



2021 ANNUAL REPORT



Together we can achieve

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PARTNERS

Western Australian
Disability Enterprises



Australian Government
Department of Social Services



Government of Western Australia
Department of Communities



AMBASSADORS



**KIM BEAZLEY GOVERNOR
GENERAL (PATRON)**

The Honourable Kim Beazley AC is the 33rd Governor of Western Australia and in 2019 he accepted patronage of Westcare Inc. Prior to being installed as Governor on 1 May 2018, Mr Beazley had dedicated almost three decades to a career in Federal Parliament, representing the WA seats of Brand and Swan.



**RICK ARDON
TV PRESENTER**

"I'm a Westcare Ambassador because Westcare is a wonderful organisation finding fulfilling work for special needs West Australians. I encourage anyone to visit Westcare to see happy people working hard in the knowledge they're contributing to WA business."



**JENNY SEATON
TV & RADIO PRESENTER**

"It is an honour to be involved with Westcare as one of the many esteemed ambassadors. Their continuing work is invaluable in the community and having seen their dedication to the role that they play in providing employment for those who otherwise would not be contributing to the workforce, it is important that the opportunities continue to be there for the people who require it. Their residential facilities also provide a comfortable, safe and wonderful environment."



**DR FIONA WOOD
DIRECTOR MCCOMB RESEARCH
FOUNDATION**

"Westcare is helping people to help themselves in providing opportunities for work; dignity is retained."

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BOARD OF DIRECTORS



PRESIDENT MARSHALL MCKENNA BSC(HONS) LLB (HONS)

Marshall is a Partner of Gilbert + Tobin, an independent law firm. He has over 25 years' experience and is recognised in a number of law areas including native title, mining, dispute resolution and land access.

He is a member of the council of the Law Society of Western Australia (Inc) and is a Director of Law Access Ltd, a charitable company operating a 'clearing house' for members of the public seeking pro bono legal assistance.

Marshall, who has advised Westcare on various legal operational aspects since 2008, joined the Board in June 2017.



VICE PRESIDENT - MS SUE MOREY OAM FRCNA

Sue Morey OAM is a Nurse Practitioner in Respiratory Medicine at Sir Charles Gairdner Hospital. She is also past Chairman and current Board Member of the Institute for Respiratory Health. Sue consults to the government on health matters in Canberra. Sue is the longest serving registered nurse at SCGH with over 45 years' of continuous service. Sue holds the prestigious Freeman of the City of Nedlands. Sue joined the Board in 1996 and assumed presidency on the passing of President Alan Tough OAM in November 2016 to February 2019 when she stepped aside due to heavy work commitments, and again resumed the position of Vice President which she held since 2006.



MR JONATHON LEEK BEc LLB LLM

Jonathon is a Partner at Deloitte Australia and a Director of Deloitte Legal. He is a solicitor and barrister with more than 25 years' of experience specialising in taxation, corporate and commercial law, including 20 years as a partner in leading law firms and as a barrister at the independent bar. Jonathon is an Adjunct Associate Professor of the University of Western Australia where he teaches law at postgraduate level. Jonathon joined the Board of Westcare in October 2016.



MR JUSTIN AUDCENT BA(Oxon) FCA GAICD SAFin GIA (Affiliated)

Justin is a Partner with RSM and leads the firm's M&A and capital markets team in Western Australia. He brings over 30 years' experience in accounting, finance, corporate strategy, capital raising, mergers and acquisitions.

Justin is a graduate of the Australian Institute of Company Directors and holds a Certificate in Corporate Governance. His board experience includes being a non-executive director and audit committee chair of an ASX-listed company. He is a former President of the Oxford University Society of Western Australia and is a current board member of St Catherine's College. Justin joined the Westcare Board in October in 2016 and chairs the Audit and Risk Committee.

MESSAGE FROM THE PRESIDENT



Dear Members

This past financial year has seen much change in Westcare's operating environment, and a transformation of the leadership team, led by the commencement of Rob Wilton at the start of this financial year.

The Board is thankful for the contribution of our previous executive team, but confident that Rob and his team are the right people to review and improve Westcare's operations.

Obviously, the impact of the COVID-19 pandemic has particular issues for Westcare, and particularly its supported employees, from a health perspective. As I write this, we have a very high vaccination rate in both supported and unsupported employees and are well placed from a health perspective moving forward as travel restrictions are relaxed and the prospects of community transmission increase. The executive team have contingency plans if there are further outbreaks or lockdowns to preserve both business continuity but also service to our supported employees as far as practicable.

Happily, from a business perspective, the pandemic has not had as great an impact as expected and has created some unexpected opportunities. Federal Government support to employers has also meant that Westcare is in and remains in a far stronger financial position than has been the case over the past couple of years. Nedlands has continued to perform strongly, with particular emphasis on printing for the State Health services and, of course, the contract secured with WAPOL. The finances of Bassendean continue to be challenging, but we have secured a grant for development of delivery of PPE and sanitiser, which is promising. Percival's performance remains steady and there is some cautious optimism that increased financial discipline around tracking work in progress and expenses will make some marginal improvements. The pandemic has also increased food packaging demand through Percival's.

The implementation of NDIS continues to be both a challenge and an opportunity for Westcare. We are actively looking at ways to adapt services to benefit supported staff and to maximise revenue support for the services that are being provided. That is likely to remain a work in progress over the next few years.

The year ahead presents some opportunities and challenges. The Board is actively recruiting to expand its skill scope into areas that we anticipate need. Disability services and land development are key (but not exclusive) skill areas that the Board feels it ought to have expertise in especially with decisions as to development of the Shenton Park area necessary over the next few years. Other Board priorities are to review the structure of the organisation and to generate a new strategic plan. The changes to the constitution that were made to meet the legislative requirements for an incorporated association have triggered some questions as to whether it would be more appropriate for Westcare to be a company limited by guarantee. If the Board sees that change as advantageous, a discussion paper will be made available to members for input before any action is taken. As to a strategic plan, it has now been some years since formulation of the present strategic plan and change is required to reflect a number of unanticipated issues, including (but not limited to) the pandemic. A new vision is required in order to give the executive team some targets to aspire to. Obviously, employment and training of our supported employees will remain a key objective.

Marshall McKenna

President

MESSAGE FROM THE CEO

Dear Members

Nearly thirty years ago we reviewed our values and changed our name to Westcare Inc and thereby set the standard of care within an employment setting for people living with disabilities. In doing so, a powerful statement was made about the kind of organisation we wanted to be: an organisation based on integrity, respect and collaboration with the people we support.

Today Westcare has evolved and supports a diverse workforce of 205 individuals of which over 77% are people living with a disability. We provide unparalleled opportunities for everyone to achieve their personal goals through training, development, mentoring and employment within an exceptionally diverse manufacturing, print, packaging and accommodation environment. We have staff who are professionals in their respective areas and are either experienced or qualified in the needs of people living with disabilities.

We have recognised the need to be more commercially astute, more agile within our operations as well as more responsive and receptive to our supported employees, and over the past year, we have been working towards doing just that.

Whilst the HSS contract remains a large and important contract for Westcare, securing the WAPOL contract has also helped safeguard our sustainability into the immediate future. We have also worked very hard this year at all sites to increase our reach and secure work with a wide variety of organisations like the Department of Education, Pathwest, Wilson's, Perth Transport, Anglicare, Swancare, Parkerville Children and Youth Care, Brightwater and WINC to name but a few.

Percival's Print and Packaging has remained a valuable asset, commercially busy, profitable, well run and safe and we are grateful to all Percival's staff for their valued contribution to the lives of people living with disabilities.

In December 2020, after many consultations and meetings, we received a major grant from the Minister for State Development, Jobs and Trade under the local capability fund for equipment to locally produce Personal Protective Equipment in the form of medical gowns and sanitiser. This is another thrilling project for Westcare as we pivot and take up this major challenge. We are currently installing the equipment in Bassendean and preparing to train and up-skill staff for production in November 2021.

The grant also included some important marketing and marketing experts, Push Consulting, have been supporting us to produce an exciting marketing campaign. This will help Westcare showcase the important work we do, our Mission and the quality of our products and services. We expect this to start to roll out early next year.

Effective business planning is one of the key components to ensure our operations continue to be efficient, cost effective and agile within our evolving marketplace and will need to be another major focus into the next financial year.

Completing NDIS registration was also a major milestone as we continue to transition into an individually funded model for those employees that need support in employment. We are very grateful to NDS as membership brought with it some much-needed support in the form of risk management workshops, advice on the NDIS transition process and a review of our processes and procedures as we adopt the NDIS Code of Conduct, Quality and Safeguarding principles and to ensure success at our upcoming NDIS audit.

The emphasis on people first has continued throughout the year, increasing support ratios, providing additional support services, reviewing our structure, investing in Human Resources with the inclusion of a dedicated HR Manager on staff, increasing financial expertise, increasing communications and providing access to over 100 eTrainu modules for all of our staff. These modules cover important training in all areas of disability support and understanding, and are critical training for all of our staff going forward under an NDIS regime.



Recruitment of supported employees has also been a major emphasis throughout the year with managers attending seminars and forums so that we can reach a much wider audience. The new and exciting partnerships with schools' scheme was borne from the need to connect with school leavers and provide them with opportunities within Westcare. This has proven to be a highly successful scheme due to the hard work and dedication of our Disability Support Team.

Westcare Residential Services at Shenton Park has continued to flourish and has been evolving alongside the transition to NDIS by successfully offering both short respite accommodation and medium-term disability accommodation throughout the year. The increase in service support within the Residential Services has proven so successful that Westcare is unable to keep up with demand. However, all staff have risen well to this new challenge and we are hoping that our current recruitment drive will prove successful and we can continue to build our services. The next challenge for the Village is the commencement of new builds which we hope to commence planning for within the next Financial Year.

Whilst Westcare has not had any complaints, we have welcomed the Disability Royal Commission, have been actively monitoring the Commission's 13 papers and have been reviewing the Commission's recommendations as part of our continuing improvement to services and will keenly continue to adopt these recommendations as part of our commitment to safeguarding the vulnerable people we serve.

The effects of COVID-19 were not felt as much in WA as the Eastern States but because of the vulnerability of many of our employees, the few lockdowns we did have meant initiating our Business Continuity Plans and had a large impact on productivity. During this time, many staff volunteered to take up additional responsibilities standing in for those that had to stay home so that we could meet many of our commercial deadlines and remain financially viable. It was also testament to the dedication of our staff that we had such a very high take-up of COVID Vaccinations so early in the year as all staff pulled together to keep our colleagues and community safe.

All in all, this has been a year of change for Westcare as we have reviewed and refocused on providing opportunities for people living with disabilities and many of our successes this year have been due to the dedication and combined contribution of our staff, our Board, our commercial partners and all of those that have supported our Mission by using Westcare products and services and to who we remain eternally grateful.

Rob Wilton

CEO



OUR LEADERSHIP TEAM



ROB WILTON Chief Executive Officer

Rob is a passionate advocate for people living with a disability, youth at risk, veterans and the homeless. He took up the appointment of CEO at Westcare at the beginning of this financial year. Rob has a combination of commercial expertise, leadership, government and NFP experience, having held senior roles in the military, the commercial sector and NFP organisations. He has also sat on numerous commercial and NFP boards.

Rob is a qualified pilot and in his spare time he enjoys cycling, motorcycling and walking.



JULIE CURNOW Finance Manager

Julie is part of the Executive Management Team at Westcare and is in charge of Finance and Payroll. She qualified as Chartered Accountant over 25 years ago, and since qualifying, has managed finance departments in a diverse range of industries including not-for-profits. Her career has focused on businesses undergoing significant change management.



WARREN GREEN Human Resource Manager

Warren joined Westcare initially as a volunteer and brings extensive experience in human resources and other corporate management roles, gained most recently in health and not-for-profit sectors.

Warren's breadth of knowledge, easy communication style, understanding and empathy have rapidly made him a vital and integrated member of the Westcare leadership team.



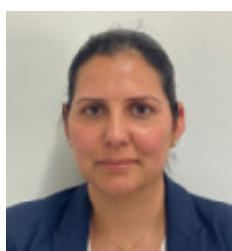
COLIN LAMOND General Manager, Director **PERCIVAL PRINT & PACKAGING**

Colin is a fully qualified Printer with over 32 years' of industry experience. Originally from Edinburgh Scotland, he moved to Perth in 2006 after living in New Zealand. Colin has vast printing experience holding various roles including Print Management, Production Management, Account Management, Business Development & Sales Management. Colin Joined Percival's in 2012 in a Business Development role, progressing to the GM role in 2019. He graduated from Curtin University with a Graduate Certificate in Business becoming a Director the same year.



NATHAN BULLIVANT Business Manager

Nathan has over 10 years' experience at Westcare. He is responsible for Westcare's businesses in Box, Foodpak, Industrial Packaging and Safety by securing profitable new business for Westcare at every opportunity thus improving Westcare's ability to provide life enhancing services to people with disabilities.



SHERRY KAUR Disability Services Funding Manager

Sherry has been an integral part of Westcare for the past 8 years in various roles within the organisation. With a nursing background, Sherry focuses on support for mental health through a strengths-based and non-clinical approach. As a Disability Support Funding Manager, Sherry played a significant role in advocacy and developing operational strategies that will benefit the quality of services provided to them, by getting Westcare registered with the Department of Communities to provide individualised and person-centred services to the Accommodation residents. Sherry is passionate about ensuring a holistic approach in all aspects of disability supports.



YASH THAKUR Village Manager

Yash has been with Westcare for nearly nine years, and in his current role as Accommodation Services Manager since 2016. Yash has played a vital role in running the Village efficiently since 2016, when the Village started operating as a self-funded model during the reform of the NDIS individualised funding model. He leads the Village team and mentors individuals living with disabilities at the Village.

Yash is an experienced manager with demonstrated history of working in operational roles in disability and hospitality sectors. Skilled in event planning, management and services delivery, he is a motivated and results driven individual working tirelessly to support continuous improvement in developing and delivering quality outcomes and services.



NEIL DOUGLAS Print Operations Manager

Neil has been in the Printing industry since 1987 and has gained a City and Guilds 523 Printing qualification in the UK. Having migrated to Australia in 2006, he joined Westcare in 2008 to work in their Sales division. Neil has a solid sales and production background and a passion for our people and what we do. Neil was recently promoted to oversee all of the Print operations in Nedlands.



RICHARD SWANSON Operations Manager Bassendean

Richard has been with Westcare in several positions since 2012. He is currently the Operations Manager at Bassendean overseeing Box, Foodpak, Industrial Packaging and Safety departments. He has P&L responsibility for all of the Bassendean Operations and is vital in sourcing new, meaningful work for people with varying disabilities.



LYNNE GAME-BOWKER Manager of Contracts, Purchasing & Quality Assurance

Lynne is responsible in negotiating and managing high value contracts, reviewing common used spend categories, establishing/reviewing organisational policies and procedures and ensuring organisation-wide compliance to relevant regulatory or standard requirements, as well as complaints management. Lynne has been with Westcare for the past 5 years.

WHAT WE ACHIEVED AT A GLANCE

Westcare Group	Nedlands	Bassendean	
<p>40 Work experience students</p>	<p>200,000 Safety tags for mining industry (printed, eyelet & strung)</p>	<p>2,500+ Safety vests produced</p>	<p>300,000+ Gel packs produced</p>
<p>6,400 Work experience hours</p>	<p>35,000 Purple baby books printed & assembled (for new mothers in WA)</p>	<p>2,000,000 Labels applied for British Providence</p>	<p>523 Plaques made for Outback Grave Markers</p>
<p>10 Schools have attended for work experience</p>	<p>545,000 Labels produced for hospitals in WA</p>	<p>160,000 COVID test kits packed for Pathwest</p>	<p>250+ /month Vacutainer storage cell boxes made for Pathwest</p>
<p>22 Students who have transitioned to employment over past 5 years</p>	<p>256,000 Confidential medical record files produced for hospitals in WA</p>	<p>312,500 Hospital gowns</p>	<p>1,300,000 Medical masks for Health Support Services</p>
<p>40 New employees who have commenced their career at Westcare</p>	<p>860 Volunteer hours</p>	<p>124 Volunteer hours (by Cummins Diesel)</p>	<p>Village</p> <p>66 Volunteer hours</p>
	<p>3,214,292 Estimated documents printed for WAPOL</p>		

WHAT OUR STAFF THINK

In 2018, Westcare Inc engaged a management consultancy to complete a staff climate survey. With a new CEO recently onboard, a new Finance Manager and some change in senior staff, a further staff satisfaction survey was conducted in January 2021 to benchmark against the 2018 survey and to gain an accurate insight into the current culture and feelings of Westcare staff.

The recent survey included questions surrounding Orientation and Training, Supervision, Compensation and Benefits, Organisational Management, Communication, confidence in recent changes and what areas could be improved. With a 93.5% response rate from staff, this survey gave a good indication and an accurate insight into the culture at Westcare Inc.

The answers to the open questions gave a deep insight into the current feelings of Westcare staff. Overall, the culture appears to be good, with staff happy with the changes and the direction that Westcare is moving in, happy with their work environment and consequently, happy with the overarching governance of the Board.

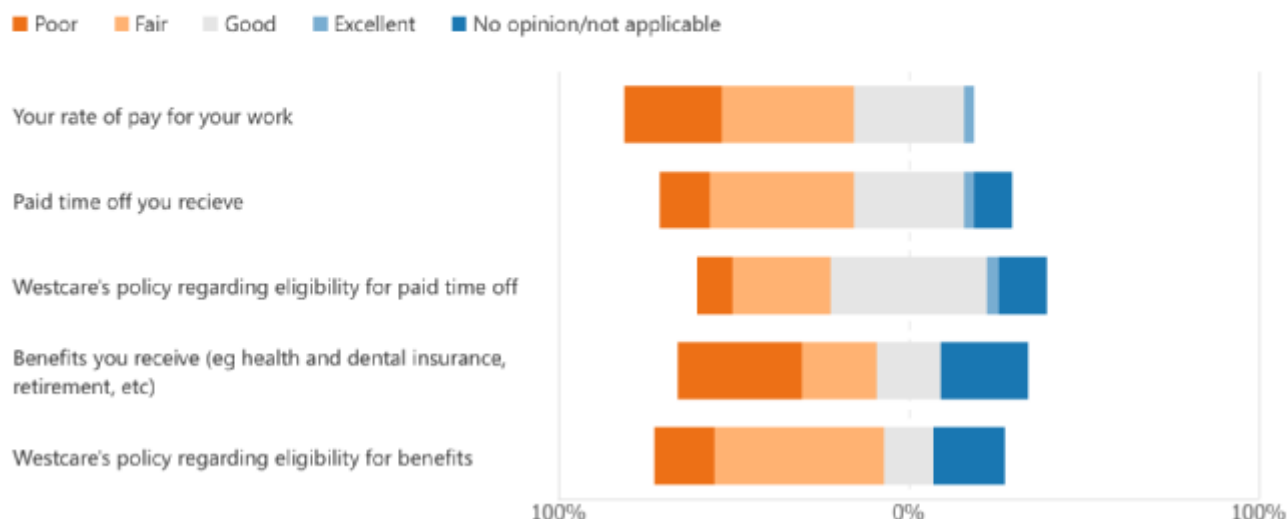
Some of the key findings and insights were that there is a very high level of confidence and satisfaction in the changes the new CEO is making (99% of respondents).

Many respondents cited working with Supported Employees (People with a Disability), the new CEO, flexible work hours and the work environment as main reasons to stay at Westcare Inc.

There were many positive responses within the closed questions which show that many respondents are generally happy at Westcare but improvements could be made in the areas of pay, training and development, support and encouragement by some managers, and organisation wide communications; all of which the leadership team are now addressing.

Below shows the results in the question regarding Compensation and Benefits:

Compensation and Benefits



This was rectified in February after a full review. All staff are now in line with the SCHADS or Print Award, being paid at or above award.

Communication was also an area that was identified as needing improvement. This has been addressed by reinstating the Westie newsletter, regular CEO messages, monthly management meetings, regular tool box and operational meetings, and CEO walk-arounds.

WHO WE SUPPORT



Dion Tsirigotis

Dion Tsirigotis plays in a band called 'The Tuesday Allstars'. Dion is a drummer and a real gun with the sticks; we nickname him Charlie Watts! He is fantastic.

Nathan Calder

Nathan Calder is a very talented individual; he is training to help run our WAPOL contract and is doing an amazing job. Nathan has also gained a qualification to do Tags and Testing which we do within our business units. Nathan plays for 'Legends Softball Club' on the weekends, playing 2nd base for them; he really enjoys getting a home run!



Craig McKinnon

We have a budding Tour De France winner too! Craig McKinnon is an avid cyclist and is involved in charity bike rides. Craig thinks nothing of getting on his bike and riding 70km! Craig is also a member of a local 4WD club.



Maurice Flintoff

Maurice is our very own Master Chef! On a regular basis, he brings in homemade sausage rolls. They have got to be the nicest ones in Australia; the only trouble is he won't divulge the recipe. We have been cajoling him for years but up to now he hasn't cracked!



Richard Stewart

Richard Stewart is a long serving member of the Westcare team; in fact, he's been here for 33 years! Richard recently gained a Cert 1 in Business and Computing which is a fantastic achievement.

Justin Marshall

Justin Marshall works in the Print division, Nedlands at Westcare Industries. Justin has been working here for 21 years and helps with stringing tags, folding hospital files and a various range of tasks from time to time. Justin likes coming to work and enjoys socialising with his co-workers.

Justin is very proud that he is employed because it has empowered him to think independently. Besides this, at the age of 40, Justin has bought his own one-bedroom apartment needing only a small mortgage. He now lives independently just around the corner from West Leederville train station. Justin was assisted with buying new furniture and appliances which makes the place very comfortable and homely - and surprisingly he keeps it spic and span.

Justin is our very own celebrity actor! He has recently been involved in a creative project; together with six other men with disabilities and a young award-winning actress with Down Syndrome. The idea has been to create their own version of the Bachelorette franchise (named 'Dream House' on Channel 7) to show the audience what people with a disability can do. It has ongoing support from the Australian Council for the Arts and My Place WA.



Justin also plays ten pin bowling and he tells us he's very good so the challenge has been set!



Herbert Lou

Herbert Lou is another member of the team who gained a Cert 2 in Computing and Numeracy/Literacy. Well done Herbert, a fantastic effort!

Georgia Challis

Georgia Challis attends an art and craft group and she loves to make things for people who have just had a baby. Sherry, our Disability Support Funding Manager, and Janel, Acting Support Services Manager, were proud recipients of new bibs for their children. Georgia is quite a seamstress and also makes the best cupcakes ever! She really is an allrounder.



OUR WAAFL FINALISTS



Eddie Board

We have a few sporty types too. Eddie Board along with Justin Marshall and Ben Strong, play in an integrated team called the 'Wembley Amateur Football Club' in the Perth Football League. They made it into the Grand Final last year and they have the medals to prove it! The banter between the guys is incredible and leg pulling after a defeat is common place at Westcare.

OUR GOLD MEDALIST



Peter Furnell

And lastly, but certainly not least, Peter Furnell received a gold medal at the 2019 Paralympics in Abu Dhabi for swimming in the 50m freestyle!

ONE OF OUR MOST LOYAL SUPPORTERS

Rick Ardon



IN THE SPOTLIGHT

KIM IS OUR LONGEST SERVING EMPLOYEE

KIM MCNAB

Westcare Inc was known as FCB (Federated Cardboard) Industries back in 1972 when he started on 19th May as an 18-year-old living with a family in Graylands.

Kim advises that he worked at the Nedlands building (they also provided sewing and printing services back then) and his first job was sweeping floors. He worked full-time (40 hours per week). Kim then moved onto stapling and creasing cardboard. Kim describes this time as “the good old days when there was a lot more work in Box”. “It’s changed over the years; people come and go. I have seen it all as I have been here so long. There’s not as much work in stapling, compared to the past. My supervisors expected high standards, however we were supported and trained well to achieve this. I also was trained up on the guillotine which I did for a long time. Over the years I have had many work goal meetings and I have reached them all, with no complaints!”



Kim now works in Industrial Packaging at our Bassendean building. He feels that he is slowing down and considering retirement someday as he is now 67-years-old. However, work gives him a chance to leave home and he has had great work relationships with his co-workers over the years. “Coming to work is a positive part of my day. Something I will miss when I retire. Work over the years has made me less shy; I feel more confident in myself. Westcare has been a place that has empowered me over the last 49 years.”



BERNIE REIDY Box Department Supervisor

Bernie has worked for Westcare for 5 years. Prior to this he worked in the machinery hire and building industry for 30 plus years.

Bernie has a strong interest in workplace safety. He thinks Westcare is a very interesting place to work as no two days are the same and the interaction with all the Supported Employees is very rewarding.

Away from work Bernie enjoys genealogy research and getting away from the city when he has the chance as he’s still a country boy at heart.



DAWN BOYCE Finishing Supervisor

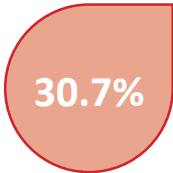
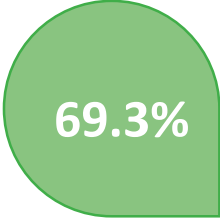
Dawn has worked at Westcare for over 7.5 years and has over 30 years’ of experience in the printing trade. Dawn loves her role as she feels she is productive and is helping people achieve something. They often go to lunches “Just because they can!”

In her spare time, Dawn loves spending time with friends and family and making the most of life!

2020/2021 OUR PEOPLE AT A GLANCE

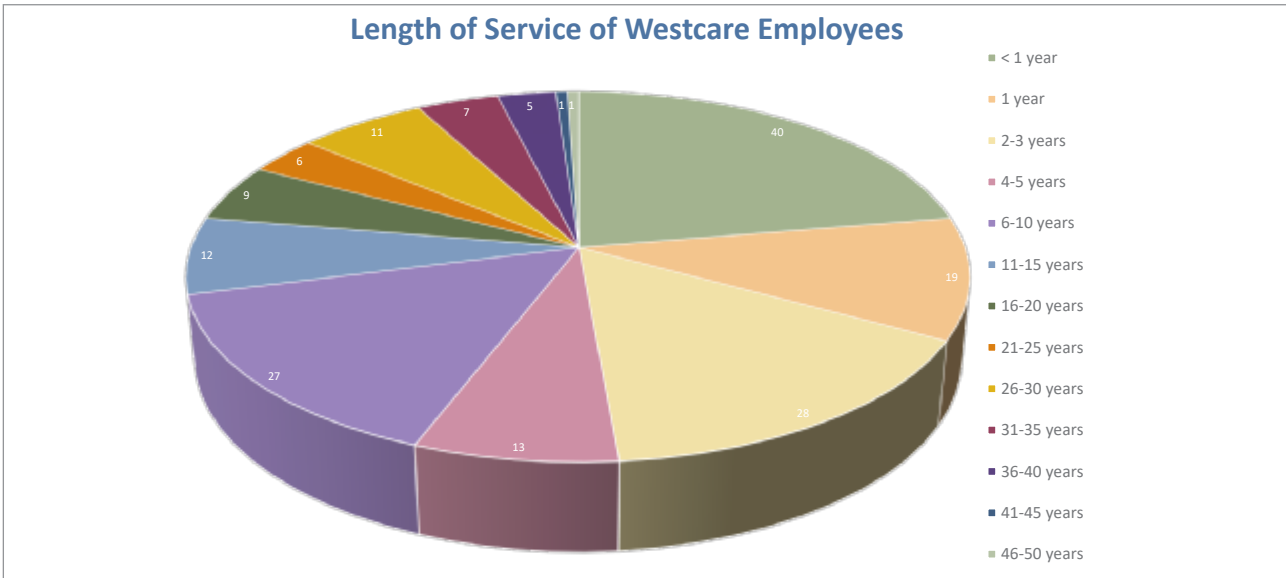
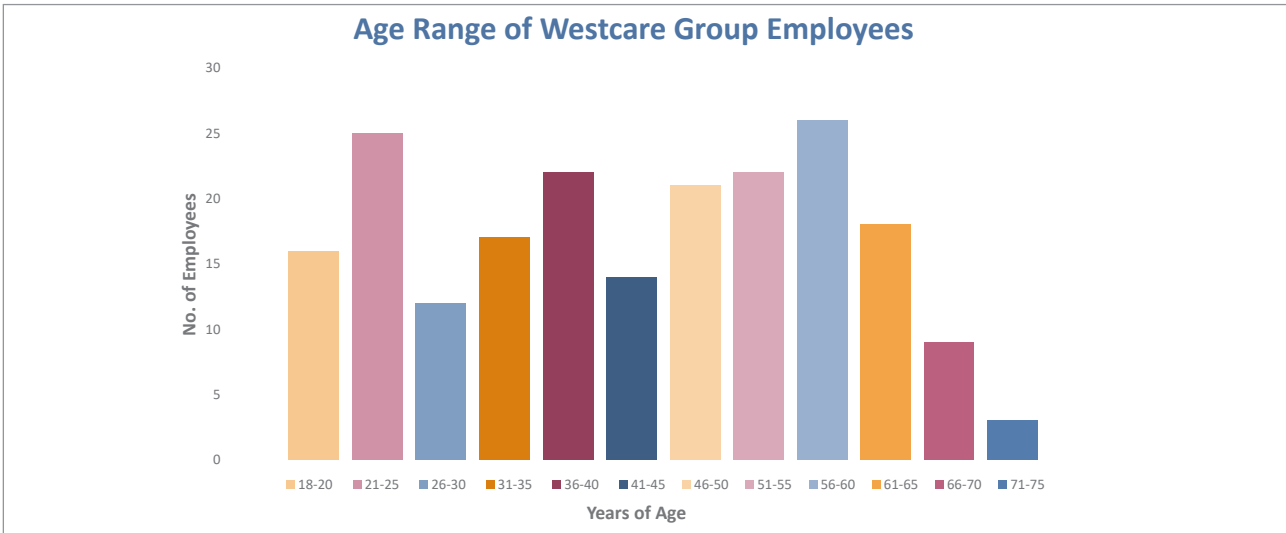
Gender

Males - 142



Females - 63

People Living with a Disability = 77.07%



WESTCARE ACCOMMODATION

Located in Shenton park, Westcare Accommodation Village provides village style accommodation to working age people living with disabilities.

At the Village, we offer a range of housing and individual support services options to ensure that people living with disabilities can find the right kind of accommodation and services for their circumstances. Our team closely work with individuals and families to provide accommodation and services that suits their needs, and allows them to achieve greater independence and a healthy lifestyle.

Services

Westcare Accommodation Village provides 'board and lodging' accommodation with the provision of domestic cleaning services, security and monitoring of premises, centralised dining, lounge, gym, recreation rooms and laundry facilities. At the Village, we also offer NDIS short-term respite and medium-term disability accommodation, Individual support and provide the staff to cater to all your needs during your stay, in village style accommodation situated amongst beautiful maintained gardens and bushland. By offering shorter stays, we offer more flexibility to the participants while providing both disability care and housing solutions even away from home. Our most popular service is drop-in support, which provides you with more flexibility and a greater degree of independence. Our drop-in support is the perfect solution when you don't require 24/7 staff support in your home, but would like to know there is support close by.

A Person-Centered Approach with Westcare

Whether a person living with disabilities needs short-term, medium-term or long-term accommodation, the Village can satisfy your needs by providing both the care and the place to support individual needs to achieve a balanced lifestyle. Our dedicated team is always ready to help individuals with disabilities live more independently by assisting you in your every day life tasks.





Kathy Hallett

Through her core support funding in her NDIS plan, Kathy was able to go on a short 3-day-2-night respite stay in Mandurah with Loveness, her key Support Worker. The Westcare Support Services team supported Kathy in building on her decision-making skills to plan her itinerary. Kathy was able to work towards her NDIS goals of having more opportunities to go on holidays and engaging in the community more independently. Kathy reported having lots of fun on her trip playing with the animals at the Redz Zoo and enjoying a scenic lunch cruise along the waterways of Mandurah and the Peel inlet.

Daniel Berry

Daniel was referred to Westcare's employment services through a family member of another Westcare supported employee in late 2020. Through Daniel's determination, hard work, and on-the-job training provided by his Supervisor and the Support Services team, Daniel was offered permanent employment at Westcare Incorporated. During the first 3 months of working at Westcare, Daniel expressed interest in living independently at the Shenton Park Accommodation Village, as he had been living at home with his family all his life. Through the Individual Supports program, Daniel was supported by his family, Westcare support staff, and OT with a smooth transition into the Village, where he now lives independently in his own unit since April 2021.

WESTCARE SCHOOL-TO-WORK TRANSITION PROGRAM

Westcare has been running the work experience program for the special-ed departments for local schools for a number of years. This program has been a great opportunity for Westcare to engage with the schools and the community, by giving a career path for school children who have a disability.

From this program we have employed Sam Rector and Alex Ferrone (6 years) Nick Benfield (5 years), Dylan Rutter (2.5 years), Neo Curthoy and Hayden Murphy-Marsh (1 year).

Skills and tasks these employees have learnt are the use of scales, pallet jacks, tape guns, label guns, guillotines, computer graphics, stapling and binding machines, laser and rotary engraving machines, sealing and food filling machines, completing quality checks, packing, labelling and heat press sewing.

Our supported employees have been activity engaged in box making and covering, cardboard pallet making, hi-vis vest manufacturing, food packing and engraving.

Our team work in a friendly and supportive environment where they are learning new skills, being part of team, making friends who they catch up with outside of work, have a purpose and a reason to get up out of bed every day. They also learn to be responsible adults who have a promising future in a supportive and safe environment.

I just wanted to express our appreciation for your continued support of Durham Roads Workplace Learning Program. As soon as the students enter Westcare, they are always greeted by name when signing in. Our students love this and it makes them feel welcomed and valued. We have been coming to Westcare now since 2018 and during this time you have given our students an opportunity to develop their work skills that will help them gain employment in the future. From this program, 3 of our former students are currently employed with Westcare. We hope with your continuous support and encouragement there will be many more of our students employed in the future!



Samantha Reid
Workplace Coordinator
Durham Roads Workplace Learning Program

WESTCARE PRINT

Digital and Lithographic Printing Services

Westcare prides itself on meeting our clients' expectations. Our Sales and Production team create strong and lasting relationships, by understanding you and your needs.

Westcare aims to make your ideas become reality. We utilise advanced digital technology on our RICOH Pro C9200 to take your printing needs to another level – flyers, posters, booklets, training manuals, business cards, annual reports and just about anything can be printed on our state-of-the-art press. Additionally, we also personalise print solutions to suit your requirements, known as variable data. If you have an event or a conference, we can tailor your print project to meet your needs.

At the heart of our business are our People with a Disability (Supported Employees); they predominantly work in our finishing area and are fundamental to what we do here and they are key to the client getting their job on time and in full. Their input is invaluable and they are involved in every job we produce for our clients.

Our customers will testify that we really do go that extra mile and we do deliver. We service local, state, and federal government departments, corporate, commercial, medical, and not-for-profit businesses of all sizes and many of our clients have been with us for over ten years.

In August 2020, we were awarded a six-year contract by the Department of Health to supply medical record files to all the public hospitals in WA. This was a magnificent effort by the team and was reward for months of hard work during the process. The work suits our business, and our supported employees are involved throughout the production and finishing process to deliver a vital service to the hospitals.

Our other major client is WA Police (WAPOL). They changed to full colour on their infringement notices this year; the result being well received by all stakeholders and our partnership continues to flourish. Child and Adolescent Health Service continue to support us; we produced 35,000 Baby Books for new mothers in WA. Our other trusted partners, Department of Education, WINC and Print Media Group have been very supportive throughout the year and we thank you for your continued business. To all our clients who continue to utilise the services of our wonderful organisation, our thanks go out to you.

Westcare is about our people; they are our business. Our passion is to create a positive, fun and productive working environment where people flourish and grow. Throughout the year, we have many events and our supported employees really do love being involved.



WESTCARE BOX

Our team of dedicated box makers have many years of experience in the design and manufacture of custom-made boxes which are utilised by a huge range of end users including state government departments such as WA Health, Pathwest and the State Library; and the general business community such as mining equipment suppliers, automotive industry and engineering firms, food manufacturers and the party hire industry.

Our Box products are purchased because they are well made and are fit for the purpose. Our customers continue to place repeat orders, not because we are a charity, but because they know the product and service our wonderful team of employees are able to produce and meet their expectations.

Our team are multiskilled and have received extensive training in the use of machinery required in this manufacturing business. The use of heavy-duty guillotines, press brakes, bandsaws and wire stitching machines, creasing and gluing machines are all used daily.

A strong culture of safety, inclusion, participation and training has enabled our employees to have meaningful and fulfilling employment for many years. Team members throughout the site are encouraged to try new tasks under the supervision of our staff and trainers.

Westcare strives to include our team in the matters which affect them in the workplace. Weekly toolbox meetings are held regularly to keep our team informed and provide the opportunity for them to suggest better ways to get the job done in a safe and efficient way.



FOODPAK AND INDUSTRIAL PACKAGING

Westcare Foodpak and Industrial Packaging offers cost effective solutions to businesses looking to outsource and streamline their packing requirements. Our dedicated team can assist and complete a broad range of services.

Our talented and enthusiastic team are all actively involved in the production process. All team members receive ongoing training and support to help them be their best, learn new tasks and have a go at the many different jobs we have to offer at Westcare Bassendean.

Our supported employees, with the support and guidance of our team of supervisors and trainers, operate:

- Tape and label applicator tools
- Wrapping and strapping machines
- Sealing machines
- Equipment to move pallets and products around the factory such as trolleys, pallet jacks and forklifts
- Operating semi-automatic food filling machines
- Packaging and sealing
- Getting involved in the quality control aspects of production

Our customers involve us in many of their projects which require repetition and attention to detail. They do this because they know we are good at these tasks, that we listen to their needs, our team can learn what is required and can undertake the challenge, and complete the job to their satisfaction.

Many new tasks come our way every year and the adaptability and enthusiasm of our employees is amazing. It can be clearly seen the positive change in people's lives when they are engaged in a work environment, have daily interaction with their workmates and have a reason to get up every morning and be involved.



WESTCARE SAFETY

Our team in our Safety garment manufacturing division are involved in the production of High Visibility garments for every industry you can think of.

Our team take pride in manufacturing garments which are supplied to customers such as:

- Public Transport Authority
- Main Roads and Department of Transport
- Royal Flying Doctor service
- WA Health Department
- WA Police
- Safety and Rescue equipment suppliers
- Mining companies
- Bush Fire Fighting brigades
- Oil and gas industry

Our supported employees receive ongoing training and support to undertake the use of:

- Design and graphics printing software
- Media cutters and printers
- Heat press machine for the application of logos and text onto garments
- Cutting and folding machines
- Sewing and binding machines

New and existing employees of Westcare are provided with opportunities to get involved in this manufacturing division. Encouraging and supporting our employees to 'have a go' is embedded in the culture here at Westcare.

Employees who have had no previous experience in using manufacturing equipment, or working in a team environment, are finding coming to work is a fun and rewarding experience and are learning what it feels like to take pride in their work.



PERCIVAL PRINT & PACKAGING

Percival Print & Packaging, the latest acquisition in the Westcare Group, are a Perth based printing company founded by Mr George Percival in 1972. The family business quickly became synonymous with the manufacturing of high-quality commercial print, folding cartons and pharmaceutical pamphlets within Western Australia.

The printing industry has experienced dramatic changes over the past 47 years from one based on craftsmanship to one utilising the latest technology. We are proud that whilst the techniques have changed, the traditional values of service and craftsmanship are still in the forefront of our company philosophy.

New technologies and greater customer expectations lead to greater market competition and many challenges. Percival Print & Packaging has taken a visionary approach to this challenge by shifting their strategic direction from mainly general print to instead focusing on the manufacturing of folding cartons. This change in direction has helped fuel company growth enabling investment in the latest technology and best available equipment. Percival Print & Packaging employ a vastly experienced team of dedicated personnel in every facet of the business underpinning our commitment to executing our clients' requirements within the specified time without compromising job quality. Our Quality Management Systems and compliance to ISO 9001:2015 standards ensures efficiency, strict compliance to job detail and customer satisfaction at all levels. Our vision as being a market leader is realised through supplying packaging solutions to some of Australia's largest companies in the FMCG markets including retail food, fast food, beverage and pharmaceutical industries.

Colin Lamond, General Manager
and Paul Lamb, Production Manager

Percival's core printing capabilities include:

- Offset Printing
 - capabilities of B1 and B2 offset printing
 - KBA106 6 colour, double coater with Inline UV
 - Heidelberg CD74 5 colour + coater
- Die cutting
 - BOBST 1060 Nova cut flatbed cutter
- Gluing
 - BOBST expert fold with Accuchecker and Onserter for Straight line, crashlock, 2pt,4pt & 6pt corner gluing
- Window Patching
 - Kohmann for applying PVC windows
- Folding
 - 3 x MBO Pharmaceutical Pamphlets
- Carton Erector
 - Wing Shei – Food Trays and Clamshells
- Kongsberg
 - Creates prototypes for clients Cutting Table

At Percival Print & Packaging we value our client's business and do not just take their orders for granted, instead, we offer a refreshing approach to customer engagement where time honoured values and customer focused service work hand-in-hand with cutting edge technology.



WESTCARE EVENTS

It all started with our 'Christmas in July', a lovely lunch at Sienna's in Leederville. Our guys got right into the swing of things and had lots of laughs and enjoyed great food. Christmas hats were worn and we gave out Secret Santa gifts too.

Another event was visiting the WAPOL Operations Centre in Midland; the police were amazing! The supported employees were allowed to sit in the police cars and press the sirens which certainly caused some amusement and a superb lunch was provided afterwards.

In November we had our Melbourne Cup lunch, including a sweepstake and all gathered around the television to see who won. This can be quite vocal as you can imagine with everyone cheering their respective horses. At the end of the race we had a best dressed competition where our team, who have made a special effort for the occasion, were voted on and prizes were given out. Once again the food was great and the atmosphere was electric!

International Day of People with a Disability was recognised on 3rd December. Westcare was invited by the Department of Biodiversity, Conservation and Attractions to a lunch.

Neil Douglas, our Print Operations Manager, attended with a few of our supported employees. The Minister for Disability gave a fantastic welcoming speech which was well received. Prior to the lunch, the group stopped off at the local Red Rooster, treating themselves to some chips which certainly didn't go amiss.

We also held a lawn bowls event at Claremont Bowling Club to celebrate International Day of People with a Disability, sponsored by the City of Nedlands. We were kindly given permission to use the facility including a delicious BBQ in the afternoon. The bowling certainly brought out the competitive nature in everyone and we had some real professionals in the ranks!

Christmas wouldn't be Christmas without our annual party! The dance floor is certainly alive with dancing and the music blasts out all afternoon. The food provided by our Village is excellent and the hospitality is second to none. One of our ambassadors, Rick Arden, is a regular attendee to our yearly event and he certainly gets down and boogies with everybody; his presence certainly adds some sparkle to the occasion.



CHRISTMAS PARTY



2020 WESTCARE POLICE BEARS

During September and October 2020, our talented team from our Safety division designed and made 6 WA Police Bears ('Police Dogs') from upcycled WA Police uniforms. WA Police auctioned the Police Dogs to raise donations at last year's Telethon. This is the third year Westcare has donated its services to assist WA Police to raise funds for Telethon in this way. Inspectors Paul Newman and Jodie Pearson from WA Police visited Westcare Bassendean to take ownership of the Police Dogs.



WESTCARE STAFF COMMITTED TO MAKING A DIFFERENCE



CEO & Board Award presented by CEO, Rob Wilton & Board member, Justin Audcent to Yash Thakur



Alan Tough OAM Award for Employee of the Year at Nedlands presented by CEO, Rob Wilton & Board member, Jonathon Leek to Nathan Calder



Florence Hummerston Award for Staff Member of the Year for Service to the Association presented by CEO, Rob Wilton & Board member, Justin Audcent to Natacha Sookanah



Richard (Dick) Howell Award for Employee of the Year at Bassendean presented by CEO, Rob Wilton & Board member, Jonathon Leek to Eddie Cowton

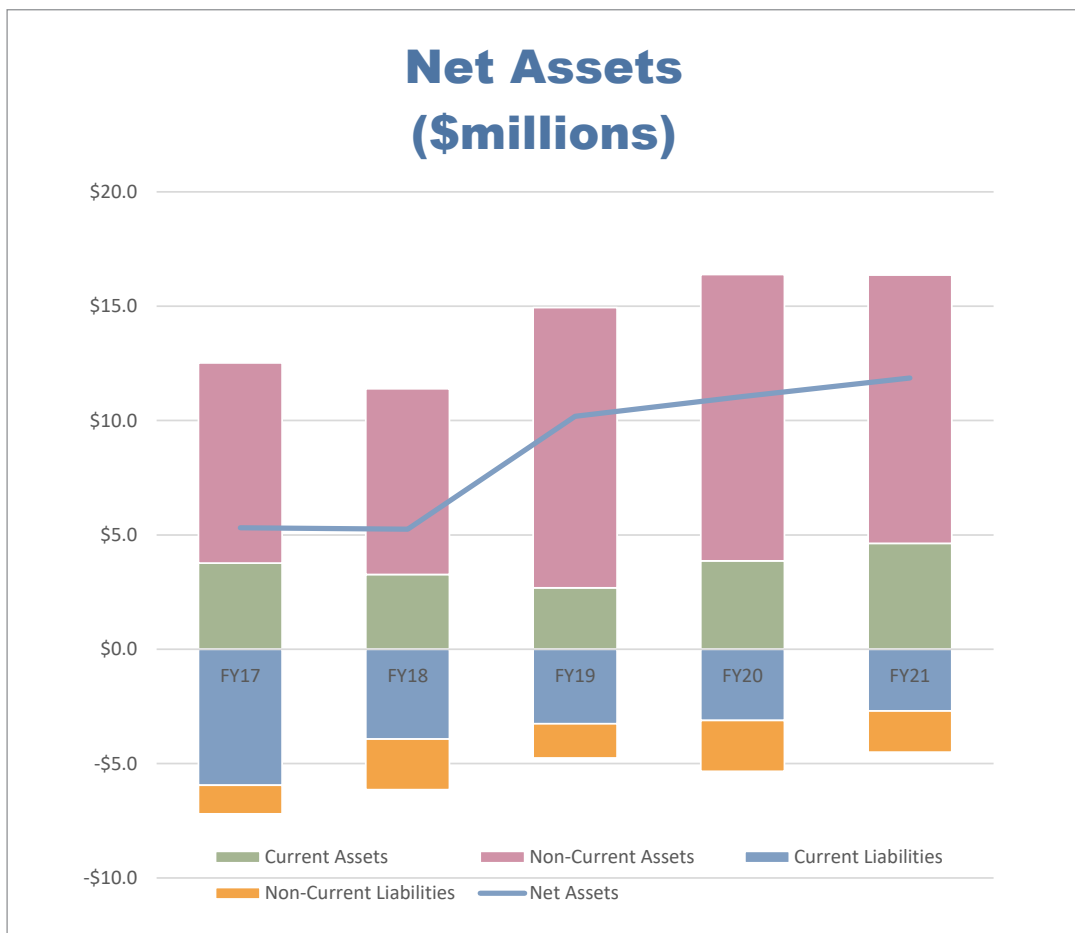
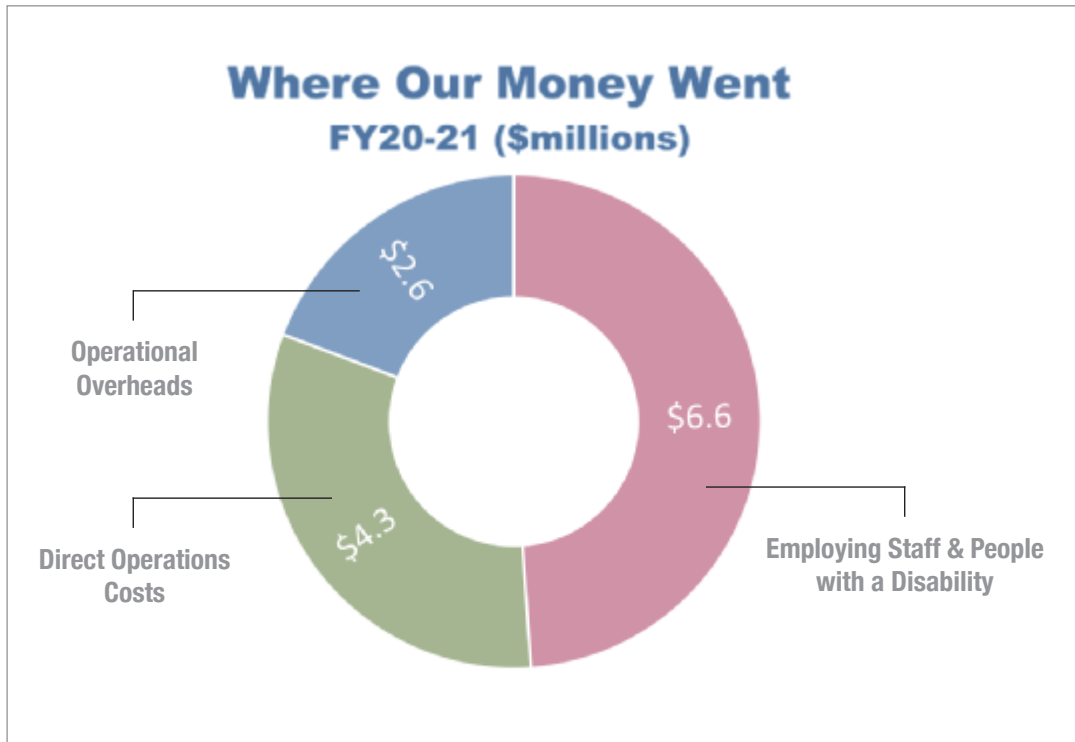
LONG SERVICE AWARDS

18 employees have been recognised in 2021 with anniversary presentations to acknowledge their 5, 10, 15, 20, 25 and 30 years working with Westcare.

We have many long-standing employees and the Board and management extend thanks and appreciation to each person for their contribution to Westcare.

5 years	10 years	15 years	20 years	25 years	30 years
Nathan Calder	Nathan Bullivant	Herbert Lau	Priscilla Wilson	James Abraham	Brian Dalton
Vanessa Ha	Katrina Rigby	Kimberley Drok			Suzanne Carthew
Damien Simpson	Natacha Sookanah	Karen Thurston			Maurice Flintoff
Nicholas Benfield	Keith Fairbanks				
Lynne Game-Bowker	Shamil Rajakaruna				

SUMMARY OF FINANCIALS



HOW CAN YOU HELP WESTCARE?

Donations/Fundraising

Westcare would like to thank all their donors and supporters who so generously donated in 2020/2021.

By making a donation to Westcare you are helping us to bring the Westcare mission and vision to life. Donations may be directed to one of our specific appeals in November and June and can also be made at any time throughout the year.

Donations are tax deductible. In-kind donations of goods and services are also welcomed.

Make a bequest

Bequests have been integral in the development of our services. Making a bequest and naming Westcare Incorporated in your Will is a powerful, yet simple act of generosity.

Bequests to Westcare enhance our efforts to empower the lives of people with disabilities and assist their transition into the community. Bequests ensure future generations of people with disabilities benefit from the services provided by Westcare Incorporated.

Volunteering

Westcare recognises the importance of volunteering and in 2018/2019 started developing a volunteering program where volunteers can get involved in our business services, pass on skills and work with our team. Whether you can volunteer once a week or once a month, your time and support will be greatly appreciated and make a significant difference to the quality of services we provide.

To find out more about becoming a volunteer at Westcare, please contact Westcare on **6389 4100** or **westcare@westcare.com.au**

Support our events

Why not join us at one of our donor morning tea events throughout the year: be our guest, donor, client, volunteer or corporate sponsor.

For further information on fundraising, donations, events or bequests, contact Westcare on **6389 4100** or **westcare@westcare.com.au**

DONATION FORM

Your donation will help ensure that Westcare continues to provide quality training, accommodation and employment opportunities for generations to come.

Please accept my gift of \$..... In the form of cheque, or debit my credit card.

Visa MasterCard Diners Amex

Card Number:

Expiry Date: Signed

Donor Name:

Address:

Phone Number: Donor Email Address:

Thank you for your contribution to Westcare. Gifts over \$2 are tax deductible.

Mail to: **Westcare Incorporated, Reply Paid 48, PO Box 48, Claremont WA 6910**

Website Donations may be made via <https://www.givenow.com.au/westcare>

Email: donations@westcare.com.au



Westcare is an Australian Disability Enterprise (ADE) providing quality employment, training and accommodation to people with a disability in Western Australia since 1947.

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