

ANNUAL REPORT

2017

SMP | lifeskills2work



lifeskills2work



CONTENTS

- 4. Vision and Mission
 - 6, 7. Our Organisation
 - 8. From the Desk of the Chairman of the Board
 - 10, 11 From the Desk of the CEO
 - 12. From the Desk of the Community Services Manager
 - 14. From the Desk of Area Manager West
 - 16. From the Desk of Acting Area Manager South
 - 18. From the Desk of Area Manager East
 - 21. Financial Directors Report
 - 22,23. Auditors Report
-

VISION

Simply More Possibilities.

MISSION

Assisting people with disability to achieve their personal goals.

VALUES

Our personal and professional values

- Choice and possibility
- Diversity and equality
- Caring, personal and respectful
- Responsive and collaborative
- Optimism and encouragement



BOARD OF DIRECTORS

Fitz Cass	Chairman of the Board
Jo-Anne Di Filippo	Finance Director
Phil Oliver	Director
Kerry Barber	Director
Frances Parnell	Director
Eddie Stowers	Director
Phil Illingworth	Director
Dean Blanchard	Director
Rob Benson	Director

MANAGEMENT AND ADMINISTRATION TEAM

Suresh Rajan	Chief Executive Officer
Nicholas Browne	Executive Services Manager
Valerie Gillian	Community Service Manager
Anitana Taipari	Area Manager South
Joanne Connell	Acting Area Manager East/ Transition officer
Fiona Christensen	Area Manager West
Johanna Cook	Business Development Officer
Aarti Patel	Administration Assistant
Jocelyn Clements	Area Manager East (maternity leave)



SENIOR COMMUNITY SUPPORT WORKERS

John Wilkes	South (Acting)
Jazzmin Kenny	East
Ujwala Sharma	West

COMMUNITY SUPPORT WORKERS

Adrian Walker
Alexander Wylie
Amanda Randall
Angela Scerri
Anthony Ross
Benjamin Perks
Benjamin Steel
Bonnie Galant
Cameron Gillian
Caroline McCoy
Cindy Plank

Cindy Staines
Clare Edwards
Craig Castellano
Danielle Bennett
Danielle Castens
Darwin Jose
Dylan Headley
Emma Radford
Gail Leanne Yates
Gary Pittman
Gillian Alvisse
Hellen Jansuk
Henrikke Evans
Jaclyn Fogg
Jade Liddell

Jesusa Chalk
Joanne Munday
Joanne Sherar
Joseph Mabior
Joshua Gregory
Karamjit Kaur

Karelina Ngor
Karla Pruiti-Ciarello
Katarzyna
Wojewodzka
Kate McInerney
Kate Mirosevich
Krystal Rawling
Leanne Skewes

Martin Phillips
Megan Anderson
Narelle Christensen
Nelius Mwangi
Petrice Mita

Pritina Shrestha
Rachel Liddle
Rajni Bala
Rangipaki Wainohu
Ruth Balnaves
Ruth Syron
Samantha Teo
Sarah Campbell
Seva Chan
Tammy Duncanson
Taylah Nuttall
Tee-Jay Scott
Tina Lesley

Tracey Akubuiro
Ujowal Bhattarai
Valama Sheriff
Youle Beatty
Younger (Rita) Ballah



From the desk of the Chairman

Fitz Cass

The 2016/17 year has been one of consolidation and anticipation as we look forward to the continued roll out of our strategic plan for SMPLifeskills2Work. One of the significant parts of that roll out was the appointment by your Board of a new CEO, Suresh Rajan. More details of his appointment are below.

Some of the other significant highlights during the year were as follows:

- Growth in the number of clients we service
- Growth in staff numbers
- Increased funding for our clients
- Greater level of services being provided to our family of clients
- Continued achievement of our strategic plan as adopted by the Board.

One issue that continues to be unfinished business relates to the State government's decision as to which scheme we will adopt in Western Australia. This has been in discussion for a considerable time and the continued uncertainty makes for a volatile planning environment. We hope that the government and Minister come to a decision soon on this matter.

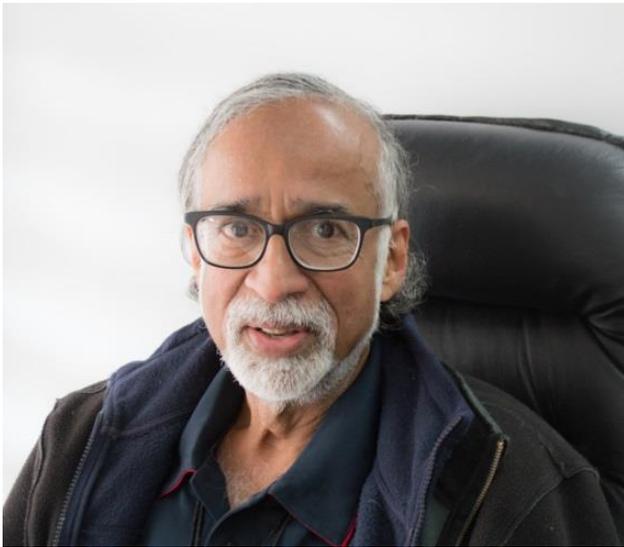
We appointed a new CEO during the year. Suresh comes to us with a wealth of experience in the advocacy space around disability and race issues. He has chaired a number of organisations in this space, most recently the National Ethnic Disability Alliance. He has also been on a variety of government and ministerial boards over time. We welcome Suresh to SMP and look forward to his helping us raise the profile of the organisation further in the future.

Whilst the Board was conducting the search for a new CEO, we were well served by Val Gillian acting in the role. Our thanks go to her and all of the staff for keeping the ship afloat over that time.

Finally I thank the Board of SMP for their continued counsel and assistance over the last twelve months. They have been tireless in their attendance and contribution to the organisation and they have made my job as Chairman considerably easier over that time.

I also thank the Disability Services Commission and the WANDIS staff who have worked with us to provide the SMP Service at the high levels that we have done in the past with great pride and satisfaction.





From the Desk of the Chief Executive Officer Suresh Rajan

In January 2017 I commenced my role here at SMP Lifeskills2Work as the CEO. I came into an organisation that was well known in the sector as one that was very innovative, very dedicated to its family of clients and one that had been around for a number of years.

And that is precisely what I found. Our staff are exceptionally dedicated to the provision of service to our clients and the organisation regards them as family members rather than as clients. Our services have been designed to ensure that the creation of independence is the central tenet on which our services are predicated. Whatever we can do to achieve the level of independence that allows our people with disability lead lives that are independent and fulfilling is something we will strive towards.

Over the last few years SMP has experienced some turbulence with changes at the senior management level leading ultimately to my appointment as CEO. However, through this period of flux, one thing that has been consistent has been the work of the Board. It must be remembered that the Board of groups such as SMP are very much volunteers and give of their time, expertise and dedication so willingly to achieve the best outcome for our clients and staff. My thanks go to our Board, ably led by Fitz Cass for some years now.

Each of our sites are managed very well by staff who have been with us for some time now. Anita Taihari, Joanne Connell and Fiona Christensen, manage our Rockingham, Gosnells and Spearwood offices respectively. They continue to be driven by the desire to provide our clients the skills they need to derive and enjoy a level of independence that allows them to have access to the services that most of us take for granted.

Our direct service delivery staff who are out there with clients on a daily basis form the backbone of our organisation. We continue to attract a really high calibre of staff who are dedicated to ensuring that clients enjoy their time with us whilst gaining independent skills.

Before appointing me to the position of CEO our organisation had been managed by Valerie Gillian in her capacity of Acting CEO. Our thanks go to her for the custodianship that she provided up to the end of December. Assisting her very well with issues of management and infrastructure was Nicholas Browne. Both Nic and Val will continue with us providing support in the Client Services and Corporate infrastructure areas for SMP.

Details of the service delivery programs and the activities of each of the areas we are working in are in the reports hereunder in this annual report.

One of the more important characteristics of this organisation that I was attracted to was the fact that the organisation is responsive to the feedback of our clients. My first six months here have certainly confirmed that view. We conduct regular briefings with our clients to make sure that they are satisfied with the services that we deliver. We are also very keen to get feedback about the types of services that we offer.

Our trips away both Interstate and Intrastate continue to be a significant feature of the diversity of the service that we offer. They continue to be extremely popular and allow our people to interact on a much closer basis than would otherwise be the case with our clients and their families. We will continue to offer these services in the future.

One concern we have, as an organisation, relates to the lack of a decision coming from the Minister for Disability Services in regard to the approach that we are to take in WA. During the previous governments' time in power, they choose to sign a bi-lateral agreement with the Federal government to implement our own state-based system of disability service delivery. The new minister

in the McGowan government undertook to make a final decision some time ago. Unfortunately many months down the track and the Minister has still not finalised his decision. There are many arguments on both sides of the service delivery paradigm. Whichever way the Minister chooses to go, we hope that this decision will be communicated soon to us so that our clients can be given some level of certainty into the future.

Finally I take this opportunity to offer thanks to many people who make Simply More Possibilities a reality for our clients and staff. Thanks firstly to all of our funding bodies and donors for their support over the last twelve months. We look forward to more of the same into the future. Our staffs provide a level of care and support that is the envy of most service providers. Their dedication to doing it well is appreciated. Our Board has been tireless in helping us achieve what we have in the past and they continue to be a significant influence into our directions for the future. Thank you to them for their expertise, time and dedication.

Simply More Possibilities



From the Desk of the Community Service Manager

Valerie Gillian

I would like to take this opportunity to thank all of our Clients, their family members, guardians, carers & all our stakeholders.

Over the last months of 2016 it was a pleasure to prepare the organisation for a handover to the newly appointed Chief Executive Officer Suresh Rajan in readiness to kick start 2017.

We knew the sector was changing at a rapid pace however our operations team had prepared themselves for the challenges ahead and the wonderful opportunities that it would bring to the SMP service delivery model under the NDIS and Western Australia Disability Sector.

Strength of the organisation is acknowledging our fantastic staff and support workers; many have been employed by this organisation for numerous years. The consistency of staff retention is a foundation that we are proud of and ensuring great morale right across the agency combined with a diverse workforce has allowed SMP to have many long standing client relationships as well as opening our doors for new ones.

The ongoing collaboration from the Area Managers that lead & mentor those teams has demonstrated strong leadership of service delivery whilst providing the highest quality of programs in working towards client outcomes. The professionalism to complying with all standards and focus to any detail was a major factor working towards our client growth, innovation and strategic objectives.

The Community Service role gave me the opportunity to get back amongst our clients, families and local communities to understand their needs, celebrate the great days, empathise with the struggles of the black cloud days, but always advocating and pushing for something bigger in a strong management position to meet the new challenges we are embracing with

Simply More Possibilities





From the desk of Area Manager West

Fiona Christensen

Firstly I would like to introduce myself and give you a little breakdown on how I became Area Manager for SMP West Site. My name is Fiona Christensen and I am your ever humble Area Manager.

My relationship with SMP began as a Social Justice Student Volunteer and I haven't looked back. I completed my prac and became a casual employee going into fulltime within a few months. I have been with SMP for over 4 years and now head up our West Area as Area Manager.

We have had a very successful year with both clientele numbers increasing and staff training and development advancing. We have been lucky enough to still have the State run WA NDIS within our reach and are working tirelessly alongside Clients, Carers, Local Coordinators, Group Homes and all other stakeholders working towards the best possible outcome for Individuals sourcing our services .

SMP staff has been very proactive in delivering the highest degree of mentoring and support to our clients. You have all done amazing work with your clients and the success stories are many and praiseworthy. I have received an insurmountable amount of praise and recognition from Clients, Parents, Group Home Managers as well as random public feedback via our website relating to the fantastic job our Support Workers are doing so a big thank you.

Highlights of the year have been

- Watching clients research, participate and successfully attain volunteer positions in such areas as Horticulture, Retail, Office, Hospitality, Aged Care, Conservation and Land Management as well as Rehabilitation of our Native Fauna with Native ARC. The best of all was the attainment of paid employment by one of our Clients at a local post office.
- Observing the progress clients have made with their personal independency skills such as money handling, preparation of meals, transport training, cooking, personal presentation as well as maintenance of personal attire and living facilities.
- Seeing the delight of clients when experiencing such events as Cicerello's sea creature presentation, WA Ballet performance rehearsals, Isuzu Big Rig site visit and Christmas in July. We also had a very special event SMP Red Carpet event where clients were asked to dress in their best for a runway extravaganza exclusive to SMP fashionista's.
- Last but not least we are pleased to welcome 10 new clients to our Site. They have all become an important part of the SMP family and we are seeing goals being reached, new activities trialed and comfort zones re-evaluated.

All due to the dedicated, passionate and reliable staff of SMP.



WEST STORY

I would like to take this opportunity to introduce you to two hardworking young individuals who have shown us that consistency, hard work and a great attitude is the best way to strive for your goals. Scott and Alisha both participate in volunteer placement at Myaree IGA.

They have both been welcomed by staff and have even become a uniformed member of the team. Together they have attended to customer service in fresh produce, dairy section, frozen products as well as front end assistance. With the mentoring and guidance of SMP staff, Scott and Alisha have made wonderful progress in the retail industry. Well done and keep up the great work guys.



From the desk of Area Manager South

Anitana Taipari

One of the major changes for SMP South was moving office from Challenger Lodge Rockingham to Lotteries House Rockingham. The Lotteries House has complemented our services by offering a wonderful fully equipped kitchen and room for large group activities. There are also some smaller rooms' with clients' access for sensory issues, coffee and a chat and art projects.

SMP staff work harmoniously with families and clients to access local services, events and programs within their local communities to achieve their individualised plans. Through inspired and innovative programs clients are able to work towards their independence and be involved in programs that interest them. We have received positive feedback from families through phone calls and emails.

Managers have frequently been invited to attend SMP client Individualised planning reviews in the Rockingham and Mandurah areas. This has made a positive impact on families and client as they have the opportunity to customise their services based on the client goals.

SMP's presence in the Mandurah Area has been a positive one by continuous networking with local businesses, Local Area Co-ordinators and other Service providers and, accessing inclusive events to maximise opportunities for our clients in this region and surrounding areas.

The partnerships SMP south has been able to form have been inspiring with the local Access and Inclusion Advisory groups in Kwinana, Rockingham, Mandurah and Pinjarra. Being part of these groups allows us to advocate for change to ensure people with disability and aged have full access to their community.

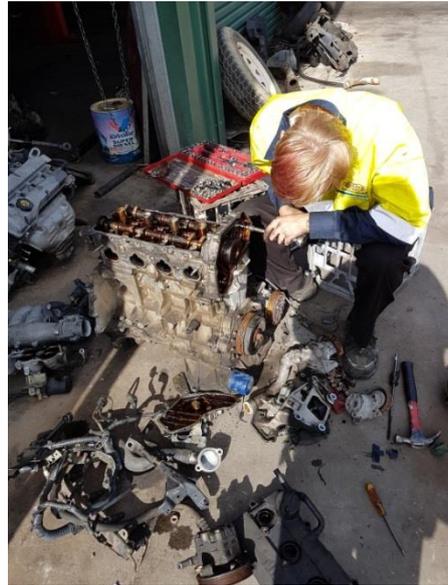
Our transition programs and volunteer placements have been consistent and steady with many people interested in community services especially in supporting people with disabilities.

Some highlights from the year include:

- Accessing Volunteer positions in the Mandurah and Rockingham areas for clients that are working towards Independent Living and Work skills as their life goals.
- Clients achieving their Learner Licence by passing the computer knowledge test and having an opportunity to get a voluntary position as a car wrecker because cars are his passion.
- An increase in opportunities for clients to participate in:
 - A SMP High Tea event to celebrate the International Day of Disability was a success.
 - SMP High Tea event for Seniors Week in Mandurah engaged our clients in conversations with Local Senior members

Finally I would like to extend my sincere gratitude to my Senior Support Worker John Wilkes who has diligently worked along side me in successfully managing challenging time restraints and deadlines. To the hardworking Community Support Workers that have contributed greatly to consistently maintaining a high service to all our SMP clients "Well done Team". I would like to acknowledge the Board of Directors, Executive Management Team and my Area Manager colleagues for your support and encouragement.

To our SMP clients and their families for their support and patience a big "Thank You"



SOUTH STORY

Travis Revell is a young man with a dream to have a career in the Australian Army and becoming a mechanic. He came from High Student with Certificates in Automotive and a great attitude.

Travis joined our Transition program and through lots of discussion and smaller achievable goal setting Travis 's first goal was to obtain his Learners Permit which he successfully achieved within a few months of mentoring and encouragement by SMP staff. Travis is enjoying learning to drive with his family and is looking forward to getting his P plates.

Travis also has a passion for cars and started Volunteering one day a week at Fremantle car wreckers in Rockingham.

Travis is enjoying his Volunteer position and his duties are varied from cleaning car parts, pulling apart car engines, dismantling cars and general duties in the workshop. His previous knowledge of cars has enabled him to further enhance his automotive knowledge. He has built some great networks with the other staff.

Travis, with the support of SMP, submitted applications to the Army and was recently assisted to attend a session at the Defence Force Recruitment Office as part of the application process.

Travis understands that hard work, continuous learning and perseverance gets him closer to achieving his life goals.



From the desk of Acting Area Manager East

Joanne Connell

Over the past year, our Gosnells staff, have and continue to make a very real and measurable impact with helping our clients work towards achieving their life goals. Our clients are looking at what their future entails. What does it look like? Will I be living independently? What is my ideal career? With this playing an integral part of our support that we deliver, high emphasis has been placed on engaging with strategies and skill applications that are achievable to attain the end goal. In the past nine months I have had the pleasure to get to know all staff at the Gosnells locality and I am honoured to say what a fantastic team they are. They are always striving as individuals and as a team to empower our clients and guide them to success with whichever life goal they wish to achieve.

Our clients have been full steam ahead working on their individual goals pertaining to life skills, independence, social inclusion, education and employment. With focus being put on Volunteer work, new and exciting connections with our local community, businesses and local councils has been established. Our clients whom volunteer are doing a fantastic job and thriving in their chosen vocation.

Some highlights from the year include:

- Securing new volunteer positions with the City of Armadale, IGA Gosnells, Francesco's Café, Atwell Primary School Canteen, Seville Grove Childcare Centre and Real Life Church Gosnells. Forming these partnerships has given our clients the opportunity to learn work ready skills whilst staying connected to their local and surrounding communities.

- An increase in opportunities for clients to facilitate and showcase acquired skills with SMP's High Tea, of which were delivered at:
 - City of South Perth's Employment Business Sundowner,
 - City of Armadale's NDIS expo
 - City of Armadale's Positive Aging seminars – Bi-monthly
- Special events are taking place on weekends with our clients attending an Eagles and a Dockers game at Domain Stadium. Gosnells is looking at implementing more weekend events for our clients to celebrate life and connect with others on weekends.
- Gosnells welcomed 5 new clients this year with 5 more clients signing up in the coming months..

I would like to extend my indebted appreciation to my Senior Support Worker, Jazzmin Kenny. Jazz is a confident and capable team member whom will go the extra mile to ensure our Gosnells locality delivers a high quality of service to our SMP clients, families and stakeholders.

Once again to the Gosnells staff, you all deserve medals for your dedication to our clients. Thank you for your consistent delivery of a high quality service that SMP prides itself on.

I would like to acknowledge the Board of Directors, Executive Management team and my Area Manager colleagues for your support and encouragement. To our SMP clients and families, your support is most appreciated.



EAST STORY

This year SMP Gosnells has watched all our clients work diligently towards achieving their goals. Chloe Vaughn has worked tirelessly to upskill herself to engage in an employment pathway leading her to employment opportunities. Chloe is a vibrant young lady with a positive attitude and has a can do approach to all that she sets her mind to. Chloe's self confidence has grown rapidly over the time she has been with SMP enabling her to explore new opportunities and adventures.

Chloe is currently volunteering at four different locations;

- Preparing and serving High Tea for the City of Armadale Positive Aging information sessions.
- Preparing food, laundering, general cleaning and serving food to primary aged students at Seville Grove Primary School.
- Preparing and selling food, labelling lunch bags and delegating correct lunch orders to correct rooms at Atwell Primary school.

- Kitchen hand duties; such as food preparation and seasoning dishes at Francesco's Café Jandakot.

With guidance, education and encouragement from SMP's Community support Workers Chloe's skills have improved significantly. Chloe can do many tasks independently and is able to follow step by step instructions.

Chloe often mentions how she would love to work in a cafe and follow her passion. This dream recently became possible when she applied for a volunteer position at Francesco's Café in Jandakot. Chloe's bubbly personality and volunteer experience gained previously has given her prior skills to be accepted for the great learning opportunity offered, the team at SMP are extremely proud!

All our Clients at SMP this year have awed and inspired us with their dedication and determination to follow their dreams and reach their goals.

Well done!!



TRANSITION: EMPOWERING EMPLOYABILITY

With WA NDIS roll out our transition program is ever increasing in popularity. Clients are engaging in the opportunity to make informed choices towards their life goals. Those wishing to pursue a career have found Transition helpful to pin point a career path of their choosing.

Transition gives our clients the opportunity to learn generic skills and attributes and practise these in a work place environment through volunteer positions sort within their local community. Although some clients may not get the desired volunteer position in the beginning, emphasis is made on learning the skills, to increase their chances for future perspective employment opportunities. Whilst out on a volunteer site clients can expand work ready skills such as but not limited to; Team work development, professional mannerisms, whom to report to and how to identify and report a hazard in the workplace.

Once leaving school not all of us have the foresight to determine exactly what our career pathway looks like and what it might entail. The SMP transition program allows our clients to ascertain if this is still their desired career path by volunteering at a

variety of different workplaces. Our clients get to give it a go, experience the culture within different working environments. These opportunities allow our clients the ability to make informed choices and have control over their future employment.

SMP's Transition Program allows individuals to work through the workbooks and acquire skills at an individualised pace. The step by step workbooks are designed to identify client's existing skill sets and find any gaps where up skilling is required for that particular career choice. This could be that the client needs to obtain a certificate at TAFE as a prerequisite for a specific job role. SMP staff support our clients at University, TAFE courses, online training, volunteer positions and provide support in open employment.

This year has seen all our transition clients work hard towards achieving their goals. They are recognising the hard work it takes to build their professional learning/working portfolio. A big pat on the back to you all! SMP staff is looking forward to you reaching your goal and achieving sustainable employment.



Financial Director's Report for the year ended 30 June 2017

Jo-Anne Di Filippo

The SMP accounts for the financial year ending 30 June 2017, were audited by C&G Accounting Services, and are included within the Annual Report.

The overall operating result is a net surplus of \$173,071. This demonstrates that we have been able to build on the results of last year and have continued to improve the operating reserves necessary to ensure the financial stability & security of the organisation.

Our income for the year was approximately \$3,860,603 comprising of grants, government subsidies & interest received. This represents an increase of approximately \$540k on last year's income and continues the trend for year-on-year increases in income.

Our expenditure for the year was \$3,687,532. The majority of this expenditure was for staffing costs as well as insurance, repairs & maintenance & motor vehicles. Full details of both the income and expenditure can be found in the accounts.

After allowing for cash advances and commitments SMP has a net cash position of \$1,025,212 at 30 June 2017. This is a sound position for SMP in the event of any unplanned future changes which may impact from government policies including the rollout of the NDIS/WANDIS initiatives and inter sector competition.

In summary, I am pleased to report a successful year with the financial position adequately improved and stronger than last year.

12th October 2017

Independent auditor's report

To: The Members of South Metropolitan Personnel, Inc.

Report on the Financial Report

We have audited the accompanying financial report of South Metropolitan Personnel, Inc., including the balance sheet, income statement, cash flow statement and associated notes comprising a summary of significant accounting policies and other explanatory information, for the year ended 30 June 2017.

Governing Body's Responsibility for the Financial Report

The Board of Directors of the South Metropolitan Personnel, Inc. is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards and relevant reporting framework, and for such internal control as the governing body determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error.

In making those risks assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Management Board of Directors as well as evaluating the overall presentation of the financial report.



PO Box 412 Fremantle
WA 6959

Make the right move



Liability limited by a
scheme approved
under Professional
Standards Legislation

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

Opinion

In our opinion, the financial report of South Metropolitan Personnel, Inc. presents fairly in all material respects the financial position as at 30 June 2017, and its financial performance for the year then ended in accordance with Australian Accounting Standards and relevant reporting framework.

Signature of approved auditor



G A D Clarkson FCPA
CPA Australia Registration 777023

Date: 12/10/2017











Head Office

Suite 10, 1st Floor, 2232C Albany Highway,
Gosnells WA 6110

PO BOX 625, Gosnells WA 6990

Tel.: 1300 100 767

Email: admin@smp.org.au

www.smp.org.au

West Area

83 Hamilton Rd, Spearwood WA 6163

Fiona Christensen - Area Manager

Mob.: 0415 371 707

Email: fchristensen@smp.org.au

South Area

Suite 26, 6 Civic Blvd, Rockingham WA 6169

Anitana Taipari - Area Manager

Mob.: 0409 520 747

Email: ataipari@smp.org.au

Mandurah

Room 8, The Parents Place,

63 Ormsby Terrace, Mandurah, WA, 6210

Anitana Taipari - Area Manager

Mob.: 0409 520 747

Email: ataipari@smp.org.au

East Area

Suite 10, 1st Floor, 2232C Albany Highway,
Gosnells WA 6110

Joanne Connell – Acting Area Manager

Mob.: 0415 370 485

Email: jconnell@smp.org.au
