



Westhaven

Live how you choose.



Annual Report 2019

Westhaven acknowledges and thanks all of the members, staff and participants featured in the photos of this report.

Westhaven acknowledges the traditional owners on whose land our offices are located and pay respect to elders past, present and emerging.



Westhaven
Live how you choose.



Registered Office

PO Box 4695, Dubbo East NSW, 2830
32 Hawthorn Street, Dubbo NSW, 2830
ABN:56 000 543 046

Westhaven Business Services

32 Hawthorn Street, Dubbo, NSW, 2830

Accommodation Services

475 Wheelers Lane, Dubbo, NSW, 2830

Contact

Ph: 02 6882 4111
www.westhaven.org.au
admin@westhaven.org.au

Important Dates

Westhaven Annual General Meeting

Western Plains Cultural Centre, Dubbo
26th October 2019

Westhaven Biennial Ball for Members, Participants and Staff

Dubbo Regional Theatre and Convention Centre, Dubbo
26th October 2019

Westhaven is proud to display the Tick of Charity Registration from the Australian Charities and Not for Profit Commission. It is a representation that we are registered, transparent and accountable, which can give you peace of mind.



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Gabrielle Husband

Who we are and What we do

Westhaven is a not for profit charity in NSW, which reinvests all profits back into supporting people with disabilities. Westhaven has been supporting families in our communities for 60 years, through our focus on quality and flexible disability services such as social support, living arrangements and employment services.

Our Purpose

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

Our Vision

Live life the way you choose.

Our Values

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

- Connections
- Happiness
- Opportunities
- Individuality
- Cooperation
- Equity



Strategic Pillars have been implemented in order to deliver the organisation’s vision to enable “adults and children with a wide range of disabilities to live life the way they choose.”



CEO & Chairman's Report

2019 has been an incredible year at Westhaven. There has been a fundamental shift in the operating and management philosophy that is underpinning Westhaven's focus on being a purpose-led organisation, supported by an innovative culture whilst building an adaptable workforce that seeks to be a long term market leader in how disability services can be delivered to better support client outcomes.

The Board, CEO and the Senior Leadership Team started 2019 by developing an integrated strategy that aligns to Westhaven's vision and values, which remain unchanged after more than 60 years. The strategy was approved by the Board in February 2019 and is supported by a 5 year operational plan and budget.

“ The focus of the strategy is firstly, to build our lifetime approach – delivering services that maximise abilities for people of all ages, including children. ”

Secondly, to invest in the operating systems and people needed to enable significant growth and high quality services over the next 5-10 years.

Finally, Westhaven will pursue sustainable growth in NSW – enabling more people to receive the quality and diversity of disability services they need to achieve the best outcomes.

Organisations thriving in a complex and ever-changing world of uncertainty embrace bold disruption and continuous innovation. Westhaven is doing this by building an ecosystem that can learn from the past but also adapt for the future to better service its participants.

Achievements and Focus

Looking back over 2019, the team at Westhaven has done an incredible job and has undertaken significant changes as we have started our transformation journey.

In SIL/Adult Services, General Manager Penny Gibbs and her team have been successful in winning a large tender with NSW Department of Family and Community Services to provide services to participants moving to Dubbo from Newcastle. In addition, Penny led the transition of services from The Salvation Army to Westhaven in Broken Hill. Penny is also driving innovation in service delivery through trialling the use of Google devices in group homes which will allow participants more independence and choice in their lives.

In Children's Services, General Manager Cath Devigne and her team have been successful winning the Intensive Therapeutic Care Significant Disability



(ITC SD) Contract with NSW Department of Community and Justice (ex FACS). This is a multi year contract which will allow Westhaven to partner with FACS on developing programs for Children and Young people (CYP) living in residential out of home care with Westhaven.

“ ...innovation in service delivery through trailing the use of Google devices in group homes which will allow participants more independence and choice in their lives. ”

As part of this Cath and her team rolled out the new ITC SD Service for CYP at Westhaven. In addition Cath has developed partnerships with external agencies and grown the ecosystem of allied health partners, cultural and educational stakeholders to benefit the CYP and improve their health, community, housing and safety outcomes while living with Westhaven.

In Community and Day Programs, overseen by Service Manager Pam Cook,

Westhaven purchased the old Northcott property at Quinn Street. The property will be refurbished and launched for the delivery of Day Programs. As part of ensuring participants are at the centre of everything we do, Pam held engagement and co-design meetings with participants to ensure their wants and needs are included in the refurbishment program. This was a fun but also insightful activity to see how participants wanted to use the space.

In addition, Pam and her team have expanded Day Programs and In Home Support services to Broken Hill. There have been numerous visits and continuing engagement with participants and staff to ensure a broader range of services are delivered.

In the ADE, Manager Kris Gersbach launched the new Two Sheep for your Two Feet website, including offering Afterpay. Kris and her team continue to pursue employment opportunities for participants and have been actively involved in developing pathways for school leavers seeking employment, a key area of reform and focus.

Timothy Sykes, Director of Engagement and HR, has been integral in the delivery of

a new meaningful client satisfaction survey. As part of our commitment to provide meaningful ways for participants and their families to engage with how Westhaven delivers services, Tim has developed a Client and CYP Council - keeping the people we support at the centre of what we do.

In Human Resources we recruited the staffing base to over 500 staff including 55 supported staff. We remain an employer of choice as Westhaven provides a great place to work, an empowered and capable workforce as we stay at the forefront of digital technology and innovative ways of working.

New Director of Digital and IT, Ben Camilleri, has developed the IT Strategy and Technology Roadmap which will guide future investment decisions. In addition, Ben has led the transition to the cloud which provides a safe and secure platform for Westhaven's digital assets. Looking ahead, Ben and his team will continue to innovate with the use of Westhaven "labs" to try new technology including Robotic Process Automation (RPA) and home automation to enhance disability service delivery.

Lynda Haksteeg, General Manager of Corporate, led the launch of the new brand. In addition, Lynda has managed the Google G-Suite Implementation Project, and is driving the implementation of new safety and quality systems and reporting.

Peter Jones, Chief Financial Officer (CFO), joined in May 2019 and has been responsible for bringing a discipline to cost management as well as leveraging data and technology to make insights available to the leadership team on how the business is performing.

Looking ahead

Headwinds in the years ahead still exist including the challenge of working with the NDIS to deliver services to participants

while managing cost constraints and the need to balance service delivery, safety and client outcomes. The investments Westhaven is making in transforming the organisation and the ecosystem of partnerships we are developing will help with this.

“ ...challenge of working with the NDIS to deliver services to participants while managing cost constraints and the need to balance service delivery, safety and client outcomes. ”

In addition, recruitment and attracting talent in a regional market remains a constant focus. Westhaven is already one of the largest employers in Dubbo with over 500 staff. Westhaven together with other regional service providers needs to work more collaboratively and more effectively to attract a skilled workforce to regional Australia.

On behalf of the CEO and the Board we would like to recognise the contribution of staff and allied service providers in helping Westhaven grow and expand and for all of the hard work over the last year and look forward to celebrating together at the Westhaven cocktail ball.

Matthew Irvine
Chair

Andrew Everett
CEO



David Parlour

Our Services

Westhaven offers a diverse range of social, recreational, and community participation services through the National Disability Insurance Scheme (NDIS). Our participant support services and programs are designed to meet individual needs and personal preferences.

At Westhaven our services are designed to provide positive and meaningful experiences for people with a disability.



Supported and Independent Living

We provide safe, secure and engaging accommodation, to empower people living with a disability to achieve their individual goals. Our accommodation supports provide supervision/assistance to assist Westhaven participants to live independently. Each participant is provided an individual package which is tailored to meet their needs. Staff working at Westhaven are provided training to enhance their emotional intelligence to be able to provide empathetic and resilient support to all participants at Westhaven.



In-Home Support and Adult Services

In-Home Support is designed to assist participants to live as independently as possible. Support is aimed at ensuring participants have choice and control over the services they receive.

Services are designed to assist people with day-to-day tasks, to develop or maintain skills and to achieve goals. In-Home Support services are available to those living alone or with others.



Social, Recreation and Community Participation

Our programs give people with disabilities the opportunity to be involved in their community and enjoy a range of meaningful social, recreational and leisure activities focusing on skill development, education and assistance with achieving goals.

Participants are offered choice and control to customise and create a program to suit their needs. We offer centre based group, one-on-one or small group programs. Programs can include swimming, ten pin bowling, computer skills, painting and craft, baking and cooking skills, sport, fitness or therapeutic activities.

Children & Young People (CYP)

Westhaven supports CYP with a range of services designed to meet each child's individual disability support needs, cultural background and personal preferences. These services can be accessed through the NDIS funding and Department of Communities and Justice.

- Individual or Group Services (Respite) for CYP to interact with peers, participants in the community and develop independent living skills.
- Voluntary Out of Home Care (VOOHC respite) is a service Westhaven provides for CYP who require overnight support.
- Intense Therapeutic Care for Children with Significant Disabilities (ITC SD) is a service provided for CYP who are under the care of the Minister. ITC SD supports the CYP and their siblings to live in a homely environment which supports their significant disability to live the life they choose.

Our Services

At Westhaven people are at the centre of everything we do, regardless of their age. Westhaven has been providing quality accommodation for people with disabilities for more than 60 years. All our services are designed to meet the person's individual needs, cultural background and personal preferences.

Our services support people to:

- Maintain or to become more independent
- Meet their goals
- Develop skills
- Access the community
- Assist people with their daily disability support needs
- Live life the way they choose.



Support Coordination

Westhaven's Support Coordinators assist participants to implement their NDIS plans. We work with each participant individually to creatively and resourcefully utilise their support budgets to achieve their goals. We can assist by:

- Helping to negotiate services including development of service agreements
- Assist participants and families to understand their budget for each support item
- Assist with changes or end of service agreements
- Resolve and support with any problems or issues that arise
- Help you prepare for your next plan review meeting.

Behaviour Support

We understand that sometimes participants are communicating through their behaviour and with the support of professional staff, families, carers and advocates, Westhaven is able to develop strategies that better support each client individually. This can include developing Positive Behaviour Support Plans designed to provide positive and meaningful experiences.



School Leaver Employment Support

Westhaven is a registered provider for the School Leaver Employment Supports (SLES). This NDIS package focuses on supporting Year 12 school leavers to gain the skills required to transition into employment focusing on personal development. Participants plan their own pathway enabling choice in a combination of individual, social and community activities working towards employment as an outcome:

- Computer and job search skills
- Resume writing and interviewing skills
- Job site training and work experience
- Travel training including help to obtain a learner driving licence.



Supported Employment

Westhaven offers Supported Employment at our sites in Dubbo and Nyngan. We employ people to supply locals and businesses alike with a wide range of our services. Employment opportunities at Westhaven include:

- Commercial cleaning
- Mobile car detailing and yard care
- Secure document shredding
- Timber products
- Two Sheep for your Two Feet ugg boots and woollen products.

Employment at Westhaven will provide you with a variety of skills, on the job training and will also assist you to develop skills for the future.

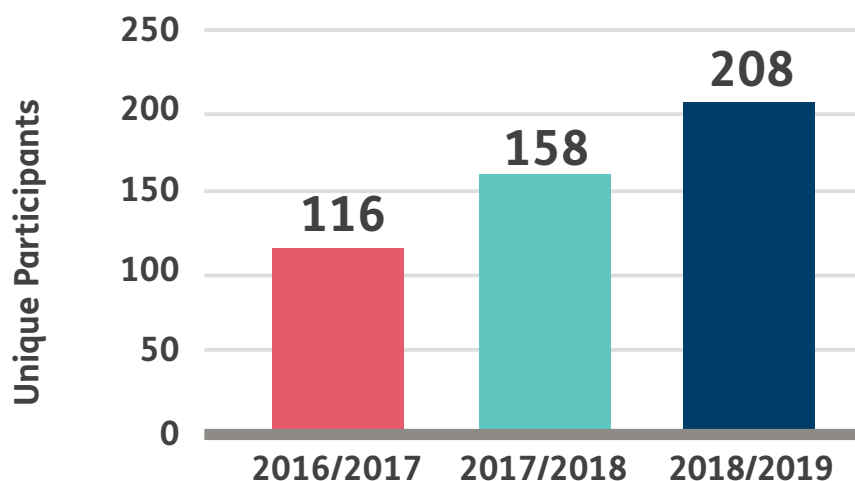


Year at a Glance



Adults

Participant Growth



Children & Young People

We delivered residential children's services for **23** CYP

We delivered respite and community care services for **20** CYP

	2017/18	2018/19
Residential	16	23
NDIS	10	20

1500

Provided over **1500 hours** of Support Coordination to participants to help them build an NDIS plan that allows them to live how they choose. This equates to approx **135 hours** per month.

School Leaver Employment Support (SLES)

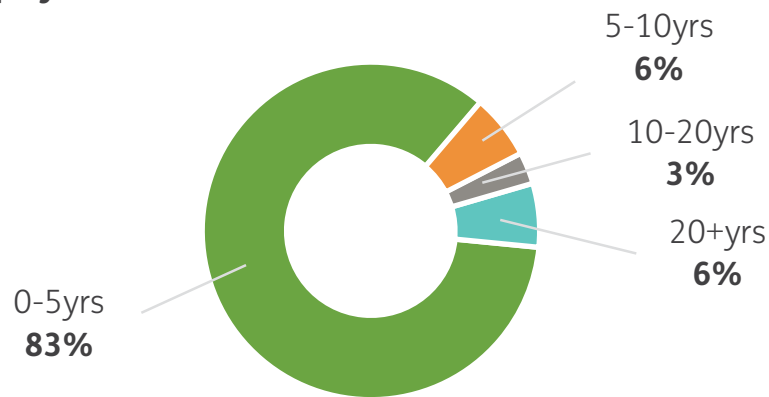
- 9** participants
- 1** drivers licence gained
- 6** participated in work experience
- 2** undertook additional training



Staffing



Staff length of employment



2019 Staffing



47%
MALE



53%
FEMALE

We employ over **500** people



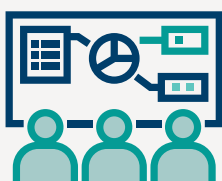
Employed **202** new staff



Overall Employment Inclusivity

Aboriginal & Torres Strait Islander **29%**
Culturally & Linguistically Diverse **16%**

394 ↑ **502**
2018 2019



Over **17400** hours of training delivered = **35** hours/person

Fleet

77



Sedans & Accessible Buses

7



Trailers & Accessories

Members

82
2018

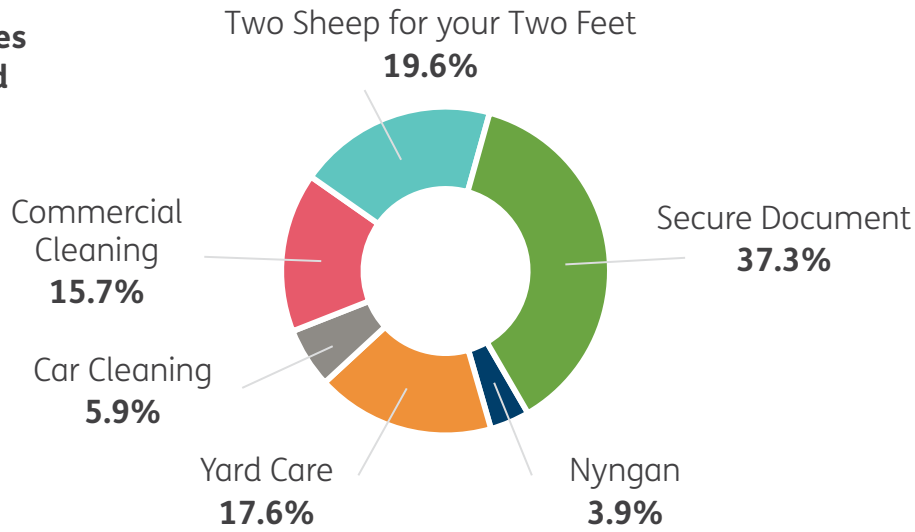


90
2019

Westhaven Business Services



We operate business services from Dubbo and Nyngan



Yard Care Team attended over **4500** jobs for lawn mowing and gardening

Over **36,000** Survey pegs and stakes manufactured

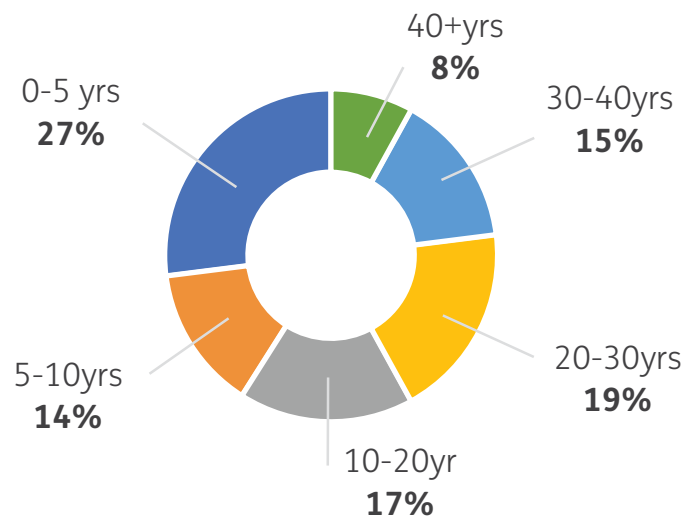
Commercial Cleaning Team completed over **2700** cleaning jobs

Secure Document shredding team processed over **1800** bins of shredding

Over **2300** pairs of ugg boots made for Two Sheep for your Two Feet

Car Detailing Team completed over **760** car cleans and detail

Years of supported employment

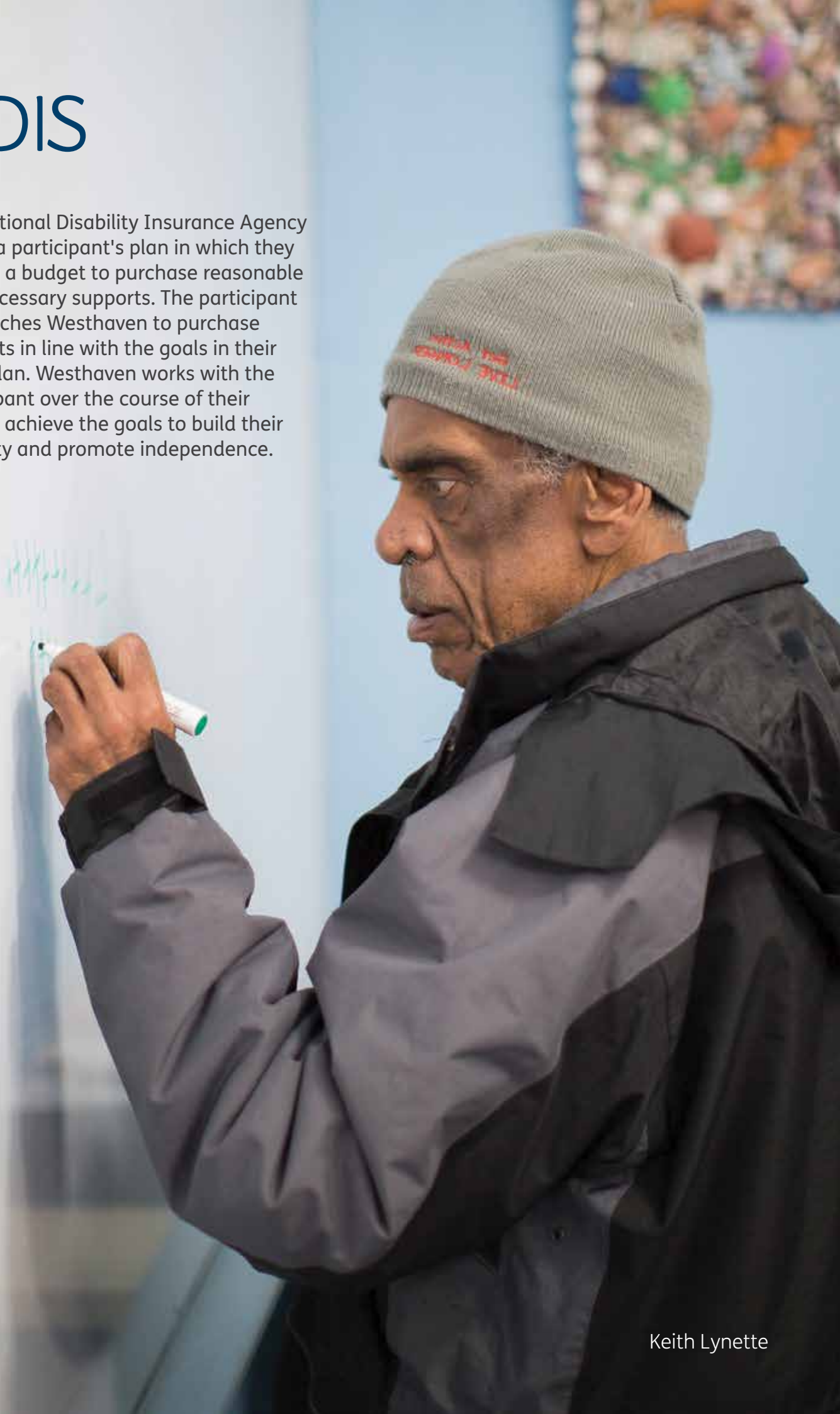


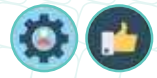


Matthew White

NDIS

The National Disability Insurance Agency builds a participant's plan in which they receive a budget to purchase reasonable and necessary supports. The participant approaches Westhaven to purchase supports in line with the goals in their NDIS plan. Westhaven works with the participant over the course of their plan to achieve the goals to build their capacity and promote independence.





Phoebe Mannix

Goal: I would like to continue with current day programs to maintain my independence and my community participation.

Phoebe chooses to attend Bultje St Day Programs 5 days a week, as there is a range of activities to choose from. Phoebe likes to live a healthy and active lifestyle. On a weekly basis she chooses several community participation programs including Aqua Zumba, community walks, going to the gym, zoo outings, Tafe, and community events such as festivals and sports days. Phoebe also does volunteer work for Meals on Wheels.

Phoebe is very independent, she likes to complete all programs and tasks by herself with supported staff supervising.



Goal: I would like to improve my fitness by having a support person accompany me to the gym.

Phoebe has a very active lifestyle, Phoebe goes to Precision Health and participates in Aqua Zumba classes, attends the gym with other clients on and participates in sports gala day's or carnivals. Phoebe loves to eat healthy food and chooses to use Lite-n-Easy 7 days a week. She is always showing her supported staff how yummy and healthy her lunches are. Phoebe's healthy lifestyle and enthusiasm is infectious and she has even influenced staff to live a healthy lifestyle and to join her on the Lite-n-Easy program.



NDIS

Bronwyn Garrick

In 2008, Bronwyn fell ill, she couldn't walk, talk or complete any tasks herself. After extensive observation, Bronwyn was diagnosed by Neurologists with Spinocerebellar Ataxia, a rare nerve disorder. Bronwyn also has diabetes and 3 damaged nerve cells sustained from when her mother had Scarlet Fever whilst pregnant. Bronwyn was told that with age her condition will worsen. Bronwyn's eye sight is 50% and her kidneys have 25% function.

Bronwyn, lives with her husband Stuart. With minimal friends and family in the area for support, Stuart was juggling work commitments and full time care for Bronwyn. They did receive some support from the community but it was not really meeting Bronwyn's needs. Bronwyn had not left her home for almost 8 years. Stuart was made aware of Westhaven and reached out for help. Bronwyn is now receiving support from Westhaven through her NDIS package.

Bronwyn has two Goals that she would like support in reaching.

“Goal One: I would like enough support to feel safe when I am at home and get in and out of bed and eat at reasonable times.”

Bronwyn gets support 7 days a week. Support staff Help Bronwyn with personal hygiene, showering,



her diabetic pump, cleaning duties, medications, transferring from beds to chairs to lounges and preparing her meals. Bronwyn loves the female company and has built up a great rapport with many of the support staff.

“Goal Two: I would like support to attend appointments and leisure activities in the community and I would like supported trips away to see my sister.”

Bronwyn has supported staff with her attending appointments. Every Saturday morning a supported staff member accompanies Bronwyn to meet with her Physiotherapist at home. Bronwyn completes exercises every morning with supported staff to maintain her progress and has made massive improvements since starting. Bronwyn wasn't very active or mobile to start with but is now able to go swimming, complete all different physio exercises, brush her teeth and do her own hair. Bronwyn can now wash herself with little assistance from staff and can





now, with help from supported staff, be transported in a Sara Steady instead of her hoist. Bronwyn can take steps on the spot holding her Sara Steady with the assistance of the holding bar. Bronwyn now rolls over in bed and can manoeuvre herself. She now sits up at the breakfast bar to eat and has started assisting with her breakfast. Bronwyn attends pamper appointments every 6 weeks getting her hair done and occasionally her nails.

Bronwyn's doctor advised that she would benefit from more community interaction and now attends a lunch or shopping trip with her supported staff every week. Bronwyn has been on three day trips away with support staff to Orange, Parkes and Mudgee. She has been enjoying her trips away and wishes to continue going. With support Bronwyn recently called her Team Leader and booked her next outing herself.

Going forward Bronwyn's goals for the future include starting to bake and to help with making lunches, starting to read books again and to continue her day trips with help from support staff. Bronwyn wishes to go on a holiday once a year for a couple of days.

Bronwyn would like to have more independence with daily activities. Bronwyn stated that she loves the company from all the ladies from Westhaven that come and help her, "They do a good job and are always happy"

Stuart said "Without Westhaven providing the professional service that they do Bron would not be where she is today and I thank them for that"

Bronwyn's husband, Stuart, has stated that before having Westhaven support staff she had a very negative mindset towards herself, she now has a very positive mind. Bronwyn is very content, she is cheeky, always happy and laughing, loves to have a joke and has healthy banter with the support staff.

Stuart has seen massive improvements with Bronwyn and how she sees her life now.



Corporate Governance

Westhaven is a not-for-profit charity operating as a company limited by guarantee. The Board of Directors has overall responsibility for ensuring that the organisation remains focused on its mission and vision. Westhaven Governance Framework plays an important role in ensuring that the support and services delivered meet Westhaven's strategic aims and the high expectations of our participants, participants and the CYP we support. Westhaven aims to achieve great outcomes by taking actions to continuously improve the quality and safety of support including the following:

- Having a vision for the future
- Partnerships
- Safety Culture
- Continuous learning and development
- Leadership
- Teamwork
- Quality Improvement

Ethical Standards

The Board conforms to the highest ethical standards and recognises the need for Directors and employees to observe the highest standards of corporate, business and service provider ethics when engaged in activities on behalf of Westhaven. Under the Constitution, the Board's governance role requires the Board to provide leadership, safeguard the organisation's interests, ensure accountability and ensure long-term viability.



Management Responsibility

The Board has delegated authority for the management of the company to the Chief Executive Officer (CEO). Accordingly, the CEO has been charged with implementing the Board directives and the day-to-day management and reporting of activities. Westhaven's CEO is supported by an Executive Team. The Executive Leadership Team comprises the CEO, Chief Financial Officer, General Managers and Service Managers and has clear accountability and defined communication and reporting lines.





Accountability

Westhaven is accountable to its members, to participants accessing its services and their families and carers, employees, members and supporters. Westhaven is also accountable to the NSW Department of Community and Justice, the NSW Trustee and Guardian and The National Disability Insurance Agency (NDIA).

Quality Risk and Safety

Westhaven has policies and procedures in place to ensure that supports and services are delivered to achieve the organisation's purpose and vision. They aim to ensure the organisation focuses on participant plans and outcomes and also remain financially viable. Westhaven's Code of Conduct policy sets out the organisations commitment to the highest standards of conduct and behaviour in all areas of service delivery and operations.



Workplace Gender Equality

In accordance with the requirements of the Workplace Gender Equality Act 2012 (Act), Westhaven is compliant and has lodged its annual public report with the Workplace Gender Equality Agency.

As an employee organisation with members in its workplace, the Act provides for you to comment on the report either by contacting us through our website or to the Agency. Please refer to the Agency's guidelines on this process on their website.



47%
MALE



53%
FEMALE



Royal Commission



Royal Commission into Violence, Abuse, Neglect and Exploitation of People with a Disability

In 2019 the Royal Commission into Violence, Neglect and Exploitation of People with a Disability was announced.

Westhaven support the announcement of the Royal Commission and welcome the improvements to the lives and service delivery for people with disabilities that the Royal Commission will bring. We welcome individuals that wish to make submissions to the Commission and will offer support where needed for any of our participants to engage with the Royal Commission. As a result of the Royal Commission, advocacy services have been extended and counselling support are also being made available. Westhaven have also linked to an external counselling service to provide these supports in addition to that of the Royal Commission.

Westhaven is also preparing to respond to the Royal Commission. We want to showcase the changes and improvements we have made over time, to improve the

quality and the safety of our services. We are working through an action plan to continue this improvement including staff training and awareness, improved quality assurance with a Quality and Safeguarding Framework. Improved incident reporting, follow up and response to complaints is also continuing to be our focus.

We have allocated two contacts within Westhaven. If you wish to discuss the Royal Commission, Anthony Meinecke who is the executive sponsor of the action plan and our preparedness, and Timothy Sykes our Director of Client Engagement and Human Resources.

Westhaven would like to support all participants and families wishing to engage with the Commission. If you need support, access to counselling or would like general information about the Royal Commission, please contact us by email, phone or via our compliments, complaints and feedback form on our website.

Email: admin@westhaven.org.au
Phone: 02 6882 4111
www.westhaven.org.au/contactus

Feedback

Quality service and a commitment to continuous improvement are fundamental to our operations here at Westhaven. If you would like to let us know about something we have done well, or that we could do better, then please let us know. You can do that via our website www.westhaven.org.au, or by calling our team on 02 6882 4111.



Matthew Taylor

“I love Westhaven
because staff help
me all the time and
I love all staff.”



Libby Warrell

Our Brand



Westhaven are very excited to unveil our new brand.

As the organisation has evolved, the previous logo no longer reflected the organisation we are today. We wanted to refresh the brand to highlight the Purpose, Vision and Values of Westhaven. The new Westhaven logo brings a contemporary, fresh and dynamic identity to the brand.

Our brand is more than just our logo. Our brand lives through all our actions and behaviours. Every 'touch point' with our community, members, participants and families.

The new Westhaven brand represents our values of CHOICE: Connections, Happiness, Opportunities, Individuality, Cooperation and Equity in everything we do.

The essence of our new brand is our participants.

Our participants are at the heart of everything we do. The icon element of the new logo represents two people connecting and supporting each other. These connecting people are abstract and represent love, compassion, happiness and cooperation. The interconnecting overlapping tiles represent the support and choice that participants at Westhaven have.

Westhaven is always there, supporting participants to always live how they choose.



Westhaven

Live how you choose.



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T: 02 6882 4111 | M: 0400 000 | F: 02 6882 4199
Email: jenine@westhaven.org.au
www.westhaven.org.au

Live how you choose.

Collaboration



Google G Suite

In June 2019 Westhaven went live on Google's G Suite. G Suite is a productivity suite and set of collaboration tools which are closely integrated. This allows staff to not only work on documents collaboratively, but it's also an ecosystem to allow holistic solutions to be created to save staff time and improve our client experience and satisfaction.



Google Meet

We are reducing travel costs and increasing the safety of staff when we conduct meetings and workshops via Google Meet. Google Meet allows staff to talk face to face via video conferencing. Staff can present their screen, which both aids in an increased understanding of information and shorter meetings.



Email Spam has reduced by **40%**



Westhaven

Live how you choose.



Meaningful Reporting

Vastly improved business insights

Proactive metrics and trends to spot behaviors earlier.

Allowing us to focus on participants needs and less on administration



All of this equates to being able to do more of what we do best, assisting our participants to

Live how they choose.



Video Meetings

Improved Safety due to less travel

Meetings are shorter and in more locations

Meetings are richer in content and more effective

Document Collaboration has increased by over

900%



IT Support Calls reduced by **300%**

Time Savings

No more sending paper back and forth across the organisation. Documents can be accessed from anywhere and securely by the right people.

We also have bots creating admin intensive reports

That means more:

Focus on participants
Improved insights

That also means less:

Admin overheads
Time wasted

Paper Savings

Printing is not only costly but it's also not great for the environment. By improving collaboration through Google meetings, documents and access to reporting, we have reduced printing and continue to reduce it everyday.

That means more:

Financial savings
Environmental savings

That also means less:

Physical record storage

Cloud Based

We have been able to effectively cut a third of our on premise servers from 13 to 9 in just 6 months.

We are planning to reduce the count by a further 7 over the next 12 months. As we migrate other IT services to the Google cloud.

That means more:

Financial savings
Reliability
Security

That also means less:

Power consumption
Downtime

Board of Directors



Matthew Irvine
Chairman



Grahame Marchant
Director



Sally Bryant
Director



Robert Tootell
Director



Grant Simpson
Director



Andrew Harvey
Director



Melissa Ashton-Garard
Director

Senior Leadership Team



Andrew Everett
Chief Executive Officer



Peter Jones
Chief Financial Officer



Cath Deveigne
*General Manager
of Children's Services*



Lynda Haksteeg
*General Manager
of Corporate Services*



Ben Camilleri
*Director of IT
& Digital Services*



Tim Sykes
*Director of Engagement
& Human Resources*



Penny Gibbs
*General Manager
of Adult Services*



Pam Cook
*Service Manager
of Community Services*



Kris Gersbach
*Manager Westhaven
Business Services*

Financials



The Duke and Duchess of Sussex, Prince Harry and Meghan Markle. Pictured with Westhaven participants Christine Smirnov and Matthew White

WESTHAVEN LIMITED
(a company limited by guarantee)
ABN 56 000 543 046

Abridged Financial Statements
Statement of Profit and Loss
For the Year ended 30 June 2019

	Notes	2019 \$	2018 \$
Revenue	2	41,179,866	28,865,826
Changes in inventories of finished goods and work in progress		(124,882)	(98,344)
Raw materials and consumables used		(144,079)	(101,648)
Employee expenses	3	(30,175,724)	(21,161,143)
Depreciation expense	3	(504,850)	(469,944)
Finance costs	3	(22,599)	(3,108)
Other expenses	3	(9,695,327)	(4,477,062)
Surplus for the year		<u>\$512,405</u>	<u>\$2,554,577</u>

WESTHAVEN LIMITED
(a company limited by guarantee)
ABN 56 000 543 046

Abridged Financial Statements
Statement of Financial Position
As at 30 June 2019

	Notes	2019 \$	2018 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	4	4,486,098	579,417
Trade and other receivables	5	5,584,200	6,950,424
Inventories	6	276,208	401,090
Other assets	7	84,317	67,597
TOTAL CURRENT ASSETS		<u>10,430,823</u>	<u>7,998,528</u>
NON-CURRENT ASSETS			
Property, plant and equipment	8	18,900,982	12,404,291
TOTAL NON-CURRENT ASSETS		<u>18,900,982</u>	<u>12,404,291</u>
TOTAL ASSETS		<u>29,331,805</u>	<u>20,402,819</u>
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	9	2,978,817	1,171,806
Financial liabilities	10	99,664	62,523
Provisions	11	1,376,882	1,059,176
Other liabilities	12	468,346	748,139
TOTAL CURRENT LIABILITIES		<u>4,923,709</u>	<u>3,041,644</u>
NON-CURRENT LIABILITIES			
Financial liabilities	10	150,501	165,856
Provisions	11	583,360	438,600
TOTAL NON-CURRENT LIABILITIES		<u>733,861</u>	<u>604,456</u>
TOTAL LIABILITIES		<u>5,657,570</u>	<u>3,646,100</u>
NET ASSETS		<u>\$23,674,235</u>	<u>\$16,756,719</u>
EQUITY			
Reserves	13	11,738,960	5,333,849
Retained earnings		11,935,275	11,422,870
TOTAL EQUITY		<u>\$23,674,235</u>	<u>\$16,756,719</u>

WESTHAVEN LIMITED
(a company limited by guarantee)
ABN 56 000 543 046

Abridged Financial Statements
Statement of Cash Flows
For the year ended 30 June 2019

	2019 \$	2018 \$
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts from customers	1,746,187	1,282,578
Receipts from consumers	1,900,190	1,977,498
Grant moneys received	1,863,101	5,596,027
NDIS income	19,881,528	9,940,025
Children services income	18,509,682	6,539,825
Interest received	63,874	45,236
Payments to suppliers and employees	(39,495,770)	(26,933,185)
Finance costs	(22,599)	(3,108)
	4,446,193	(1,555,104)
CASH FLOWS FROM INVESTING ACTIVITIES		
Proceeds from sale of property, plant and equipment	420,000	136,949
Purchase of property, plant and equipment	(981,298)	(1,966,852)
	(561,298)	(1,829,903)
CASH FLOWS FROM FINANCING ACTIVITIES		
Proceeds from borrowings	124,403	188,696
Repayments of borrowings	(102,617)	(24,898)
	21,786	163,798
Net increase/ (decrease) in cash and cash equivalents	3,906,681	(3,221,209)
Cash and cash equivalents at the beginning of the year	579,417	3,800,626
	\$4,486,098	\$579,417
CASH AND CASH EQUIVALENTS AT THE END OF THE YEAR (Note 14.1)		

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF WESTHAVEN LIMITED

Opinion

We have audited the financial statements of Westhaven Limited, which comprises the statement of financial position as at 30 June 2019, 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 Westhaven Limited 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 2019 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 2019.

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.



**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF
WESTHAVEN LIMITED
(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:

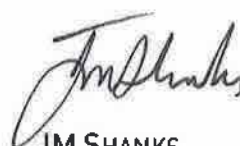
- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting 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: 19 September 2019



**JM SHANKS
PARTNER**

The Year Ahead

Westhaven will continue to have participants at the centre of everything we do for the year ahead. There is a busy and exciting year to look forward to.

Westhaven will continue to grow and to focus on expanding its services both locally and into additional NSW markets to provide quality services to people with disability. Services will begin to be delivered in Broken Hill after the transition into operational management of The Salvation Army's Algate House in September 2019. This business expansion will provide accommodation and support services for 30 participants in Broken Hill. Westhaven will also begin providing respite and support services in Orange NSW.

Our staff will have the opportunity to continue to work in an environment that is focused on staff wellbeing and health. Staff can continue to access the already successful Corporate Fitness Passport Program and a 'Get Healthy at Work' program will be rolled out by the WHS team. Ongoing training, both on the job and accredited will be offered to staff at Westhaven to ensure we are providing quality care to all participants.

Participants will benefit from and enjoy a new location for Day Programs as our Inspired Learning Facilities move to properties on Quinn Street, Dubbo.



These facilities, purchased from Northcott will be refurbished using the outcomes from engagement meetings held with participants and will give participants a more spacious and homely environment.

The refurbishments will incorporate activities that participants have outlined as important to them.

A Client/CYP Council will be established in the coming year. This Council will provide us with advice on all aspects of Westhaven moving forward. We will partner with an external organisation to complete independent satisfaction surveys for participants/CYP and develop a road map based on issues identified in this client satisfaction survey.



The Biennial Westhaven Ball is to be held in late 2019.

Participants, families and staff can enjoy an evening of celebrations, dancing and fun. As this event grows it is surely one not to be missed.

Westhaven are proud to partner with and will continue to build ongoing networks and relationships with local businesses and service providers to ensure the outcomes and goals for all participants are met and that they all live the life they choose.



Peter Smith



Westhaven

Live how you choose.

How to connect with us

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westhaven.org.au

admin@westhaven.org.au



facebook.com/westhaven.dubbo/



instagram.com/westhavenltd



au.linkedin.com/company/the-westhaven-association

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