



2022 ANNUAL REPORT



Together we can achieve

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PARTNERS

Western Australian
Disability Enterprises



HSS health
support
services



**PRINT MEDIA
GROUP**



Australian Government
Department of Social Services



Government of Western Australia
Department of Communities



Palmerston
Improving your wellbeing



winc.

BDO

AMBASSADORS



KIM BEAZLEY (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 also 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 has held since 2006.



MR JONATHON LEEK BEc LLB LLM GAICD

Jonathon is a solicitor and barrister with more than 25 years' experience specialising in taxation, corporate and commercial law, including more than 20 years as a partner in leading law firms and as a barrister at the independent bar. Jonathon is an Adjunct Associate Professor of Law at the University of Western Australia and a Legal Officer in the Royal Australian Navy. Jonathon joined the Board of Westcare in 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 Oxford University Society of Western Australia and is a current board member of St Catherine's College. Justin joined the Westcare Board in October 2016.



MRS AMANDA PATON BSc (Psych) BPsych MAppPsy (Clinical) GAICD

Amanda is a practising Clinical Psychologist and the Deputy Director Practice for the Australian Centre for Child Protection at the University of South Australia. She has been working in the field of psychology for over 17 years and has strong connections to the child protection services sector in WA including community sector organisations and government agencies such as Department of Communities and WA Police. Amanda is also a graduate of the Australian Institute of Company Directors and brings to the Board of Westcare extensive experience in clinical governance, quality improvement, research to practice translation and working within multidisciplinary teams to support vulnerable children, young people and their families. Amanda joined the Board in February 2022.



MR TREVOR PHILPOT BSc (Hons) GAICD

Trevor is the State Director, Western Australia for Salesforce and has over 25 years' experience leading technology businesses both in Australia and abroad which includes Oracle, Hewlett Packard, BMC Software and Netscout Systems. Trevor holds a Bachelor of Science in Sociology and Anthropology from the University of Houston and is a Graduate of the Australian Institute of Company Directors.

Trevor participated in Persian Gulf conflicts and is a decorated Veteran of the United States Navy. He is passionate about social equity, cultural awareness and the environment. Trevor joined the Board in February 2022.



MESSAGE FROM THE PRESIDENT



Dear Members

This past financial year has seen a consolidation by the new executive leadership team, led by Rob Wilton. The Board has also added to its ranks with the addition of Amanda Paton and Trevor Philpot. Rob and his team have the confidence of the Board and we believe that they are the right people to review and improve Westcare's operations.

COVID-19 remains a sensitive issue for Westcare, but we still have a very high vaccination rate in both supported and unsupported employees. The ongoing threat of infection in the community is however, an opportunity insofar, part of the Bassendean operations has been converted to produce hand sanitiser. The team is producing quality product that will retail at under half the cost of competing brands and we are looking forward to generating revenue from that endeavour.

Westcare continues to build its cash reserves and is in the process of reviewing its operations, the operations of and reason for owning Percival Printers, and its strategic plan. The Board (and the executive team) are keen to reset the strategic plan to better align with our core objectives of employment of supported personnel. However, the viability of what was previously referred to as 'sheltered workshop' operations is becoming harder to deliver in the context of the funding delivered by the NDIS. This is evidenced by Activ's stated intention to step out of the space, leaving something of a vacuum in relation to the persons it presently employs in a supported capacity. Obviously, Westcare has, for some time, been operating its profitable printing arm to offset the cost of providing supported work and it is intended to continue to do so – but some diversification is likely to be needed as we move deeper into the digital age and printing continues to lose some of its currency.

Presently, 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.

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. An ongoing review of the structure of the organisation and finalisation of a new strategic plan remain priorities. As previously noted, 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. That may become increasingly relevant as other organisations struggle to keep their doors open and we should ensure that we are 'merger ready' if there are opportunities to partner or absorb other likeminded organisations.

If the Board sees a change to the constitution as advantageous, a discussion paper will be made available to members for input before any action is taken.

As always, employment and training of our supported employees remains a key objective.

Marshall McKenna

President

MESSAGE FROM THE CEO



Dear Members

Throughout the financial year of 2021-2022, Westcare has continued its transition to becoming a robust, sustainable, innovative and resilient organisation that can provide an agile response to the ever changing and more complex environment and continues to provide meaningful employment, development, training and accommodation services into the future for West Australians living with disabilities.

Working together, all Westcare supporters, staff and supported employees can achieve our vision to make Westcare a great place to work, develop and grow.

This is what we continue to strive for.

As CEO I continue to be very proud of the courage, character, selfless dedication, commitment and achievements shown by many of our staff, supported employees, volunteers and supporters.

Throughout the year we have reinforced our commitment to supporting the needs of people living with disabilities by recognising that our staff must be qualified in disability support. We have provided opportunities for all staff to gain these qualifications via etrainu, the NDS, and through Certificate IV in Disability Support. Many staff have risen to this challenge and have either qualified or are well on their way to gaining qualifications and I congratulate every one of them for their efforts.

Whilst COVID-19 caused logistics and transportation challenges, and inflation have all had an effect this year, our operational staff, led by Neil Douglas and Dawn Boyce, have worked tirelessly, above and beyond to fulfill our commercial contracts, meet deadlines and maintain quality standards. Their efforts have been significant and helped build our much-needed reserves for the future.

Disability Support Services have also had an incredible year. Overcoming a national skills shortage by adopting a flexible mind set, Sherry Kaur and her team have provided cross functional support to both operational sites and a growing number of residents at the Village. Their empathy, passion, patience, advocacy and high level of support has enhanced Westcare's reputation within the sector immeasurably.

This year the initial review of our internal governance structure saw the development of the Corporate Services division ably led by Julie Curnow. This is the first step towards a streamlined internal compliance and quality assurance process and a stepped approach to increasing safety awareness and the adoption of a WHS 2022 compliance framework.

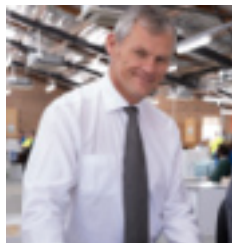
We will continue to improve the organisation into 2022 and beyond with the development of a new Strategic Plan to provide a clear roadmap to follow, an increased focus on developing the skills of our Supported Employees and providing a safe, steppingstone approach for those that wish to experience open employment.

Many of our achievements this year would not have been possible without the dedication and commitment of our Board and of our supporters and I would like to acknowledge and thank the Westcare Board of Directors, Rick Ardon for his dedicated support, Minister Don Punch and Marion Hailes-MacDonald (Department of Communities, Office of Disability), Laurie Leigh and Coralie Flatters (NDS), The Health Support Services WA, Western Australian Police Force, and our many commercial partners like Kulbaradi, The State Library of WA, BreastScreen WA, Nature's Harvest, Winc, and BDO to name but a few.

Rob Wilton

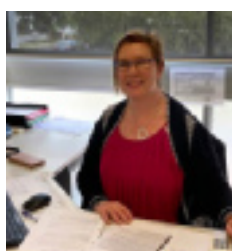
CEO

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 in mid-July 2020. 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 Executive Manager Corporate Services

Julie is part of the Executive Management Team at Westcare and is in charge of Finance, WHS, Maintenance, IT, HR and Payroll. She qualified as Chartered Accountant nearly 30 years ago and since qualifying has managed the full range of back-office functions in a diverse range of industries, including not for profits. Her career has focused on businesses undergoing significant change management. Julie started at Westcare in March 2021 as Finance Manger and became Executive Manager Corporate Services in May 2022.



SHERRY KAUR General Manager Disability Support

Sherry has been working at Westcare for the past 9 years in various roles within the organisation, and was recently appointed GMDS in May. With a nursing background, Sherry focuses on support for mental health through a strengths-based and non-clinical approach. Previously, as the Disability Support Funding Manager, Sherry played a significant role in advocacy and developing operational strategies that will benefit the quality of services provided to our supported employees, 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.



COLIN LAMOND General Manager, Director - Percival Print & Packaging

Colin is a fully qualified Printer with over 34 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 Grad Cert in Business becoming a Director the same year.



WARREN GREEN Human Resource Manager

After initial involvement with Westcare as a volunteer, Warren joined our senior management group in 2021. Warren has extensive experience in human resources, industrial relations and other corporate management roles gained across a variety of senior roles - most recently in the health and not for profit sectors. His breadth of knowledge and experience, combined with a strong alignment with Westcare's mission and values make, Warren a good fit with our team.



NEIL DOUGLAS Operations Manager (Nedlands)

Neil has been in the Printing industry since 1987 and has gained a City and Guilds 523 Printing qualification in the UK. Having emigrated to Australia in 2006, he joined Westcare in 2008 to work in their Sales division. Neil has a solid sales and production background. Neil was appointed Acting Print Manager in May 2021. In May 2022 he was appointed Operations Manager (Nedlands).

Neil has a passion, drive, and energy for what we do as an organisation, and he is a big believer in a positive, fun environment which allows people to flourish and be the best version of themselves.



DAWN BOYCE Acting Operations Manager (Bassendean)

Dawn has worked at Westcare (Nedlands) for over eight years and has over 30 years' experience in printing. Dawn was promoted to Senior Production Supervisor at Westcare (Bassendean) in January 2022 and then to Acting Operations Manager in May 2022.

Dawn has been busy streamlining production and improving efficiencies. Dawn was already known to most of the supported employees at Bassendean as she regularly co-ordinates group lunches for Nedlands and Bassendean supported employees.

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



YASH THAKUR Village Manager

Yash has been with Westcare for nearly nine years, and in his current role as Accommodation 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 in the Village.

Yash is an experienced manager with a demonstrated ability in operational roles in the disability and hospitality sectors. Skilled in event planning, management and services delivery, he is able to handle multiple tasks working tirelessly to support continuous improvement in developing and delivering quality outcomes and services.



YVETTE MCGUINNESS Executive Assistant / Administration Manager

Yvette recently joined Westcare in September 2021 as Administration Manager and EA to the CEO. She has over 20 years' experience in private and community services sectors providing executive level administrative management. Yvette undertakes tasks and responsibilities in an organised manner with enthusiasm, positivity and dedication. Providing administrative assistance and support to the CEO, the Westcare Board and her fellow colleagues is at the core of her role however, Yvette always take the time each day to check-in and chat to our supported employees. She often brings in her small dogs to visit; bringing joy to their work day.



BERNIE REIDY WHS Officer

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

Bernie has a strong interest in workplace safety and was appointed Westcare's WHS Officer in September 2021. 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.

WHAT WE ACHIEVED IN 2021/2022

| Westcare Group | Nedlands | Bassendean | Village |
|---|--|--|---|
| 138,108 Total hours worked by PwD | 1,600,000 Estimated documents printed for WAPOL | 2,241,391 Labels applied for British Provender | 42,705 Meals prepared & serviced to PwD (residents) |
| 12,000 Individual support hours | 434,720 Safety tags for mining industry (printed, eyelet & strung) | 350,000+ Gel packs produced | 2,634 Hours worked by supported employees |
| 5,205 Work experience hours | 369,980 Confidential medical record files produced for hospitals in WA | 137,200 COVID test kits packed for Pathwest | 600 RATs conducted during pandemic |
| 50 Work experience students | 215,200 Labels produced for hospitals in WA | 86,511 Medical kits packed for Trimed | 158 Covid-19 vaccination doses administered |
| 24 Students who have transitioned to employment over past 5 years | 56,828 Hours worked by supported employees | 84,110 Hours worked by supported employees | 60 Volunteer hours |
| 23 New employees who have commenced their career at Westcare | 37,300 Inserted letters for Breastscreen WA | 1,700+ Safety vests produced | Support Services |
| 19 Schools have attended for work experience | 30,000 Purple baby books printed & assembled (for new mothers in WA) | 400 Plaques made for Outback Grave Markers | 15,691 Support Services hours provided to supported employees & residents |
| | | 300+ Vacutainer storage cell boxes made for Pathwest | 5,200 Work experience training hours to become Community welfare / Disability support workers |

DISABILITY SUPPORT SERVICES

The Westcare Support Services team play an integral role in the success of the services we provide to our supported employees at Nedlands and Bassendean, as well as working towards the achievement of Westcare's vision, mission, and organisational objectives. The Support Services staff work hard to empower our supported employees by providing training and support at work, developing their employment and personal skills, and assisting them in achieving their goals in their Individual Employment Plans. They work collaboratively to enrich and create a positive and encouraging day-to-day work environment, and contribute to the ongoing improvement of processes to support the enhancement of our services we provide to our supported employees.

Westcare's Individual Supports service was started in 2020 from humble beginnings and has grown immensely in the last two years from 2 participants in the beginning to 25 participants in 2022. Staff work closely with our NDIS participants to build and maintain their independent living skills, empower them to make their own decisions, and encourage our NDIS participants to develop their social and communication skills so that they can participate in



their local community. By gently guiding and nurturing their personal development, our support workers encourage and support our NDIS participants to live their lives confidently the way they want.

Westcare is a registered provider of disability services under the NDIS Quality and Safeguards Commission, and our Support Services team play a key role in ensuring Westcare meets its NDIS obligations to each supported employee and NDIS participant.



WHO WE SUPPORT

Fraser MacDonald

Fraser is an active person who likes to keep busy. As well as working in the Print Finishing department in Nedlands, Fraser is supported by his key support worker, Namgyel, on his days off to access activities independently on public transport, support in decision-making, and maintain good health and wellbeing. Fraser thoroughly enjoys his time with his support worker.



William Hobson

William joined Westcare in 2007 as a supported employee, and works in the Print Finishing department in Nedlands. He celebrated his 15th year anniversary at Westcare in January 2022. For a long time, William's goal in his NDIS plan was to live independently. Through the support from his family, Westcare, and other stakeholders, William was able to move out of his family home in 2021 to live in his own unit at the Westcare Accommodation Village. William is supported by his support workers regularly to build on his daily living skills and make informed decisions.



Karen Thurston

Karen has been working at Westcare since 2006. Karen is a very kind and patient person, and actively encourages the use of Auslan; she is always happy to take some time to teach some simple everyday words to her fellow supported employees and staff members.

"I enjoy coming to work and I have wonderful friends around. I love to teach Auslan to my co-workers and to staff at Westcare. Aside from that, I am an enthusiastic reader and love to watch Harry Potter movies. I have a book collection of the whole series."



Natasha Rozzi

"I like meeting new people such as supported employees and support staff at Westcare as they are lovely. When I am not at work, I enjoy hanging out with my friends on Saturday nights. I am also a fan of West Coast Eagles and Perth Wildcats."

Sam Rector

“I like working at Westcare. I enjoy packing the turmeric powder in the Foodpak department. I really enjoy working with our customer, Hament, who is in charge of the turmeric powder job.”



Rachel Winsor

“I love my weekends. Every second Saturday I go out with my friends and have a good time. I also love spending time with my parents – I love a good game of Yahtzee. I’ve worked at Westcare for 20 years and I love working here. I love the jobs that I do in Foodpak and Industrial Packaging, and I love the friends I have made here.”

Kathleen Marsh

“I love meeting new people, and I get to learn new skills in the Foodpak department. I work in an area where I enjoy and I am surrounded by good people. I am learning how to weigh products and pack them.”



Paul Gray

“Without Westcare, personally, there would be no purpose – it is my lifeline. The people and staff are incredible, and the opportunity to help others is a good feeling for me. My fellow team member, Sam, is a champion (a freight train at work!) and an important part of our team.”

Luke Bradley

Luke has been employed at Westcare for the last 8 years. He works hard in the Box department making 'made-to-order' boxes for customers. The tasks include making use of the guillotine and the gluing machine. Luke looks forward to his 10th anniversary at Westcare.



Norman Anderson

"I am 37 years old and I am vision-impaired. I like to go to the gym and go bowling in my free time. I am very fond of listening to music as it makes me happy. I love Westcare because it gets me out of the house."

Dlanon Fraser

"I like Westcare, it is very nice here. I like all the staff and work, everyone is very nice. I have made a lot of friends here. I currently live in a group home. I have 4 sisters and 4 brothers. Thank you to everyone here at Westcare. Lots of smiles 😊"



Chad Shilling

Chad is a part of history being a member of the first ever integrated Swan Districts football team. The team also have 3 young ladies playing in their team, and they ended their season losing by 3 points in an elimination final. As a part of the team, Chad was invited to attend the Swan Districts black tie presentation night. Chad is very happy to be a part of the team.

Robert McRostie

Robert likes to go out to the op shops on the weekend with his support worker to hunt for DVDs and comic books. He has a big collection of more than 2,000 comic books! Having worked at Westcare for 35 years, Robert is very well-versed with the jobs in the Box department.



Craig McKinnon

Craig is an avid cyclist and is involved in charity bike rides.



Hi Craig,

On behalf of everyone here at Canteen I wanted to reach out and say congratulations! Completing OffRoad is no mean feat, and you should be incredibly proud of all your hard work. It's been awesome seeing the photos and stories you've posted up onto the group's Facebook page, keep it up.

I'd also like to extend a huge thank you for your fundraising! You and your fellow riders raised a total of around \$37,500! This amazing amount goes directly towards helping young people across Australia stand up to cancer. You'll see below the video Jenny showed you before the event, I wanted you to have the opportunity to hear from our young people in Western Australia again!

One more time for good measure,

THANK YOU

Craig and we hope to see you again in 2022!

Caitlin Crowther and the Canteen Team
E: ffundraising@canteen.org.au



Swim thru ROTTNEST



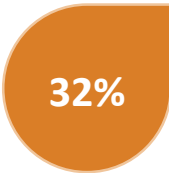
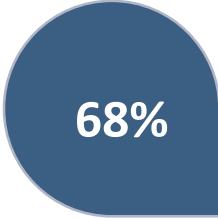
Henry Sewell

"After completing the Swim Thru Rottneest in December 2021, I am going to do it again in December 2022. I train 2-3 times a week to get ready. You can swim 500m or 1.6km. I am going to do 1.6km."

2021/2022 OUR PEOPLE AT A GLANCE

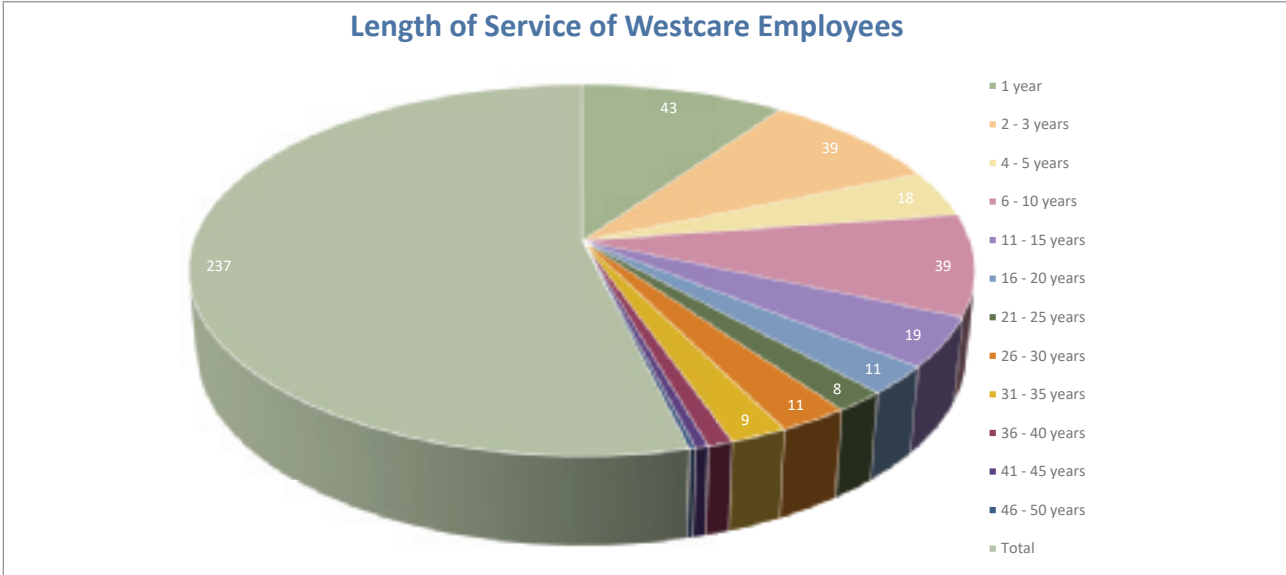
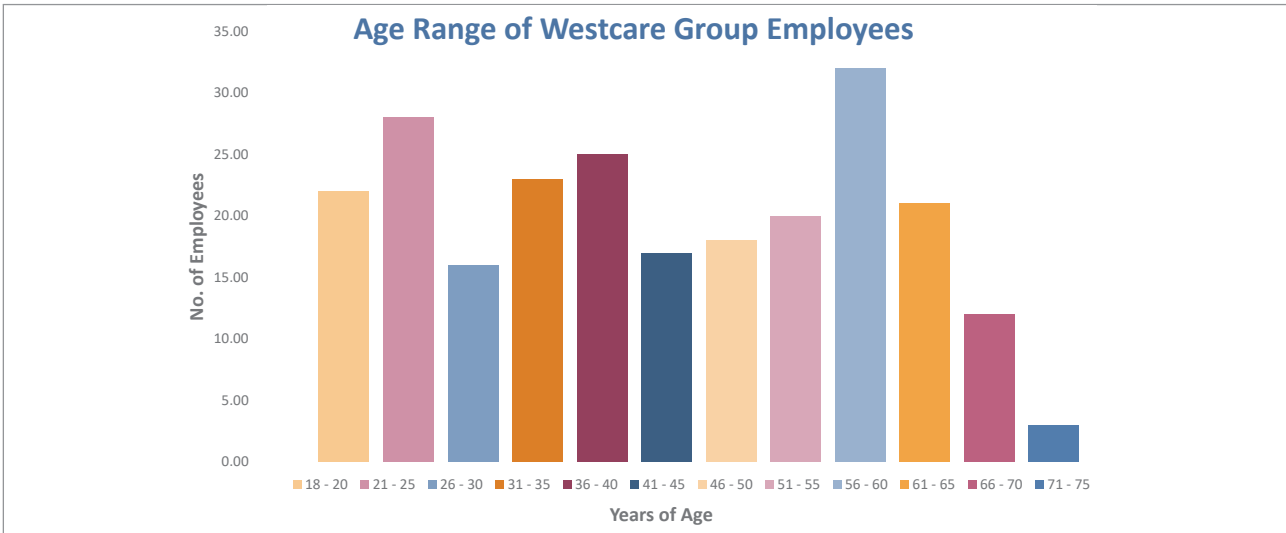
Gender

Males - 161



Females - 76

People Living with a Disability = 59.49%



IN THE SPOTLIGHT

KIM McNAB'S 50 YEAR CELEBRATIONS

KIM McNAB

On 7th April, we celebrated Kim's incredible 50 years of employment at Westcare, our longest serving employee! His commitment and work has been much appreciated by the Board and the entire Westcare family. 50 years is a remarkable achievement, one in which is likely not to be achieved again.

The celebrations started off with a morning tea in Bassendean with his colleagues, the CEO and managers in attendance along with the Town of Bassendean Mayor, Councillor Kathryn Hamilton. Kim was presented with a framed certificate and cards signed by Westcare staff, full of lovely messages.

Kim was also invited to attend the beginning of the Westcare Board meeting later that day where he was presented with a trophy and a gift card to thank him for all of his years of service. Congratulations once again Kim!





DOUG USHER

Senior Production Supervisor, Nedlands

Doug has a long history in disability services, having grown up in an Activ hostel in Kellerberrin. He then had a varied career including managing a pizza store, before going to work for Intelife and Activ where he managed a site with around 120 supported employees. He then worked for Health Support Services in facilities management and business continuity, worked alongside his father in a gelato store, made the best coffees in Perth, and as an Apple service technician. Doug then was reminded of his disability services roots and came to work for Westcare as the Senior Production Supervisor in Nedlands. Doug plays beach volleyball, supports the Western Bulldogs and his favourite sport to watch is cricket.



JANEL WONG Support Services Coordinator

Janel has been working in the disability sector since 2014. She is a vocal proponent of ensuring that individuals have access to information and services that can help them, and understanding their rights as people with disability. Working across all three sites

at Westcare (Nedlands, Bassendean and Shenton Park), Janel takes a proactive approach in mentoring Support Services team members in their roles and working closely with supported employees with their goal achievements. Janel has been a huge part in implementing the Individual Support services at the Village, and is well-liked by all staff and employees.

In her spare time, Janel likes honing her skills in dad joke delivery to her two young children (one aged 4 and the other is a baby). Supported employees and some fellow colleagues have in the past however, politely suggested that it is preferable that Janel does not sing!



NOAH NGUYEN

Support Services Officer, Bassendean

Noah joined Westcare as a Support Services Officer a year ago. Coming from a Civil Engineering background and working in a variety of roles in hospitality management and community services, Noah has found his passion in advocating for individuals of diverse backgrounds, including but not limited to those from the Culturally and Linguistically Diverse, LGBTIQ+ community, and particularly people with a disability. Noah would like to use his skills as well as experience for continuous improvement in committing to provide better processes and services that lead to better outcomes. He enjoys his role as he feels accomplished and rewarded when he can collaborate with the supported employees and achieve their common goals together.

Noah enjoys volunteering as a teacher at the Vietnamese Community School of WA on the weekends. He is also a semi-professional badminton player and enjoys travelling when he is away from work.

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 persons living with disabilities can find the right kind of accommodation and services for their circumstances. Our team closely works with individuals and their 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, respite and medium-term disability accommodation, individual support and provide staff to cater to all your needs during your stay in our village-style accommodation, situated amongst the beautifully maintained gardens and bushland. By offering shorter stays, we offer more flexibility to Participants while providing both disability care and housing solutions 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 do not 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 an individual's 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 daily life tasks.



Accommodation Services Report

Over the past year, Westcare Accommodation Services focused mainly on the development, enhancement, expansion and the quality of providing individual support and accommodation services.



Key achievements

- Individual support has grown significantly and is operating well; Participants are encouraged to join in the broader community whilst receiving social support and tools for life skills enhancement. To date, we have 25 new service recipients with annual funding of approximately \$461,000. Over time, these NDIS-funded individual support services will develop and grow in both numbers of service recipients and funding.
- With the assistance from the National COVID Vaccine Taskforce, more than 100 individual residents, Westcare staff and individuals from a neighbouring organisation were vaccinated at the Village site.
- We are very appreciative of the assistance from Palmerston and Sales Force who provided support with gardening and property maintenance at the Village.
- We recovered well after a devastating storm in July which caused flooding of B Block. It was only with the concerted efforts of Village staff, residents' families, timely decision-making and support by the Senior Management Team that we managed to resume normal operations quickly.
- Westcare's annual International Day of People with a Disability lunch was held at the Village. The lunch theme was "Leadership and participation of persons with disabilities toward an inclusive, accessible and sustainable post-COVID-19 world". It was a truly wonderful afternoon, and we thank everyone who supported and shared their experience with Westcare.
- During the year, the Village staff appreciatively took advantage of many online short courses available through NDIS etrainu, participated in residents' behaviour support and occupational therapy assessments with specialists, and were included in the event committee.



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 customers and their needs.

Westcare aims to make ideas become reality. We utilise advanced digital technology on our RICOH Pro C9200 Presses to take 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 offer personalised print solutions known as variable data - useful for events and conferences, where a tailor made print solution is needed.

At the heart of our business are our supported employees who predominantly work in our finishing area; they are a fundamental to part of operations and are key to the client receiving 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 testify that we do go that extra mile and we 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 10 years.

Like all business throughout the globe, COVID had a disruptive influence throughout the year. Fortunately, we managed to put a robust plan together to mitigate

staff absenteeism. We utilised staff in different areas of our business where we could and managed to maintain service levels that our clients are accustomed to. We would like to thank the entire team for their flexibility, work ethic, and professionalism throughout.

Westcare Print continued to perform well in the year, and we picked up a lovely contract with BreastScreen WA. This work utilises our supported and non-supported employees, both of which are vitally important in our operations. We would like to take this opportunity to thank BreastScreen WA for their support.

We would also like to thank our other major clients: Dept of Health, WAPOL, Child and Adolescent Health, Dept of Education, Winc and Print Media for their continued support. The work we do for you involves all our supported employees and their expertise in producing a quality job is so important.

All our clients who utilise our services are equally important as our supported employees take immense pride in what they do and how they do it. Again, thank you for giving us the opportunity to help you.

Printing is a tough industry, however the passion from all the staff allows us to maintain a strong presence in a very competitive market. Our mission to enrich, enhance, and empower people with disability is always prevalent and is at the forefront of our minds on a daily basis.





Print Finishing



Stores

One of our supported employees, Victor, worked in our Digital area on WAPOL and he did a truly remarkable job. He has since moved on to open employment in the food industry so we can feel proud for both him and ourselves; and we wish him all the very best on his employment journey.

Westcare is about our people; that is what inspires us every day. We need to be agile as the industry is everchanging but the attitude, drive, and commitment of all our staff at Nedlands under the leadership of our CEO cannot be underestimated. We continually strive to improve and with that mindset, we can achieve anything.

WESTCARE BOX



In the past year we have produced 5,350 custom made spare part boxes for the new warehouse for Cummins and have also engaged with Earthworm Organics supplying them with Booster and Starter boxes for earthworm storage, which are sold in Bunnings stores.

Our strong culture promotes safety, inclusion, participation, and training to all our employees. This gives them confidence that they will have meaningful and fulfilling employment for many years.

Supported employees can work across departments, and are encouraged to upskill under the supervision of our staff and trainers. This gives them the opportunity to expand their knowledge and keep their minds active.

Our team are encouraged to talk about any problems that they may have either in work or in their social life.

Weekly toolbox meetings are held 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.

We have a dedicated team in our Box department and between them, they have over 150 years' worth 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.

We also produce boxes for the general business community such as mining equipment suppliers, the automotive industry, engineering firms, food manufacturers, the party hire industry, multiple dry cleaners and wedding dress boxes.

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 they know they are helping a good cause, but because they know the product our wonderful team of employees are able to produce and our service meets their expectations.

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



WESTCARE 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 team are multi-skilled in both areas and can be utilised in all aspects of the production process. All team members receive ongoing training and support to help them achieve the best possible outcome. They frequently learn new tasks and try their hand at the many different jobs we have to offer at Westcare Bassendean.

Our supported employees (Participants), with the guidance of our team of supervisors, support workers and trainers, complete many jobs such as labelling of various products. These are vast, have huge volumes and the supported employees are competent in the placement of each different label. Some supported employees operate competently the many machines used in the area. These include, but are not limited to, tape guns, strapping and sealing machines. There are some supported employees that drive the forklift and use pallet jacks.

We make up packs with products for Christmas and promotional presents for a few major mining companies. All items have to be counted and cross checked to make sure that all products and correct quantities have been received and accounted for.

We have increased volume in our Foodpak area by fulfilling orders for many companies including the packing of salt, herbs and spices, collagen product and we are also certified to pack organic products.

Our committed team are competent in operating semi-automatic food filling machines, using scales and measuring different types of products. Our team are also involved in the quality control aspects of production.

We have many returning customers that involve us in their projects which require repetition and attention to detail. They do this because we have provided them with a good quality service, and our team are happy to complete this type of work.

Each year we seek new tasks and our team adapt with enthusiasm and excitement. Our supported employees are amazing, hardworking and have a positive attitude in everything they do. When they are engaged in a work environment, they have daily interaction with each other, they can socialise 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 dedicated team take pride in manufacturing garments for many customers from different departments within the Public Transport Authority and the WA Police force.

We manufacture vests for mining companies, within the oil and gas industry, safety and rescue equipment suppliers and bush fire fighting brigades.

Our supported employees receive ongoing training and support to undertake the use of heat press machines for the application of logos and text onto garments. These include, but are not limited to vests, trousers, and jackets. They are also trained in using multiple cutting, folding, sewing, and binding machines.

We also produce disposable gowns and caps which are used in many different sectors. Our supported employees enjoy the different aspects of gown/cap making.

Previously, supported employees were involved in a project with WA Police in making teddy bears from old uniforms instead of throwing them away. Some were even submitted to Telethon.

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; this way we can find hidden talents and give them a sense of achievement.

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

Perth's Leading Print & Packaging Specialist



Percival Print & Packaging has been delivering packaging solutions Australia wide for the past 50 years. Founded by Mr George Percival in 1972, this family business quickly gained a reputation for manufacturing high quality commercial print, folding cartons, and pharmaceutical pamphlets.

Although, commercial print laid the foundations for Percival Print & Packaging, our main focus has shifted over the years to manufacturing fibre-based packaging covering all aspects of soft folding and corrugated cartons. Our markets extend across the Fast Moving Consumer Goods (FMCG) sector including food, beverage, health & beauty, pharmaceutical and other industrial packaging.

Percival Print & Packaging experienced record revenue growth of 15% in the 2021-2022 FY, fuelled by increased demand for fibre-based packaging driven mostly by e-commerce, convenience foods, consumer environmental concerns and fall out of the Covid-19 pandemic. The paper-based packaging market is predicted to continue to grow with a CAGR of 4.3% for the 2021-2026 period.

The printing industry has experienced dramatic change since 1972, from one based upon 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 at the forefront of our philosophy. Our skill and craftsmanship were recognised recently by our peers, winning gold and two silvers in the packaging category at the WA Printing Industries Craftmanship Awards, followed by winning gold, also for the packaging category at the National Print Awards held in June 2022.

Percival Print & Packaging achieved ISO 9001:2015 Quality Management Systems several years back and are proud that this year we added to that by obtaining ISO 14001:2014 Environmental Management Systems certification. Our Integrated Management Systems and compliance to ISO 9001:2015 and ISO 14001:2018 standards, ensures our packaging products are manufactured in a safe working environment, to the highest standards while reducing our environmental impact. We are committed to continuous improvement to our systems, as demonstrated by our goal of attaining ISO 45001:2018 Occupational Health and Safety certification in alignment with our Health & Safety Policy by early 2023.



WESTCARE EVENTS

International Day of People with a Disability

In conjunction with the Town of Bassendean, International Day of People with a Disability 2021 was celebrated on 3rd December at our Bassendean site with special guest, ToB Mayor, Councillor Kathryn Hamilton. Following a tour of the site and formalities, an amazing spread of delicious delights was served for morning tea. The day continued with games and activities including Giant Jenga, Giant Ten Pin Bowling & Giant Noughts & Crosses. Tim's Ice Cream Truck was a huge hit especially on such a hot day!



Celebrations continued on Sunday, 5th December with a BBQ lunch at the Village for residents, their families and special guests. A highlight was hearing from a few brave residents who volunteered to share their positive experiences of living and receiving supports at the Accommodation Village; for most, this was the first time they had ever spoken in public.

Our Nedlands supported employees and staff enjoyed the 2020 lawn bowling event so much that it was organised again for this year on Monday, 6th December. Fun was had by all those that participated (and also those that chose to watch the healthy competitiveness from the shade). We would sincerely like to thank our Print clients, WA Police & PMG, who joined us in the activity, followed by a BBQ lunch provided by the lovely staff at the Claremont Bowling Club.



Westcare would also like to thank the Developmental Disability Council of WA for providing grant funding for all three of the IDPwD events.



Out of Work Lunches

Throughout the year, many of our supported employees and staff look forward to the regular out of work lunches, kindly organised by Dawn Boyce, our Acting Operations Manager at Bassendean. Dawn continues to schedule these lunches for staff at Nedlands as well, due to her many years there as the Senior Production Supervisor. These lunches are an appreciated opportunity and fabulous way for our Participants to get dressed up and socialise over great food and a relaxed atmosphere at venues such as Sienna's, The Morley Local, Bayswater Hotel and Ribs & Burgers.



2021 Melbourne Cup Lunch at Nedlands

In November we had our Melbourne Cup lunch, including a sweepstake and all gathered around the television to cheer on their respective horses. The best dressed competition is an annual occurrence with prizes given out for overall best effort, craziest hat etc.



Easter Celebrations

Easter Celebrations – morning tea with fresh hot cross buns and easter eggs (and of course we can't go without serving sausage rolls and party pies) was a wonderful way to celebrate Easter at both Bassendean and Nedlands. There were excited discussions about various plans for the long weekend ahead.



The Village residents also celebrated with a BBQ on Easter Sunday.

CHRISTMAS PARTY 2021



The annual Christmas Party had a change of location to the Stan and Jean Perron Child Advocacy Centre in Midland. Even an evacuation right at the commencement of the celebrations couldn't dampen the spirits of all that attended, even though it meant that the promised air con on such a hot day didn't quite keep up after being shut down! There was plenty of smiles, laughter and dancing with wonderful entertainment provided by Perth Party Time.

It was great to see so many who really got into the theme by dressing up fabulously as Disney, Pixar or Dreamworks Characters! Yash, our Accommodation Manager, and his team put on an amazing lunch for over 175 attendees. A big thank you to Rick Ardon for supporting Westcare at this event and throughout the year and to Parkerville Children and Youth Care for allowing us to use the venue.



WESTCARE STAFF COMMITTED TO MAKING A DIFFERENCE



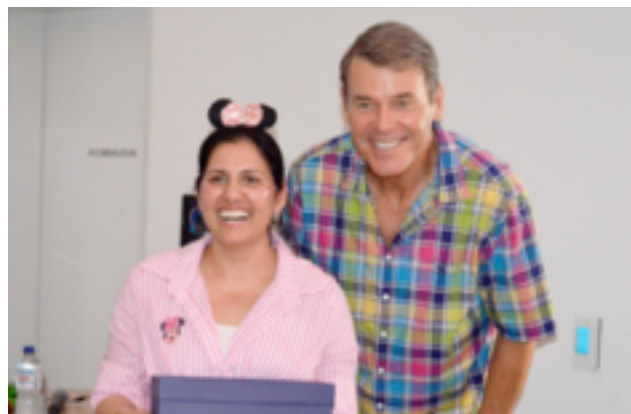
Alan Tough OAM Award for Employee of the Year at Nedlands presented by Rick Ardon to Paul Taylor



Richard (Dick) Howell Award for Employee of the Year at Bassendean presented by Rick Ardon to Daniel Pinker



Florence Hummerston Award for Staff Member of the Year for Service to the Association presented by Rick Ardon to Amarnie McGuinness



CEO & Board Award for Staff Member of the Year for Contribution to the Association presented by Rick Ardon to Sherry Kaur

LONG SERVICE AWARDS

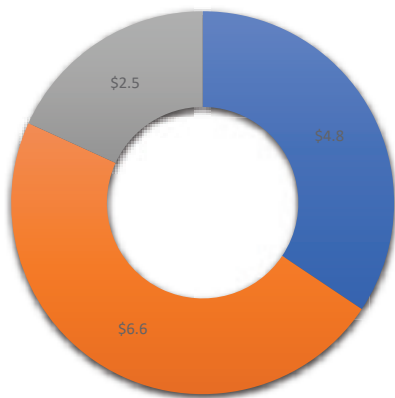
19 employees have/will reach long service milestones in 2022. They will be recognised with anniversary presentations to acknowledge their 5, 10, 15, 20, 25, 30, 35, 40 and 50 years working with Westcare at our annual Christmas party in December 2022.

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 | 20 years | 30 years | 40 years |
|---|--------------------------------|--------------------------------|---------------------------------|----------------|
| Matthew Hancock Jordan Filter-Jennings Mark Poprzeczny Vinh Nguyen Henry Sewell Sophie Barone Jaidan Giglia Jeremy Daymond | Anneline Lambrechts Kim Tan | Mark Snowden Kimberley Drok | Peter Warren Sharon Russell | Richard Daines |
| | 15 years | 25 years | 35 years | 50 years |
| | William Hobson | Robert Castledine | Peter Farley Robert McRostie | Kim McNab |

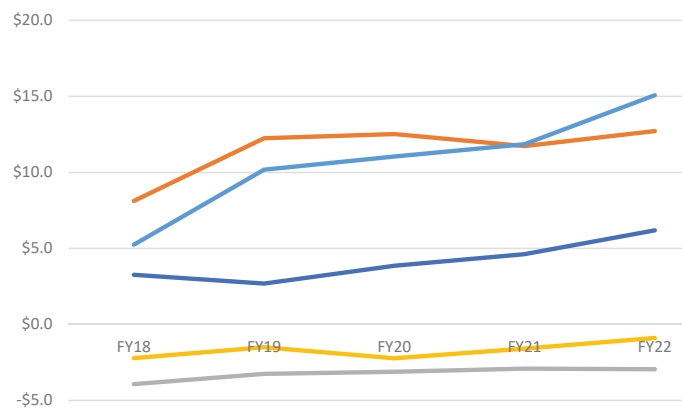
SUMMARY OF FINANCIALS

**Where our Money Went
FY 21-22 (\$millions)**



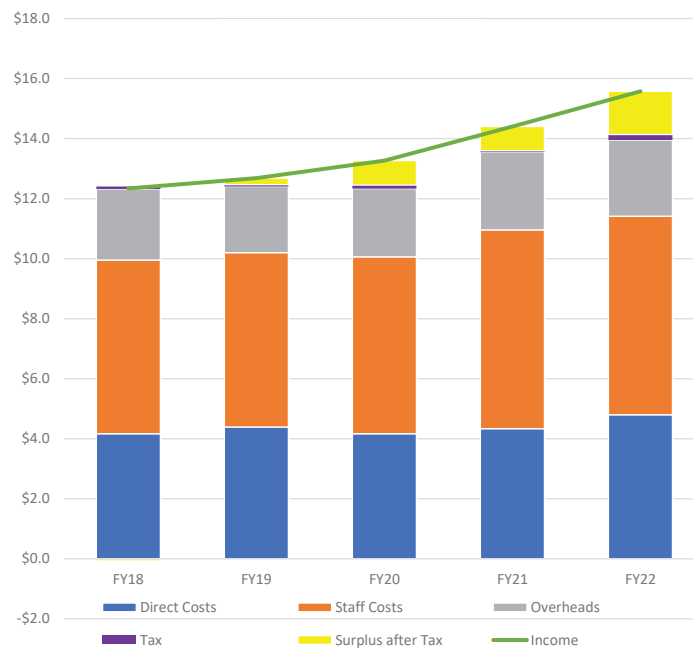
- Direct Operational Costs
- Employing Staff & People with a Disability
- Operational Overheads

**Net Assets
(\$millions)**



- Current Assets
- Non-Current Assets
- Current Liabilities
- Non-Current Liabilities
- Net Assets

**Financial Performance*
by Financial Year (\$millions)**



* Excluding \$0.8m impairment of investment in FY19

HOW CAN YOU HELP WESTCARE?

Donations/Fundraising

Westcare would like to thank all their donors and supporters who so generously donated in 2021/2022.

By making a donation to Westcare, you are helping us to bring the Westcare mission and vision to life. Donations may 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**

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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