

# Well-Able Annual Report 2017/2018

## Kāpiti Centre:

110 Rimu Road,  
Paraparaumu

Postal address:

P.O. Box 23

Kāpiti 5254

Telephone: 04 298 2914

Email: [info@well-able.org.nz](mailto:info@well-able.org.nz)

Website: [www.well-able.org.nz](http://www.well-able.org.nz)

## 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 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

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**Staff:**

<b>General Manager</b>	Sarah Biddiscombe
<b>Senior Information Consultant</b>	Marilyn Thatcher
<b>Mobile Service Manager</b>	Lancinne Patira
<b>Administrator and Stock Controller</b>	Denise Furfie
<b>Information Consultant/IT Support</b>	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

excellent leadership and guidance throughout the year. Brian will be stepping down from the role of Chairperson and from the Board at the 2018 AGM. We would like to thank all the past and present Trustees for the gift of their time and energy during the past 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 our new premises.

Our major contract with Ministry of Health is in place until 2020 however funding from Kāpiti 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 safely 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 our staff; Marilyn Thatcher, Lancinne Patira, Denise Furfie and Nathan Thatcher for their work in providing quality information and equipment services to the Kāpiti 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 each year. 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 offer. 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 Ministry of Health, The Department of Internal Affairs, Otaki Community Forum, Kāpiti Community Network, Kāpiti Social Services, Kāpiti 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, NZ Foundation for the Blind and Volunteer Kāpiti 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 older person expos and an increasing number of presentations to retirement villages and community groups.

## **Services:**

Our statistics show that in the financial year 2017/2018 an average of 1200 people a month visited our website. We responded to 7304 enquiries through the Kāpiti Centre and 2943 enquiries through the mobile service. Most enquiries were concerning questions about suitable disability equipment, either for purchase or hire. Some enquiries that we receive require intensive research, and our staff can spend many hours devoted to finding the correct answers for clients.

The Total Mobility Scheme generates a lot of enquiries and subsequent follow-up from our assessors – Well-Able carried out 189 assessments during the year and dealt with 532 enquiries about the scheme.

## **Disability Responsiveness Training Workshops:**

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

## **Wellington:**

The Mobile Service has now been running for over four years. Well-Able doesn't have a physical premise in the Wellington area and the mobile service gives us the flexibility to work within all areas of Wellington, Hutt Valley and Porirua. It also means that our overhead costs are reduced, as administration and support for the service is managed from our Centre in Kāpiti.

## **Website:**

Our website contacts are approximately 1200 unique hits each month. An increasing number of enquiries are resulting from people who have found our online information resources useful and require further information. Web sales

have increased during the 2017/2018 year with useful updates and modernization of the website made mostly by our IT specialist, Nathan Thatcher.

**Future Plans:**

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.

Well-Able is in the process of setting up loaning libraries within Kāpiti and the Hutt Valley, for local primary schools and early educators of picture books highlighting various disabilities, inclusiveness and that's it's ok to be different. Well-Able is also working on a project providing better understanding and enhancing intergenerational relationships within Kāpiti, funded by the Office For Seniors



**Kapiti Accessibility Advisory Group (KAAG):**

Well-Able acts as an umbrella organisation for the KAAG and takes care of the group's finances and administration. Sue Emirali, one of Well-Ables Trustees, is the Chair of the group and Sarah Biddiscombe (General Manager Well-Able) attends their 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 eight weeks to consider any accessibility issues that have arisen in the Kapiti community.



**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 2017-18 financial year:**

- **Ministry of Health:** a service agreement for providing disability information services in Kapiti and Wellington.
- **Lottery Grants Board:** a grant towards salaries and operating costs
- **Community Organisations Grants Scheme (COGS) – Whitireia and Wellington Committees:** staff salaries, administrative costs and volunteer expenses.
- **Kāpiti Coast District Council:** a one-year service agreement to provide local disability information services
- **Waikanae Baptist Opportunity Shop:** funding to provide disability picture books
- **Lions Clubs of Otaki and Kāpiti:** funding to provide disability picture books
- **Office for Seniors:** funding to support a project around Age-Friendly Kāpiti
- **McCarthy Trust:** funding for operating costs
- **Air Rescue Services:** 3 months funding for phone and internet
- **Infinity Foundation:** funding to support Mobile Information Consultant salary
- **Wellington Methodist Charitable and Educational Endowments:** funding to support local micro-enterprise opportunities
- **Community Post:** post paid envelopes

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