



# ANNUAL REPORT

## 1 July 2020 - 30 June 2021

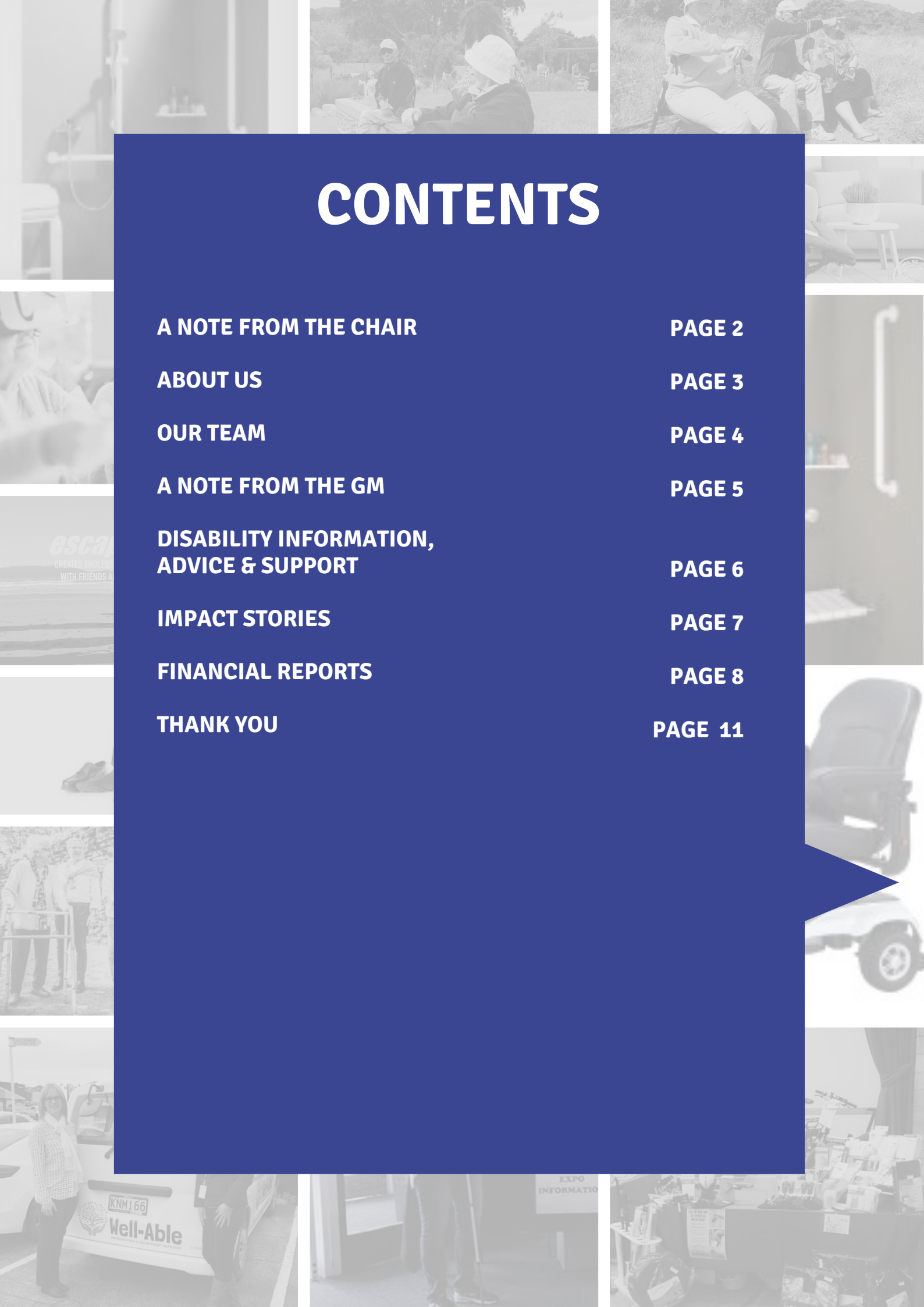


KEEPING  
YOU **INFORMED**  
**CONNECTED**  
AND **ACTIVE**



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# A NOTE FROM THE CHAIR

Welcome to the June 2021 Annual report for the WellAble Trust and what a year it has been!

Although there were many challenges for WellAble to overcome in this difficult year, we have made great progress in many areas and I have great pleasure in highlighting some of these:

1. We created and embedded our new Mission that challenges us “to be the leading provider of quality disability information, equipment and support in the Wellington Region.”

2. Our new Mission has been brought to life with WellAble’s new Branding approach, our new Website, and more recently the modernising of our Kapiti Centre.

3. As you will see from the Contact details contained in this Annual Report, we have excelled across all delivery channels to make sure that we live up to our Mission.

4. Our staff, both permanent and volunteers have pulled out all stops to make sure that WellAble delivers the products and information needed to our Clients and I cannot express my gratitude enough to the people that make WellAble tick.

5. From a Governance perspective our Board has made the appropriate decisions, (both easy and hard) and has given our General Manager and myself superb support. It is exciting to see our new Board Members coming on to the team with their vast skill sets to complement the skills that we already have.

6. Special mention must be made of Naomi Yeoman, our General Manager for her tireless efforts during this challenging year—thank you Naomi.

In summary, June 2021 was a challenging year, but we have faced all the challenges head on and have come out of this year in a very strong position, both strategically and operationally. The future looks very exciting for WellAble and our Clients and I look forward to us continuing our excellent work.

I hope you enjoy reading our 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, so that they have more choice and control, can remain active and independent, and keep connected with their community.

We have a Centre in Kāpiti that anyone can ring, 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 designed to introduce and explore information about people with disabilities, increase awareness of disability culture and encourage a basic 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 disabled people and encourage creative and effective designs for inclusive services.

# OUR TEAM

## GOVERNANCE

We have a great team of very experienced and knowledgeable people, all working together 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.

**BILL JOYCE**  
**BRYAN TARLOWSKI**  
**DANYON FERNANDO**  
**MIKE FITZGERALD**  
**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**  
**DENIS FARRELL**  
**JENNY OATLEY**  
**KERRY DUNCAN**  
**KIRSTY MOS**  
**MARGARET ADAMS**  
**MIKKI JONES**  
**NAOMI YEOMAN**  
**NOELLA SQUIRE**

**TOTAL MOBILITY SCHEME ASSESSOR**  
**CUSTOMER SERVICE SPECIALIST**  
**CUSTOMER SERVICE SPECIALIST**  
**REPAIRS & MAINTENANCE SPECIALIST**  
**INFORMATION & EQUIPMENT ADVISOR**  
**TOTAL MOBILITY SCHEME ASSESSOR**  
**DATA ENTRY SPECIALIST**  
**GENERAL MANAGER**  
**TOTAL MOBILITY SCHEME ASSESSOR**

# A NOTE FROM THE GM

## WHAT A YEAR.....

New Zealand as a whole has had to learn to operate in what has become our new 'normal' created by Covid-19. Hand sanitiser is very much part of our daily operation and the new social distancing guidelines have definitely proved challenging in a hands-on service like ours.

We have continued to work through significant changes to become more adaptable and responsive to community needs. New point of sale software and an updated website have provided platforms to make both information and assistive products more accessible, and our social media presence continues to grow with our Facebook page reach increasing by 341%. While the changing alert levels negatively impacted our ability to get our Mobile Service out, we were still able to hold 17 assistive product presentations in the last year, engaging with over 330 people. Unfortunately, as focus changed for employers, we were not able to facilitate any disability awareness workshops, but we hope this changes in the coming year as we know how beneficial participants find these workshops.

Covid-19 has also provided personal challenges for staff, and we have had to farewell and welcome new staff members to both the Governance and Operational teams. Each person brings a different perspective and skill set, so WellAble has definitely benefited from everyone that has been involved.

We continue to build our financial reserves and while we are moving in the right direction, Covid-19 has certainly taught us to take nothing for granted and we continue to explore opportunities to improve our financial sustainability. We are extremely grateful for the continued support of both our Funders and our wonderful customers who purchase their assistive products and mobility equipment through us. Their support enables us to continue working towards making quality disability information, equipment, and support easily accessible for everyone.

I would also like to thank the wonderful team of people that support WellAble in both a governance and operational capacity. I have the pleasure of being surrounded by a great mix of people who each brings different skills, knowledge and perspectives that make our service what it is. I am so very grateful for all of their hard work and support over the last year and I look forward to another year of growth and further positive impact throughout the Wellington region.

Be kind and stay safe!

*Naomi Yeoman*  
**GENERAL MANAGER**

# DISABILITY INFORMATION, ADVICE, SUPPORT & EQUIPMENT

24475 TOTAL CONTACTS

## KĀPITI CENTRE

*"Talking with WellAble and being armed with information, gave me the confidence to have those difficult conversations with my parents, extended family and with health providers to make sure they (parents) get the support they need. Thanks again!"*

**1300**

PHONE CALLS

**2314**

VISITS

**637**

EMAILS

**19627**

UNIQUE VISITORS  
TO OUR WEBSITE

**1891**

REQUESTS FOR  
INFORMATION & 586  
ADDITIONAL  
REQUESTS

**999**

PRODUCT  
PURCHASES

**250**

TOTAL MOBILITY  
SCHEME  
REQUESTS

**525**

REQUESTS FOR  
HIRE EQUIPMENT

## MOBILE SERVICE

*"Many thanks for your interesting presentation in Seatoun today...so many great tools out there to assist the elderly. We'd love you to come and talk to our group sometime in the future please."*

**27**

PHONE CALLS

**185**

VISITS

**47**

EMAILS

**75**

PRODUCT  
PURCHASES

**17**

PRESENTATIONS

**337**

ATTENDEES

# IMPACT STORIES

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

## ISOLATION CAN HAPPEN IN THE BUSIEST OF PLACES..

For most people, moving to a rest home increases social connection and engagement. For those that have very limited mobility and rely on carer support to do most daily activities, life can become very isolated and lonely.

When we were contacted by the daughter of one such person who “hadn’t seen her (mother) smile properly in a long time”. We were able to research viable mobility equipment options and provide a couple of options for the person to try, that would increase her mobility whilst not creating a hazard for the rest home to manage.

The final solution was a nifty compact electric wheelchair and within minutes of delivery, while she may have commented “it will be good when I get used to it”, the delighted smile on her face clearly expressed the positive impact the electric wheelchair would have on improving her social engagement and quality of life. The rest home clinical nurse was also pleasantly surprised at how compact the electric wheelchair was and how easy it was for the resident to use, so her original apprehension was appeased.

## LIVING OUR BEST LIFE..

Incontinence can impact a person not only physically, but also psychologically as they deal with feelings of embarrassment and shame, which can also lead to a more isolated and sedentary lifestyle as the person is fearful of having an incontinence episode while out. We have a wide range of enquiries about continence and often where we can, we will ensure that they get information about the assistance that is available to determine the cause of their incontinence and look at treatment options (if applicable).

One of our customers suffered from incontinence because of bowel cancer and renal failure. She told us that she only had months to live but was finding that the incontinence was preventing her from getting out and about as she was fearful of having an 'episode' and the resulting embarrassment this would cause her. She didn't want to wear disposable pull ups as she felt that they were noticeable and noisy, and she didn't want people to know she was wearing anything that made it obvious that she was incontinent. We introduced her to a washable range of continence underwear and suggested that if needed she could supplement with additional smaller pads for greater absorbency. She tried the underwear and described them as a 'godsend'. She has been back for more and is very grateful to WellAble for introducing her to something that enabled her to continue living the rest of her life well. She loves the fact that they are not noticeable and says they have given her, her confidence back. So much so, that she has been able to travel down to the South Island to visit family without any fear of an 'embarrassing episode'.

# PERFORMANCE REPORT

30 Jun 21

## Income

### Contracts and Grants

DIA Community Organisation Grants Scheme Income - Wellington	\$2,000.00
DIA Community Organisation Grants Scheme Income - Whitireia	\$3,000.00
DIA Lottery Community Grant Income	\$45,833.00
Ministry of Health Service Contract Income - Kāpiti	\$45,589.70
Ministry of Health Service Contract Income - Wellington	\$47,340.14
Thomas George Macarthy Grant Income	\$3,468.77
Wellington Community Trust Grant Income	\$4,999.98
<b>Total Contracts and Grants</b>	<b>\$152,231.59</b>

### KAAG Grant

KCDC Accessibility Advisory Group Grant Income	\$323.18
<b>Total KAAG Grant</b>	<b>\$323.18</b>

### Other Income

Donations Received	\$384.85
Interest Income	\$58.04
Room Rental	\$6,074.10
Total Mobility Scheme	\$1,840.21
<b>Total Other Income</b>	<b>\$8,357.20</b>

### Sales

Equipment Hire	\$9,837.74
Product Sales - Kāpiti Centre	\$82,778.75
Product Sales - Mobile Service	\$2,888.08
Product Sales - Website	\$13,745.95
Retail Discounts Given	-\$1,753.26
Web Order Freight Charged	\$2,558.15
<b>Total Sales</b>	<b>\$110,055.41</b>

## Total Income

**\$270,967.38**

### Less Cost of Sales

EFTPOS	\$1,601.84
PayPal Fees	\$427.07
Point of Sale	\$2,418.17
Postage and Packing	\$3,315.35
Purchases	\$68,013.21
Stock Variances	-\$30.59
Stripe Fees	\$160.97
<b>Total Cost of Sales</b>	<b>\$75,906.02</b>

## Gross Surplus

**\$195,061.36**



**Less Operating Expenses**

ACC Levy	\$258.12
Accounting	\$996.52
Bank Fees	\$17.40
Board Meeting Expenses	\$48.26
Car Parks	\$780.00
Cleaning	\$3,362.00
Depreciation	\$3,950.37
Dues & Subscriptions	\$909.66
Electricity & Water	\$2,247.06
External Consultants	\$330.00
General Expenses	\$360.93
Hire Equipment Maintenance	\$358.82
Insurance	\$2,592.42
IT Expenses	\$3,256.01
Kāpiti Accessibility Advisory Group Expenses	\$291.69
KiwiSaver Employer Contributions	\$3,169.10
Marketing & Promotion	\$3,746.25
Motor Vehicle Expenses	\$5,041.01
Office Expenses	\$1,632.17
Postage & Courier	\$202.80
Printing & Stationery	\$5,442.20
Rent	\$27,000.00
Repairs and Maintenance - Centre	\$900.48
Salaries & Wages	\$101,023.02
Security Monitoring	\$469.56
Telephone & Internet	\$1,722.56
Total Mobility Scheme Administration Expenses	\$423.48
Training & Development	\$1,174.09
Travel & Conference	\$667.16
Volunteer Expenses	\$2,359.06
<b>Total Operating Expenses</b>	<b>\$174,732.20</b>

**Net Surplus** **\$20,329.16**

# BALANCE SHEET

30 Jun 2021

## Assets

### Bank

Day to Day - Debit Card	\$2,413.23
Operations Account	\$95,237.73
Savings	\$14,645.71
Stripe NZD	\$1,764.81
<b>Total Bank</b>	<b>\$114,061.48</b>

### Current Assets

Accounts Receivable	\$125.00
Centre Float	\$99.89
Mobile Service Float	\$50.00
Product Inventory - Kāpiti Centre	\$10,973.83
Vend	-\$225.10
<b>Total Current Assets</b>	<b>\$11,023.62</b>

### Fixed Assets

Less Accumulated Depreciation on Fixtures & Fittings	-\$13,055.72
Furniture & Fittings	\$13,030.00
Hire Equipment	\$9,045.84
Less Accumulated Depreciation on Hire Equipment	-\$7,306.06
Office Equipment	\$23,796.74
Less Accumulated Depreciation on Office Equipment	-\$18,988.13
Vehicles	\$14,565.00
Less Accumulated Depreciation on Vehicles	-\$8,698.76
<b>Total Fixed Assets</b>	<b>\$12,388.91</b>

**Total Assets** **\$137,474.01**

## Liabilities

### Current Liabilities

Accounts Payable	\$7,454.36
GST	\$12,685.84
Holiday Pay Accruals	\$9,508.76
Rounding	\$0.71
Salary & Wages Payable	\$7,120.82
Tagged Funds - DIA - Lottery Community Grant	\$41,666.00
Tagged Funds - KCDC Accessibility Advisory Group Grant	\$1,915.21
Year end accruals	\$3,700.00
<b>Total Current Liabilities</b>	<b>\$84,051.70</b>

**Total Liabilities** **\$84,051.70**

**Net Assets** **\$53,422.31**

### Equity

Current Year Earnings	\$20,329.16
Retained Earnings	\$33,093.15
<b>Total Equity</b>	<b>\$53,422.31</b>

# THANK YOU TO THOSE WHO MAKE OUR WORK POSSIBLE

Thanks to these wonderful Organisations who have financially supported WellAble, we have been able to advance our strategic objective of being a 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



**MINISTRY OF  
HEALTH**

MANATŪ HAUORA



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

**COGS**  
Community Organisation  
Grants Scheme

*Wellington  
Community Trust*

**KEEPING  
YOU** **INFORMED**  
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**CONTACT US**

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