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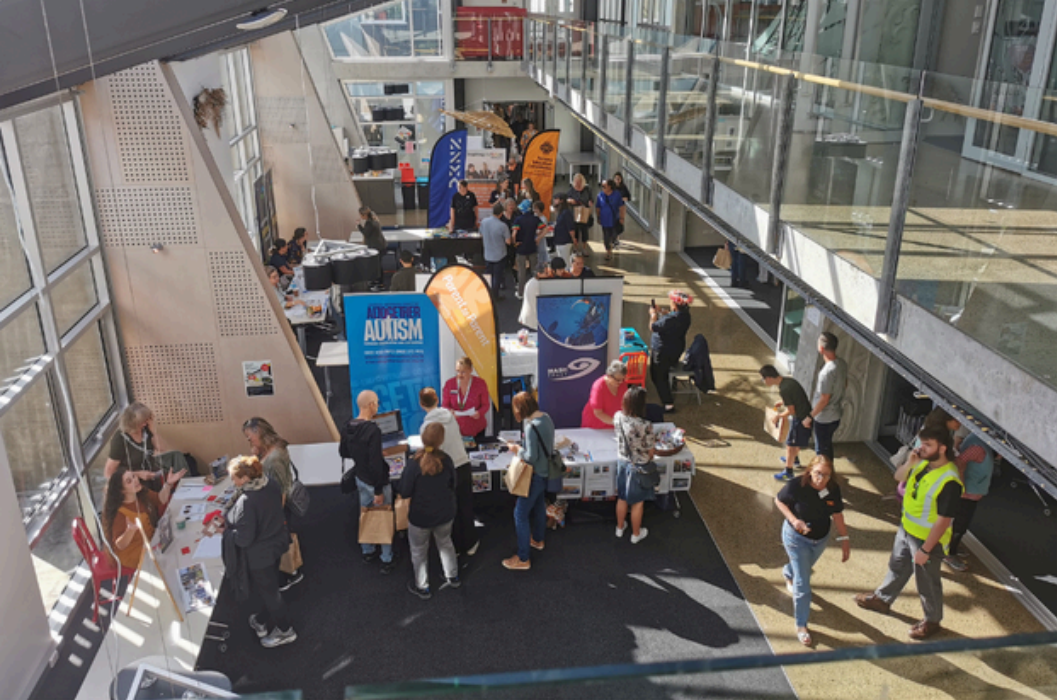


FORMED
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WELLABLE

ANNUAL REPORT 2023-2024





BE THE
CHANGE
 YOU WANT TO
 SEE
 IN THE
WORLD.
 MAHATMA GANDHI



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A NOTE FROM OUR CHAIR



Tena Koutou

This is my first report as Chair of WellAble. I took over the role following the departure of Tony Lester who had been the Board Chairperson for four years. I would like to thank Tony for his time and commitment to our organisation over those years taking it from where it was when he started to the much healthier position it is in today.

The past year has been a year of consolidation for us as we worked to improve our financial position, operational processes, staffing levels, community engagement and accessibility, and the Centre's physical environment. It is good to see our unique contacts have increased significantly. We are now in a better position to provide quality services to our communities and to focus on growth in the year ahead.

The Board has continued to focus on preparing our organisation to respond to the new sector approach from Whaikaha to supporting people with disabilities. We have engaged with our sector partners to facilitate the new service requirements and service changes. Naomi is taking the lead in working across agencies to organise a Transition Expo for the Wellington region to provide school leavers with appropriate information to assist them with their decision making as they plan their future goals. Naomi is also leading work on developing these resources at a national level. Our assistive product and equipment service is steadily improving and expanding.

Since I have been in this role, the Board membership has been stable. At the time Tony left Sue Emirali also departed following 11.5 years on the Board. I would like to thank Sue for her dedication to the disability community and her contribution to WellAble.

We are in the process of recruiting for a new board member with lived experience of disability. As part of our Board professional development, a Governance course has been offered to all members.

We are lucky to have a strong and effective GM. Naomi has led the many improvements we have undertaken and is deeply committed to the community we serve and our organisation. She leads a committed team of staff and volunteers who also do an amazing job.

We will continue to strive to deliver a high level of service for Wellington, Porirua and the Kapiti coast despite uncertainty regarding the future. Recent changes to services and funding at Whaikaha have been unsettling for many. We are in a good position to continue to support our communities and adapt to any changes required.

Anne O'Connell
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. We want the disabled community to have more choice and control in their lives, remain active and independent, and keep connected with their community.

We have a Centre in Kāpiti that anyone can phone, 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.

ACCESSIBILITY AWARENESS WORKSHOPS

This workshop is targeted at local services and businesses 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.

Working together through this programme will create opportunities to rethink ideas about disability, shift perceptions about the disabled community and encourage creative and effective designs for inclusive services.

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

BILL JOYCE

BRYAN TARLOWSKI

DANYON FERNANDO

JONO GAN

CHAIRPERSON

SECRETARY

BOARD MEMBER

BOARD MEMBER

BOARD MEMBER

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.

ANN WILSON

AWHINA ANDREW

KERRY DUNCAN

MARIA LUISA SUAREZ

MARGARET ADAMS

NAOMI YEOMAN

NOELLA SQUIRE

SUE EMIRALI

TOTAL MOBILITY SCHEME ASSESSOR

ACCESSIBILITY AWARENESS TEAM

REPAIRS & MAINTENANCE SPECIALIST

INFORMATION & EQUIPMENT ADVISOR

TOTAL MOBILITY SCHEME ASSESSOR

GENERAL MANAGER

TOTAL MOBILITY SCHEME ASSESSOR

ACCESSIBILITY AWARENESS TEAM

A NOTE FROM OUR GENERAL MANAGER



What a great year we have had over this last year. We are often so busy doing the doing, that it is only at the end of the financial year that I get an opportunity to reflect on the progress we have made. Having settled staff levels has enabled us to finally focus on growing the visibility and reach of our service and our statistics clearly indicate that the work we have been doing is paying off. In the last two years we have had a 47% increase in our overall contact numbers. This last year has been our largest number of yearly contacts during my time as General Manager, with 5,036 contacts through the Centre and Mobile Service. Our website is also recording its highest number of unique visits at 23,544 over the last year, a 52.4% increase from 2019 and an 87.5% increase from 2022 when our website was upgraded.

We have also amended our portfolio of presentations to include 'Keeping you Active', which focuses on the use of assistive equipment to keep active and being proactive about the aging process. This and our 'Keeping Independent with Assistive Products' presentation are both very well received, with attendees rating them an overall average score of 4.4 out of 5 as being engaging, well organised, easy to follow and a good use of their time. Over the last year 331 people attended 16 presentations held throughout the Wellington region. We also held 12 'pop up' stores throughout the region, increasing access to assistive products and equipment to keep people independent, active and connected with their community.

We facilitated two Accessibility Awareness workshops during the last year, focusing again on Coastlands Aquatic Centre staff. These workshops broaden participant perspectives, increase awareness about accessibility barriers and helps to create a more inclusive and supportive service. We had 14 participants over the two workshops and received an overall average of 4.9 out of 5 for providing a workshop that was easy to follow, well-prepared, engaging and worth attending. Participants commented that they enjoyed the mix of practical exercises, general discussion about disabilities and hearing about our facilitation team's lived experiences of disability.

We have also been busy in the transition space, organising the next 'What's Outside the Box?' transition expo to be held in Lower Hutt on September 14th. WellAble has taken a lead role in organising the expo this year, to increase the sustainability of the event as well as provide opportunities to access funding to enhance the expo experience. It has been a labour-intensive undertaking but has enhanced our knowledge of the transition space and the services available throughout the Wellington region.

We have also been busy connecting with Special Education Needs Coordinators (SENCOs) throughout the region, increasing awareness of both the expo but also our service. We want to build relationships with secondary schools so that disabled rangatahi and their whānau know where they can access individualised information year-round. We want to shift the focus from the expo being the only opportunity to gather this information, to it being one of the options to access information, as we know the expo environment will not suit everyone. We have also been working nationally with other DIASs on a project to promote the regional expos nationally and the first outcome of this collaboration will be promotional videos for the events, which will be an exciting way to increase awareness. We have also created a transition workbook that will be introduced at the expo. This will be a useful tool to assist rangatahi and their whānau to plan for the transition from secondary school. It will enable us to start conversations and gather feedback about what rangatahi and their whānau want in this space.

We continue to grow the range of assistive products and equipment available to purchase from our Centre. The income generated through these sales supports the disability information and advisory aspect of our service. In the current challenging financial climate this income is key to the sustainability of our organisation and the services we provide. I am pleased to report that over the last five years, income generated through the hire and sales of assistive products and equipment has increased by 77%, which is very pleasing. While we have seen steady growth in sales through the Centre and Mobile Service, our website sales have reduced since our website upgrade, so will be a focus for us in the coming year.

We continue to complete assessments for the Total Mobility Scheme as well as providing an avenue for people to donate good quality assistive products and equipment that we then pass on to individuals and community services that need them. This year we had the exciting opportunity to find a new home for a donated mobility scooter and more details of this experience can be found later in our report.

Overall, a great year for WellAble, which would not have been possible without the amazing team of people that support the organisation in both a governance and operational capacity. The Board has provided a tremendous amount of support over the last few years as we navigated very challenging times. We are only now in a position where we can really focus on growth. Maria Luisa has done a fantastic job in the Mobile Service, making great progress increasing access to both information and assistive products and equipment throughout the Wellington region. Sue and Awhina are key to the success of our Accessibility Awareness workshops and without their ability to engage so well with participants, the workshops would be nowhere near as enjoyable. Our lovely TMS assessors Noella, Margaret and Ann continue to provide such a great service to our Kapiti Coast community and of course Kerry who keeps our hire equipment in tip top shape.

The success our service is dependent on the people that provide it, and I couldn't ask for a better team of wonderful individuals to help deliver this vital community service. I am so grateful for all their passion, hard work and support and I look forward to continuing to grow WellAble with their help, in 2024/2025.

I hope you enjoy our annual report.



NAOMI YEOMAN
GENERAL MANAGER

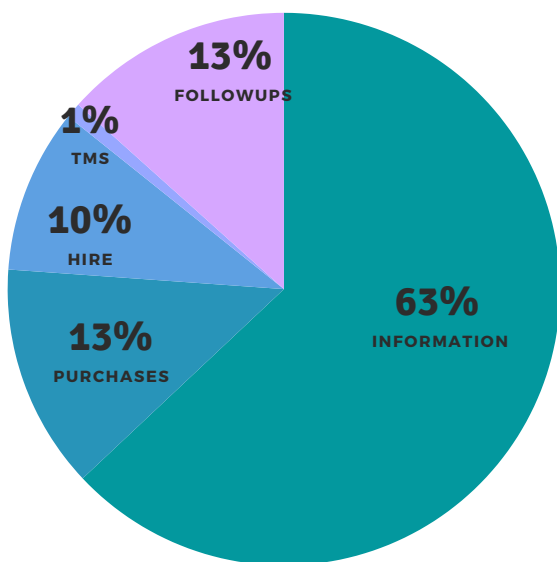


DISABILITY INFORMATION, ADVICE, SUPPORT & EQUIPMENT

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

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

REASON



3172 INFORMATION REQUESTS
& 673 FOLLOWUPS

2005 ASSISTIVE PRODUCTS
PURCHASED

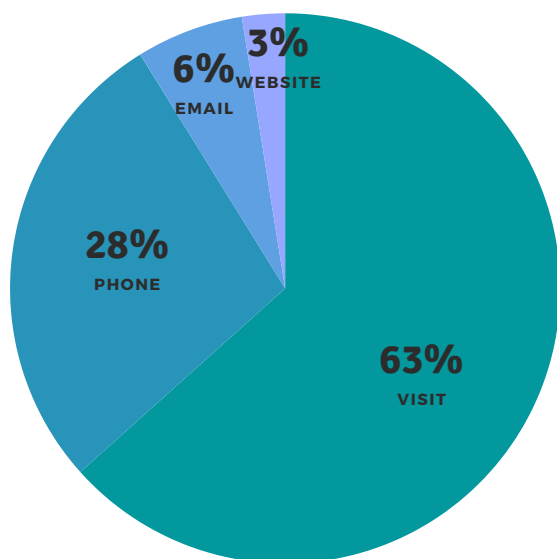
399 HIRE EQUIPMENT
REQUESTS

ONLINE PRESENCE

2903 FACEBOOK REACH

23544 UNIQUE WEBSITE
VISITORS

METHOD



1400 PHONE CALLS

3191 VISITS

445 EMAIL & WEBSITE

CREATING CONNECTIONS

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

PERSON CENTRED

Ms R visited us after undergoing brain surgery for Cushing syndrome. She was feeling very unsupported during the recovery period. She suffered from memory loss and lack of focus. She has a 5-year-old child to look after and was visibly very upset. She said she just felt overwhelmed by the lack of support from the public health system.

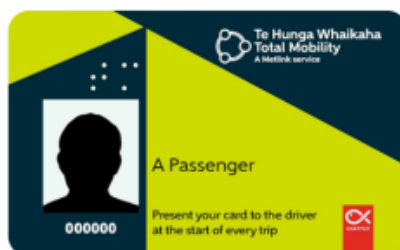
We took her to a private space in the Centre and just listened while she talked about how she was feeling. We were able to determine her main challenges and with her agreement, we decided to initially just focus on these so that we didn't overwhelm her with information.

While she preferred face to face or telephone conversations, because of her memory loss, we wanted to ensure she also had any information detailed in writing, for future reference.

We provided information on:

- Health Improvement Practitioner service and local support group information to assist with her mental wellbeing
- Benefit Advocate service so that she would have someone to support her to communicate more effectively with Work and Income
- Total Mobility Scheme to provide her with a more flexible and relaxed transport option

She was very grateful for the information. **She said she felt a lot more positive knowing that there were actually options and support available.**



CREATING CONNECTIONS

ORDINARY LIFE OUTCOMES

L initially connected with WellAble to purchase a wheelchair. After talking to them about the wheelchair, we uncovered that they had several diagnoses, including Perthes disease, chronic pain, ADHD, Autism Spectrum Disorder, Asthma, Psychosis, Depression, and Anxiety. Because of these conditions (especially anxiety) they couldn't get out and socialise with friends so were feeling very isolated.

L followed up on conversation with email detailing the specific challenges they were experiencing so that we could provide information to connect them with services to help. They found accessing public transport to get to Tertiary provider very challenging, so was missing school. Finances were challenging and they couldn't live independently. They didn't find their parents to be very supportive and found life in general very overwhelming. They weren't feeling very positive about their future.

We provided information to L on:

- Total Mobility Scheme to assist them to get to school more easily through discounted door-to-door transport
- Capital Support so they could get their needs assessed.
- Health Improvement Practitioner service at their local GP for help with their mental health and goal to live independently.
- The process for one of their parents becoming their agent with Work and Income (if they wanted), to make that process less stressful for them

L responded to our email saying how touched and grateful they were for all the information we provided and that it was exactly what they needed. **They were so grateful for the help and were feeling a lot more positive about their future.**



“Thank you so much for your response, looking through these I'm already at a loss for words for how touched I am that you've helped me with this. These services are exactly what I needed.”

DONATED SCOOTER IS A GAMECHANGER FOR DELIGHTED RECIPIENT

When we received an email about the donation of a quality used Merits mobility scooter, we knew it would be a gamechanger for someone in the community.



During the last year we received over 40 donations of assistive products and equipment, that we passed on to community organisations and people in need.

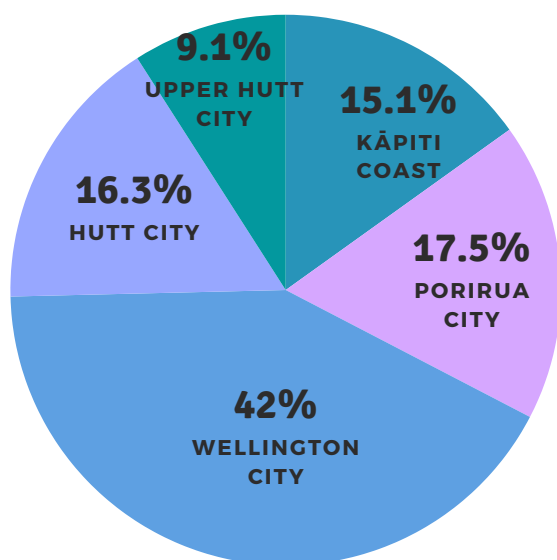
We were delighted when we were contacted about a used mobility scooter that needed a new home. When people's mobility is limited, they have to depend on others and can often become quite isolated because of it. The freedom and independence that mobility equipment can provide, can be life-changing. After a full service generously donated by Goldfern Mobility, we reached out to our networks to find a new home.

Kath Johnston, the Senior Services Coordinator at the Salvation Army in Newtown, knew of several people that would benefit hugely by having a mobility scooter, but unfortunately, the lack of accessibility and safe storage space available at most social housing facilities, meant the list of potential candidates was whittled down very quickly.

The very lucky recipient Lynda Nelson was so excited to find out she was going to be the new owner of the scooter. The smiles on handover day said it all and it didn't take long for Lynda to become a pro at driving the newly named 'Suzie' around the Salvation Army recreation hall. She was so excited about the options the mobility scooter was going to provide her with.

ASSISTIVE PRODUCT PRESENTATIONS

LOCATIONS



331

TOTAL ATTENDEES

"The presenter showed compassion and empathy and with a lovely sense of humour"

"Very helpful, well done!"



FINANCIAL PERFORMANCE

1 JULY 2023 - 30 JUNE 2024

| INCOME | |
|-------------------------------|------------------|
| Contracts & Grants | \$192,887 |
| Equipment Sales & Hire Income | \$145,288 |
| Services Income | \$4,173 |
| Other Income | \$5,253 |
| TOTAL INCOME | \$347,601 |
| EXPENSES | |
| Cost of Sales | \$87,558 |
| Service Expenses | \$1,054 |
| Operating Expenses | \$248,989 |
| TOTAL EXPENSES | \$337,601 |
| NET SURPLUS | \$10,000 |

FINANCIAL POSITION

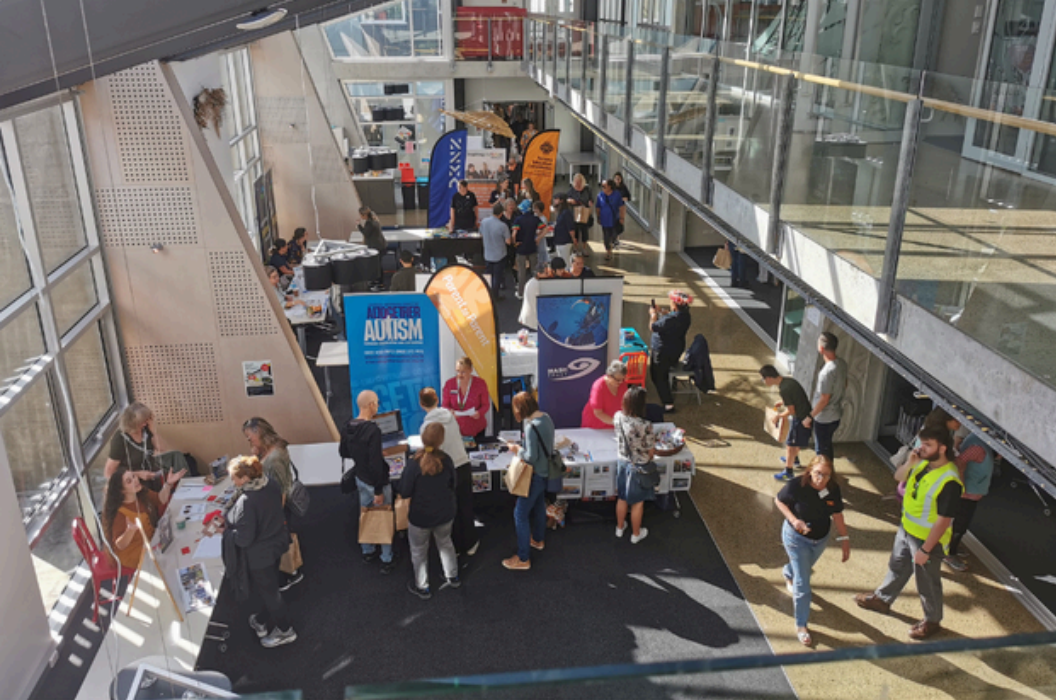
1 JULY 2023 - 30 JUNE 2024

| ASSETS | |
|--------------------------|------------------|
| Bank | \$177,479 |
| Current Assets | \$40,672 |
| Fixed Assets | \$7,198 |
| TOTAL ASSETS | \$225,350 |
| LIABILITIES | |
| Current Liabilities | \$124,620 |
| TOTAL LIABILITIES | \$124,620 |
| NET ASSETS | \$100,730 |
| EQUITY | |
| Current Year Earnings | \$10,000 |
| Retained Earnings | \$90,730 |
| TOTAL EQUITY | \$100,730 |

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!





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