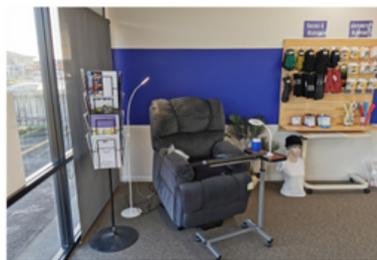
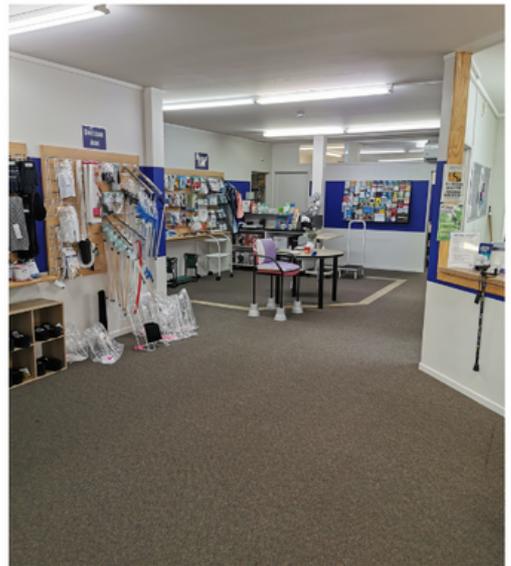




ANNUAL REPORT
1 July 2022 - 30 June 2023

**KEEPING
YOU** **INFORMED**
CONNECTED
AND **ACTIVE**

not every
DISABILITY
is **VISIBLE**



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A NOTE FROM OUR CHAIR



Welcome to the June 2023 Annual Report for the WellAble Trust in what has been a great year for us all.

Gone are the Covid 19 related issues that have impacted on us substantially in the last 3 years and these have been replaced by an almost normal year of operations. As you will see from the detail contained in our Annual Report, WellAble continues to deliver a quality service, by keeping the community informed connected and active.

There are many highlights for the year, and in this note I will highlight some of these:

- Our overall Service Contacts increased by 44% compared to the previous year. All contact channels showed an increase, with our website proving to be very popular.
- We finish 2023 in a solid financial position and all the indicators are pointing in the right direction for future years.
- The Transition Expo was a major success in 2023 with nearly 500 people in attendance. This will be a key opportunity for WellAble in coming years.
- Naomi, our General Manager is positioning herself to become an Interior Designer with all the experience gained by the changes made within the Centre. Our Centre is now very bright and welcoming with all our products displayed for our customers to be clearly informed of how we can help them.
- 2023 has also demonstrated very clearly the benefits that we gain by having an additional staff member on board. It is hoped that in the mid-term future, we may be able to recruit more full / part time staff which will grow WellAble further.

My thanks as always go to the staff at WellAble (both permanent and volunteers), and to my fellow Board Members for helping guide us with

sound support and governance through the year.

This will be my last year as Chair of WellAble and I look forward to handing the role over to Anne O'Connell at this year's AGM. Anne brings a wealth of sector experience and senior governance skills to the role and I wish her the very best for the future.

When I reflect on my role as Chair for WellAble, I look back to those early days when we were facing imminent closure and I firmly believe that all our staff, our volunteers and our Board members can feel very proud about where we are today. A job well done!

Finally thanks must go to Naomi for her unwavering efforts to make WellAble the best organisation it can possibly be and for her efforts, which made my job as Chair easier, I thank you very much.

I hope you enjoy reading our 2023 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 the disabled community to have more choice and control in their lives, remain active and independent, and keep connected with their community.

We have a Centre in Kāpiti that anyone can phone, 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 targeted at local services and businesses and is designed to introduce and explore information about the disabled community, increase awareness of disability culture and encourage more 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 the disabled community and encourage creative and effective designs for inclusive services.

OUR TEAM

GOVERNANCE

We have a great governance team with Members spread around the Wellington region. They have a diverse range of skills and expertise 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
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	TOTAL MOBILITY SCHEME ASSESSOR
DENIS FARRELL	CUSTOMER SERVICE SPECIALIST
JENNY OATLEY	CUSTOMER SERVICE SPECIALIST
KERRY DUNCAN	REPAIRS & MAINTENANCE SPECIALIST
MARIA LUISA SUAREZ	INFORMATION & EQUIPMENT ADVISOR
MARGARET ADAMS	TOTAL MOBILITY SCHEME ASSESSOR
NAOMI YEOMAN	GENERAL MANAGER
NOELLA SQUIRE	TOTAL MOBILITY SCHEME ASSESSOR

A NOTE FROM OUR GM



We had a very positive start to the year, with staff in place and Covid-19 restrictions reduced, we were able to get our Mobile Service back out in the community. Our contact statistics clearly showed the positive impact, with an increase of 37% in the first two months of the year. This growth continued until the end of 2022, when we were again impacted by staff turnover. The unsettled employment environment resulted in delayed recruitment, but by April 2023 we were thankfully fully staffed again. Despite this setback our overall service contacts increased by 43.9% from the previous year, a very positive result. Our website also continues to see growth in visitor numbers, with a 36.5% increase in unique visits compared to last year, when our new design was first launched. While we are not quite back at our highest visitor numbers, we are only 13% away from achieving them which is great progress for the year.

We have facilitated two disability awareness workshops over the year. These workshops not only broaden participants perspectives and their approach towards members of the community that have impairments, but they also increase participants' patience and confidence to offer assistance to people with disabilities, which in turn creates an environment of greater understanding and support.

We had 16 participants at the workshops, and we received an average of 4.6 out of 5 for providing a workshop that was easy to follow, well-prepared, engaging and a worth participants time attending. Participants enjoyed the personal touches of our workshop and the general discussion about disabilities as well as hearing about our facilitation team's personal experiences with disability. It helped them to be more approachable and empathetic towards the different needs of people with disabilities.

We are part of a small collective of teachers, service providers, government departments, and community groups that organised a Wellington region transition expo, for students, their whanau, and teachers, to have easy access to a wide range of information about the opportunities, services and support that is available for young people with disabilities once they leave secondary school. Transition from school can be an uncertain time for many and having access to information about the options that are available in one place, can make the decision process a whole lot less stressful.

After two years of postponement (due to Covid-19), we were finally able to hold the expo on Saturday 18th March 2023, at the Whitireia campus in Porirua. The 'What's Outside the Box?' transition expo had over 470 attendees from around the Wellington region, with nine attendees visiting from Wairarapa.

We had over 40 different service providers present and a range of activities to watch as well as participate in. The expo was very successful and the vibe from both stall holders and attendees was very positive. We took away lots of learnings to take into the organisation of the next expo but received very positive feedback from attendees about the venue, layout and range of organisations represented on the day.

We continue to complete assessments for the Total Mobility Scheme so that people that cannot safely access public transport can access discounted door-to-door transport, enabling them to remain independent, and connected with their community. In the last year we conducted 48 assessments for individuals needing to access this scheme and we continue to receive positive feedback about our team of assessors and the service we provide.

We also provide an avenue for people to donate good quality assistive products and equipment that we then pass on to individuals and community services in need. Items range from continence products through to quality used mobility equipment. In the last year we have helped to repurpose 20 separate donations of products and equipment to individuals and groups throughout the Wellington region, including a nebuliser and portable hoist.

We have continued to make great progress on the layout of the Centre and the range of assistive products and equipment we have available for purchase. The positive impact of these changes can be clearly seen through the increased product sales through the Centre. This combination of increased revenue, reduced staffing levels and careful management of expenses has enabled us to allocate money towards additional much-needed Centre upgrades earlier than planned. We will start the coming year with a far more professional looking Centre, which should set the stage for continued product expansion and brand awareness. I am also very pleased to say that we have finished the financial year in a solid financial position and with the ability to add to our reserves, we continue to grow the organisational equity and financial stability.

Overall, a great year for WellAble, which would not have been possible without the amazing team of people that support the organisation in both a governance and operational capacity. The diverse set of skills and knowledge on the Board has helped shape the future direction of the organisation and the hard-working operational team has helped put the practical actions in place to deliver on the strategy. I have the pleasure of being surrounded by some wonderful individuals and I am so grateful for all their passion, hard work and support. I look forward to continuing to grow WellAble in 2023/2024.

I hope you enjoy our annual report.



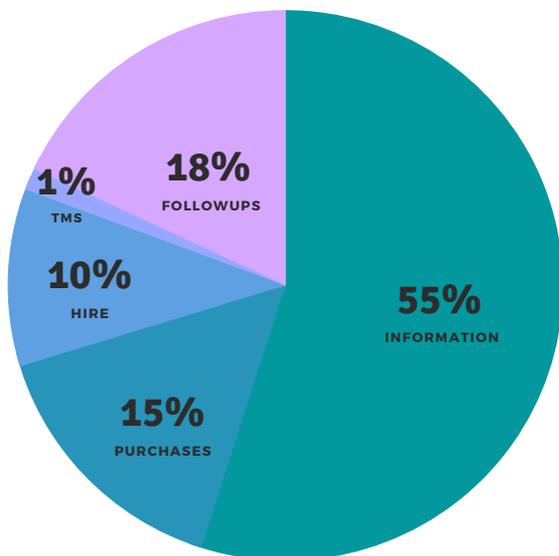
NAOMI YEOMAN
GENERAL MANAGER

DISABILITY INFORMATION, ADVICE, SUPPORT & EQUIPMENT

"Thank you so much, you are an angel!"

*"10 minutes talking with you has provided me with so much information,
thank you so much!"*

REASON

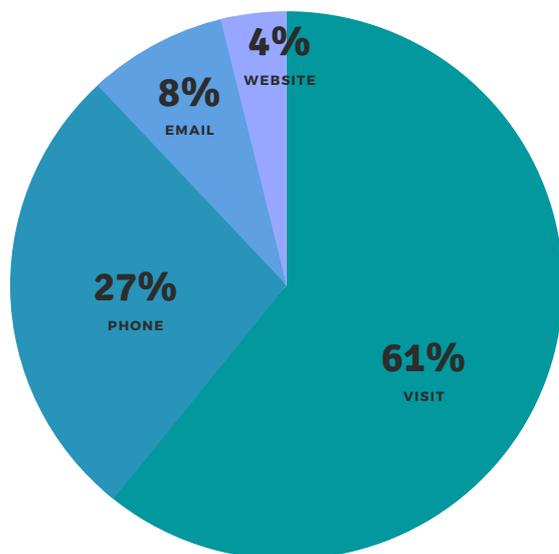


2703 INFORMATION REQUESTS
& **888** FOLLOWUPS

2095 ASSISTIVE PRODUCTS
PURCHASED

513 HIRE EQUIPMENT
REQUESTS

METHOD



3297 FACEBOOK REACH

17137 UNIQUE WEBSITE
VISITORS

2992 PHONE CALLS

1341 VISITS

590 EMAIL & WEBSITE

CREATING CONNECTIONS

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

PERSON CENTRED

We received a phone call from a staff member (SR) at Oranga Tamariki who was assisting a multi-generational whānau in Wellington. They had been offered transitional housing which would provide them with enough rooms to house the entire whānau. This change would improve not only their living situation but also their overall mental health and wellbeing. They were currently living in emergency housing which wasn't a long-term solution to their housing needs and causing undue stress on the family. The daughter was reluctant to take it as she was concerned about the shower being over the bath and the potential for her father (who was in his 80s) to fall. A decision had to be made by daughter in next few days, as transitional housing demand is far greater than supply, and the house would be offered to another family if she was unable to commit. SR had not met the father, so was uncertain of the exact mobility requirements as it wasn't normally part of her role at Oranga Tamariki.

We advised SR about the Needs Assessment process for long term management of all the father's mobility needs. Due to the short timeframe, we investigated options for accessing mobility equipment immediately for the bath over shower situation, to enable the daughter to make a decision on the housing. We spoke to the Seniors' section of MSD and received confirmation from staff that due to the low cost of the required equipment, a quote and note from the father's doctor, should be sufficient for him to get financial assistance from MSD to get the mobility equipment for shower. We emailed information from MSD and supplied a quote for suitable equipment to assist the father to safely get in and out of the shower over the bath. SR confirmed that she would be able to get the note from the doctor to support request. As the whānau were Māori, we provided SR with details of Wellington based Kaupapa Māori service providers that the whānau can connect with for additional support, if wanted. The daughter was able to decide on housing without the worry about the father's ability to safely shower.

MANA ENHANCING

The council had organised an independent survey of residents requesting feedback on the services available in the community. Mr H had provided feedback through the survey that there was no wheelchair access to the

CREATING CONNECTIONS

beach. Mr H had contacted the media student when he had not received any follow up from the Council regarding his feedback on the lack of wheelchair access to the beach. WellAble was then contacted by a media student who was writing a story about the Council's inadequate follow up on disability access. We were able to provide information to the media student on a local beach wheelchair that was available for hire to pass on to Mr H. We were also able to provide advocacy service contact details for Mr H if he wanted to progress anything further.

We also gave him information about the local Disability Advisory Group (DAG) that provides guidance to the Council on disability issues. With permission, we gave him the Chairperson's contact details so that he could pursue joining the group if he was interested. Mr H contacted the Chairperson and is now part of the DAG, so is now taking an active role in advising the Council on district wide disability needs, giving feedback on Council projects, as well as increasing visibility of disability needs throughout the district by being part of group lead projects.

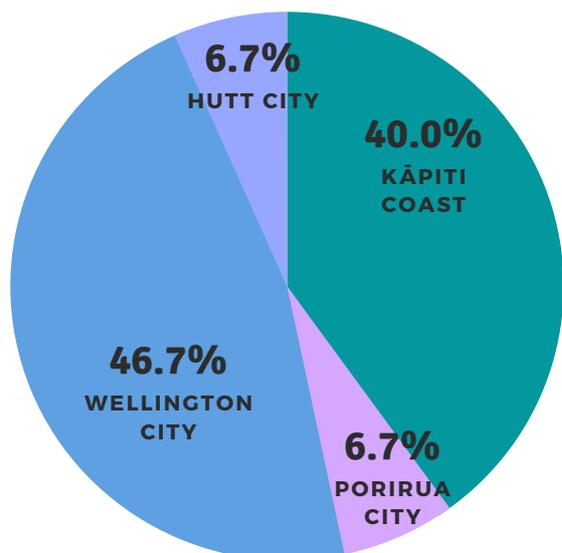
RELATIONSHIP BUILDING

We received a phone call from a grandmother who was seeking assistance with her 19-year-old Autistic grandson. He had become increasingly violent, and his latest outburst had resulted in her other younger grandson needing to seek medical treatment. They had been forced to remove the autistic grandson from their home, and he was living with his other grandparents while they explored options for him. She was feeling very overwhelmed and anxious as they were no longer able to manage the situation themselves. They lived in the Wellington region, so she wanted to keep her grandson within the region if possible.

We talked through the Needs Assessment process with her and gave her the contact details of the local NASC to start the assessment process. We also took down her contact details to investigate emergency respite care options for her, because the other grandparents were not wanting to look after the grandson long term. Through our local connections, we were able to connect her directly with a staff member from Hōhepa(a supported living provider), who was going to be able to provide her with information about their residential options as well as help guide her through the assessment process for her grandson. When we rang her back, she was so grateful for all the information and a pathway forward for her grandson. She said she no longer felt so overwhelmed about the situation since she now knew there were options available for him.

ASSISTIVE PRODUCT PRESENTATIONS

LOCATIONS



274

TOTAL ATTENDEES

"Presenter was upbeat and responsive to questions that the attendees had"

"Great audience participation"

TRANSITION EXPO

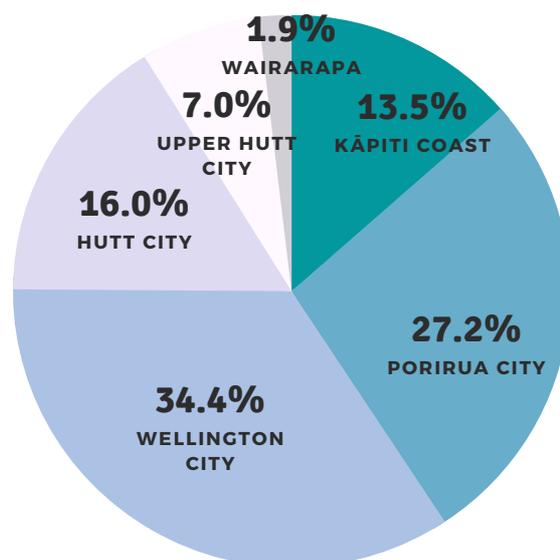
ATTENDEES

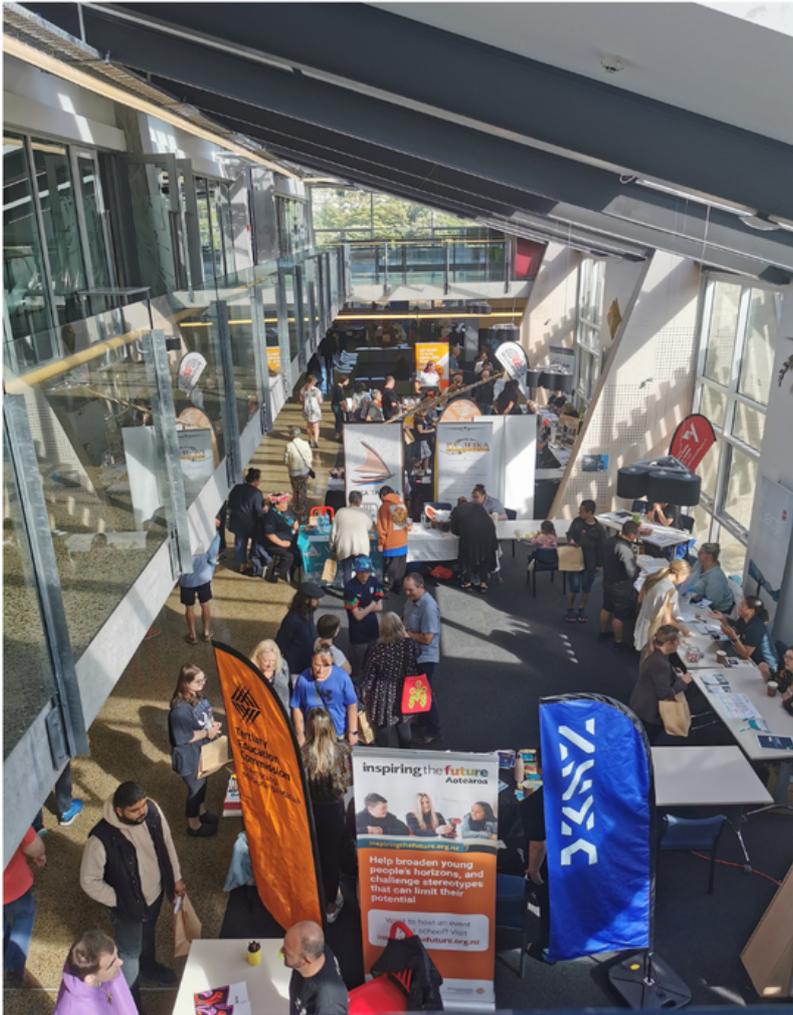
474

TOTAL ATTENDEES

"Much needed - keep up the great work"

"Awesome expo, found out about quite a few organisations"





STATEMENT OF FINANCIAL PERFORMANCE

Account	2023
Income	
Accessibility Awareness Workshops	\$1,920
DIA Lottery Community Grant Income	\$68,750
Donations Received	\$240
Equipment Hire	\$12,488
Ex Hire Equipment Sales	\$487
Interest Income	\$2,395
Whaikaha/Federation DIAS Contract Income - Kāpiti	\$47,865
Whaikaha/Federation DIAS Contract Income - Wellington	\$49,703
Product Sales - Kāpiti Centre	\$95,493
Product Sales - Mobile Service	\$4,051
Room Rental	\$1,187
Total Mobility Scheme	\$1,109
Web Order Freight Charged	\$1,995
Product Sales - Website	\$5,634
Transition Expo Income	\$649
Covid-19 Wage Subsidy	\$600
Wellington Community Fund Grant Income	\$3,750
Retail Discounts Given	-\$719
Total Income	\$297,597
Cost of Sales	
Postage and Packing	\$2,169
Purchases	\$68,468
EFTPOS	\$1,513
Stripe Fees	\$289
Point of Sale	\$1,939
Total Cost of Sales	\$74,378
Gross Surplus	\$223,219
Operating Expenses	
ACC Levy	\$289
Accessibility Awareness Workshop Expenses	\$588
Accounting	\$1,128
Bank Fees	\$26
Board Meeting Expenses	\$114
Car Parks	\$780
Cleaning	\$4,003
Depreciation	\$3,085
Dues & Subscriptions	\$910
Electricity & Water	\$1,993
External Consultants	\$808
General Expenses	\$528
Insurance	\$3,418
IT Expenses	\$500
KiwiSaver Employer Contributions	\$3,950
Marketing & Promotion	\$3,500
Motor Vehicle Expenses	\$2,753
Office Expenses	\$966
Postage & Courier	\$452
Printing & Stationery	\$1,886
Rent	\$27,000
Repairs and Maintenance - Centre	\$6,955
Salaries & Wages	\$128,504
Security Monitoring	\$672
Telephone & Internet	\$2,025
Total Mobility Scheme Administration Expenses	\$257
Travel & Conference	\$760
Volunteer Expenses	\$1,095
Loss on Disposal of Assets	\$124
Transition Expo Expenses	\$649
Hire Equipment Maintenance	\$259
Total Operating Expenses	\$199,977
Net Surplus/(Deficit)	\$23,242

STATEMENT OF FINANCIAL POSITION

Account	30 Jun 2023
Assets	
Bank	
Day to Day - Debit Card	2,046
Operations Account	119,592
Savings	65,810
Stripe NZD	40
Total Bank	187,487
Current Assets	
Accounts Receivable	195
Centre Float	(29)
Mobile Service Float	50
Product Inventory - Kāpiti Centre	23,151
Vend	(498)
Total Current Assets	22,868
Fixed Assets	
Furniture & Fittings	13,030
Hire Equipment	7,829
Less Accumulated Depreciation on Fixtures & Fittings	(13,409)
Less Accumulated Depreciation on Hire Equipment	(6,519)
Less Accumulated Depreciation on Office Equipment	(15,570)
Less Accumulated Depreciation on Vehicles	(10,811)
Office Equipment	19,516
Vehicles	14,565
Total Fixed Assets	8,633
Total Assets	218,988
Liabilities	
Current Liabilities	
Accounts Payable	3,054
GST	20,232
Holiday Pay Accruals	9,135
Rounding	393
Salary & Wages Payable	4,120
Tagged Funds - DIA - Lottery Community Grant	80,000
Tagged Funds - KCDC Accessibility Advisory Group Gran	1,871
Tagged Funds - TEC - Transition Expo	351
Tagged Funds - Thomas George Macarthy Grant	5,000
Vend Store Credit Liability	83
Year end accruals	4,020
Total Current Liabilities	128,259
Total Liabilities	128,259
Net Assets	90,729
Equity	
Current Year Earnings	23,242
Retained Earnings	67,487
Total Equity	90,729

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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YOU** **INFORMED**
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AND **ACTIVE**

CONTACT US

110 Rimu Road, PARAPARAUMU

Mon to Fri - 9:00am to 3:00pm

04 298 2914

info@well-able.org.nz

www.well-able.org.nz

Registered Charity: CC35939