

Westhaven

2016-2017
Annual Report



Celebrating
60 Years



Live life the way you choose



Our Vision

Live life the way you choose

Our Purpose

We provide ways for adults and children with a wide range of disabilities to live life the way they choose.

Our Values

At Westhaven, people are at the centre of everything we do. This means we value:

- connections
- happiness
- opportunities
- individuality
- co-operation
- equity



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Jenet Stewart
Westhaven Communications Co-ordinator



President's Message

It's been almost a year as the President of this wonderful association we call Westhaven.

Without a doubt it has been a fabulous experience for me personally and as a Board Member. I'd like to acknowledge and thank my fellow Board Members for their support, commitment, insight, travel, honesty and forthright opinions. These people have volunteered their time and expertise to this board and I thank them deeply for that.

We've spent much of our time discussing and projecting the best outcomes for Westhaven which we believe will benefit our clients in every light.

The National Disability Insurance Scheme (NDIS) arrived in early July and we have met with some challenges but through our careful preparation, organisation and skilled NDIS Manager and staff, the outcome is progressing nicely and we are well on our way to having all clients NDIS plans completed. This is a fantastic achievement in such a short period of time. Our clients at Westhaven are already reaping the benefits of the NDIS.

It's been great to see so many of our clients working in the Business Services area of Westhaven, completing their work with pride in mowing and yard maintenance, commercial cleaning, secure document shredding, office collation mail outs, expo sample bags, timber pallet recycled products, car detailing service and of course working in our Two Sheep ugg boot and wool product manufacturing business.

The Day Programs have proved to be equally as important to our clients enabling them to enjoy their life even more with weekly visits to some of Dubbo's great recreational facilities including the cinema, PCYC Basketball arena, Ten Pin Bowling, Zumba with Tracey and many more. The partnerships Westhaven has developed with both the Dubbo community and Dubbo businesses has allowed us to offer such wonderful experiences to all our clients. Westhaven is very grateful to all involved.

Our Accreditation from the Office of Children's Guardian has been not just another feather in our cap, so to speak but a real accolade to the tremendous work that our Children's Services team achieve for the best outcome for all children with disabilities now living at Westhaven.

Accommodating all of our clients both adult and children in the most suitable housing is always an essential consideration for the board, we are continually seeking the best outcome for our clients allowing them to live where they feel most comfortable, with support where needed in every way and form possible. This would not be possible without the continued and ongoing dedication of our Senior Management and staff.

The whole strategic plan for Westhaven really is coming into fruition, we have engaged a Marketing Strategist who we are excited to speak with to gain valuable insight into even more positive outcomes for the functionality of Westhaven and its future plans.

The organisation remains in good financial health with no long term debt and a portfolio of property in Dubbo and surrounds that provides a mix of long term and short term accommodation for our clients.

Our achievements over the past year, in particular relating to business awards have shown the wider community that we may be a non-for-profit organisation but we and everyone working for the organisation want the absolute best for our clients. As we continue to pursue and deliver the outcomes in our strategic plan, more and more clients will benefit from this great organisation in the pursuit of our ultimate goal. We want our clients to live life the way they choose.

David Hayes
President Westhaven Association



Message from CEO

Sixty years is a long time for any business to be operating, but for a compassionate charity such as Westhaven, that seems just incredible in terms of how much positive impact its had on people's lives. Thank you to the wonderfully inspirational Westhaven staff, my very dedicated and hard working senior management team, and the truly passionate and dedicated volunteers who form the Board of Directors, for making Westhaven a fabulous success.

In our creator's words, Dr. Brian Dickens, "Throughout the years we have endeavoured to consolidate and strengthen those things which we believed to be in the interest of our intellectually handicapped people, and we have changed those things which we found were not in their interests. We have striven to normalise their lives as far as possible and we have endeavoured to provide for each individual the opportunity to utilise his or her abilities to the best advantage, to provide occupation, training, remuneration and recreation so that each and everyone can lead as near normal a life as possible." Circa 1982.

This simply could not be possible without the tremendous dedication of the skilled staff, our wonderful clients and their families, the children and young people who rely on us, our supportive community and businesses, who continually form partnerships with us. Together this nurturing environment allows adults and children who are apart of Westhaven to work, study, play, and live within our family like community. Many people at Westhaven relish the opportunities they have to join in with the many social activities that remain abundant for them to participate in here.

Again this year sees Westhaven with another surplus that allows us to keep offering more people somewhere to live. With a turnover of \$19 million this financial year Westhaven grew by 25% in 2016-2017. While it might be a huge figure, what this really means for people who need Westhaven is that we can provide an even greater level of support to a broader range of people.

Sixty years is a long time for any business to be operating, but for a compassionate charity such as Westhaven, that seems just incredible in terms of how much positive impact its had on people's lives.

Westhaven will now be able to purchase more homes for our clients, upgrade the existing homes, and find the best possible living environment for our 15 children with disability living within the community with Westhaven. Westhaven will be upgrading both its computer hardware and software to meet the growth that is occurring within the business. This is necessary because our staff work is changing because of the demands of the National Disability Insurance Scheme (NDIS). During the year the workshop premises underwent major works to upgrade sewerage and drainage, toilet and kitchen facilities. As the business has grown we have purchased more motor vehicles including a truck for the workshop.

Staff numbers continue to grow here at Westhaven with the introduction of NDIS and more children in residential care. Meeting the needs of adults and children requires appropriate facilities across all areas of Westhaven, to bolster the efficiency and effectiveness of the business for the people who rely on us, and who are the Westhaven family.

Employee numbers stood at 331 at the end of the financial year, which makes our business one of the largest employers in Dubbo and the surrounding region. This year we have continued to look at ways to improve the way we provide positive support and feedback to our staff. We plan to run staff focus group meetings where staff can discuss any issues with their work practice. As well, we plan to have a new employee assistance program for all our staff. Working at Westhaven can be very challenging and we know many staff benefit from confidential counselling and support services to help them deal with personal or work related problems in a positive way. Because our staff are so critical to our success, in looking after adults and children, a fitness passport program where staff are able to access fitness facilities within the community for a fraction of the cost was also implemented. The old adage of "a healthy heart breeds a healthy mind" makes for great work practices within Westhaven.

And with all this happening we have still found time to win an award or two. We were successful last year with the local business awards, we won a regional business award, and Westhaven is now a finalist in 2017 NSW State Business Awards for Excellence in Social Enterprise. The Gala evening will be held in Sydney in November this year which we will be attending.

At the end of the day Westhaven is about our people caring for our people. For people to be able to live the life that they choose is nothing more than tremendous. Whether it's children or adults, everyone should have the support and assistance they need to achieve their full potential.

Every carefully planned and examined detail of our work ethic can be wholeheartedly commended through the fabulous work of our senior management team and board of directors. Our staff, in every capacity, are a true inspiration to me. Every hour of every day they make sure that adults and children at Westhaven live even better lives than they otherwise would, by being a part of their Westhaven family.



Christian Grieves

Christian Grieves
Chief Executive Officer Westhaven Association

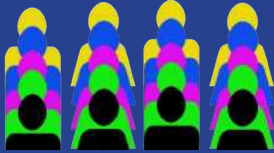
The year at a glance...

Organisational Growth

\$6 Million - 2010
\$12 Million - 2015
\$15 Million - 2016
\$19 Million - 2017

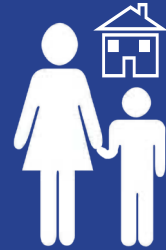


We operate business services from Nyngan



We employ over **330** local people

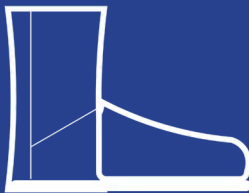
We deliver residential children's services for 15 children each week



Our workshop provides employment for 66 people living and working with a disability



Sold over 2,100 ugg boots and slippers this year



We have been manufacturing ugg boots for more than 40 years

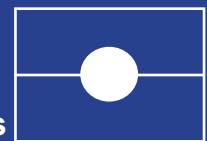


The grounds maintenance teams have mowed 1500 yards

We delivered more than 24,000 hours of training. An average of 74 hours per employee.



We are the largest employer of Aboriginal people with a disability west of the Blue Mountains



A huge reduction in workplace injuries improving premium costs in the past 24 months



We employed 143 new staff in the past 12 months



Supported Independent Living - (Group Homes)

Our clients are at the forefront of everything we do, regardless of their age.

At Westhaven we have been providing quality group home accommodation for more than 50 years.

Our services are designed to meet a person's individual needs, personal preferences and cultural background.

Westhaven provide shared Supported Independent Living (SIL) - (group homes) to adults with disability throughout the Dubbo community.

We pride ourselves on the fact that we work our services around needs. i.e. if someone comes to us for SIL services and we don't have a residence they can move into, we will find one and work the service around them with a minimum of fuss to the client.

Our group homes provide support for people to:

- live life the way they choose
- access the community
- become more independent

Each person in our group homes receives a range of services to meet their individual needs.

These services may include:

- skills development
- positive behaviour support
- personal care and daily living support
- access to leisure and recreational opportunities

Our clients are at the forefront of
everything we do, regardless
of their age.



Children's Services

There is an increasing demand for services for children / young people with disability aged between eight and eighteen years of age. Our services at Westhaven are designed to meet each child's individual disability support needs, cultural and personal preferences.

Westhaven is accredited to provide residential out-of-home care, voluntary out-of-home care, group and in-home respite to a wide range of children with disabilities living within our community.

The residential out-of-home care is for children or young people with disability who may have experienced separation from families and their siblings, placement, breakdowns, trauma and/or loss during their lives.

Our trained staff deliver these services in a residential out-of-home care environment to support the individual requirements of each and every child / young person.

Westhaven's voluntary out-of-home care provides respite for children and young people with disability who are living with their family members or carers. Respite is offered either at home or away from the home environment with services available including group based activities, camps, community activities including sport and other after school activities.

Group respite is for children and young people to have fun with their peers and for families to have a break. Westhaven offers two half-day sessions or a full day session at their premises in Wheelers Lane, Dubbo for eligible children / young persons. Times available are Saturday mornings or afternoons or all day sessions, we cater to every child/young person's needs. Children also have the opportunity to participate in community activities and programs of their choice.

In-home respite at Westhaven is designed to meet the child's / young persons individual disability support needs and personal choices. Delivery times and days are flexible and a program is tailored to meet the needs and personal preferences of each child /young person.

Westhaven have purchased another block of units in South Dubbo that will become accommodation for Children's Services. We also have the hope of purchasing another house in East Dubbo which will cater for young people as well. We now have 15 children in our Residential Out of Care Program who reside at Westhaven, living in nine homes within the Dubbo community.

Children's services team is at the forefront of their integral care at all times.

"Being a support worker in children services is an extremely rewarding journey. Helping these children with everyday living, achieving goals and watching them develop is the most amazing experience that words cannot describe.

These children are so resilient and have taught me how to cherish certain aspects of my life that I may have previously taken for granted. My role is to support these children and to help them grow into flourishing individuals but they have equally helped me grow into being a better person." - Sam Coon - Support Worker

"The time, commitment and passion it takes to begin to understand the complexities of each client is astounding and has given me a set of professional standards I hope to reach in my career." - Tayla Bartlett

I started my employment with Westhaven in December 2016 as a Support Worker whilst studying my Bachelor of Social Work at Charles Sturt University. After four years of full time study I am due to finish in October 2017. However, it is my passion for the social work industry that drove me to apply for a position within Westhaven.

As a part of the social work degree I am required to complete 1000 work placement hours, 500 in my third year and 500 in my final year. I decided earlier on in the year that it would be hugely beneficial for me to undertake my hours within Westhaven, as I had been working as a Residential Support Worker for a few months and felt as though I had already gained valuable experience by being able to apply a lot of social work theories into my practice.

In April I began my work placement hours in the Behavioural Support Team within Westhaven. Working within this team has allowed me to take a step behind the scenes and begin to develop an understanding of the knowledge and dedication it takes to effectively manage the different behaviours demonstrated by the many clients across Westhaven's services.

The social work profession is governed by three principle values, social justice, respect for persons and professional integrity and the work I do within the behavioural support team was in accordance with all three. This team is focused on respecting each individual client by implementing tailor made behaviour booklets with various, different strategies which are unique to each client.

The time, commitment and passion it takes to begin to understand the complexities of each client is astounding and has given me a set of professional standards I hope to reach in my career.





Health and Behaviour Support

Specialist health and behaviour support services for our clients is available right here at Westhaven.

The team design strategies for families and carers to help acute situations and work towards positive long term solutions.

Our team provides a wide range of behavioural support services including:

- Promoting improved quality of life for each person by supporting the person to live life the way they choose.
- Comprehensive assessment and analysis of the person's background, diagnosis and behaviours of concern.
- Developing strategies in consultation with the person and their support team for learning life skills such as coping with change, anger management and other issues.
- Developing strategies to help reduce behaviours of concern based on comprehensive assessment and analysis.
- Developing effective communication strategies in consultation with the person and their support team so that the person is able to communicate their needs and wishes without using behaviours of concern.
- Providing advice on ways to manage the environment and support system (eg. staffing, activities) to reduce potential triggers for anxiety and behaviours of concern, in consultation with the person and their support team.

Our medical support staff provide:

- In house health support by experienced staff - routine checks for health issues,
- support with informal health needs eg. dental, skin health, nutrition, hydration, exercise as per medical advice.
- Management of regular and specialist appointments - data based system for appointments and follow ups.
- Maintenance and management of medical history.
- Management of medication - liaison with medical practitioners, pharmacy and Westhaven staff who support the person with safe medication storage and administration in line with Westhaven policy.
- Provide transport to and from appointments and support during appointments as requested.



*I enjoy working at Westhaven because it feels like one big family. Assisting the clients is very rewarding.”
Emma Finlay - Medical Support*



Supported Independent Living - Changes, Development and Growth

Westhaven's Supported Independent Living – (Group Homes) have seen many changes, developments and growth over the past 12 months. We've delivered a really positive experience for our clients with disability, their families and carers. This is only possible through the dedication of our wonderful staff of team leaders and support workers who have worked tirelessly throughout the National Disability Insurance Scheme (NDIS) process with our management team.

Previously, Westhaven have historically been underfunded in the area of Supported Independent Living and although we have provided a fabulous service over the years, this has somewhat been restricted due to the limitation of funding. Through the transition of NDIS we are hopeful that this will change and allow our participants additional service provisions within their homes and in the community. This in turn allowing the participants to engage in their home and community life in a more meaningful way.

Learning about our participants aspirations and goals through their NDIS planning has certainly been a great experience for all of the Supported Independent Living team. We had one NDIA planner comment on how impressed he was with the team leaders at Westhaven, noting their incredible knowledge of the people they support. We all look forward to the day our participants are able to achieve all their goals and then make some new ones.

We are already seeing new participants for Supported Independent Living (SIL) making enquiries with Westhaven to be supported in the future. We are expecting the number of participants in SIL to grow throughout the year, and in to the future. We are excited about providing more people the quality care that we see our wonderful staff providing on a day to day basis. It must be mentioned also that our SIL does not work on a waiting list. At Westhaven we work around the supports needs of the individual and offer a service that best suits their needs.

This year has seen many of our SIL participants enjoy an array of experiences including a wonderful cruise with P&O, a week of tremendous activities at Camp Licola in Victoria thanks to the fabulous volunteers from Lions Club of Australia and Westhaven support staff. Our team leaders and support staff took a bus load of participants to Sydney for the State of Origin Rugby League. This trip was a highlight of the year for many and to be continued as a regular visit in years to come.

We are certainly excited about the future for all participants at Westhaven and seeing them achieve the many goals and aspirations they have set for themselves over the past 12 months.

It makes for an even more exciting year ahead – living the life they choose.

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It makes for an even more exciting year ahead – living the life they choose.

BUSINESS SUPPORT AND EMPLOYMENT



Business Support and Employment

Westhaven Business Services - 2017 a year at a glance!

Westhaven has been providing supported employment to over 70 clients each year, mentoring, training and guiding our people to strive to be the very best they can be.

This year the Westhaven Association is privileged to be celebrating 60 years of providing assistance to people living with a permanent disability within our local community and surrounding districts. What a fantastic milestone, and boy have we experienced some growth during this period in all facets.

Here at the Australian Disability Enterprise (ADE) we have been working hard to increase the skill base of our workers which lifts the standards of the work we complete and makes us more viable in a competitive marketplace.

This has paid off nicely for us by winning extensions on two grounds maintenance and cleaning contracts:

- Telstra – subcontracted to House with No Steps – for another 3 year period
- Dept of Housing - subcontracted by JOSS Facilities Management for another 2 year period.
- We Locked in more work with Australian Unity in both Dubbo and Nyngan sites
- Commenced mobile car detailing contracts with Australian Unity in Nyngan
- In Dubbo we commenced a car detailing contract with Dept of Primary Industries whom we provide commercial cleaning to
- We have increased the volume of paper sent through our secure Shredding arm in Dubbo
- Commenced providing shredding services to Nyngan business houses.
- Commenced making pallet furniture as a new side line in wood work section - this is still being refined but getting a fair bit of interest at market days.
- Produced a similar amount of Ugg boots - but this year we have almost doubled the number of supported employees working and training in this section. It seems to be the most popular area to work in once again.

During all his hustle and bustle, our Hawthorn Street work shop site has undergone some major plumbing works this year. There were many disruptions, tested our patience at times, and many make shift kitchens were erected during this construction phase. We are now grateful to have new modern looking bathrooms and kitchens as a result.

The Two Sheep shop also had a massive make over mid year and sent the footwear team a bit crazy. They started sewing boots and slippers in exciting new vibrant skin colours not seen out this way before and came up with some very creative designs stretching their imaginations to the max. Leopard print even made the shelves. Newly designed floor rugs proved to be a popular selling item, and for the first time ever, we even started accessorising with scarves, hats and earrings. Incorporating the “sheep” theme into as many of these products as possible was a bold move, but one that will now be continued for years to come. Daring to be different! Game enough to step outside of the traditional ways of doing things, is what sets us apart here at Westhaven.

Kris Gersbach - Manager of ADE

Fun facts at the workshop this year!

Did you know?

- We shred 100 tonnes of paper per year
- We sold 500 Pallets and 50,000 stakes and pegs
- Our longest serving staff member has worked in Westhaven for over 20 years
- And our longest working supported employee has just clocked over 46 years
- The fastest time taken to make an entire ugg boot is 45 minutes
- We sold over 2,100 ugg boots and slippers this year
- Two Sheep Ugg boots have been sold overseas to South Africa, Japan, London and France
- The grounds maintenance teams have mowed 1500 yards
- We have washed and detailed over 640 vehicles this year
- Our commercial cleaning crews have used over 520 litres of floor cleaner and cleaned 8,632 toilets
- We currently have 35 NDIS customers working for us to date

**We find a way to make the impossible – possible.
It's just what we do!**





Mark Jarrett has been working at Westhaven for 10 years this Christmas.

He first commenced as a Support Worker in the accommodation section assisting clients in their homes with their living skills.

Because of Mark's handy man skills, he was regularly called upon to assist with the maintenance and up keep of Westhaven's many properties until an opportunity arose to assist our clients in the employment section at the work shop based in Hawthorn Street.

Mark grabbed this chance and commenced his journey assisting many clients along their pathways to success through his mentoring, training and guidance. He found this role very rewarding personally. "To have taken so many supported employees along for the ride I now feel privileged to have been part of their achievements and growth."

He has worked predominantly in the wood section until his promotion into a supervisor role. Now he coordinates half the operational business streams which include: woodwork, grounds maintenance, secure document disposal and car detailing sections. He manages five staff within his teams. Whilst it's extremely busy right now, he's looking forward to the many opportunities he hopes the NDIS rollout will bring for growth to our great people and for his own development.

Mark said, "I have worked along side a fantastic group of people and learnt many things from my peers during my time at Westhaven".

Mark's excited about Westhaven's future!



John Trebeck

Work Place:
*Westhaven Business
Services Dubbo*

Position: *Cleaner*

Born: *Warwick QLD*

Age: *69 Yrs*

After moving from his family property "Peach Tree's" in Geurie NSW, John Trebeck first starting working for Westhaven, at the Westhaven Farm house on Bunglegumbie Road in 1988. Whilst working at the farm, John helped with tractor work, maintaining vegetable gardens and planted trees among other things.

When the farm house closed, John went to work for Orana Recyclers in Dubbo for 2 years, collecting recycled materials before starting work at the Hawthorn St workshop.

John has worked in most sections of the workshop, and is currently employed as part of the dynamic cleaning crew. He completes commercial cleaning to a very high standard in a number of sites around the central western region. Some of the major contracts we clean for include: Joss Contracting Services, Telstra and Dept. Primary Industries.

John has been working with the Westhaven service for over 30 years now. He is a valued worker, who is easy going and gets on well with his fellow workers and loves to keep busy. John has many skills and has completed his Certificate II in Cleaning and Certificate II in Car Detailing with TAFE. He has also been nominated for Employee of the Month for September/October 2016 and achieved Employee of the Year for Cleaning in 2016. Well done John!

John always strives to have a "good work performance." He loves cleaning, and likes to be able to contribute, and get out and about in the community.

John's personal Interests are in old vintage cars, car club meetings, volunteering for the RSPCA (walking the pound pets), meeting up with old friends, and letter writing.

Fashion Parade

We have been working through a year long calendar of events sharing our many experiences with the general public and on April 19 this year, excitement filled the air when we held our first ever fashion parade to showcase our famous Two Sheep ugg products.

The red carpet lit up as our very own clients and family members took to the stage to model the many styles of our ugg boots and accessories available right here in our Two Sheep retail store.

The hero of the day and the long anticipated revealing of the "Diamond Anniversary Ugg Boot," a limited edition style which was created to celebrate the 60 year anniversary of Westhaven and only for sale in 2017 was launched.

We had excellent media coverage, television and newspaper reporters were there to capture the moments. Everyone was thrilled with the event, it was deemed a huge success and we may have even discovered some future super models!

The red carpet lit up as our very own clients and family members took to the stage to model the many styles of our ugg boots and accessories available in our Two Sheep retail store.



*“Everyone is happy and we work like one big family,
I love what I do!” - Jenni Stewart*

Jenni has a long association working with Westhaven in the Business Service Unit.

She initially commenced working back in 1980 when she was 19yrs of age, sewing ugg boots. She remembers things were very different way back then, there were not many supported employees working in this section, mainly able bodied staff. She left 12 months later to have her first child.

Jenni was great at what she did and loved Westhaven so much she returned 3 years later in 1984 and found more clients had been taught to work in the ugg boot

manufacturing section. “They were now cutting out the soles for the boots and then glued them onto the finished product where they were checked over thoroughly in the quality assurance section before making it to the shelf for sale.”

It was during this time that Jenni met and married her husband Keith who also worked for Westhaven as a storeman at the time. She then took time off in 1986 to raise her family. Once the kids grew up, Jenni wanted to get back into the work force and completed a Certificate IV in Disability Services to increase her skills in 2011. She was successful in gaining employment back with Westhaven Accommodation Support Services. They quickly realised she had great potential in the sewing arena and she was asked to join the ugg boot production team once again.

Since working in the factory and because of Jenni’s diverse skill range, she has worked at many and varied jobs all providing support and training to the clients. She said, “things have progressed over the years with lots more clients working in the ugg boot section than staff now, the colour range has grown from basic browns to vibrant pinks and blues and even leopard skin prints. We are expanding the range of what we make also – we are not just boots anymore!.

“Everyone is happy and we work like one big family – I love what I do!”



Mason is a keen rugby league fan, he enjoys having a game and watching his team St George play. Mason also enjoys social outings, holidays with his family and hanging out with his mates.

Mason Anderson is a proud 37 year old Aboriginal man born in Goodooga NSW.

He lives at home with his sister and mother and he has a brother who lives in Tottenham, who he is very proud of.

He attended Goodooga Primary School before coming to Dubbo to complete his Year 12 certificate at Delroy High School. After school, Mason started at Breakthru People Solutions who supported him to obtain work at Coles Supermarket in Dubbo.

Mason has also had the opportunity to take on work experience in some shearing sheds which he enjoyed immensely.

Mason said that he loves to eat weetbix, sausages and mash but most of all he loves his mother's cooking. He has fond memories of going to school in Goodooga, fishing on the river and spending time with relatives however, is glad to be in Dubbo for his friends, family, work, indoor cricket and the Gungie Origin games between Westhaven and Wellington Police each June.

Mason has been working at the Westhaven Association since 2001. He enjoys the work that he does in the yard maintenance and car detailing crews. However, also works in the cleaning crew a few afternoons a week, he really is a great all rounder.

Mason shows great public and community participation when working and has a larger than life community spirit.



The Westhaven Association

60 Years Strong

It was the mid 1950's, Dr. Brian Dickens, a local family practitioner had a vision to open a school for children with intellectual disabilities after seeing many parents trying to support their children with disability primarily on their own. By 1957 his vision had become a reality, The Westhaven Association was born with the help of many families and a dedicated team of local people, Dr. Dickens was elected President.

By 1958 the Westhaven School opened with 17 eager students attending. Just six years later, O'Brien House was also opened as a residential hostel for children in Palmer Street, Dubbo. As the children became older, into their teenage years, it was evident that employment was needed to be found for them. Westhaven established its first 'Sheltered Workshop,' where the teenage children received meaningful training and employment support.

In 1972 a fire destroyed the Sheltered Workshop in Palmer Street (at the RAAF base). Three years later a new workshop and administration building was opened in Hawthorn Street. The premises are still operational today but no longer house the sheltered workshop concept; it has developed into Westhaven Business Services providing supported employment for 66 adults with intellectual disabilities.

In 1976 Westhaven began producing Ugg boots manufactured at the Hawthorn Street site and are still making these Ugg boots today in the same location. Other employment opportunities available for clients through the Westhaven Business Services include lawncare and landscaping maintenance, commercial cleaning, secure document shredding, mail-house services, making timber products and the production of our famous Two Sheep sheepskin Ugg boots and other woollen products.

In 1966 Westhaven's first adult hostel was opened on the outskirts of Dubbo at Burrabadine Reserve. Both the Westhaven Farm and the adult hostel at Burrabadine Reserve were officially opened by NSW State Governor, Sir Roden Cutler. By 1975 a contracts section was set up at Burrabadine Farm to manufacture garden ornaments, wooden pallets, survey pegs and bulk bins.

In 1976, local radio station, 2DU organised an appeal raising \$40,000 towards equipment and furnishings for the new Westhaven Village Hostel located in Wheelers Lane. The hostel was officially opened in 1980 by the then Prime Minister, Malcolm Fraser. Westhaven's hostel has grown and its supported accommodation service now cares for a growing number of adults with an intellectual disability, all of whom now live either at the Wheelers Lane facility or in mainstream housing in Dubbo and enjoy a quality lifestyle within the local community. Some live very independently while others require varying degrees of support around managing their shopping, finances, health and social interactions.

Today the Westhaven Association employs more than 330 people, we provide employment for a growing number of adults with disability. We continue to purchase more properties to be used as housing for our clients, providing support for people with disability right here in Dubbo. Each client is able to live the life they choose and many participate in weekly activities including, ten pin bowling, swimming, craft activities, basketball, golf and more.

The Westhaven Association 60 Years Strong continued

This year we celebrate our 60th year as the Westhaven Association, a very special year dignifying the challenges and early foresight of the great Dr. Brian Dickens, the family members and local community who helped in so many ways to bring Dr. Dickens' vision into a reality, all those years ago. Today we also celebrate with awards from our local Chamber of Commerce in recognition for excellence in social enterprise, community involvement, product and services and employer of choice which has now taken us to the NSW State Business Awards to be held in Sydney, a great achievement from all employees, clients and associated people and businesses of the Westhaven Association.



SUPPORT PLANNING



National Disability Insurance Scheme (NDIS)

The National Disability Insurance Scheme (NDIS) began transition on the 1st of July 2017. For our clients and families and Westhaven July became a busy month as we were straight into the swing of things with 70 planning sessions being conducted with National Disability Insurance Agency (NDIA) planners. Initially we were expecting people to transition over the first 3-6 months, but a change in the process saw us preparing people and our staff for the majority of the planning sessions with only a few weeks notice.

Two weeks before roll out, the NDIA introduced a new quoting template for those in Supported Independent Living. The quoting process is detailed, requiring a client profile, property profile, individual roster of hours and a house roster of hours and an individualised quote. Evidence of the supports required for people with complex needs is also needed. It has been all hands on deck completing pre-planning work to help prepare for the planning meetings with NDIA. During the past year Westhaven have employed two Support Planners, Robyn Purvis and Kendall Martin. They have been busy working with all our families and clients to get ready.

We have been supporting people who receive accommodation services and also other services from Westhaven, such as in our Australian Disability Enterprise (ADE). This year we completed 100 pre plans, we have attended 90 planning meetings to support our people and their families and we have supported people and families to have their plans reviewed when there have been difficulties with their supports or their circumstances have changed.

Robyn and Kendall, will move into roles in providing a new service for Westhaven over the next month, in providing Coordination of Supports. This service will support people to implement their NDIS plans if they have coordination of supports funding in their plan. As part of this, Westhaven will open a new shopfront in October, where this service will operate from. The shopfront will also be able to provide the community with information about our disability services and other supports available in the community.

The past year also opened up some new doors in developing alliances and partnerships. we have a formal partnership with Marathon Health, Birrang Enterprises and Currajong Disability Services called WesterNDIS. This partnership is about supporting people to get the right supports. Have a look at the website at www.WesterNDIS.com.au, where people can access a range of services from us and our partners, from allied health, specialist disability services or training and development. This alliance is a non competitive network that is focussed on working together to ensure people can access the services they need across Western NSW.

This next year is going to see a lot of changes in the move to NDIS. We'll be contacting families shortly to develop service agreements for services, we'll have new IT systems and processes and we'll be rolling out occupation agreements as part of our approach to tenancy for those living in our accommodation. Not everything will change, Westhaven is still committed to providing quality services to those that need them and ensuring people can access these services locally.

“My reward for my work is providing the power for our clients to live the lives they choose!”
Robyn Purvis - Support Planner

My role as Support Planner has turned out to be a very rare gem indeed!

I have been truly inspired by the stories of positivity and selflessness, collections of thoughts and genuine sense of self that have filled my days over the past 6 months, it is like I have been on a path of sincerity.

I have been privileged to share vulnerability, beliefs and opinions of the world and gratitude that continues to flow from families and clients today.

There have been so many I have learned from, I have been carried away by enthusiasm and impressed by what so many have managed to do, with what they have had.

Forming plans and developing ideas of what our clients want to explore and pursue, facing opportunities and challenges has been worth every effort to fulfil.

In conclusion, the possibilities for our clients are greater than ever before and there are many, many opportunities to inspire, my reward for my work is providing the power for our clients to live the lives they choose!





"I would like to lead an ordinary, everyday life." - Greg Hunt

Greg Hunt is a 48 year old man who is deaf and requires an AUSLAN interpreter to support him to communicate. Due to Greg's unique communication needs he has found it difficult to engage with support in the community and in group activities.

Greg recently participated in his first NDIS meeting and the experience was very positive for him. For his meeting the planner organised a signing interpreter to link in via Skype. Greg has previously had limited access to technology so Skype was a new and intriguing concept for him, he was smiling and enjoyed conversing with the interpreter.

During his planning meeting Greg was told what NDIS was all about, that it would enable him to access support that has previously been unavailable to him. Greg was excited about discussing new supports for the future, mentioning he would like to go to Sydney or the Gold Coast for a holiday.

Greg was really happy to be discussing his future and finally be acknowledged as an equal, he is now able to achieve what everyone else does and enjoyed the conversation with everyone in the meeting. He said, "I would like to lead an ordinary, everyday life."

"Working through the NDIS planning with the support team has given me hope, and now there are so many things for me to look forward to including positive outcomes in my daily living."

Greg's other goals he would like to achieve in the near future include a trip to the Bathurst 1000 car races, completing a computer course, attending the movies to watch car and action films and most of all gain social skills and participate in his community.

"I love to share my passion for fix-up tasks, movies and sale catalogues with my support workers." - John Hickey

"I rely on my Westhaven supports and family members to communicate my needs, choices and wishes as required.

I am a quiet and aptly skilled handyperson who likes regularity in all my processes.

Spending my days utilising my skills in a range of repair and maintenance tasks around my home keeps me engaged and mentally stimulated. I love to share my passion for fix-up tasks, movies and sale catalogues with my support workers.

Together with Westhaven, we plan the best actions for me to achieve my daily, weekly and monthly goals. My goal during this process is to save for an electric scooter, I think that will be a really good idea.

When I am emotionally connected to my environments this influences my abilities to enjoy normal functioning and to put forth the best John Hickey, handyman, person and friend.

John Hickey



COMMUNITY PARTICIPATION



Inspired Learning Facility

Our activities at Westhaven's Inspired Learning Facilities at Depot Road, Gipps Street and our new location at, Bultje Street continue to build great relationships within our community. Our people may be learning craft skills one week, the next, how to play basketball and other games at the PCYC basketball court. There's so much for our clients to participate in and enjoy year round.

The great buzz and enjoyment amongst our clients could not be possible without the continued support of:

- Dubbo Sportsworld
- PCYC
- RSL Club Health and Fitness Centre
- Dubbo Regional Theatre and Convention Centre
- Western College
- Orana Arts
- St Vincent De Paul Society
- Volunteer Rescue Association
- Scouts NSW
- Golden West Holden
- Zumba with Tracey and other personal trainers
- Dubbo Meals on Wheels

All these services and many others have provided great opportunities for our clients and offered a much valued community participation in a range of activities that our clients continue to enjoy.

The community really does embrace our clients and care for them as much as we do, they love nothing more than seeing them enjoying life and living the life that they choose. Many of the businesses are interested in developing an ongoing relationship with the Westhaven Inspired Learning Facility. This allows Westhaven to continue to deliver creative services based upon the choice and support needs of individuals within our service.

This year the National Disability Insurance Scheme (NDIS) has provided insight into each client's goals and personal achievements, importantly enough, those that have transitioned are achieving these goals through the Westhaven Inspired Learning Day Programs.

David for example, wanted to clean cars and be near his favourite "Peter Brock" Holden Commodores. Every week David attends Golden West Holden in Bourke Street, Dubbo and helps staff wash cars, he also has time to check out the latest model Holden Commodore at the same time.

David, wanted to clean cars and be near his favourite "Peter Brock," Holden Commodores. Every week David attends Golden West Holden in Bourke Street, Dubbo and helps staff wash cars, he also has time to check out the latest model commodores at the same time.

Community Involvement

Westhaven thinks it's really important that people make choices in how they live their lives. Further, its really important that we support people to achieve these choices. Community participation is one of the most common ways people choose the things they want to do and participate in on a day to day basis. We recognise each of our clients as an individual with their own personal needs and requirements.

Our planning for each client this year included talking to individuals, one on one at our programs and centres and developing programs that assisted people to meet their goals and to follow their interests. Some of the changes included developing one on one

programs in cooking or supporting people around their interest and skill in horseriding. We collect information around personal goals, and this year we are seeing a large variety of choices from people from visiting the cinema once a week to playing golf.

Most of these goals are achieved in our community but on occasions clients have, attended the State of Origin football in Sydney, the Licola Holiday Camp which is organised by the Lions Club of Australia and the wonderful Trangie Picnic Day organised by the Trangie community every year.

Everyone should be connected and be party of their local community, the Dubbo community and our surrounding areas like Trangie really help to ensure people with disability have this connection to community. Orana region genuinely want our clients to be living the life they choose and taking advantage of the local opportunities.

Orana region genuinely want our clients to be living the life they choose and taking advantage of the local opportunities.



Claudia's Story

Claudia Bryan is a young lady who attends the Bultje Street, Inspired Learning Facility three days a week and the Australian Disability Enterprise (ADE) one and a half days a week. Through Claudia's planning this year with the National Disability Insurance Scheme (NDIS) Support Planners were able to identify many of the areas Claudia would like to explore, learn and grow her ambitions and goals.

Claudia really wanted to attend horse riding lessons as she joined the Special Olympics earlier this year to compete in dressage which is an equestrian sport where horse and rider are expected to perform from memory a series of predetermined movements. A challenging sport indeed but for Claudia it is a lifelong dream and now her Mum, Helena drives Claudia to as many dressage competition events as possible throughout the region for her to gain experience in the arena.

Earlier this year Claudia travelled to Sydney with her Mum where she competed at State level in her dressage grade of 'Trot, Dressage and Equitation," Claudia was ecstatic to come 2nd at this prestigious event.

Westhaven is very proud of Claudia's achievements and dedication. The staff and many friends at Bultje Street, Inspired Learning Facility and the Australian Disability Enterprise continue to support her and her riding lessons. She is a dedication and happy young lady working hard to achieve her goal of competing in the Special Olympics.

Congratulations Claudia!



Community Investment

The Westhaven Association reinvest all our profits into supporting people with disability which in its entirety is very unique. Westhaven has been supporting families in our community for 60 years and this year we celebrate such a tremendous achievement.

Our focus has always been with providing quality and flexible disability services such as social support, living arrangements and employment opportunities for all our clients whatever their disability.

Our purpose is to provide ways for adults and children with a wide range of disability to live life the way they choose.

Clients have the ability to choose from an array of employment opportunities, including the manufacture of our Two Sheep woollen ugg boot range and accessories, our timber products such as timber tables, pallets and stakes, our lawn mowing service, commercial cleaning and our secure document shredding.

Westhaven focuses more on the ability of our clients, what they can do rather than what they can't do. This alone has proved to be the most rewarding for all clients at Westhaven. They no longer feel as though they can't be included, be important or needed. They are an integral part of the everyday running of the Westhaven Association.

Westhaven being one of the largest employers in the central west region now employs more than 330 people. More than 23 per cent of our staff are aboriginal, we spend our income locally, on groceries, activities, entertainment, financial and professional services which in turn provides a strong contribution back into our local economies for our region.

We have formed many partnerships with other organisations and businesses throughout our community. This, together has changed our communities belief of people living and working in our community with a disability to an absolute positive outcome.

A testament to all staff and clients involvement with Westhaven is this year's nomination and now a finalist in the Dubbo Chamber of Commerce Business Awards.

2017 Westhaven is the Regional Winner for the Western NSW Business Award for Excellence in Social Enterprise. We are finalist in this category, the winner will be announced in November in Sydney at the NSW Business Chamber State Awards.



2017 Gungie Origin

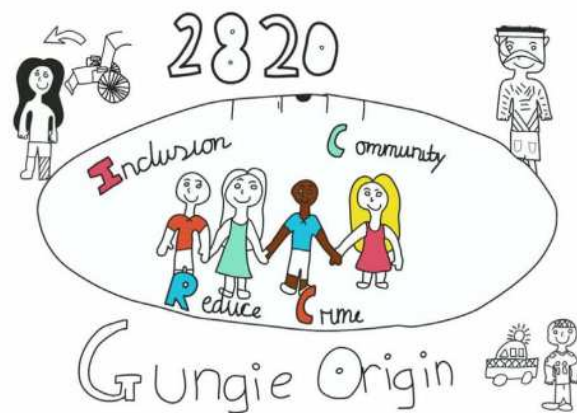
Wellington Police and the fabulous community of Wellington have come together again for another 2820 Gungie Origin league tag competition. The competitions aim is to promote positivity within the Wellington community, break down barriers between police and the general community and remove any stigma associated with people who have a disability.

Our wonderful Westhaven Maroons had another exciting year playing and supporting one another as a team. They all loved being involved in the Gungie Origin competition with the community of Wellington and the police force by their side. They all enjoyed running and tagging their opposition players and some even scored a fabulous try.

Well done Westhaven Maroons!

This year the Westhaven Maroons celebrated at day's end at the Wellington Bowling Club where each and every Westhaven Maroon player received their own trophy to keep as a momento of their fantastic ball skills and sportmanship on the day. The Gungie Origin group also provided a delicious dinner and drinks for all of the Westhaven Maroons team.

Westhaven would like to thank the Wellington community and the Wellington Police Force for their continued encouragement and support of our team. The smiles at the end of the day really do tell the story.





OUR PEOPLE

Our People

Westhaven is proudly one of the largest disability employers that have over 23% aboriginal workers. The numbers project not only a growing employee rate but reflect a more flexible environment for our staff with our part-time employees numbering quite a lot more than our full time employees. The average age for staff is 42 with an average of 7 years service.

We have 66 supported employees, 70% of these employees live in Westhaven homes and undertake work in the community including our government contracts for commercial office cleaning and our mowing contract with Telstra.

At our ADE there are 23% of staff who identify as being of Aboriginal or Torres Strait Islander (ATSI) background. This represents 18% of our workforce, which is well above the average.

As we grow Westhaven focuses on innovative ways to bring new staff into the organisation. We have been able to collaborate with TAFE NSW to assist in this by promoting recruitment days. The response has been overwhelming, with the opportunity to establish this as an ongoing recruitment practice.

Westhaven focuses on the well being of their staff and clients, one of the highlights for Westhaven in 2017 was the offer of a program called "Fitness Passport," which gives staff opportunities to access gym and pool facilities at a fraction of the cost.

We have also engaged a new Employee Assistance Program for our staff and families to provide confidential counselling and support services to help employees deal with personal or work related problems in a positive way

In 2016/2017 we have seen a reduction in workplace lost time injuries. Westhaven has engaged a new Health and Safety Coordinator. This role will assist in ensuring that the current safety policies and procedures are developed and continuously improved with a view to minimising workplace injuries and accidents which may occur in our working environment.

Westhaven is becoming an employer of choice with employee numbers increasing by 42% in the 2016/2017 year. Our current employee numbers have risen to over 330, 11% of these employees are casual.
- Lynda Haksteeg - Manager of Human Resources and IT



How staff personally feel about working with our clients in the Australian Disability Enterprise.

Love seeing them happy, learning skills and contributing in their own way.

They are the main reason I turn up everyday! - Greg

It's very rewarding; the clients are the best part of the job.

It's a great organisation to work for and that we can feel part of the community.- Helen

Its fun, I enjoy teaching and just being around our clients! – Scott

Everyday is a day full of surprises - Mel

It's great to see our clients' progress and always working hard towards achieving their goals – Carl.

It's enjoyable. Hilarious. Humbling.

They are amazing to watch how they achieve and always with a smile. – Emma.

Training can sometimes be the challenge but the outcomes you see are very rewarding! – Jenni

It's everything! I can't imagine not working with our guys.

Having a chance to watch them do what they love is great - Jess

Its lovely, they are wonderful people and I love being around them. If you are having a bad day they cheer you up because they are always happy. – Beth





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Short Boot
sizes 4 to 8
Now \$115⁻⁰⁰

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Clearance
Clearance
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THE WESTHAVEN ASSOCIATION
(A company limited by guarantee)
ABN 56 000 543 046

ABRIDGED FINANCIAL STATEMENTS
STATEMENT OF COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2017

	2017	2016
	\$	\$
REVENUE		
Revenue from Government Grants	15,439,864	11,913,935
Other Revenue	3,596,458	3,139,732
TOTAL REVENUE	19,036,322	15,053,667
EXPENSES		
Changes in inventories or finished goods and work in progress	123,468	68,248
Raw Materials and consumables used	(200,308)	(147,085)
Employee expenses	(14,379,473)	(11,770,539)
Depreciation expense	(359,246)	(399,137)
Other expenses	(3,163,258)	(2,434,524)
TOTAL EXPENSES	(17,978,817)	(14,683,037)
PROFIT FOR THE YEAR	\$1,057,505	\$370,630

THE WESTHAVEN ASSOCIATION
(A company limited by guarantee)
ABN 56 000 543 046

ABRIDGED FINANCIAL STATEMENTS
STATEMENT OF FINANCIAL POSITION
FOR THE YEAR ENDED 30 JUNE 2017

	2017	2016
	\$	\$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	3,800,626	2,974,989
Trade and other receivables	1,955,042	1,643,408
Inventories	306,746	183,278
Other assets	28,547	28,024
TOTAL CURRENT ASSETS	<u>6,090,961</u>	<u>4,829,699</u>
NON-CURRENT ASSETS		
Property, plant and equipment	11,036,445	10,792,007
TOTAL NON-CURRENT ASSETS	<u>11,036,445</u>	<u>10,792,007</u>
TOTAL ASSETS	<u>\$17,127,406</u>	<u>\$15,621,706</u>
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	1,033,577	843,114
Financial liabilities	7,782	-
Provisions	750,773	605,608
Other liabilities	691,023	753,786
TOTAL CURRENT LIABILITIES	<u>2,483,155</u>	<u>2,202,508</u>
NON-CURRENT LIABILITIES		
Financial liabilities	56,799	-
Provisions	385,310	274,561
TOTAL NON-CURRENT LIABILITIES	<u>442,109</u>	<u>274,561</u>
TOTAL LIABILITIES	<u>\$2,925,264</u>	<u>\$2,477,069</u>
NET ASSETS	<u>\$14,202,142</u>	<u>\$13,144,637</u>
EQUITY		
Reserves	5,333,849	5,333,849
Retained Earnings	8,868,293	7,810,788
TOTAL EQUITY	<u>\$14,202,142</u>	<u>\$13,144,637</u>

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF THE WESTHAVEN ASSOCIATION

Opinion

We have audited the financial statements of The Westhaven Association, which comprises the statement of financial position as at 30 June 2017, and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year ended on that date, accompanying notes to the financial statements and directors' declaration.

In our opinion, the financial statements of The Westhaven Association are in accordance with:

- (a) the Corporations Act 2001, including:
 - (i) giving a true and fair view of the company's financial position as at 30 June 2017 and of its performance for the year ended on that date; and
 - (ii) complying with Accounting Standards in Australia and the Corporations Regulations 2001; and
- (b) other mandatory professional reporting requirements in Australia.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of our report. We are independent of the company in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) and the *Corporations Act 2001* that are relevant to our audit of the financial statements in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other Information

The Directors are responsible for the other information. This is the other information contained in the annual report apart from the financial statement of the Company for the year ended 30 June 2017.

Our opinion on the financial statements does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and in doing so consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of Management and the Directors for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with Australian Accounting Standards, and for such internal control as management deems necessary to enable the preparation of the financial statements that are free from material misstatement, where due to fraud or error.



CHARTERED ACCOUNTANTS
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**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF
THE WESTHAVEN ASSOCIATION
(Continued)**

In preparing the financial statements, management is responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless management intends to liquidate the Company or cease operations, or has no realistic alternative but to do so.

The Directors are responsible for overseeing the Company's financial reporting process.

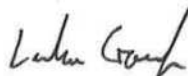
Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but it is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the Directors, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during the audit.



LUKA GROUP

2 River Street
Dubbo
Dated: 26 September 2017



**JM SHANKS
PARTNER**

The year ahead

There is so much to look forward to in the year ahead for Westhaven.

Our NDIS plans for our clients will finally come to fruition and our clients will benefit in so many ways. They will participate in many activities that they've only dreamed of in the past, from learning how to use a computer and participating in a computer course to enjoying a weekly visit to the cinema or simply swimming for fun on a Friday evening. Westhaven clients will certainly be living the life they choose.

This year we ran a very productive, create Westhaven a logo competition which was inundated with responses. Westhaven is now in the process of developing a new logo which will see a fresh and vibrant new identity for all to enjoy in the year ahead.

Our staff will have the opportunity to continue their training, participate in the ongoing Fitness Passport program, they will also have continued access to confidential counselling and support services. This in many ways is part of Westhaven's initiative to give back to our staff and provide a healthy and happy work environment for them all to enjoy into the year ahead.

This year the roll-out of NDIS has placed our clients in control of the supports and services they want and need. This brings respect for human rights, secures social justice, and empowers our Aboriginal clients with disability to participate in society on an equal basis with others.

Westhaven has proudly attained a level of cultural competency to work productively and respectfully with our Aboriginal clients, their families and carers, and recognise the importance and honour of this responsibility. Together our year ahead is one of strength, development and abilities as humanity moves to a positive future, made possible by the significant roles we all play within the Westhaven community.

Our Inspired Learning Facilities will benefit from the new Bultje Street location in the year ahead with a more spacious environment for all to enjoy.

Many of the Dubbo businesses who have expressed interest in developing an ongoing relationship with the Westhaven Inspired Learning Facility day programs will be now be included in our everyday activities for our clients. An exciting time for our clients to achieve and to become even more accepted in the wider community.

Westhaven is now in the process of developing a new logo which will see a fresh and vibrant new identity for all to enjoy in the year ahead.





To find out more:
 Call 6882 4111 or visit 32 Hawthorn Street, Dubbo
www.westhavendubbo.com.au



More than just good business

