

Able Australia Annual Report

2022-23





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Able Australia delivers better days, every day, with and for our clients.

About Able Australia

Able Australia is a leading provider of disability services and community supports for seniors.

Established over 50 years ago to provide support to the deafblind community, we are now a diverse not-for-profit organisation, providing a variety of services across Australia.

We continue to build on our heritage and empower the individuals we support to reach their goals.

We are a registered NDIS provider helping to create better days, every day with and for our clients.

Where are we located?	VIC	TAS	QLD	ACT
Supported Independent Living				
In-Home Support				
Day Services				
Specialist Disability Accommodation				
Positive Behaviour Support				
Allied Health				
Deafblind Services				
Community Participation				
Community Transport				
Community Services for Seniors				

Vision

Our vision is to enable the people we support to live the life they choose.

Mission

Our mission is to build on our heritage and empower the individuals we support to reach their potential by living our values of trust, respect, excellence and kindness every day.

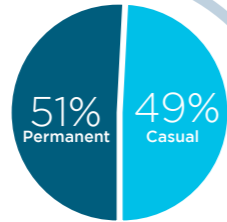
Values

Committed to our values of trust, respect, excellence and kindness, we strive to provide the best quality support in long term partnership with our clients and their loved ones. Below are a set of guiding principles and fundamental beliefs that allow Able to achieve its vision and mission.

 <p>Trust</p> <p>For more than 50 years we have been trusted to deliver high quality, reliable services safely to those we support.</p>	 <p>Respect</p> <p>We are respectful, upholding the rights of everyone we support and work with.</p>	 <p>Excellence</p> <p>We strive for excellence in everything we do – from the services we provide, to the outcomes we support clients to achieve.</p>	 <p>Kindness</p> <p>We are kind and compassionate to all.</p>
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Able Australia at a Glance

908 employees

79% staff satisfaction

94% client & family satisfaction

61 residential services



18,208 adult and 6,444 child pantry clients



1,200+ external training sessions (especially to support complex and high intensity needs)



110 volunteers



5 day service locations



9,230 meals provided



31% increase LinkedIn followers



40+ ethnic groups



1,764 hours of group social support



15,140 community transport trips



3x increase in philanthropic grants revenue



42 different languages spoken by our staff



1,500+ seniors supported in the community



2.27M records digitised/managed



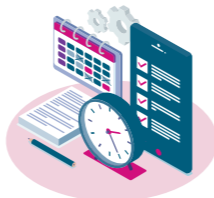
8 research projects partnerships - Centre of Excellence (CoE)



10 staff completed Certificate IV in disability



1.04M hours of rostered support



10,000+ calls to our 1300 number



15,000+ online training courses completed



110 organisations in the CEO Collaboration



408 emergency relief clients



295,000+ website visits



3 deafblind conference presentations



Message from the Chair



Peter Reilly OAM
Board Chair
(outgoing)

The financial year 2022-23 has been another challenging year with continued volatility in the sector due to significant pricing challenges, workforce shortages, heavy compliance and the ongoing recovery from operating in a post COVID era. These challenges are being experienced across the disability sector, with a National Disability Services survey reporting that 83% of disability service provider respondents are concerned about financial viability and service delivery under the new National Disability Insurance Agency price limits.

The combination of these challenges has placed significant pressure on disability service providers, including Able Australia, with Able delivering an operating loss of \$3.9 million [FY2021-22: deficit \$4.5m]. This was on the back of setting a deficit budget, with a commitment to invest in growth, technology and continuous improvement. As a result, we grew our revenue by 16% as part of our ambitious growth agenda to provide our high-quality services to more people.

We welcomed the year with the successful transition of an additional 39 clients from 10 houses, and with them, nearly 100 employees to Able's workforce from a Melbourne-based provider. We are confident we will deliver Able into a more sustainable future.

To further support our work and position Able for future success, we have changed the purpose of our constitution to now offer our high-quality disability services to people of all ages. This change supports us to be able to focus on delivering our high-quality services to more clients across their life-spans in the future.

Like many organisations in the disability sector, Able continues to face ongoing challenges including funding reductions, increased costs of doing business, inflation as well as workforce shortages, competition, and retention challenges. These circumstances are not assisted by the enablement of and proliferation

of unregulated providers. Therefore, we welcomed the Commonwealth announcement of a review of the National Disability Insurance Scheme. This announcement is a significant development in ongoing efforts to improve the NDIS, and we continue to collaborate with the NDIS as a key part of our efforts to achieve improved outcomes for our clients.

The Able Board has continued to focus on strengthening Able's governance, quality and safeguarding participating in the GovernWith annual skills-based assessment program. Able is also committed to hearing the voice of people with a lived experience of disability, incorporating this into the Board Director skill mix and strengthening the Client Advisory Committee.

What we have achieved over this 12-month period has been encouraging as we continue to deliver high quality support to our clients, while expanding our offering to more people with disability. This success would not be possible without the continued support of our clients, families, employees and volunteers, and for this I thank you.

At the end of June, I stepped down from my role as Able's Chair and handed over the reins to the very capable Jenny Smith. While I remain involved in the Board of Able, I wish Jenny, the Board, Lynette McKeown, and the leadership of Able every success as it embarks on its next ambitious phase into the future.

Lastly, thank you to my fellow Board Directors for your unwavering dedication to the work we do at Able and the giving of your time throughout the year.

Peter Reilly OAM
Board Chair (outgoing)

CEO's Report



Lynette McKeown
CEO

The 2023 financial year has been another challenging year for the disability sector and Able as we continue to recover from the impacts of COVID and respond to NDIS changes and financial restraints. It is in times like these that I am proud of being part of the Able team and our 'together we are Able' approach, as we continue to provide better days every day with and for our clients and staff.

In the first half of the year, we launched our new Strategic Plan for 2022-25. This Plan was developed through extensive consultation with our clients, community, employees and stakeholders, ensuring we had diverse and rich input into Able's future. Our Plan is wholeheartedly based on our brand promise: to deliver better days, every day, with and for our clients. I am proud that our employees and volunteers deliver this in many ways, every day.

Able has long had a reputation as a leader, raising awareness in the disability sector. Able founded the CEO Collaboration, and today it proudly boasts 110 members, representing over \$2.33B NDIS revenue, 42,000 participants and 26,000 employees. Through this group collaboration we advocate for our clients, employees and service providers as we seek to build a stronger sector. The CEO Collaboration has been a driving force on submissions to government and the NDIA, including the NDIS Review and NDIA price review. Able also collaborated on eight research projects with academic partners and other disability service providers to help build evidence-based practices for the sector.

At Able, the work we do continues to meet the highest standards including successfully completing multiple accreditations. Our focus on continuous improvement is firmly entrenched to ensure we provide better days, every day with and for our clients, through safe and high-quality, client-centred services.

Likewise, one of our focuses this year has been to better understand the views and goals of our clients. As a result, we've created more ways in which to gather the views of our clients and families through our Client Advisory Committee and customer surveys, receiving real-time feedback to inform our decision-making. The Client Advisory

Committee is a Board sub-committee, offering a direct line for the Board to hear the voice of the client. The Board and Senior leadership also participate in regular site visits to ensure visible leadership, offering another means to hear the client and staff voices.

It is through the relentless commitment of our employees and volunteers that we can achieve high client satisfaction (94%) and staff satisfaction (79%) scores, as well as boast high recommendation scores (89% clients and families). Thank you to every person who is a part of Able for your contribution to creating the great experience that we are proud to offer to clients, employees and volunteers. As an organisation we are testament, that together, we are Able.

I'm continuously humbled by the generosity of our donors, funders and supporters, whose belief in our work is shown through their financial support of our many programs. This adds to the richness of the programs we can offer our clients beyond the limited funding structures available to us. Thank you for your generosity.

In closing I would like to thank our clients, staff and volunteers, who make every day so rewarding as we work together to deliver better days, every day.

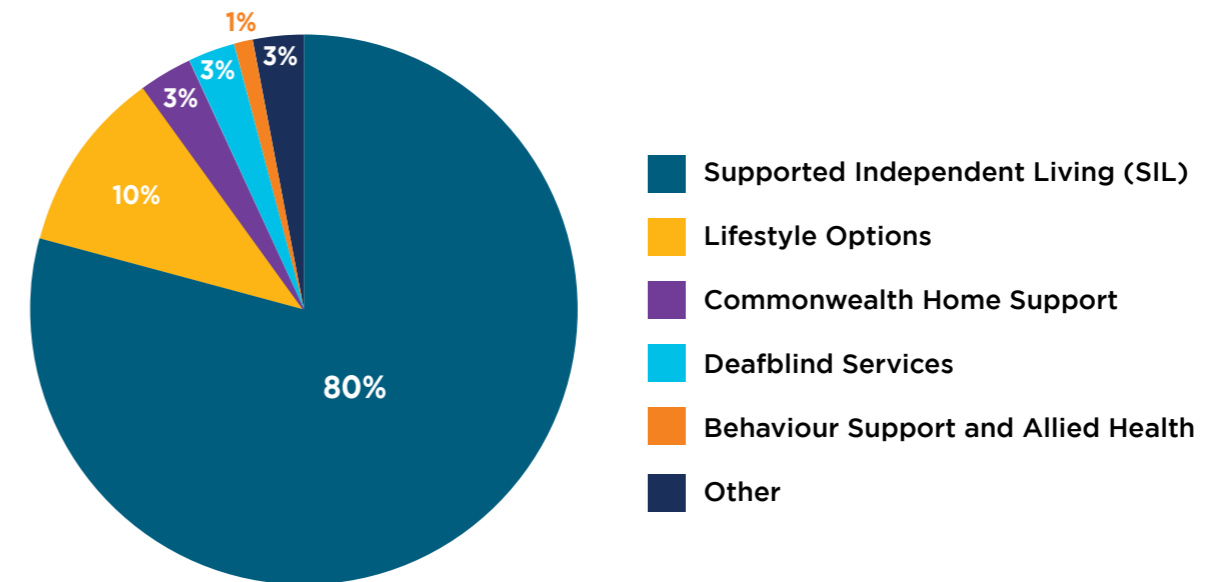
Lynette McKeown
CEO

Financial Highlights 2022-23

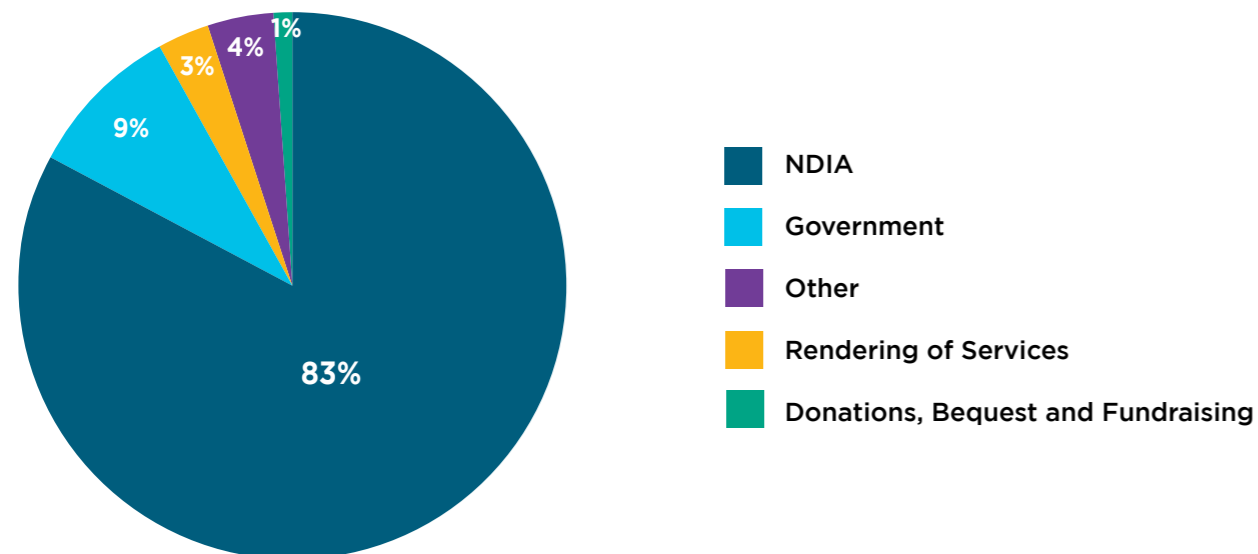
Able Australia Services 2022-23 Summarised Financials

Revenue and Expenditure	\$'000s 2022/2023	\$'000s 2021/2022
Revenue and Income	66,473	56,567
Total Expenditure	70,444	61,112
Surplus/(Deficit)	(3,971)	(4,544)
Assets and Liabilities		
Total Assets	32,749	37,049
Total Liabilities	14,093	14,422
Net Assets	18,656	22,627
Cash and Investments		
Cash and Cash Equivalents at 30 June	850	3,660
Investments in Equity	12,394	11,670

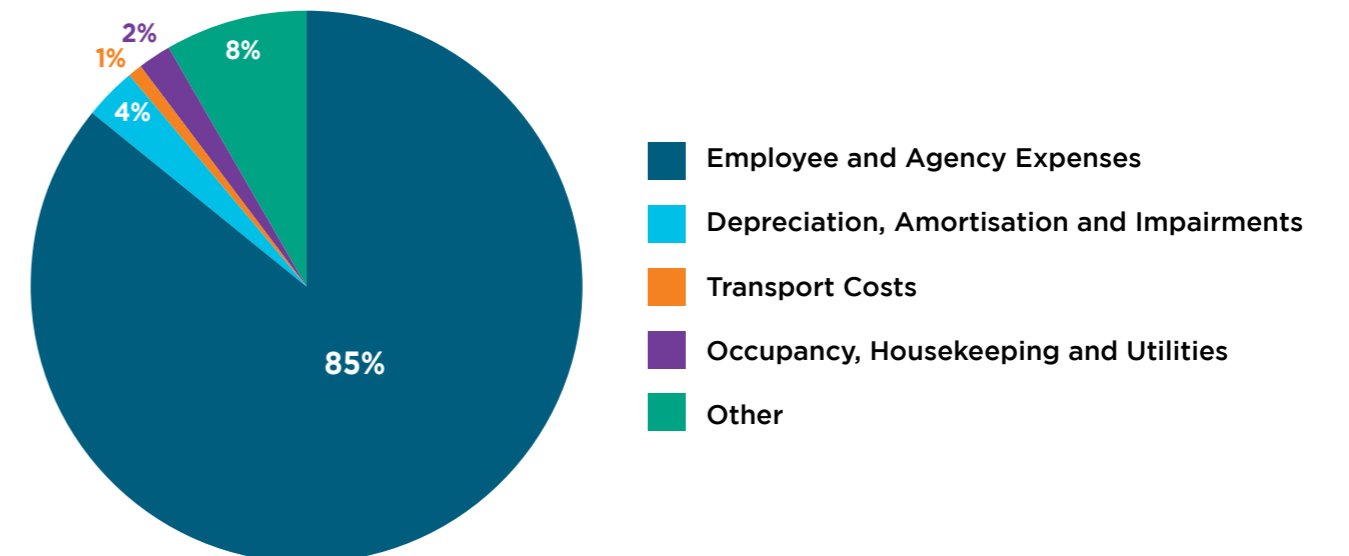
Revenue by Category



Revenue by Source



Expenditure by Type



Income Statement, Balance Sheet and Cash Flow Statement Information have been derived from Audited Financial Statements. Audited Financial Statements are available on the Australian Charities and Not-for-Profits Commission website, www.acnc.gov.au

Our Strategic Priorities

The focus of our Strategic Plan 2022-25 and our commitment to the Able community is to deliver Better days, every day, with and for our clients.

Developed with a rich variety of input and feedback from our clients, Client Advisory Committee, families, employees, Board and other stakeholders, we considered a wide range of perspectives in developing our future direction as we strive to empower the people we support to reach their potential and live the lives they choose.

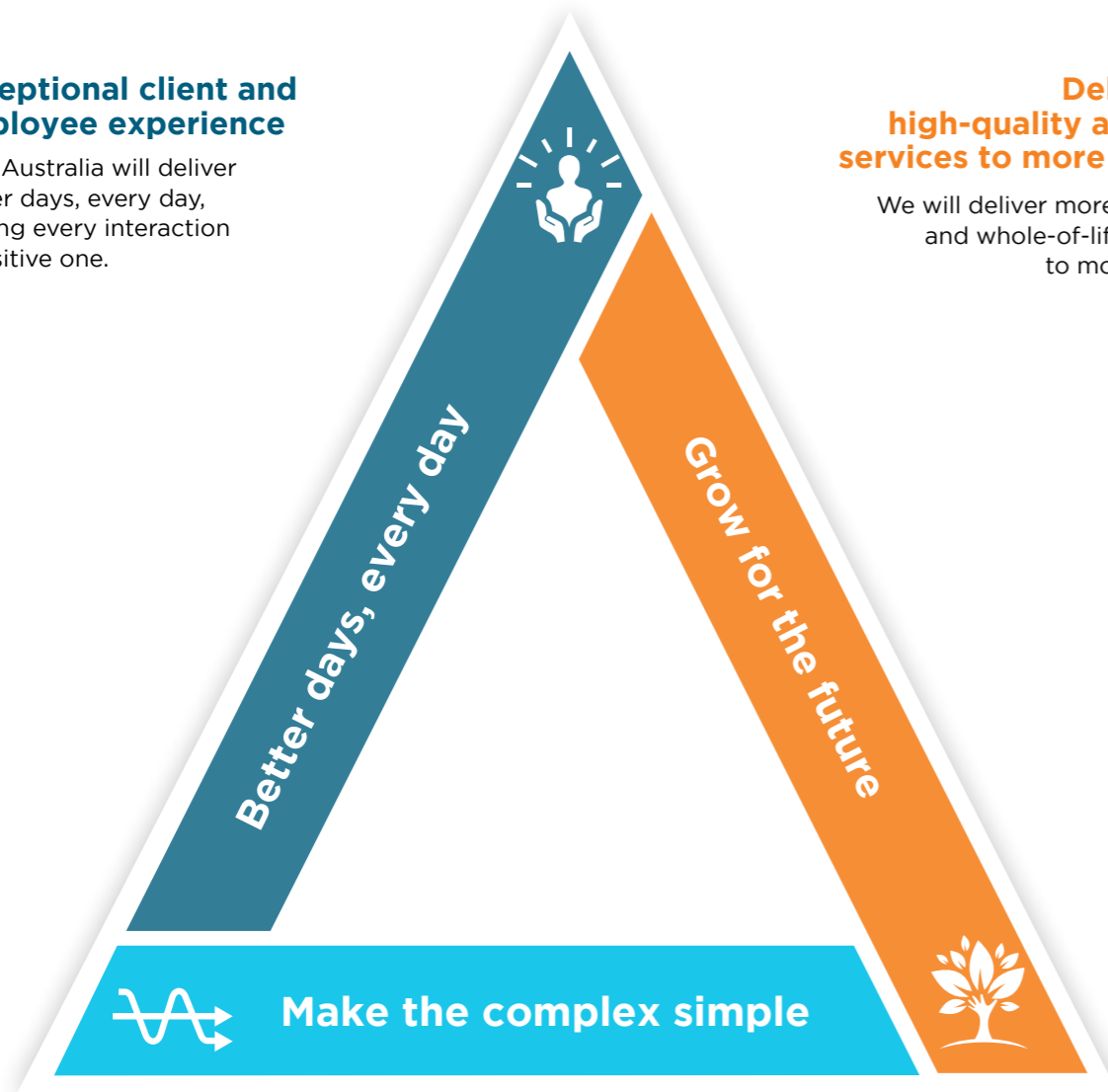
Our Strategic Plan 2022-25 is based on three strategic priorities to guide our actions as we seek to achieve our vision for the future:

Exceptional client and employee experience

Able Australia will deliver Better days, every day, making every interaction a positive one.

Delivering high-quality and safe services to more people

We will deliver more supports and whole-of-life services to more clients.



Transform our processes and systems

The way we work and the tools we use make our work simpler, more efficient and more effective for all.



Jonathan reaching goals

Jonathan's goal was to see a movie at the cinema and in 2023 he made his goal come true.

"Today was a very special day working with Jonathan - it was a day that we achieved a massive goal" says Ben, Jonathan's Able Disability Support Worker. *"Jonathan managed to sit still and enjoy a whole movie - something he's not achieved before"*.

Jonathan and Ben went to IMAX. As soon as they arrived, Jonathan said, *"Happy Jonathan. Very happy"*.

Both Jonathan and Ben enjoyed the day immensely. *"Today was a very fun day"* says Ben. *"We both had a lot of great moments together. Jonathan was very interactive, and we can't wait to do this more in the future."*



Phillip meets his favourite band

Phillip is a huge fan of the American rock band KISS. Able House Manager, Claire, was thrilled when she was able to get tickets for Phillip to go the KISS concert!

Phillip was supported by Able to go to the airport to meet KISS when they landed at the Melbourne airport. He was extremely excited to see his favourite band and enthusiastically shows off his KISS merchandise.



Better days, every day

Our clients, families, employees and volunteers are central to the design, delivery and continual improvement of our services, and are the reason Able can provide the highest quality services. We are committed to the principle of listening to the voice of our clients as we seek to support clients to achieve their goals and live the life they choose. We never compromise on quality, and are informed by evidence-based practice, as we lead the sector in service excellence.

Our clients and families

Our guiding statement, and the standard against which we measure our success, is our promise of “Better days, every day, with and for our clients”. To this end, we have focused on creating and building exceptional experiences for our clients, their families, our employees and volunteers.

During the year, we conducted an in-depth survey of our clients to understand how they feel about our services. In addition, we introduced a pulse survey designed to gather the views of our various stakeholders as they interact with Able. This survey continuously tracks the satisfaction, feedback and feelings of safety of our clients, families, employees and volunteers, to give us the ability to understand quickly if we are getting things right, and opportunities to improve. Alongside the ways of gathering our client views, we continued to proactively recruit clients and families to our Client Advisory Committee, and refine the areas in which we can apply their experiences and views to improve the service we deliver.

Likewise, we’ve added into our mix a number of communications to better engage our clients and families of our day services, as well as a client-focused newsletter featuring stories of our clients and their achievements. These all form part of our commitment to highlighting and celebrating the stories that our clients want to share.

Our flagship annual event, Able Art, is an event where our clients are invited to share art they have created during the year. Held in connection with International Day of People with Disability, Able Art 2022 proudly showcased 38 artworks from Able clients across Australia. This event is made possible with the support of Herbert Smith Freehills which has supported this important program over the past 15 years.

Our employees

The relationship and connection between our clients and our staff is key to the many achievements that Able can boast over the past year. Hand-in-hand with our commitment to client experience is our dedication to creating employee experiences that are exceptional. During the 2022-23 year we have proudly continued our pursuit of having a workforce that is highly engaged, well trained, and proud to be a part of the Able team by providing ongoing training to staff, an employee assistance program and our employee engagement platform – Able Rewards.

Recognising the unique complex and high support needs that many of our clients have, we have provided over 1,200 external training courses this financial year, across critical areas such as medication, PEG, first aid and CPR training.

We have made strong progress in a number of significant projects to enhance our employee and client experience. We’ve reviewed our rostering practices and procedures to ensure that we continue to enhance client-employee relationships, by better taking into account client preferences and needs when rostering. By doing this, we have ensured that we can offer employees more reliable work hours, and clients can expect a more consistent experience from the employees who work with them every day.

With critical staff shortages reported across the sector, we have recognised that our employee value proposition is a key differentiator, serving to attract and retain employees to Able. We have enhanced our staff offer through the inclusion of a staff benefits program, which offers our employees significant discounts in their day-to-day living expenses and other items, with over 52% of employees taking up this offer during this year.



We worked to provide the opportunity for employees to undertake a fully funded Certificate IV in Disability, with ten employees in Tasmania having completed this training, and seven Victorian employees currently completing the training.

We have a 79% staff satisfaction rate with 83% of staff providing a four-star rating recommendation of their experience at Able. Our surveying continues to provide regular feedback and opportunities for continuous improvement, enabling our staff to have better days, every day. Suggestions implemented as a result of feedback provided include improved rostering practices, an expanded wellbeing program through our Employee Assistance Program, a review and redesign of our staff induction and onboarding program, and regular communication including What's new around Able to keep staff connected.

Able is proudly guided by our values of Trust, Respect, Excellence and Kindness, which we embed in the way we work. We have a staff award named after a much-loved staff member, Debbie Prior which recognises front line employees who act in accordance with our values of Trust, Respect and Kindness. This year our finalists included Julie Ulrich, Claire Peschel and Maree Timbs, with the winner being Fahim Rahman from Tasmania, who was nominated for the care, rapport and trust that he has built with clients with complex needs.

To further recognise the value that our employees bring to Able, we have created a second award named after one of our founders, Eddie Keir. The Eddie Keir Award rewards employees who act according to our value of Excellence. Finalists included Shawn Gamble and Bryce Smith, with Anne-Maree Wendt winning this year for her work as part of our COVID-19 pandemic response, rolling out PPE nationally and maintain NDIS compliance in the COVID environment.

Advocacy and our collective impact

Advocacy and collective impact are important elements of Able's approach to ensuring that we deliver on our brand promise of "better days, every day". Born out of this philosophy is one of Able's most outstanding successes: the initiation and hosting of the CEO Collaboration. Commencing as a response to COVID challenges, and now continues as a group of like-minded disability service providers, sharing information, learnings and resources as we work to strengthen the disability sector and services to clients with disability. The CEO Collaboration now boasts over 110 service providers, representing over \$2.33B NDIS revenue, 42,000 participants and 26,000 employees. The CEO Collaboration has enabled Able to be a part of a collective voice. In response to the NDIS Annual Price Review, we raised sector-wide concerns about the widening gap between agency pricing for services and escalating costs of doing business.

Likewise, Able participated in the Ability Roundtable, Supported Independent Living and Financial survey, submitting data to contribute to a white paper benchmarking sector performance and best practice.

Opportunities such as these are important ways in which Able is enhancing the knowledge and information available to the sector.

Able continues to have a strong focus on our accreditation across our NDIS and Aged Care services. We have a proud record of exceptionally high levels of compliance, and "quality is everyone's business" culture.

As a leader in the sector, our Centre of Excellence - Deafblind (CoE-DB) adds to the evidence base, and promotes an understanding of the needs of people with deafblindness across Australia and internationally.

Our Head of this Centre, Dr Meredith Prain, was presented with a distinguished service award by Deafblind International, and was a part of the Monash University Auslan research team, receiving the "Faculty of Arts Dean's Research Award".

Another staff member, Claire Fraser, was confirmed as a Winston Churchill Trust Fellow. As part of this fellowship, Claire will travel overseas to research programs and organisations that use creative arts to improve the wellbeing of people who are deafblind.





Throughout the 2022-23 financial year, Able and the CoE-DB partnered with people with disability and various universities to undertake research projects. These projects contribute to an evidence base to improve services and supports to people with disability. Some highlights include collaboration with Deakin University at an Inclusive Health Symposium in December 2022 which shared research about how information about infectious diseases and COVID is shared with vulnerable populations. In addition, a report with Monash University on the experience of training of Auslan interpreters and support workers who work with people with deafblindness was launched in June 2023.

The CoE-DB also delivered Communication Guide training and Video Interaction Guide training to enhance the competence and skills of people working with people with disability including deafblindness. The CoE-DB also partnered with NextSense to launch and maintain a learning portal for people interested in deafblindness.

The CoE-DB provides consultancy to a number of interstate NDIS participants with complex needs, and on a Department of Health Accessible Information Project about information provision to communities with different communication access needs.

DBIA is a consortium with SensesWA and Deafblind Australia to deliver a national information grant funded project. The Deafblind Technology Project aims to provide people with deafblindness, their support networks and service providers with best practice information in working with this complex group. Information is provided in a range of formats and available on the Deafblind Information Australia website.

During the year, we collaborated with RMIT University and Yooralla on a Workforce Innovation and Development Institute (WIDI) study to explore the retention challenge of the disability workforce. Funded by the Victorian Department of Families, Fairness and Housing (DFFH), this research has produced a valuable report exploring the experience and intentions of new disability support workers in the sector.





Grow for our future

In seeking to deliver the highest quality services to our clients, we will transform the way we work, to ensure that our efforts are focused where they matter most: frontline service delivery. To design client, family and employee experience around their needs, we will adopt new technologies, use simplified systems and streamline our processes.

Growth

Able has an ambitious growth agenda to provide high-quality services to more clients across their lifespan and to grow our social impact. To achieve this, Able has invested in business development to support this journey.

We started the year with a key milestone during 2022-23 of successfully moving 10 Supported Independent Living homes across from a Melbourne provider to Able. As part of this initiative, Able are supporting an additional 39 clients and nearly 100 employees. The high retention of both clients and employees through this transition speaks to the quality experience and client-centred focus that Able offers.

To further support our growth plans, we revised our constitution so that we can provide supports to all age groups. Our updated constitution was endorsed by Able members in January 2023 and is a key foundation for our growing future.

We have worked tirelessly to develop partnerships with specialist disability accommodation (SDA) providers and developers. By adding SDA to our portfolio, we can offer the highest quality and best-in-class disability accommodation to more clients. These opportunities will come to fruition in the 2023-2024 financial year and beyond as we develop a targeted development pipeline.

To support our growth objectives, we have focussed on building Able's brand awareness in new and existing markets, and on driving opportunity to our service teams. We have redesigned our referral pathways and intake processes to continue to fill vacancies, successfully matching clients to their new homes. We have invested considerable time to ensuring the cultural fit within every home provides our clients with a sense of belonging and engagement whilst providing longevity to clients. We will continue to do so to ensure that every home is happy and stable.

We are committed to deliver new and innovative customer life experience opportunities that go beyond our funded care and support models. Able has been fortunate to start to build meaningful partnerships with leading sporting clubs, community groups, entertainment providers and some

famous Australians willing to donate their time and support to our clients to realise their dreams and aspirations.

One of our key focuses this year was to create meaningful communities of client collaboration with like minded and values aligned service providers to ensure NDIS participants had greater access to a more diverse service base. Through these relationships we aim to invite opportunities for all clients we interact with to have greater choice, control and support in their current journey.

Able has realised the value and importance to grow sustainably in the current market landscape through both organic growth and developing a clear pathway to reviewing sector opportunities for mergers and acquisitions. To this point Able now has a robust Mergers and Acquisitions framework and process which delivers a clear message of provider engagement around "Why Able".

Two key projects were undertaken during the past financial year:

1. We were successful in the MAIB Attendant Care Panel tender, enabling us to provide attendant care for in-home and community access in Tasmania, sharing a part of a multi-million dollar contract with 3-5 other service providers in the area.
2. We were also successful in a partnership with a third-party communications provider to provide Accessible Information to aged care providers, through a contract with the Department of Health. This program provided us with the opportunity to pilot an accessible information service to vulnerable community groups, providing information translated into plain English, Easy English, Auslan, Braille and audio-only.

Our Allied Health and Positive Behaviour Support (PBS) Services continue to see year on year growth, with demand outstripping supply. Allied Health and positive Behaviour Support talent acquisition is highly competitive. Nonetheless, we were able to grow our positive behaviour support program in Queensland, Victoria and in Tasmania, making it possible for us to extend our PBS services to more people.

In response to COVID after-effects combined with the increasing rise in the cost-of-living pressures felt by so many Australians, our Meals, Pantry, Emergency Relief and Group Social Support Services in Queensland saw unprecedented demand. We are proud to have been able to provide 3,203 more meals than planned during the 2022-23 year; 879 more hours of group social support, and 1,588 more transport trips than the previous year. In their time of need, we have also supported 18,208 adults with 6,444 children through our Pantry service, which provides much-needed support to those experiencing such hardship in our local Jimboomba community in Queensland.

Much of our work in Queensland relies heavily on the generous commitment of our volunteers. We and our community are so very grateful for the tireless support that our volunteers provide. Thank you to our volunteers for their dedication, especially in the face of increasing demand for our support.

As we look to Able's future we see a bright horizon as we implement some exciting new commercial development projects, client experiences, community and corporate partnerships and client co-designed housing solutions.





Make the complex simple

In seeking to deliver the highest quality services to our clients, we will transform the way we work, to ensure that our efforts are focused where they matter most: frontline service delivery. To design client, family and employee experience around their needs, we will adopt new technologies, use simplified systems and streamline our processes.

As part of our strategic plan, we are committed to ensuring that our systems and processes set us up for every success. We aim to deliver contemporary, streamlined services that are part of a great experience for our clients, and support our employees to work smarter and quicker so that they can focus their time on the delivery of high-quality services.

To reduce administration and documentation time for clients, we have introduced perpetual service agreements with our clients. By introducing an electronic signature functionality, our clients and their families are able to sign this and other documentation digitally, which is far more convenient. We have extended this to our recruitment function as a means of simplifying administration required of new employees.

The development and introduction of our new intranet system, ConnectAble, has created a central point from which we manage work information, news, policies and procedures to support our distributed workforce to access up-to-date information as they move around our service sites.

During the year we used new rostering technology and refined our rostering processes as a way to improve our services to clients, and provide more stability for our staff. By improving our rostering, we have been able to ensure that we are servicing our clients at optimal levels, and

ensuring our staff are always well supported. An outcome of this project has been we have offered more staff permanent part-time roles, increasing the consistency of staffing in each of our houses. This is a win for clients who know at any one time they can rely on having consistent workers, with whom they have developed a relationship and who know client routines, preferences, and requirements.

Our move to a digital environment has reduced duplication through manual processes, with the electronic forms being rolled out from client paperwork, assessment and support plans to employee recruitment and administration. As a result, client information is more readily available to employees, and employees spend less time on client and employee administration. The roll out of a new phone app, Carelink Go, lets our employees see and approve their rosters from the convenience of their phones, while also being able to log in and out of shifts for a timelier approval of their work shifts. From Carelink Go, staff are also able to add client notes more readily, reducing time spent on administration. Likewise, the implementation of Carelink Go has freed up our rostering teams to spend more time on client needs, reducing the administrative burden associated with manually checking rostered shifts.



Thanks to our Supporters and Partners

We thank Able Australia's community of generous donors, supporters and partners who have continued to be a pillar of financial and in-kind support, helping us reach our strategic priorities.

This year we raised over \$630,000 through targeted fundraising campaigns to enable the people we support to live the life they choose by providing programs and services that would otherwise be unfunded.

Able's kind donors continued to generously give to our major fundraising appeals this year, with a focus on supporting clients to reach their full potential and enjoy experiences that many of us take for granted. Our campaigns raised over \$340,000 and were supported by our dedicated Donor Care Team, minimising administration costs and ensuring that much-needed funds raised directly support new programs and experiences for clients.

We launched Able:Community, our regular giving program whereby donors' ongoing monthly investments make a huge impact in supporting people living with disability in Australia to achieve their own life goals. We are thankful that our program has almost 230 members.

Our renewed trusts and foundations program has been a great success, achieving revenue of over \$160,000. This strong result gives Able the opportunity to provide wonderful programs for our clients. Achieving a significant grant from The Lionel and Yvonne Spencer Trust will support Able to deliver a world-class deafblind camp in 2024. This Camp will enable us to offer an experiential and co-designed program supporting capacity-building, mental health and inclusion, tailored to the communication and practical needs of people with deafblindness.

Another grant from Brian M. Davis Charitable Foundation is being used to create a program for young adult clients, improving their health and wellbeing and building their capacity for self-care through activities such as cooking and nutrition classes.

We thank Herbert Smith Freehills for 15 years of financial sponsorship of our Able Art program which assists people with disability to express their creativity through visual art. Herbert Smith Freehills continues to be a loyal community partner of Able Australia through much needed pro bono legal support, financial assistance and volunteer support on a number of key projects.

Able Australia is very grateful to our many generous donors, supporters and partners. With their support, we continue to innovate, grow our services and create an even better experience of Able, every day.

Supporters and Partners

Brian M. Davis Charitable Foundation

Deakin University

Deafblind Australia

Deafblind Victoria

Douglas and Phillip Young Charitable Trust

HMA Foundation Pty Ltd

Herbert Smith Freehills

Joe White Bequest

Joan and Ronald Filmer Foundation

Lord Mayor's Charitable Fund

Monash University

National Accreditation Authority for Translators and Interpreters (NAATI)

SensesWA

State Trustees Fund - Phyllis Nerelle Turner

State Trustees Fund - William Arthur Shipperlee

Swinburne University

Teele Family Foundation

The Lionel and Yvonne Spencer Trust

The Russell Foundation

University of Melbourne

A 15 year Partnership

Able Australia has had a long, proud relationship with Herbert Smith Freehills (HSF), for 15 years, with HSF's financial generosity supporting our annual Able Art exhibition, celebrating the creative expression of people with disability.

This year, Able had the pleasure of inviting over 300 Herbert Smith Freehills staff to experience art and the world from the perspective of someone who is deafblind.

Able offered a range of experiences, including movement and dance, and considered how these activities support expression and communication for people with disability. We taught fingerspelling and spoke about the importance of deafblind

communication, and staff enjoyed meeting deafblind artists, Joe Monteleone and Alex Sar, who talked about tactile art.

HSF also now proudly owns a range of art produced by Able clients, displayed on the walls in the Melbourne offices.

Thank you to Herbert Smith Freehills for their continued partnership, as well as to HSF staff for embracing the opportunity to experience the world in a different way.





Able Art 2023

To coincide with International Day of People with Disability we held our annual Able Art exhibition featuring 38 artists on Friday 2 and Saturday 3 December. Excitingly, the first time we were able to hold the exhibition in-person in 3 years.



Celebrating the artists throughout the exhibition and especially at the opening with many of our clients from our day services and deafblind services attending. An insightful Question-and-Answer panel session featuring two of our clients Alex and Joe together with Dr Meredith Prain, Head of the Centre of Excellence – Deafblind and Creative Arts Therapist, Claire Fraser was held as part of the opening.

A movement exercise brought enjoyment to everyone on the day.



Day on the Bay

For the first time in four years, we held our annual Day on the Bay. The event was organised in collaboration with Deafblind Victoria and attended by 80 people who are deafblind, and their supports.

Partnering with the Beaumaris Motor Yacht Squadron for 15 years to host this event, they kindly donated their speed boats, vintage cars and staff members to help for the day.

Our clients and staff enjoyed a drive along Beach Road and a scenic boat ride.

Governance

Our Governance Framework

Able Australia's governing body, the Able Australia Board, is responsible for ensuring that Able Australia has an appropriate governance structure and culture in place.

This includes:

- Compliance - meeting statutory and regulatory obligations.
- Performance - staying up to date, relevant and assisting the Chief Executive Officer to lead the company in the best possible way.
- Able Australia is a charity registered and regulated by the Australian Charities and Not-for-Profit Commission (ACNC).

The Board

The Able Australia Board is accountable to all Able stakeholders for the proper pursuit of Able Australia's purpose as stated in its Constitution, which is:

'...to relieve the suffering, distress, sickness, poverty and helplessness of people in need by, without limitation:

- (a) providing support services and programs for people with disability;
- (b) enabling access to essential goods and services for people who are vulnerable and isolated due to age, frailty or mental health impairment.'

The Board ensures that Able Australia complies with all of its contractual, statutory and legal obligations, including the requirements of relevant regulatory bodies.

To do this, Able's Board is supported by four sub-committees:

Finance, Investment and Risk Committee

- Strategically and regularly oversees and guides Able Australia's financial, audit and investment performance, and key organisational risks and legal and regulatory compliance and business development and fundraising.
- Oversee remuneration functions.

Client Quality and Safeguarding Committee

- Oversees and guides Able Australia's focus on the quality, safety and efficacy of client services,

oversees reportable incidents, feedback and complaints, sets and monitors strategy in relation to client experience, and provides oversight and assurance in relation to client quality and safeguarding practices.

People and Engagement Committee

- Oversees and guides Able Australia's workforce strategy, performance and engagement.
- Guides Able Australia's external stakeholder engagement initiatives and effectiveness.

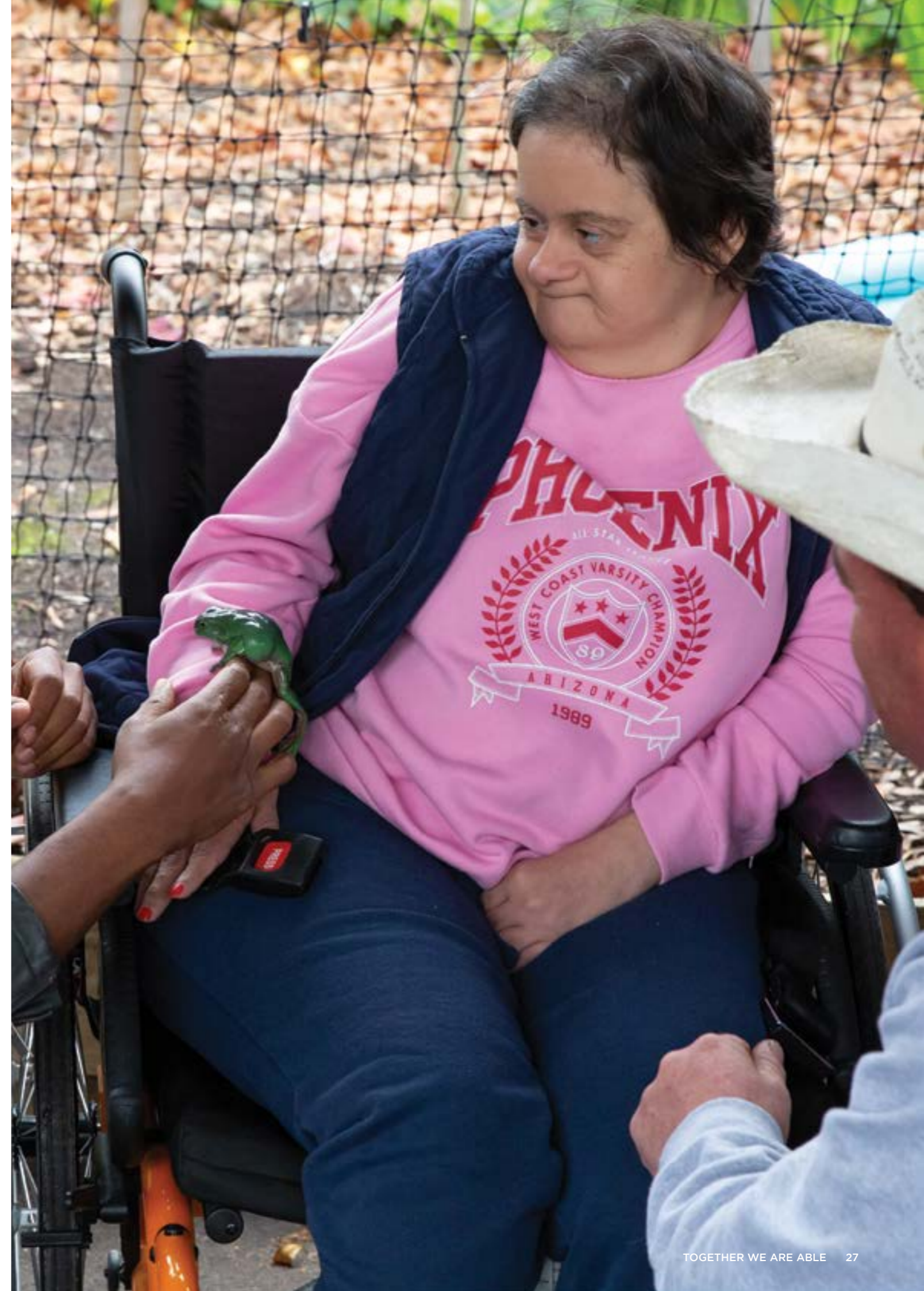
Client Advisory Committee

- Increases client, carer and community participation in strategy, operations, planning and policy development at Able Australia.
- Provides direction and leadership for Able Australia in relation to the integration of client, carer and community views into all levels of strategy, operations, planning and policy development.
- Provides strategic advice to Able Australia on priority areas and issues from a client, carer and community perspective.
- Advocates on behalf of clients, carers and the community, including the promotion of greater attention and sensitivity to the needs of diverse, disadvantaged, isolated and marginalised clients and communities.
- Facilitates two-way communication between client, carer and community groups and Able Australia
- Monitors key quality and safety measurements and client experience data, initiatives and outcomes.

Our Accreditation Frameworks

Able Australia operates within these six accreditation frameworks:

- NDIS Quality and Safeguards Registration and Certification
- The Aged Care Quality and Safety Commission
- Transport Accident Commission (TAC)
- Australian Community Industry Alliance
- Victorian Human Services Standards
- Human Services Quality Framework (HSQF)





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