



# Annual Report

1 July 2019 – 30 June 2020



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## Who we are

Well-Able provides free and impartial information about the disability services and resources that are available to residents in the Wellington region, enabling them to have more choice, remain active and independent, as well as keeping connected with their communities.

Our mobile service enables us to connect and assist more people that want to discuss more sensitive matters as well as those who are more isolated or less mobile. We can visit them in their own environment, enabling them to feel more relaxed and comfortable to talk more freely about their needs. Our mobile service also allows us to take information and resources to groups or events, enabling us to target our information distribution to audiences based on their needs as well as widening our reach. Overall, this approach increases the accessibility to quality information and resources in a manner that meets the needs of communities.

**OUR VISION:** Keeping you informed, connected and active

**OUR MISSION:** To be recognised as the leading provider of quality information, equipment and emotional support to disabled people in the Wellington Region

### **CENTRE:**

110 Rimu Road,  
Paraparaumu



### **CONTACT DETAILS:**

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



## Our Team

**Well-Able is currently supported by two part-time paid staff members and a variety of wonderful volunteers, all of whom bring a different set of skills and experience from which Well-Able benefits. Below is our wonderful team and we are truly grateful that they have chosen to support Well-Able.**

Margaret Adams	Total Mobility Scheme Assessor
Christine Bongiovanni	Board Member
Sue Emirali	Board Member
Denis Farrell	Customer Service Assistant
Mike Fitzgerald	Board Member
Mikhaila Jones	Data Entry Assistant
Bill Joyce	Board Member
Sian Lean	Information & Equipment Advisor
Tony Lester	Chairperson
Jennifer Oatley	Customer Service Assistant
Noella Squire	Total Mobility Scheme Assessor
Ann Wilson	Total Mobility Scheme Assessor
Naomi Yeoman	General Manager

**We would also like to express our appreciation to previous employees and volunteers who contributed to Well-Able throughout the year. Their contribution has aided the success of Well-Able and for this we are very grateful.**

Rob Burrows	Board Member
Denise Furfie	Administrator
Lorraine McGregor	Customer Service Assistant
Andrea O'Flaherty	Customer Service Assistant
Lancinne Patira	Mobile Service
Karen Sederal	Customer Service Assistant
Marilyn Thatcher	Senior Information Consultant
Nathan Thatcher	Information Consultant/IT Support
Vish Viswanathan	Board Member

*During the last year we have sadly had two of our wonderful volunteers pass away. On 29th September 2019 Mike Hall was tragically killed doing what he loved and on 28th June 2020 Michael Hepburn passed away at home. Their contributions to Well-Able, while different, were both so very much appreciated. They are missed.*

## Manager's Report



Over the last year, Well-Able has been through significant changes to become more adaptable and responsive to community needs. Due to a variety of circumstances the organisation had been operating at a significant financial deficit for over four years and could no longer sustain the current operating model. As can happen with mature organisations, Well-Able had become stagnant in its approach to delivering information and advisory services and as a result was starting to see a decline in the number of people accessing the service. The premises move and name change, also potentially contributed to a decrease in the Organisation's visibility.

Periods of change are always difficult, and it can be challenging for staff to come to terms with the need for change. This was a necessary operating structure change however, required to prevent the Trust from winding up and a unique and valuable community service being lost. From October 2019, a new structure was implemented and Well-Able now has a more lean, effective, and sustainable operating model. We are now repositioning ourselves for service growth and to better connect with communities throughout the Wellington region.

Despite being a period of upheaval, Well-Able has been committed to delivering a consistently high level of service to our customers, ensuring they get the accurate, up-to-date and impartial information needed to be able to make the right choices for their individual needs. Due to reduced staffing levels and Covid-19, the reach of our mobile service has been more limited, which has impacted our statistics for the year ending June 2020 however, we look forward to the coming year and reestablishing relationships and connecting communities with the information and equipment to enable them to lead more independent, active and connected lives.



## Manager's Report

Our staff remain motivated and enthusiastic, as we all believe in the positive benefits of our service. I am extremely grateful for the continued support from our Board, Operational Volunteers as well as the generous Funders that enable us to provide this community service, without you all we would not be where we are today.

I look forward to the coming year and further exploring growth opportunities for Well-Able.

*Naomi Yeoman*  
**General Manager,**  
**Well-Able**

## What we achieved



### **Disability Information & Equipment Service**

In the last year (1 July 2019 to 30 June 2020) we responded to over 4,900 requests through our Centre and Mobile service and had over 19,600 unique hits to our website, demonstrating that there is a definite need for our service. It is vital to be able to easily access information about the support services and equipment available for people with disabilities. We have had several examples of relatives visiting their loved ones, who upon arrival have discovered that their elderly mother/father/aunt requires more support and equipment in the home to keep them as independent, active and social as possible. We have not only been able to provide information and guidance on equipment to improve their day to day living, but also information on the support services available in the area to ensure that their aging relative remains active and involved in the community, despite the lack of family support in the area.

Our mobile service has been present at six different expos throughout the greater Wellington region and completed over 20 presentations to a wide variety of groups with specific needs. We are also very visible throughout the retirement villages often having regular visits scheduled throughout the year. We want to ensure that the information and equipment reaches those in our communities who most need it. It has been highlighted during several presentations how difficult people (especially the over 65's) found sourcing the information they needed without the use of a computer. This is where our mobile service was extremely beneficial for those customers. Having the ability to take products and information directly to them, enabled them the time and privacy to discuss their needs and find the best possible solution, whether it be further service information or a product to assist with their daily life.

## What we achieved contd



### Disability Awareness

We continue to train new staff from Kāpiti Coast District Council through our Disability Awareness Workshops and this is now a core part of their induction training (especially new employees that are working at one of the three local pools). We continue to receive positive feedback from participants on how the workshop has changed their perspective and increased their confidence when dealing with members of the community that have a disability. We continue to review course content to ensure that it remains relevant and up to date. We have also investigated online options for the course, however, have not progressed this further to date, as the real benefit of the workshop comes from the practical exercises and experiencing firsthand what it is like to navigate a workspace with a physical impairment. That and listening to lived experiences of disabled community members are the core of our workshops and we have not yet come up with a way to capture the same experience online.

Our aim over the coming years is to increase the reach of these workshops throughout the greater Wellington region. The Taranaki Disability Centre runs the same workshop and is regularly training new nurses and other transport providers, so we would like to aim for a similar reach throughout the Wellington region and have already sought their guidance on ideas to progress this. We will also be refreshing our feedback forms to ensure that we gather both qualitative and quantitative information.

We were also invited to a Paraparaumu based Sea Scout group to run a smaller less formal version of the workshop for the children involved in the Sea Scouts. While we adapted the content and delivery of the information to better suit the audience, the message and approach remained the same and the children (aged 8-12) were able to utilize

## What we achieved contd



our equipment to navigate around their environment seeing first-hand the challenges and barriers that are faced by members of their community. They decided their Scout hall wasn't as accessible as it should be, so hopefully this will encourage them to be more aware of and understanding towards those less mobile than themselves. Again, we aim to further grow the reach of this type of learning throughout the Greater Wellington region.

We have also been successful in obtaining 38 different picture books on different disabilities which we donated to two libraries within the greater Wellington region (can be utilised by all libraries in the region). These books are aimed at pre-school/school aged children and can be borrowed for free by anyone with a library card. The aim of having these resources readily available, is to create a society that understands and accepts that we are all different and can accept and celebrate those differences.

Whilst it has been a challenging year, we have managed to achieve a number of successes that we are proud of. We look forward to increasing the visibility and extending the reach of the service in the coming years.

# Financial Statements



## Profit and Loss

Well-Able  
1 July 2019 to 30 June 2020

30 Jun 20

Income	
<b>Contracts and Grants</b>	
DIA Community Organisation Grants Scheme Income - Whitireia	2,000
DIA Community Organisations Grants Scheme - Wellington	2,000
DIA Lottery Community Grant Income	45,834
Ministry of Health Service Contract Income - Kāpiti	45,138
Ministry of Health Service Contract Income - Wellington	46,871
Thomas George Macarthy Grant Income	6,531
Wellington Community Trust Grant Income	10,000
<b>Total Contracts and Grants</b>	<b>158,375</b>
<b>KAAG Grant</b>	
KCDC Accessibility Advisory Group Grant Income	738
<b>Total KAAG Grant</b>	<b>738</b>
<b>Other Income</b>	
Accessibility Awareness Workshops	1,500
Administration Services	22
Donations Received	414
Interest Income	39
Room Rental	4,856
Total Mobility Scheme	2,367
<b>Total Other Income</b>	<b>9,197</b>
<b>Sales</b>	
Equipment Hire	9,932
Product Sales - Kāpiti Centre	51,264
Product Sales - Mobile Van	4,367
Product Sales - Website	13,844
Web Order Freight Charged	2,534
<b>Total Sales</b>	<b>81,941</b>
<b>Total Income</b>	<b>250,251</b>
<b>Less Cost of Sales</b>	
EFTPOS	1,707
PayPal Fees	542
Point of Sale	3,059
Postage and Packing	3,713
Purchases	47,340
Stock Variances	(3,744)
<b>Total Cost of Sales</b>	<b>52,617</b>
<b>Gross Profit</b>	<b>197,634</b>
<b>Less Operating Expenses</b>	
ACC Levy	514
Accessibility Awareness Workshop Expenses	297

# Financial Statements



## Profit and Loss

	30 Jun 20
Accounting	437
Bank Fees	63
Car Parks	520
Cleaning	457
Depreciation	2,805
Dues & Subscriptions	1,510
Electricity & Water	2,228
General Expenses	69
Insurance	2,638
IT Expenses	2,335
Kāpiti Accessibility Advisory Group Expenses	872
KiwiSaver Employer Contributions	2,275
Loss on Disposal of Assets	73
Marketing & Promotion	253
Mobility Scooter Club Expenses	46
Motor Vehicle Expenses	3,347
Office Expenses	1,454
Postage & Courier	391
Printing & Stationery	4,560
Rent	25,873
Repairs and Maintenance - Centre	116
Salaries & Wages	125,386
Security Monitoring	509
Telephone & Internet	2,989
Total Mobility Scheme Administration Expenses	528
Volunteer Expenses	693
<b>Total Operating Expenses</b>	<b>183,237</b>
<b>Net Profit</b>	<b>14,396</b>

# Financial Statements



**Well-Able**  
**Statement of Financial Performance**  
 "How was it funded?" and "What did it cost?"  
 For the year ended  
 30th June 2020

	Note	Actual* This Year \$	Actual* Last Year \$
<b>Revenue</b>			
Donations, fundraising and other similar revenue*		414	325
Fees, subscriptions and other revenue from members*		-	-
Revenue from providing goods or services*		249,798	269,936
Interest, dividends and other investment revenue*		39	647
Other revenue		-	530
<b>Total Revenue*</b>		<b>250,251</b>	<b>271,438</b>
<b>Expenses</b>			
Expenses related to public fundraising*		-	-
Volunteer and employee related costs*		128,868	177,045
Costs related to providing goods or services*		102,098	108,597
Grants and donations made*		-	-
Other expenses		4,888	6,924
<b>Total Expenses*</b>		<b>235,854</b>	<b>292,566</b>
<b>Surplus/(Deficit) for the Year*</b>		<b>14,397</b>	<b>(21,128)</b>

# Financial Statements



## Balance Sheet

Well-Able  
As at 30 June 2020

	30 Jun 2020	30 Jun 2019
<b>Assets</b>		
<b>Bank</b>		
Day to Day - Debit Card	1,629	176
Operations Account	80,015	21,984
PayPal	577	962
Savings	14,518	48,386
<b>Total Bank</b>	<b>96,739</b>	<b>71,507</b>
<b>Current Assets</b>		
Accounts Receivable	-	1,012
Centre Float	50	50
Petty Cash	40	40
Product Inventory - K piti Centre	10,463	6,719
<b>Total Current Assets</b>	<b>10,553</b>	<b>7,821</b>
<b>Fixed Assets</b>		
Less Accumulated Depreciation on Fixtures & Fittings	(12,910)	(12,764)
Furniture & Fittings	13,030	13,030
Hire Equipment	8,940	10,634
Less Accumulated Depreciation on Hire Equipment	(6,893)	(6,680)
Office Equipment	20,628	17,654
Less Accumulated Depreciation on Office Equipment	(17,063)	(16,679)
Vehicles	14,565	14,565
Less Accumulated Depreciation on Vehicles	(7,232)	(5,399)
<b>Total Fixed Assets</b>	<b>13,064</b>	<b>12,361</b>
<b>Total Assets</b>	<b>120,357</b>	<b>91,690</b>
<b>Liabilities</b>		
<b>Current Liabilities</b>		
Accounts Payable	5,119	3,899
GST	14,025	15,755
Holiday Pay Accruals	8,611	8,860
PAYE Payable	-	2,632
Rounding	-	-
Salary & Wages Payable	7,618	3,537
Tagged Funds - DIA - Lottery Community Grant	37,499	33,333
Tagged Funds - KCDC Accessibility Advisory Group Grant	2,238	2,976
Tagged Funds - Thomas George Macarthy Grant	3,469	2,000
Tagged Funds - Wellington Community Trust	5,000	-
Year end accruals	3,685	-
<b>Total Current Liabilities</b>	<b>87,264</b>	<b>72,993</b>
<b>Total Liabilities</b>	<b>87,264</b>	<b>72,993</b>
<b>Net Assets</b>	<b>33,093</b>	<b>18,697</b>

# Financial Statements



## Balance Sheet

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	30 Jun 2020	30 Jun 2019
<b>Equity</b>		
Current Year Earnings	14,396	-
Retained Earnings	18,697	18,697
<b>Total Equity</b>	<b>33,093</b>	<b>18,697</b>

# Notes to the Financial Statements



## **Basis of Preparation**

Well-Able has elected to apply PBE SFR-A (NFP) Public Benefit Entity Simple Format Reporting - Accrual (Not-For-Profit) on the basis that it does not have public accountability and has total annual expenses of equal to or less than \$2,000,000. All transactions in the Performance Report are reported using the accrual basis of accounting. The Performance Report is prepared under the assumption that the entity will continue to operate in the foreseeable future.

## **Measurement Base**

The accounting principles recognised as appropriate for the measurement and reporting of financial performance and financial position on a historical cost basis are followed by the entity.

## **Specific Accounting Policies**

Accounting policies are selected and applied in a manner which ensures that the resulting financial information satisfies the concepts of relevance and reliability, thereby ensuring that the substance of the underlying transactions, or other events, is reported.

The following specific accounting policies which materially affect the measurement of financial performance and the financial position, have been applied:

### *a. Income Tax*

The Society has charitable status and is registered with the Charities Commission (CC35939) and as such is exempt from income tax.

### *b. Property, Plant & Equipment*

Property, Plant & Equipment are recorded at cost, less accumulated depreciation.

# Notes to the Financial Statements contd



## *c. Depreciation*

Depreciation has been calculated to allocate the cost or valuation of assets over their estimated useful lives, at the following rates on a diminishing value

Fixtures & Fittings	20% - 24%
Leasehold Improvements	20% - 30%
Vehicles	25%
Office Equipment	20% - 60%
Hire Equipment	20%

## *d. Goods & Services Tax (GST)*

These statements are prepared on a GST exclusive basis, except for Accounts Receivable and Accounts Payable which are inclusive of GST.

## *e. Grants*

Grants received are recognised in operating revenue, unless specific conditions attach to a grant and repayment of the grant is required where these conditions are not met. In these cases, the grant is treated as a liability until the conditions are met.

## *f. Changes in Accounting Policies*

There have been no changes in accounting policies during the financial year.

## Our Appreciation



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

We would like to acknowledge and thank the following organisations for their financial support during the 2019-2020 financial year.

