

FORM  
ECTED  
TIVE



# WELLABLE

## ANNUAL REPORT

### 2024-2025





BE THE  
**CHANGE**  
 YOU WANT TO  
**SEE**  
 IN THE  
**WORLD.**



MAHATMA GANDHI



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# A NOTE FROM OUR CHAIR



Tena Koutou

2024/25 has been a very busy year for WellAble. I can report we are in good health with some significant achievements, increased contact numbers and high customer satisfaction. We are well placed to continue to build on our current services and take every opportunity to further strengthen our organisation.

The Board has continued to focus on supporting our staff to maintain our strong focus on providing a quality service to our disabled community and improving our financial position. We have invested in the organisation to improve our working environment, expand our assistive product service and improve access for our customers. Board members have begun completing the Charities Organisation Certificate in Governance with some having completed it already.

During the year the Board has had some changes in membership with the resignation of two members, Danyon Fernando and Jono Gan. Danyon had been a board member since March 2021 and Jono since September 2021. I would like to thank Danyon and Jono for their services and wish them all the best with new ventures.

We have been fortunate to replace Danyon and Jono with three new members: Robyn Williams, Megan Kloppenburg and Fairouz Samy. Our new members bring a broad range of knowledge and skills to the organisation including financial, strategic planning, project management and experience of disability services. Along with our General Manager and two new staff recruits, I consider we have a very strong team who are focused on delivering services to support current issues for disabled and older persons in our community.

Our General Manager, Naomi, continues to provide strong leadership and guidance to us all and has had an exceptional year leading the planning for the regional 2025 Expo, training two new staff members and managing the successful move to our new premise.

I look forward to the forthcoming year as we consolidate our services in our new premises, focus on expanding our assistive product services and further strengthening our organisation.

A handwritten signature in blue ink, appearing to read 'Anne O'Connell', followed by a decorative flourish consisting of three overlapping loops.

Anne O'Connell  
**CHAIRPERSON**



# ABOUT US

## OUR MISSION:

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

## DISABILITY INFORMATION & ASSISTIVE PRODUCTS

We provide quality up-to-date information about the disability services, support and resources that are available in the Wellington region, enabling people to have more choice, remain active and independent, and keep connected with their community.

We have a Centre in Paraparaumu that people can ring, email or visit, to request disability related information, as well as view a range of assistive products and mobility equipment for hire and purchase.

## REACHING THE WIDER WELLINGTON REGION

Our Mobile Service enables us to provide a responsive disability information service throughout the Wellington region. We can target our information distribution and widen the reach of our service, ensuring people and communities throughout the Wellington region can access quality disability information, support and resources.

## WHAT'S OUTSIDE THE BOX? TRANSITION EXPO

The 'What's Outside the Box?' transition expo is about exploring the possibilities of what comes next in the journey after secondary school. A regionwide expo to help think creatively about what a life for a disabled person *could* and *should* be like.

## ACCESSIBILITY AWARENESS WORKSHOPS

This workshop is targeted at customer facing services 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. It aims to create opportunities to rethink ideas about disability, shift perceptions about disabled people and encourage creative and effective designs for inclusive services.



KEEPING YOU **INFORMED, CONNECTED AND ACTIVE**

# 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**

**CHAIRPERSON**

**BILL JOYCE**

**SECRETARY**

**BRYAN TARLOWSKI**

**BOARD MEMBER**

**DANYON FERNANDO**

**BOARD MEMBER(EX)**

**FAIROOZ SAMY**

**BOARD MEMBER(NEW)**

**JONO GAN**

**BOARD MEMBER(EX)**

**MEGAN KLOPPENBURG**

**BOARD MEMBER(NEW)**

**ROBYN WILLIAMS**

**BOARD MEMBER(NEW)**

## 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.

**AMANDA NEVIN**

**PRODUCTS & INFORMATION**

**ANN WILSON**

**COMMUNITY TEAM**

**AWHINA ANDREW**

**ACCESSIBILITY AWARENESS TEAM**

**KERRY DUNCAN**

**REPAIRS & MAINTENANCE SPECIALIST**

**MARGARET ADAMS**

**COMMUNITY TEAM**

**NAOMI YEOMAN**

**GENERAL MANAGER**

**NOELLA SQUIRE**

**COMMUNITY TEAM**

**SARAH BUCKERFIELD** **INFORMATION & EQUIPMENT ADVISOR**

**SUE EMIRALI**

**ACCESSIBILITY AWARENESS TEAM**

# A NOTE FROM OUR GENERAL MANAGER



**WellAble** has had a strong and impactful year, marked by growth, innovation, and community engagement. We are proud to report a **surplus of \$11,445**, a significant turnaround from the budgeted deficit of \$29,353. This financial stability enables us to continue delivering essential services while investing in future growth.

## COMMUNITY REACH AND ENGAGEMENT

- Our contact numbers increased by 10% compared to last year, reflecting growing demand and trust in our services.
- Website traffic rose by 8%, and our social media presence expanded with a 22% increase in followers and a 125% boost in page reach.
- The Mobile Service, despite seasonal slowdowns, played a key role in increasing visibility and income through assistive product presentations and pop-up stores.

## TOTAL MOBILITY SCHEME

In late 2024, Metlink changed how Total Mobility Scheme assessments are delivered. As a result, WellAble is no longer providing this service on the Kāpiti Coast after more than 20 years.

We're incredibly grateful to our dedicated assessors—Noella, Margaret, and Ann—whose commitment made this service possible for so long. While we're sad to see this chapter close, we're thrilled these wonderful volunteers remain part of our team. Thank you for everything!

## TRANSITION EXPO SUCCESS

The 'What's Outside the Box?' Transition Expo was a standout event, attracting approximately 500 attendees and receiving excellent feedback:

- 4.7/5 satisfaction rating from attendees
- 4.6/5 rating for the diversity of stallholders
- Our Transition Workbook was widely praised and requested by schools. It is now available online for increased access.

Planning for the 2025 Expo is well underway, with a new venue in Wellington offering improved accessibility, layout, and engagement opportunities for rangatahi and their whānau.



## STAFFING AND SERVICE DEVELOPMENT

We welcomed new team members Amanda Nevin and Sarah Buckerfield, whose skills and enthusiasm are already enhancing our services. While the sad departure of Maria Luisa resulted in a loss of knowledge and temporarily paused the Mobile Service, it allowed us to restructure roles to better position ourselves to focus on growing a sustainable income stream for the organisation through assistive product sales.

Onboarding and training staff has been a priority, ensuring continuity and quality in service delivery. We also launched a dedicated Facebook page for assistive equipment to further increase visibility and engagement.

## FACILITIES AND FUTURE GROWTH

We have subsequently secured a new premises at 112 Rimu Road, which will offer better layout, visibility, and customer access. Renovations are underway to create a welcoming and functional space that supports our growing service needs. This move is a strategic investment in our future, and will enable us to expand our product range, improve customer experience as well as grow a more reliable and sustainable income stream.

## LOOKING AHEAD

Our focus for the coming year includes:

- Expanding the Mobile Service reach to strengthen school and community relationships
- Enhancing visibility of our services and information through digital platforms
- Finalising upgrades to our new Centre
- Growing a more sustainable income stream through assistive product sales both in the Centre and online

It has been another busy and challenging year for WellAble and the success of our service is dependent on the people that provide it. I consider myself extremely fortunate to be surrounded by a team of wonderful and hard working individuals that help deliver this vital community service. I am so grateful for all their passion, energy and support and I look forward to continuing to grow WellAble with their help, in 2025/2026.

I hope you enjoy our annual report.



**NAOMI YEOMAN**  
**GENERAL MANAGER**

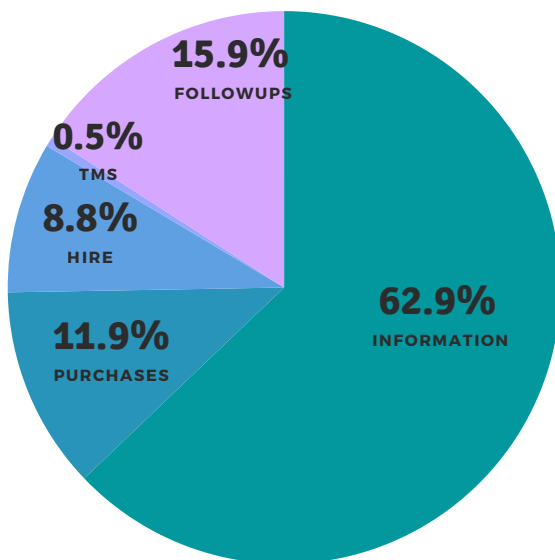


# DISABILITY INFORMATION, ADVICE, SUPPORT & EQUIPMENT

*"Thankyou so much this is so helpful we really appreciate all this info!"*

*"Thank for all your wonderful services and personal attention."*

## REASON



**3484** INFORMATION REQUESTS  
& 881 FOLLOWUPS

**2008** ASSISTIVE PRODUCTS  
PURCHASED

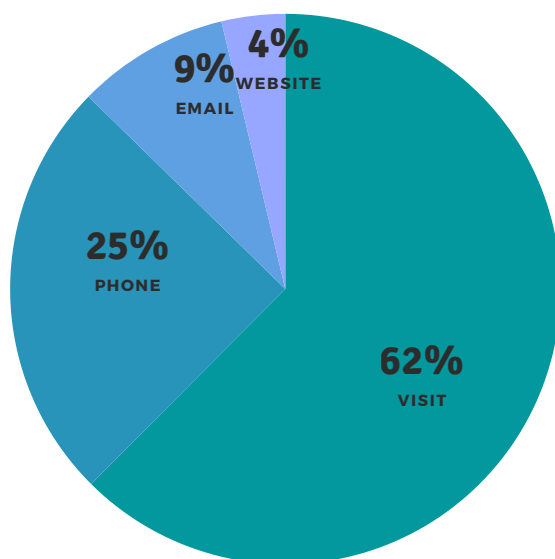
**490** HIRE EQUIPMENT  
REQUESTS

## ONLINE PRESENCE

**6536** FACEBOOK REACH

**25398** UNIQUE WEBSITE  
VISITORS

## METHOD



**1377** PHONE CALLS

**3462** VISITS

**703** EMAIL & WEBSITE

# CREATING CONNECTIONS

At WellAble, we believe that information empowers people - especially those navigating the complexities of the health and disability sector. This year, our service has made a meaningful difference in the lives of individuals and whānau by helping them access the support, services, and resources they need to live well.

## WHY OUR WORK MATTERS

Many people feel overwhelmed when trying to find help. The system can be confusing, and not knowing where to start often leads to giving up. That's where we come in. We listen, guide and provide clear, personalised information - early and in a way that makes sense. We support people regardless of their financial situation, helping them stay active, connected, and hopeful.

## ☀️ L'S STORY: FINDING HOPE IN COMPLEXITY

L first met us at the Transition Expo, seeking help for her autistic sister. But her situation was much broader - she was supporting multiple family members with serious health challenges, including dementia and cancer, while managing her own health condition and mobility issues.

We listened, offered guidance, and followed up with tailored information:

- In-home care options for her grandmother
- Dementia support pathways for her father
- Advice on navigating funding for her sister
- Mobility aids for herself

L later visited our Centre and shared how much lighter she felt knowing she had options and a place to turn to. She continues to reach out to us, and we're proud to be her trusted source of support.



# CREATING CONNECTIONS

## ☀️ Y'S STORY: REBUILDING STABILITY AND CONNECTION

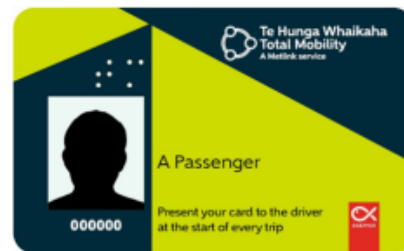
Y was living alone in emergency housing, struggling with severe health conditions including POTS and Dysautonomia. She had been repeatedly turned down for disability support and felt isolated and anxious.

We helped by:

- Connecting her with transitional housing and mental health services
- Guiding her through the needs assessment process
- Providing information on the Total Mobility Scheme for safer travel

Her support person later called to thank us, saying Y was grateful to finally have **real options** after so many setbacks.

“Thank you for listening to me. I know it's a lot, but it was so good to get it all out. I will contact the services suggested. Thank you again.”



## ☀️ SUPPORTING A SINGLE MUM THROUGH FINANCIAL AND MENTAL HEALTH CHALLENGES

A mother reached out, struggling to find support for her children - one with undiagnosed developmental delays and mental health concerns. She felt stuck, and had been told she'd exhausted all financial support options.

We listened and helped her prioritise her needs. Then we followed up with:

- Contact details for Birthright, supporting single parents
- A benefit advocacy service to help her understand and access financial support
- A free youth health service offering mental health and developmental support for her 10-year-old

She told us she finally felt heard and was relieved to have real options for herself and her children.

# WHAT'S OUTSIDE THE BOX? TRANSITION EXPO

Transitioning from secondary school to adulthood can be a complex and overwhelming journey for disabled rangatahi and their whānau. We are committed to helping rangatahi and their families navigate this critical life stage. Our work ensures they have access to clear, practical information about post-school options - whether it's further education, employment, or community support.

Our annual Transition Expo plays a vital role in this effort. It brings together services, providers, and families in one accessible space, offering face-to-face opportunities to explore what's available after school.



*"It was great to get help from knowledgeable people, being able to sign up for things, having everything all in one place, such a lot of encouragement - sense of possibility"*

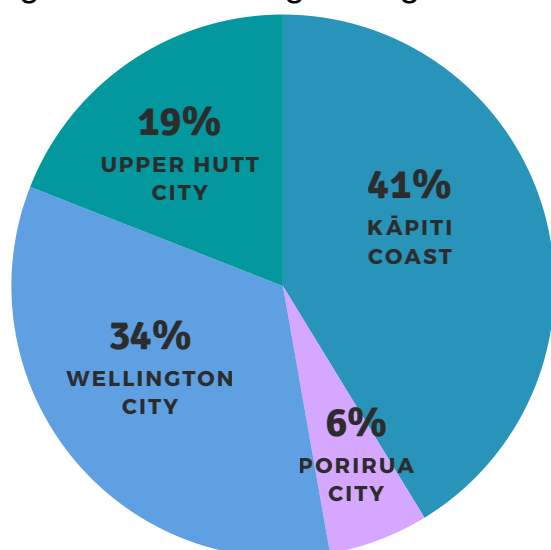
*"The presentations were awesome and very helpful"*

**KEEPING YOU INFORMED, CONNECTED AND ACTIVE**



# ASSISTIVE PRODUCT PRESENTATIONS

Our Assistive Product Presentations continue to be popular, and are a great way to introduce assistive products and equipment in a friendly and interactive environment. Thanks to our Mobile Service, our presentations are delivered throughout the Wellington region.



**252**

**TOTAL ATTENDEES**

An **overall satisfaction** rating from attendees of **4.5/5** for being an organised, easy to follow and engaging presentation, that was a good use of their time.

*"Presenter very clear/effective communicator. Very useful products - worthwhile to attend"*

*"Wonderful gadgets to help people in their homes!"*



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# FINANCIAL PERFORMANCE

1 JULY 2024 - 30 JUNE 2025

INCOME	
Contracts & Grants	\$177,956
Equipment Sales & Hire Income	\$177,339
Services Income	\$11,991
Other Income	\$3,442
<b>TOTAL INCOME</b>	<b>\$370,728</b>
EXPENSES	
Cost of Sales	\$103,738
Service Expenses	\$8,841
Operating Expenses	\$246,704
<b>TOTAL EXPENSES</b>	<b>\$359,283</b>
<b>NET SURPLUS</b>	<b>\$11,445</b>

# FINANCIAL POSITION

1 JULY 2024 - 30 JUNE 2025

ASSETS	
Bank	\$163,432
Current Assets	\$35,181
Fixed Assets	\$7,453
TOTAL ASSETS	\$206,066
LIABILITIES	
Current Liabilities	\$93,892
TOTAL LIABILITIES	\$93,892
NET ASSETS	\$112,174
EQUITY	
Current Year Earnings	\$11,445
Retained Earnings	\$100,730
TOTAL EQUITY	\$112,174

# 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!



**The  
Federation**  
of disability information centres

 **Whaikaha**  
Ministry of Disabled People



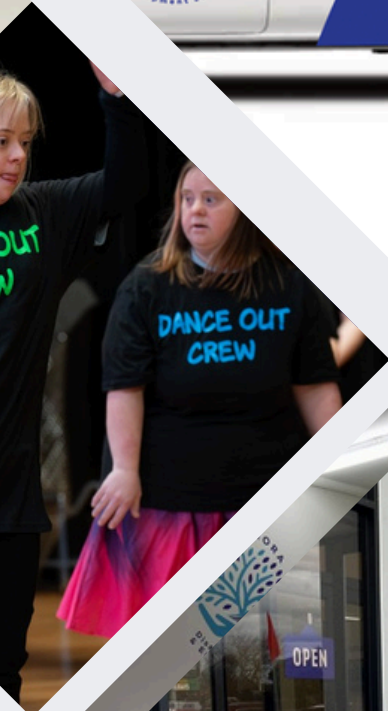
**Lottery Grants Board**  
Te Puna Tahua  
LOTTO FUNDS FOR YOUR COMMUNITY



**Te Tāhuhu o  
te Mātauranga**  
Ministry of Education



FORM  
CONNECTED  
CTIVE



## CONTACT US

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