

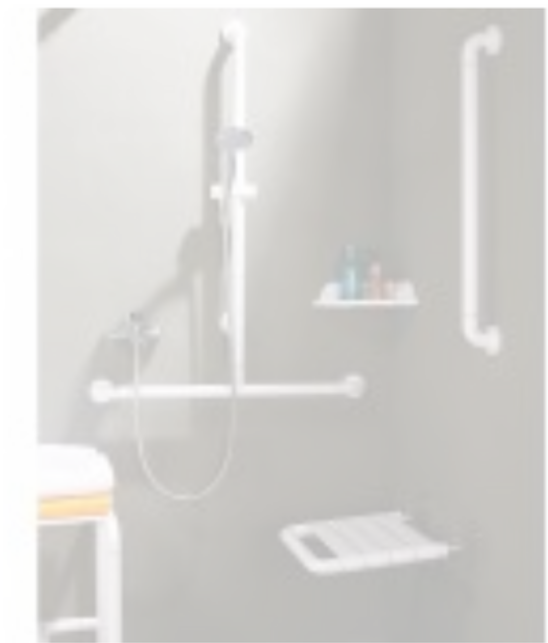


ANNUAL REPORT

1 July 2021 - 30 June 2022



KEEPING
YOU
INFORMED
CONNECTED
AND
ACTIVE



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A NOTE FROM OUR CHAIR



Welcome to the June 2022 Annual Report for the WellAble Trust in what has been another Covid dominated year.

Overall, we have had a very good year from both a Customer and Operational perspective, considering the many challenges that Covid threw at us. Our staff and volunteers demonstrated superb resilience and flexibility in helping us deliver our service and for that the Board and I are deeply appreciative.

Although it was a difficult year, we did have a number of highlights that warrant mentioning in this year's Annual Report.

We have:

- Successfully recruited a new Information & Equipment Advisor in Katie Miles and it is very clear that Katie has hit the ground running!
- We have recommenced booking our Assistive Product Presentations and already have strong indication of interest for the coming year.
- A new website has been delivered during the year and numbers of users to this website are now increasing.
- If the readers of this Annual Report have not had a chance to visit our Centre in Rimu Road, Paraparaumu, then I would encourage you to do so, as Naomi has significantly redesigned the Centre and has continued to build up the quality, quantity, and variety of assistive equipment that we now have on hand for customers.
- Even allowing for all the challenges during the year, we have finished the June 2022 year in a stable financial position.

· My thanks must also go to my fellow Board Members who have embraced what WellAble is seeking to achieve, and they have been extremely professional and diligent in helping us guide the organisation into the future.

· Lastly a big thank you to our General Manager Naomi Yeoman who has delivered exceptional service again this year to WellAble.

I am confident that 2023 will not be as difficult a year as June 2022 (Covid wise), as we are extremely well placed to meet the future in an exciting and positive manner, and I really look forward to the times ahead. I hope you enjoy reading our 2022 Annual Report.

Regards



Tony Lester
CHAIRPERSON

ABOUT US

OUR MISSION:

To be the leading provider of quality disability information, equipment and support in the Wellington Region.

DISABILITY INFORMATION, ADVICE AND SUPPORT

We want to ensure people have access to quality impartial information about the disability services, support, resources and assistive products that are available in the Wellington region. We want people to have more choice and control, remain active and independent, and keep connected with their community.

We have a Centre in Kāpiti that anyone can ring, email or visit, to request disability related information from our friendly and knowledgeable staff. We also have a Mobile Service that enables us to provide a responsive disability information service throughout the Wellington region.

MOBILE SERVICE & INTERACTIVE PRESENTATIONS

We want to make it easier to access information, advice and equipment. To do this we have a Mobile Service that operates throughout the Wellington Region. With regular visits to various locations throughout the Wellington region as well as interactive presentations to groups on the assistive products that are available, we want to keep everyone active and connected.

ASSISTIVE PRODUCTS & MOBILITY EQUIPMENT

We have a wide range of assistive products and mobility equipment available to both purchase and hire. If we don't have it stocked in our Kāpiti Centre, please have a chat to our staff as we can more than likely source it for you.

DISABILITY AWARENESS WORKSHOPS

This workshop is designed to introduce and explore information about people with disabilities, increase awareness of disability culture and encourage a basic understanding of the barriers preventing people with disabilities from full participation in society.

Working together through this programme will create opportunities to rethink ideas about disability, shift perceptions about disabled people and encourage creative and effective designs for inclusive services.

OUR TEAM

GOVERNANCE

We have a great team of very experienced and knowledgeable people. They are all working together to ensure that WellAble is continually focused on being a leading provider of quality disability information, equipment, and support for people in the Wellington region.

ANNE O'CONNELL
BILL JOYCE
BRYAN TARLOWSKI
DANYON FERNANDO
JONO GAN
SUE EMIRALI
TONY LESTER

BOARD MEMBER
BOARD MEMBER
BOARD MEMBER
BOARD MEMBER
BOARD MEMBER
BOARD MEMBER
CHAIRPERSON

OPERATIONAL

Our wonderful operational team is responsible for ensuring customers are provided with the information, resources and equipment needed to have more choice, remain active and independent, and keep connected with their communities.

Whether it be a query about the support services available, a Total Mobility Scheme assessment, information about mobility equipment or assistive technology or a stroller repair, our passionate and knowledgeable team are here to assist you!

ANN WILSON
DENIS FARRELL
JENNY OATLEY
KATIE MILES
KERRY DUNCAN
MARGARET ADAMS
MIKKI JONES
NAOMI YEOMAN
NOELLA SQUIRE

TOTAL MOBILITY SCHEME ASSESSOR
CUSTOMER SERVICE SPECIALIST
CUSTOMER SERVICE SPECIALIST
INFORMATION & EQUIPMENT ADVISOR
REPAIRS & MAINTENANCE SPECIALIST
TOTAL MOBILITY SCHEME ASSESSOR
DATA ENTRY SPECIALIST
GENERAL MANAGER
TOTAL MOBILITY SCHEME ASSESSOR

A NOTE FROM OUR GM



Another challenging year for WellAble as we continue to manage the Covid-19 operating restrictions. The second wave of the virus brought about a new set of challenges for communities, as we all set about managing the more infectious variant. Hand sanitiser is now an established part of our Centre routine and people are now more accepting of the other preventive measures such as mask wearing that are our 'normal'. We remain hopeful however, that restrictions will be reduced in the coming year so that we can communicate more effectively with our Deaf and hearing-impaired community members.

Staffing availability proved to be the biggest challenge in the last year. Despite our best efforts, we were without an Information & Equipment Advisor for over eight months. I am very pleased to say that the wait was worth it, and we were very excited to welcome Katie Miles to the team in April this year. She has hit the ground running and will be in a great position to get the Mobile Service back out around the Wellington region in the coming year.

Covid-19 restrictions have impacted not only our contact numbers but also our ability to get the Mobile Service out. We have also been unable to attend Community Expos or run the Transition Expo. Despite this, the importance of having access to the right information, support, and equipment during these trying times has remained invaluable for those who sought our assistance.

The launch of our new website and minimal search engine optimisation has seen a decrease in the number of visitors to our site. Since we have started work on improving visibility, we can already see the improvement in our website visitor numbers.

We have also been able to focus on the layout of the Centre. We have updated the design to group similar products and equipment into separate areas, as well as increasing the range and quantity of assistive products available from the Centre. The consistently positive feedback that

we have been receiving about the new layout and the range of products that are available, has provided a positive in what has been a year full of challenges.

The uncertain operating environment impacted our assistive equipment sales for the year, reducing our overall income. With careful management of expenses, we were still able to finish the year with a surplus and continue to build our financial reserves. We are extremely grateful for the continued support from both our Funders and our wonderful customers who purchase their assistive products and mobility equipment through us. Their support enables us to continue working towards making quality disability information, equipment, and support easily accessible to everyone.

I would like to thank the amazing team of people that support WellAble in both a governance and operational capacity. I have the pleasure of being surrounded by wonderful individuals, who each bring different knowledge, skills, and perspectives to enhance our service. I am so very grateful for all their passion, hard work and support. I look forward to the coming year and growth of our service throughout the Wellington region.

I hope you enjoy our annual report.



Naomi Yeoman

GENERAL MANAGER

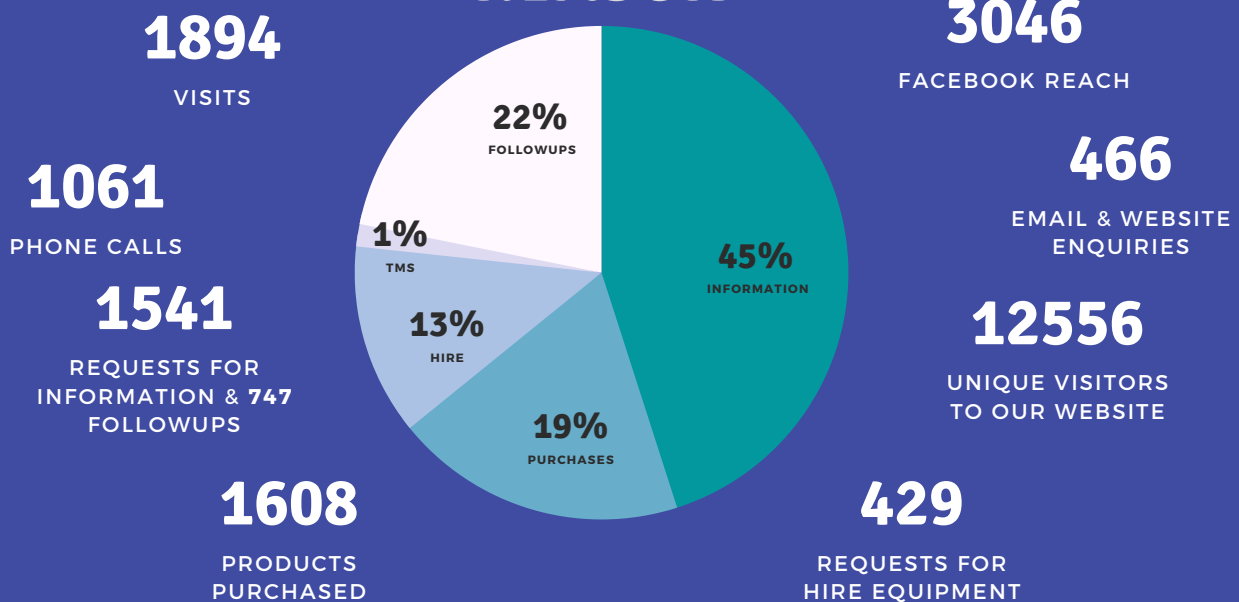
DISABILITY INFORMATION, ADVICE, SUPPORT & EQUIPMENT

19023 TOTAL CONTACTS

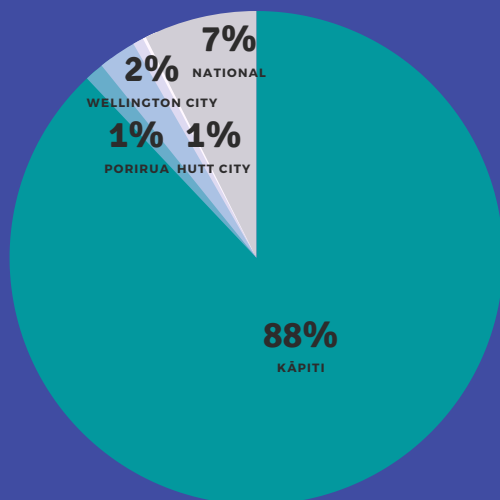
"A great service with very caring staff"

"Extremely helpful staff getting equipment together for my son"

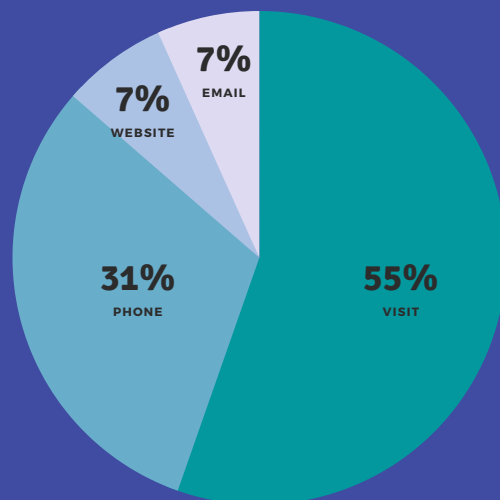
REASON



LOCATION



METHOD



IMPACT STORIES

At WellAble, we get a wide range of enquiries from individuals, families and whanau who are trying to access information and resources to enable them and their loved ones to live their best lives. Here are a couple of examples of how we are able to provide information and find solutions to keep people informed, connected and active.

EMPOWERMENT THROUGH INFORMATION...

Two daughters visited us, very worried about their father. He was having trouble making it to the toilet during the night. The subsequent bladder loss created a slippery surface, which he would fall on and injure himself. He had been to hospital a few times as a result, to recover from his injuries. He had now become very anxious about going to sleep, fearing that he was going to have another fall and would eventually end up being removed from his home permanently.

The daughters were trying to come up with solutions as their father didn't want to speak to his doctor. We talked through urinals, disposable pads, washable continence underwear and matting options to prevent slipping.

The daughters left the Centre armed with information about incontinence, and product options to try out with their father. They were feeling reassured and more confident about being able to help their father find a solution.

They returned a few days later and said their father was a 'different man'.

He really liked the washable underwear, had said they were very comfortable and he loved that they could be washed and worn like his normal underwear. He wanted more of them to use everyday. They said he was feeling a whole lot less anxious and happily goes to sleep at night. The rest of the family are now feeling more relaxed about him still living by himself. They were very grateful for the time we had spent with them as well as the information, guidance and products that we had available.

INFORMATION KEEPING INDEPENDENCE...

A mother contacted us through our website on behalf of her son. He is in his early 20s and disabled, but not yet willing to reach out for assistance. We phoned her to get further details to assist, and found out that she lived in Napier and was down visiting her son. She had uncovered multiple issues that he was facing, and was very upset by the situation he was in.

Due to a long-term illness, he had multiple physical impairments. He was no longer able to do his labouring job, so was now on a benefit. He was finding it hard to make ends meet and becoming isolated from his friends. He also had upcoming treatment that he was worried about attending because he

IMPACT STORIES

couldn't find any easy and affordable modes of transport to get there.

Despite there being multiple challenges we could have helped with, his mother didn't want to overwhelm him with information or take away his sense of control. She wanted to focus on the transport options for the upcoming treatment as that was the most pressing issue. She hoped that once the treatment was completed, he would feel in a better place to tackle the other challenges.

He lived in Pukerua Bay and treatment was in Lower Hutt, so there is no direct public transport route between these suburbs. Navigating public transport into Wellington and then out to Lower Hutt and back home again, was challenging and often left him feeling completely exhausted and unable to achieve anything else.

We researched and emailed the mother with possible options for her son, including being able to access a subsidy. She responded, telling us how pleased she was to have some information to help her son. She was now feeling a lot more positive about his situation.

COMMUNITY CONNECTION

A request came through our website from Mrs W, wanting to know what support she may be able to access, having multiple health conditions and impairments. We rang her to talk through her specific needs and discovered that she already had her physical needs covered with home support and mobility equipment in place, but she was feeling isolated. Covid-19 had affected her ability to get out and about and she was finding it hard to get reconnected with meetings and social groups.

We made calls to the groups and services that she was interested in, to find out what was running (due to Covid-19 restrictions). We also talked to staff at each location about the best way to overcome any access issues she had identified, that prevented her from accessing the service in the past. We were able to provide her with a number of possible support/social groups and activity options in her local area.

Because we had made contact with the services on her behalf, she said she felt more comfortable approaching them to get involved. She had only ever looked on organisations websites, never talked to anyone, so she didn't know what was still available. Now she had a variety of options that she could access, which she was really happy about. She felt more positive about her ability to increase her social connection.

STATEMENT OF FINANCIAL PERFORMANCE

Income

30 June 2022

Contracts and Grants	
DIA Community Organisation Grants Scheme Income - Wellington	\$2,000.00
DIA Lottery Community Grant Income	\$47,916.00
Ministry of Health Service Contract Income - Kāpiti	\$47,865.21
Ministry of Health Service Contract Income - Wellington	\$49,703.03
Wellington Community Trust Grant Income	\$1,250.00
Total Contracts and Grants	\$148,734.24
KAAG Grant	
KCDC Accessibility Advisory Group Grant Income	\$44.61
Total KAAG Grant	\$44.61
Other Income	
Donations Received	\$145.46
Interest Income	\$86.83
Room Rental	\$1,330.60
Total Mobility Scheme	\$993.48
Total Other Income	\$2,556.37
Sales	
Equipment Hire	\$8,341.14
Product Sales - Kāpiti Centre	\$64,481.83
Product Sales - Website	\$5,817.11
Retail Discounts Given	-\$457.95
Web Order Freight Charged	\$825.18
Total Sales	\$79,007.31
Plus Other Income	
Covid-19 Wage Subsidy	\$1,200.00
Total Other Income	\$1,200.00
Total Income	\$231,542.53
Less Cost of Sales	
EFTPOS	\$1,498.08
Point of Sale	\$1,831.20
Postage and Packing	\$1,250.97
Purchases	\$45,954.32
Stripe Fees	\$312.00
Total Cost of Sales	\$50,846.57
Gross Surplus	\$180,695.96
Less Operating Expenses	
ACC Levy	\$185.39
Accounting	\$553.50
Bank Fees	\$17.40
Board Meeting Expenses	\$269.94
Car Parks	\$780.00
Cleaning	\$3,586.72
Depreciation	\$3,685.03
Dues & Subscriptions	\$909.66
Electricity & Water	\$2,024.09
External Consultants	\$1,157.00
General Expenses	\$389.55
Hire Equipment Maintenance	\$402.91
Insurance	\$2,692.12
IT Expenses	\$365.36
Kāpiti Accessibility Advisory Group Expenses	\$44.61
KiwiSaver Employer Contributions	\$3,134.42
Loss on Disposal of Assets	\$147.48
Marketing & Promotion	\$2,720.80
Motor Vehicle Expenses	\$3,011.29
Office Expenses	\$1,101.19
Postage & Courier	\$358.36
Printing & Stationery	\$1,801.32
Rent	\$26,223.29
Repairs and Maintenance - Centre	\$1,013.85
Salaries & Wages	\$105,167.55
Security Monitoring	\$552.17
Telephone & Internet	\$1,981.74
Total Mobility Scheme Administration Expenses	\$258.25
Training & Development	\$500.00
Travel & Conference	\$265.72
Volunteer Expenses	\$1,233.39
Total Operating Expenses	\$166,534.10
Net Surplus/(Deficit)	\$15,361.86

BALANCE SHEET

Assets	30 Jun 2022
Bank	
Day to Day - Debit Card	\$1,015.01
Operations Account	\$142,354.22
Savings	\$14,774.18
Total Bank	\$158,143.41
Current Assets	
Accounts Receivable	\$125.00
Centre Float	\$124.93
Mobile Service Float	\$50.00
Product Inventory - Kāpiti Centre	\$18,484.33
Vend	\$133.28
Total Current Assets	\$18,917.54
Fixed Assets	
Less Accumulated Depreciation on Fixtures & Fittings	-\$13,178.09
Furniture & Fittings	\$13,030.00
Hire Equipment	\$8,722.84
Less Accumulated Depreciation on Hire Equipment	-\$7,366.76
Office Equipment	\$16,536.74
Less Accumulated Depreciation on Office Equipment	-\$13,881.32
Vehicles	\$14,565.00
Less Accumulated Depreciation on Vehicles	-\$9,872.01
Total Fixed Assets	\$8,556.40
Total Assets	\$185,617.35
Liabilities	
Current Liabilities	
Accounts Payable	\$4,818.21
GST	\$18,434.37
Holiday Pay Accruals	\$10,048.64
Rounding	\$392.67
Salary & Wages Payable	\$8,980.56
Tagged Funds - DIA - Lottery Community Grant	\$68,750.00
Tagged Funds - KCDC Accessibility Advisory Group Grant	\$1,870.60
Tagged Funds - Wellington Community Trust	\$3,750.00
Vend Store Credit Liability	\$99.13
Year end accruals	\$889.00
Total Current Liabilities	\$118,033.18
Total Liabilities	\$118,033.18
Net Assets	\$67,584.17
Equity	
Current Year Earnings	\$14,161.86
Retained Earnings	\$53,422.31
Total Equity	\$67,584.17

THANK YOU TO THOSE WHO MAKE OUR WORK POSSIBLE

A huge **THANK YOU** to these wonderful Organisations who have supported WellAble services. Their financial support has enabled us to continue to work towards our strategic objective to be the leading provider of quality disability information, equipment, and support for people in the Wellington region. For this we are extremely grateful!



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CONTACT US

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