

Well-Able Annual Report 2017

Kapiti Centre:

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Paraparaumu

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Wellington Area:

The Wellington Area is serviced by a mobile van service. We have a sign-written van which has been outfitted with relevant information and equipment. Our Mobile Service Manager calls regularly at most of the retirement villages, service clubs and Community Centers within the Greater Wellington Area and continues to develop a circuit of venues to call on.

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## **Well-Able**

- Is registered as an Incorporated Charitable Trust
- Is exempt from income tax

**Affiliation:** Well-Able is a principal member of The New Zealand Federation of Disability Information Centers Incorporated.

## **Mission Statement**

**Mission:** Choice and quality of life for people with disabilities

**Vision:** A well networked community based resource providing information to people with disabilities, their families and wider communities

**Trust Board Members:**

Sue Emirali  
Mike Fitzgerald  
Tony Lester  
Brian Milne  
Vish Viswanathan  
Christine Bongiovanni  
Rob Burrows  
Bill Joyce  
Mike Hall

**Volunteers:**

Denis Farrell  
Kaye Haye  
Michael Hepburn  
Andrea O’Flaherty  
Mikhaila Jones  
Lorraine McGregor  
Nano Tunnicliff  
Noella Squire



**Staff:**

|                                    |                   |
|------------------------------------|-------------------|
| General Manager                    | Sarah Biddiscombe |
| Senior Information Consultant      | Marilyn Thatcher  |
| Mobile Service Manager             | Lancinne Patira   |
| Administrator and Stock Controller | Denise Furfie     |
| Information Consultant             | Nathan Thatcher   |



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|-------------|----------------------------------------|
| Bankers:    | Westpac                                |
| Auditor:    | Accounting for Charities Trust         |
| Accountant: | Liz Johnstone - Empower Accounting Ltd |

**ANNUAL REPORT**

**Trustees:**

We have had a very hard working and committed Trust Board over the past year. Brian Milne has been Chairperson since the last AGM and we thank him for his leadership and guidance throughout the year. Brian will be stepping down from

the role of Chairperson and from the Board from this AGM. We would like to thank all the past and present Trustees for the gift of their time and energy during the year.

### **Finance and Funding:**

The end of year financial statement is showing a loss. This is mainly because of the costs of moving from our previous location and reestablishing ourselves within these new premises.

Our major contract with Ministry of Health is in place until 2020 however funding from Kapiti Coast District Council has not been renewed for 2018/2019 which has been a huge disappointment for us.

### **General Manager:**

Sarah Biddiscombe has now been in the role of General Manager for 18 months and with the help of the dedicated Well-Able staff, has been able to steer The Organisation through the turbulent past 12 months.

### **Staff and Volunteers:**

Once again, we wish to thank all our staff and volunteers, many of whom have worked for the Centre for several years.

Thanks to Marilyn Thatcher, Lancinne Patira, Denise Furfie and Nathan Thatcher for their work in providing quality information and equipment services to the Kapiti and Greater Wellington areas. The Mobile Service has become firmly established under Lancinne's guidance and she now regularly presents to a range of retirement villages and community groups as well as taking part in several expos. Denise Furfie works diligently to ensure that our financial systems are accurate and managed well. The Auditor reported that the "The files and supporting documentation were in good order. The service performance outcomes and measures were clear, concise, measurable and understandable"

Special thanks to our many volunteers. They are an integral part of providing the services that we do. We would like to acknowledge Denis Farrell, Kaye Hay, Michael Hepburn, Mikhaila Jones, Lorraine McGregor, Andrea O’Flaherty, Noella Squire and Nano Tunnicliff who all carry out important tasks at the Centre. Some of the work that the volunteers undertake includes; attending to customer enquiries, answering the telephone, assisting with the “cash-up” at the end of the day, maintenance of equipment and carrying out Total Mobility assessments. We are very grateful to all our volunteers for the valuable contribution that they give to our organisation and to those living with a disability within our community.

### **Networking:**

Staff continue to be actively involved in maintaining good networks and keeping contact with relevant organisations, disability support providers, Government departments, social service agencies and consumer groups.

Regular contact is maintained with Otaki Community Forum, Kapiti Community Network, Kapiti Social Services, Kapiti Community Centre, Older Persons Council, CCS Disability Action, Age Concern, Grey Power, Atareira, Parkinson’s Group, Driving Miss Daisy, BUPA, St John Ambulance, Cancer Society, Stroke Foundation, Alzheimer’s New Zealand, Arthritis New Zealand, Deaf Aotearoa, Royal NZ Foundation for the Blind and Volunteer Kapiti as well as many local retirement villages and other organisations.

### **Promotion & Publicity:**

We have worked on a variety of promotions in the community this year, including several Expos and an increasing number of presentations to retirement villages and community groups across the Greater Wellington and Kapiti Region.

### **Services:**

Our statistics show that around 1100 people a month look at our website. We also responded to 5973 enquiries through the Centre and 2487 through the mobile service in the 2016-17 year, either face to face, by telephone or email. Most enquiries were concerning equipment, either for purchase or hire. Many enquiries that we receive require research, so a lot of time can be devoted to a single enquiry at times.

The Total Mobility Scheme also generates a lot of enquiry and subsequent follow-up from our assessors – we carried out 240 assessments during the year and dealt with 541 enquiries about the Total Mobility Scheme.

### **Disability Responsiveness Training Workshops:**

We have continued to run the Disability Responsiveness Training workshops for Kapiti Coast District Council staff. The workshops have helped to raise the awareness of disability issues amongst Council staff and are a mandatory part of their staff training.

### **Wellington:**

The Mobile Service has now been running for over three years. Because we don't have a physical location in the Wellington area, it gives us the flexibility to go to all areas in Wellington, Hutt Valley and Porirua. It also means that our overhead costs are reduced, because this is all managed from our Centre in Kapiti.

### **Website:**

Our website contacts are approximately 1100 unique hits each month. We have noticed that quite a few enquiries result from people looking at the website first. We do make some website sales and this seems to be becoming a more attractive option for many our customers.

### **Future Plans:**

A substantial amount of time has been spent working with KCDC and the Community Centre to find agreement on leasing arrangements beyond our 20-year lease. No new lease option could be agreed upon so we took the decision to move to privately leased premises at 110 Rimu Road, Paraparaumu. We moved into our new location on 1<sup>st</sup> September 2017 and began trading under our new name of **Well-Able** from the same date.

We must now spend time and effort to make sure that our customers can locate us easily and furthermore be aware of the full range of services that we can offer. We will be focusing on continuing to provide up-to-date, comprehensive and impartial information around all aspects of disability as well as Advocating on behalf of those with a disability.

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Kapiti Accessibility Advisory Group (KAAG):

Well-Able acts as an umbrella group for this organisation and takes care of its finances and administration. Sue Emirali, who is one of our Trustees, chairs this group and Sarah Biddiscombe also attends these meetings.

The KAAG is well respected in the community and by KCDC. They give valuable input into disability issues and knowledgeable advice as necessary. The KAAG meet every six weeks to consider any accessibility issues that may have arisen in the community.

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### **Acknowledgements:**

Well-Able Trust's work is made possible through the generous support and assistance of many organisations.

**We acknowledge and thank the following organisations and individuals for their financial support during the 2016-17 financial year:**

- **Ministry of Health:** a service agreement for providing disability information services in Kapiti and Wellington.
- **Lottery Grants Board:** a grant towards salaries.

- **Community Organisations Grants Scheme (COGS) – Whitireia and Wellington Committees:** staff salaries, administrative costs and volunteer expenses.
- **Kapiti Coast District Council:** a one-year service agreement to
  - Be the first point of access to information about disabilities and disability issues.
  - Collaborate with other agencies and provide programmes for all disabled and older people.
  - Advocate for disability services for Kapiti residents and to give advice to council on disability issues and accessibility.
  - Encourage and support people with a disability to work for Well-Able, as an example to others in the community.
  - Provide information and source equipment to enable persons with a disability to find work in Kapiti
  - Administer the Total Mobility Scheme and advocate for accessible parking, to enable transport options for residents.
  - Work with young people in making decisions about themselves and to enable their taking action and acting responsibly for themselves

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