



Western Australia's Individualised Services Inc.

# Annual Report

## 2022/2023



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WAI S is passionate about working alongside people, families and organisations, and strategically across government bodies and the wider community to influence, and promote the delivery of best practice in individualised services.

### Living your life your way

WAI S is committed to exploring and supporting people's choice, control and ability to determine and direct their own lives.

### Our work together

WAI S is a community of like-minded people working in partnership at all levels with individuals at the centre, to influence and develop innovative individualised, self-directed supports and services.

### Our member community

WAI S members stand together to share their ideas, experiences and to grow their expertise to deliver best possible individualised services.

## Vision, Mission and Values

### Vision

People living their lives, their way.

### Mission

To promote and advance individualised, self-directed supports and services.

### Values

Individuals at the centre | Integrity in practice |  
Innovation in delivery | Collegiate in culture.



# Committee Members

WAI S is a community of like-minded people working in partnership at all levels with individuals at the centre, to influence and develop innovative individualised, self-directed supports and services.



**Marita Walker**  
Chairperson  
Individual Committee Member



**Alan Langford**  
Deputy Chairperson  
Individual Committee Member



**Darren Ginnelly**  
My Place,  
Managing Director



**Justin O'Meara-Smith**  
Interchange,  
Chief Executive Officer



**Rod Davies**  
One2One,  
Chief Executive Officer



**Kate Fulton**  
Avivo,  
Chief Executive Officer



**Leanne Pearman**  
WAI S,  
Co-Chief Executive Officer



**Su-Hsien Lee**  
WAI S,  
Co-Chief Executive Officer



I want to acknowledge everyone for their diligence to maximise outcomes of the project work and the support they showed each other both prior and after the office closure.

## Chairperson's Report

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Last year's report (July 21- June 22) was written by Rosie Lawn. Rosie identified as a priority the work done "to identify ways that WAIS could secure the resources needed to continue our work".

A range of options that had been considered were described in the report with the conclusion that "there seem to be very few options available if WAIS is to remain true to its purpose and values".

In September 2022 the Committee finalised considerations of the options and announced that WAiS would complete current projects and wind up all operations and the organisation by end of June 2023. This announcement was greeted with dismay by the many individuals and organisations as the value of the capacity building work undertaken by WAiS was widely recognised and highly valued.

It was only a few weeks later the Commonwealth Government announced the NDIS Review to be led by Bruce Bonyhady and Lisa Paul and the terms of reference. The Terms of Reference were very broad and did include consideration of capacity building and innovation.

WAiS AGM was held in December. I was elected to the Committee and to be Chairperson. The NDIS Review is a major potential game changer for the sector. The Committee determined it would continue to operate in a very reduced capacity using reserves

for a twelve-month period from June 2023 to see if the outcomes could enable a future for WAI S. A submission was made by WAI S to the NDIS Review and there were several opportunities taken up to provide more direct input at a very high level.

The Committee also worked on options for WAI S resources and activities to be transferred to other organisations in ways that would best serve the needs our three cohorts (people/families, service providers and government) and enable a responsible closure.

As announced in Sept 2022 the majority of the operations ceased as projects were completed and the office was closed in June 2023. It was a very difficult time for all the staff. I want to acknowledge everyone for their diligence to maximise outcomes of the project work and the support they showed each other both prior and after the closure. I heard it was a great farewell party! In particular I wish to recognise and applaud the leadership shown by Co - CEO's Leanne and Su-Hsien.

Officially the period of the 2022-23 Annual Report ends at that point however I will give a brief description of the following months. Remaining staff Leanne Pearman, Susan Stanford and Susan Birch have done a fantastic job to deliver the reduced scope of services that were determined by the Committee as the priority and the necessary governance and compliance activities. The WAI S AGM is two days prior to the address by Minister Shorten to the Press Club and the public release of the NDIS Review. Therefore, there is no certainty about the future for WAI S, which is complicated by Susan Stanford and Leanne Pearman leaving WAI S. Leanne will maintain a part time role in the transition of WAI S over the early part of 2024 and remains deeply committed to inclusion and citizenship of people with disability.

The Committee is looking at possibilities for the purpose and vision of WAI S to be maintained and to identify a home for the extremely valuable resources WAI S has developed over the years. There will be further announcements in the coming months.

Thank you to WAI S Committee members for working hard to make the best decisions for the future.

***Marita Walker***



WAI S is a grant funded, member-based organisation, and as such, relies on grant funding and membership fees for its sustainability.

## CEO Report

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The 2022/2023 year has been very significant for WAI S. I write this as the current CEO, however, I want to deeply acknowledge Su-Hsien Lee, who shared the role and the challenges with me for the period of this 2022/23 annual report.

WAI S is a grant funded, member-based organisation, and as such, relies on grant funding and membership fees for its sustainability. Our ability to rely on sufficient grant funding to maintain our viability declined to the point where we are unable to rely sustainably on grants. Over the last number of years, WAI S has been exploring the opportunities to be sustainable through means other than grants, however these options such as becoming a service provider, are not aligned with WAI S purpose and values, and other options that have been explored are not viable alternatives for long term sustainability.

As Marita noted in her chairperson's report, it was with great sadness that in early September 2022 due to reduction of, and availability of funding opportunities and sustainable income, the WAI S Committee made the decision to cease formal operations by the end of June 2023. In October 2022, the Minister for the NDIS, Bill Shorten, announced a wide-ranging independent review of the NDIS scheme.



In light of the announcement of the review, the Committee made the decision early in 2023, for WAiS to continue as an entity, for a period of up to one year until June 2024 whilst we wait for the outcome of the review. WAiS would utilise its reserve funds for that period of time and we determined what we could deliver on the very limited basis. Whilst we are still waiting on the outcome of the NDIS Review, it seems clear from the Disability Royal Commission recommendations, and the NDIS Review updates, that community capacity building and investment by the relevant states and territories, into disability supports and inclusion will be required for people to exercise their rights as Australian citizens. What is not clear is how this investment will be provided and/or funded.

A major change for WAiS, was in June 2023, when our WAiS office in Leederville closed, and the WAiS team was reduced to me, Susan Stanford (part time) and Susan Birch (part time). As you would appreciate this has been a particularly difficult and emotional period for all of the WAiS team. I want to especially thank Su-Hsien for all her work with WAiS over many years and for riding the WAiS waves with me. Su-Hsien will be missed but I wish her all the very best in her new role with the Department of Communities. I also want to thank all the current and previous WAiS staff wholeheartedly for their unwavering support to me and Su-Hsien, and to the work. I am truly grateful.

*During these challenging times, WAiS continued supporting people, families, and providers to navigate and understand the complexity of the NDIS, and importantly, continued to highlight the issues impacting on people having good lives as citizens in our community at a local, state, and national level.*

During these challenging times, WAIIS continued supporting people, families, and providers to navigate and understand the complexity of the NDIS, and importantly, continued to highlight the issues impacting on people having good lives as citizens in our community at a local, state, and national level.

WAIIS continued our support to people, their families and providers in the important areas of Planning/Plan Implementation, Self-Management, Individualised Living and Supported Decision Making. We also connected with regional and remote organisations across WA specific to Quality and Safeguarding.

As many are aware, a couple of recent grants we received provided an opportunity to work in some amazingly beautiful places across our state including Kununurra, Kalumburu, Halls Creek, Fitzroy Crossing, Derby, Broome, Kalgoorlie, Esperance, Port/South Hedland, Karratha, Roebourne, Northam, Bunbury, Busselton, Margaret River, Manjimup, Katanning and Geraldton to name a few.

I acknowledge the funding opportunities we have had from the Department of Social Services, and the Western Australian Department of Communities which has facilitated our work, and the development of hundreds of resources for people with disability, their families and service providers. You can read more about our work and our grants further in the report below.

Last but not least, you will now know I am moving on from WAIIS to work with Australian Inclusion Group in the new year whilst also continuing to assist WAIIS with the transition it has ahead. It is a very bitter sweet time for me, and for the broader WAIIS community, however, I am excited to bring my learnings, values and approach with me, and embracing new beginnings.

I would like to thank the WAIIS Committee for their steadfast leadership and support. I, and all of the WAIIS team have appreciated your willingness to be present, and to navigate these extremely challenging times with us with understanding, compassion and practical support.

Thank you.

***Leanne Pearman***

# Our WAiS Work

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Over the past year WAiS has continued to contribute to, influence and lead the progression of individualised, self-directed supports and services through Policy and Strategy, Capacity Development, Information and Resources; and Creativity and Innovation.



## Policy and Strategy

Influence the State and National systems through leadership and strategic advice.

## Policy and Strategy

WAiS takes every opportunity to influence and feed back into the formal system, to ensure the voices and real experiences of people and their families are heard.

We participated in the National Disability Insurance Agency (NDIA) Independent Advisory Council reference groups; Self-Management and Home and Living.

WAiS, its members and other WA organisations committed to people living good lives in their own home, have been raising the systemic and practical issues associated with the implementation of the NDIS Individualised Living Options (ILO). We are hoping the NDIS Home and Living pathway will become clearer with the outcome of the NDIA Review.

WAiS has also raised at a state and national level, the specific and ongoing issues impacting on rural and remote communities in relation to access to NDIS supports and services. This continues to be a significant concern with many complexities associated however, it does need to be appropriately addressed.

WAiS made a submission to the NDIS Review specifically related to the importance of people having access to independent capacity building organisations.

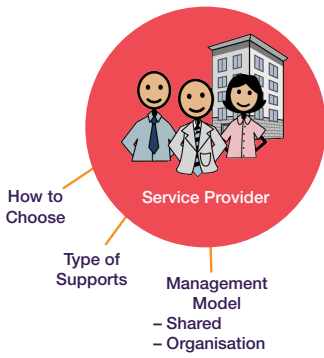
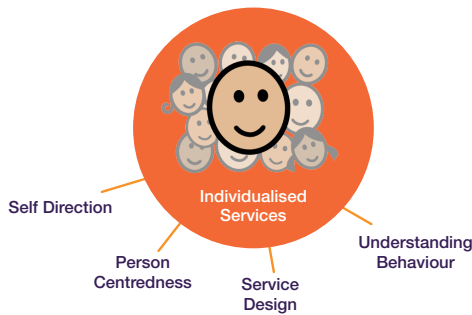
# Capacity Development

## People and Families

Our work with people and families continues, with on-going demand for information and guidance to support self-direction and in relation to individualised supports and services.

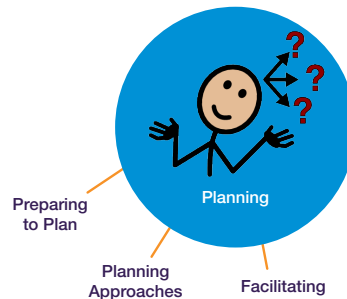
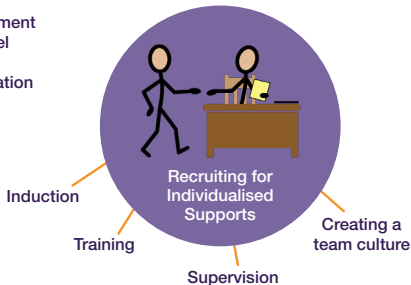
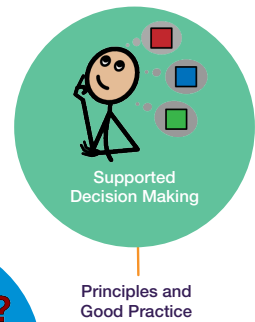
**Capacity Development**

Tap into **existing abilities** of people, families, communities, organisations or systems to increase and support self-direction.



## People & Families

WAiS can provide workshops, resources, coaching and mentoring



## Planning

Planning is a core aspect of WAIIS work. This includes planning for a good life, planning within the system, and implementing plans. WAIIS has continued to support people with face to face planning in the last year, especially people with complex support needs or in complex situations.



## Self-Managing

WAIIS has continued its work supporting people with self-managing across all areas and especially in relation to hiring their own workers.

Albeit at reduced capacity, WAIIS has continued to support people with face to face, phone or online support. A key aspect of WAIIS support is to maintain investment in keeping up to date with any legal developments to ensure that information provided to people is current and relevant. WAIIS has done this with Industrial Relations, Work Cover, and Work Safe.



## Creating Home – Individualised Living

WAIIS has facilitated a project, developing the capacity of providers to support people with disability to live in their own home and to offer more individualised arrangements. This program has been independently funded on the basis that it focuses on providers in States and Territories where individualised living is not well known or widely available. The program involves 13 providers and will cease at the end of December 23.

## Service Providers



Our work with service providers continues to take us across WA. We are privileged to continue to have been invited to some remote parts of our state to yarn with some organisations and people in their communities. We have been able to travel across WA to support regional and remote providers with a particular focus on transitioning to the NDIS Quality and Safeguards framework.

We produced some provider resources specific to understanding the legal risks associated with the implementation of Restrictive Practices. We have also developed a range of resources for providers with a focus on human rights and risk management, positive behaviour support and individualised living.

## Information and Resources

WAI S has continued to add to our range of resources.

We were very excited to recently launch more than 50 new resources on Supported Decision Making! You can find them here <https://waindividualisedservices.org.au/supported-decision-making-resources/>

WAI S continued to build on our already established suite of resources in relation to planning and self-management and developed more resources related to the NDIS Quality and Safeguards Commission for people, families, and service providers.



All of our resources are available to download on our website:  
[www.waindividualisedservices.org.au](http://www.waindividualisedservices.org.au)

### Information and Resources

Provide information and develop resources to support self-direction and individualised services.

## Creativity and Innovation

### The Lives We Lead

WaiS completed The Lives We Lead – Home Life project.

This brand-new chapter of The Lives We Lead, Homelife shows what kind of a good life is possible with the right support and a home of your own. We have a new logo and its symbolic thumbprint; our homes and lives are as individual and unique as our fingerprints.

### Creativity and Innovation

Research and share information and experiences to discover and create opportunities.



You can check it out here: <https://theliveswelead.com.au>

Facebook - [@thelivesweleadstories](#)

Instagram - [@theliveswelead\\_](#)

Twitter - [@theliveswelead\\_](#)



## Growing Up – Planning for a Good Life

This project supported and built the capacity of child protection workers navigating the NDIS, particularly in support of children with disability leaving the care of the state.

WAI S facilitated a number of workshops, in person and online across the state, together with facilitating person-centred planning, and supporting NDIS system planning with children, carers and workers.

## Supported Decision Making Possibilities Project

The Decision-Making Possibilities project supported people with complex communication access needs as decision makers, through supported decision making and the development of a network of supporters. The project was run in Perth and Brisbane and was completed early in 2023.



The independent evaluation of the project demonstrated that;

- Successful decision making is strongly influenced by Decision Supporter **beliefs** and **attitudes** and their capacity to support decision making
- Supported decision making **can** be facilitated with people who have complex communication access needs
- People with complex communication access needs **can** exercise their rights through supported decision making with the appropriate support

WAI S also continued to increase the understanding, skills and capacity of the disability sector in relation to Supported Decision Making, across the state of WA.

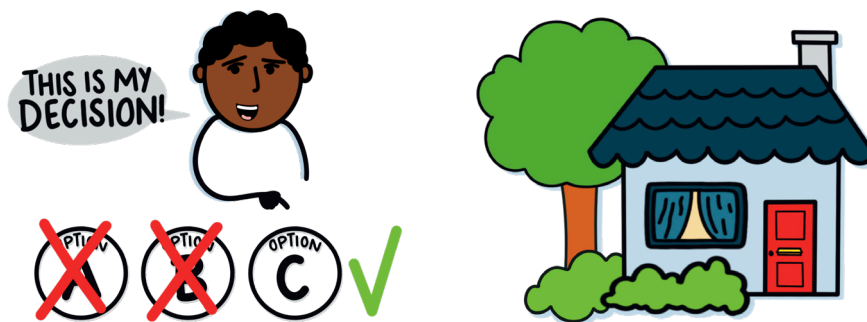
## Supported Decision Making and Individualised Living Online Hub



Check out our hub of resources, that continues to grow as new resources are developed and/or sourced, here:

<https://supporteddecisionmaking.com.au>

<https://individualisedliving.com.au>



## Our Members

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We thank our members for their ongoing support of us, and our collective work, especially through these trying times. Your messages of support have been heart-warming and appreciated.



