equipment
- 0.5% Fundraising activities and bequests



### WHAT WE SPENT

Total Expenses: \$26.9m

- 78% Salaries and employee benefit expenses
- 18% Administration expenses
- 2% Property expenses
- 2% Depreciation expense



### WHAT WE OWN

Total Assets: \$18.4m

- 39% Cash and cash equivalents
- 28% Property, plant and equipment
- 21% Financial assets
- 6% Other assets
- 6% Right of use and contract assets



### WHAT WE OWE

Total Liabilities: \$9.4m

- 24% Bequests (unearned)
- 22% Employee entitlements
- 18% Grants in advance (Unearned)
- 18% Trade and other payables
- 6% Lease liabilities
- 1% GST payables





# OUR LOCATIONS

Providing disability services throughout Perth metropolitan and regional Western Australia.

Throughout 2019/20 we continued to expand and are well placed to provide seamless and comprehensive Therapy and Community Support Services.

Decentralisation in Metro areas means we are bringing our services closer to where our clients live by expanding in regional areas.

## Expanding Regional Areas












Our regional services span from the Great Southern and South West Region of Western Australia into the Wheatbelt and Midwest. Offering local people pathways to access services in their own communities, while assisting them with their independence and participation goals.

Creating Greater  Community Connections

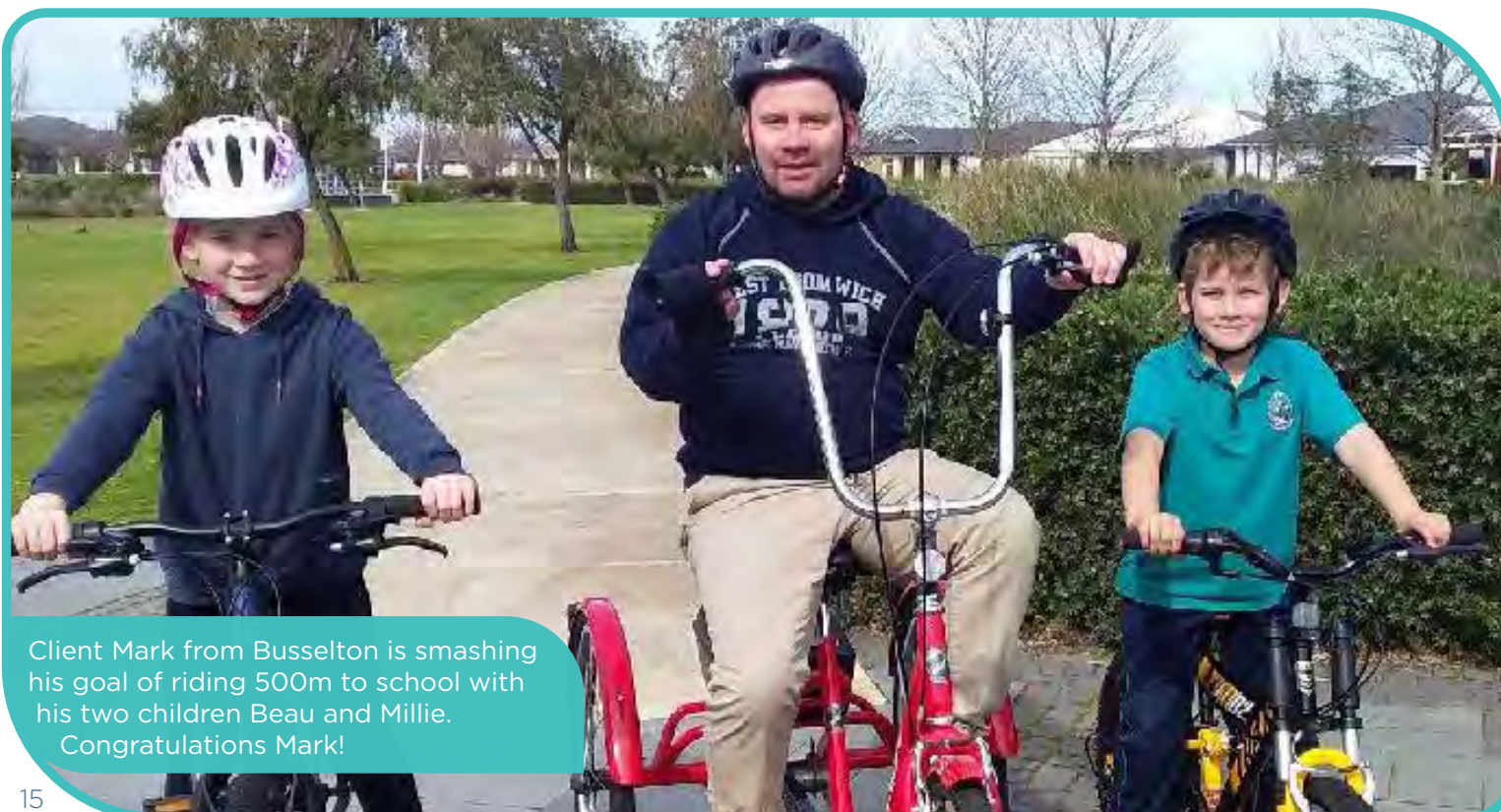
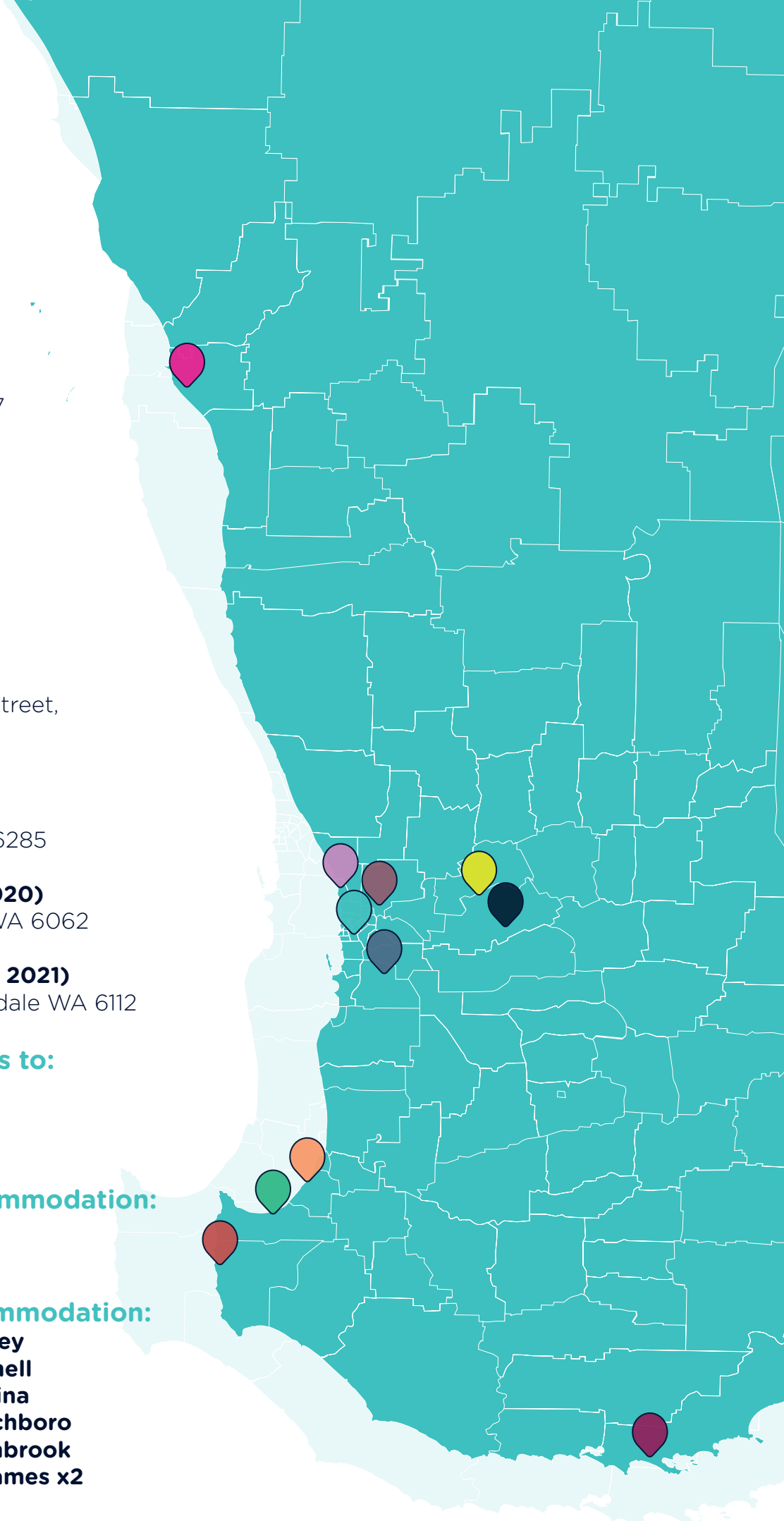
**7**  **Service Centres**  **New Service Centre Bunbury**

**1234**  **Guests at Amelia House Short Term Accommodation**

**+** **Increased Regional Services Albany and Geraldton**

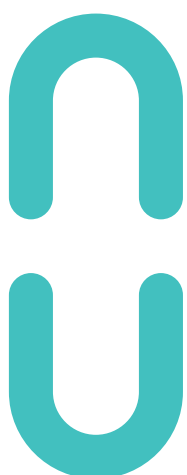
-  **Head Office: Burswood**  
11 Kitchener Avenue,  
Burswood WA 6100
-  **Service Centres: Edgewater**  
21 Joondalup Drive,  
Edgewater WA 6027
-  **Northam**  
6 Wellington Street,  
Northam WA 6401
-  **Bunbury**  
1 Spencer St,  
Bunbury WA 6230
-  **Busselton**  
Unit 2/89 Duchess Street,  
Busselton WA 6280
-  **Margaret River**  
171 Bussell Hwy,  
Margaret River WA 6285
-  **Morley (Opening 2020)**  
7 Collier Rd Morley WA 6062
-  **Armadale (Opening 2021)**  
25 Fourth Rd, Armadale WA 6112
-  **Satellite Services to: Albany**
-  **Geraldton**
-  **Short Term Accommodation: York**
- Supported Accommodation:**

<b>Thornlie</b>	<b>Morley</b>
<b>Swanview</b>	<b>Gosnell</b>
<b>Mt Lawley</b>	<b>Medina</b>
<b>Aveley</b>	<b>Beechboro</b>
<b>Dianella x2</b>	<b>Ellenbrook</b>
<b>Wilson</b>	<b>St James x2</b>



Client Mark from Busselton is smashing his goal of riding 500m to school with his two children Beau and Millie. Congratulations Mark!





Senses Australia  
11 Kitchener Avenue  
Burswood WA 6100  
[senses.org.au](http://senses.org.au)  
phone: 08 9473 5400  
fax: 08 9473 5499

Providing disability services from  
the Perth metropolitan area, the  
Great Southern and South West  
Region of Western Australia into the  
Wheatbelt and Midwest.

ABN: 931 691 951 27



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