

Objective:
on action or
ability to take risks
and courageous

Oak Tasmania trading as Oak Possability



ANNUAL REVIEW 2017



Possability

About Us



About Us

Oak Possability is a new statewide organisation created in July 2016 from the merger of Oak Tasmania and Possability.

We are Tasmania's largest disability services organisation with more than 80 years' combined experience in the sector. Our services include supported accommodation, respite, skill development and training through a registered training authority.

We operate three social enterprises that employ people with disability and are a growing provider for Child and Youth Services to some of Tasmania's most vulnerable children.

Patron:

Her Excellency Professor The Honourable Kate Warner AC.

*This publication contains the highlights of the 2017 Annual Report.
The full report is available at possability.com.au/About_Us/Annual_Reports*



A year in review

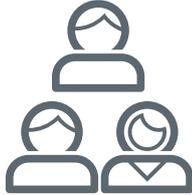


Oak and
Possability
merge



71 500
more client
support hours

116 
supported
employees
in social
enterprises

 **301**
NDIS
participants


715
clients

6 
Consumer
Forums
held

Our Vision

Our Vision

A world where everyone has the opportunity to pursue their potential.

Our Purpose

We are a catalyst for change.

Our actions are based on our belief that freedom and independence are fundamental human rights.

We prefer to talk about ability rather than disability, and focus on strengths rather than weaknesses.

We believe that everyone should have opportunities.

Through our actions and conversations, we are a champion for inclusion.

Strategic Plan 2017-20

Our Goals



Help our clients have connected and satisfying lives.



Support our employees to grow and develop.



Make the way we do our jobs more efficient, consistent and easier.

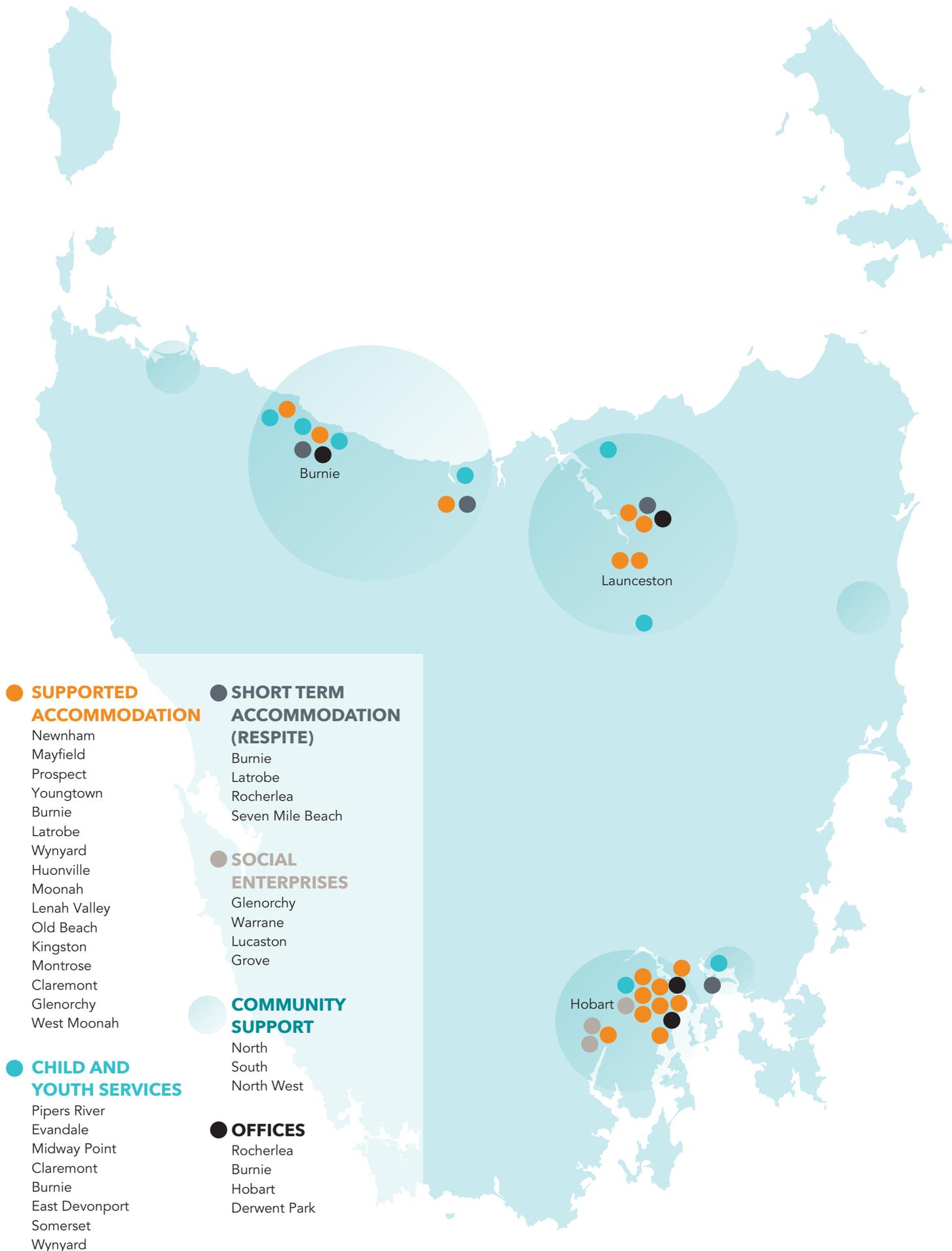


Achieve sustainable and well planned growth.



Be thought leaders and influencers in the community.

What We Do and Where



Disability Services

In 2016-17 we continued to work with participants to transition to the NDIS, with 42 per cent of our clients in the scheme by the end of the financial year.

We provided just over 529 000 hours of client services, 16 per cent more than the combined organisations delivered in the previous year.

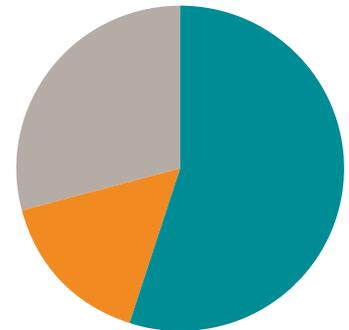
We have continued to grow our supported accommodation sites in recognition of the high unmet need for this kind of support. In 2016-17 we established or took over management of a number of new supported accommodation sites, including:

Lead tenancy at Cape Country at Wynyard is a cluster of 12 units where we now provide support to the residents to live independently

Two new Supported Independent Living accommodation sites in Launceston

A cluster of units for Supported Independent Living at Claremont.

We successfully tendered to manage a State Government owned facility in Newhnam, Launceston, previously operated by Abbeyfield for aged care. Planning and building modifications were undertaken to open two new services on the property - short-term accommodation (respite) for up to six people and a separate Transition to Independence House with up to four residents. Clients accessing the Launceston Adult Respite transferred to Woodland Grove Lodge in July 2017.



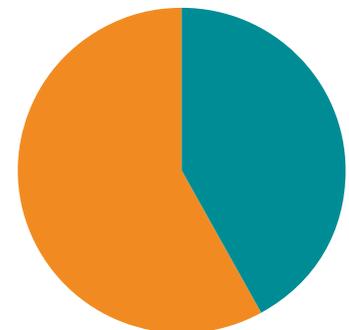
Location of Clients

South

North

North West

**TOTAL HOURS OF SUPPORT:
529 065**



Number of Clients

NDIS participants

State-funded clients

TOTAL: 715



Pania's story

Pania lives in supported accommodation with three other women in the Huon Valley in southern Tasmania.

"When I first moved in I was shy. I wanted to get out and about a bit more, get into the community," Pania said.

After identifying these goals in her individual support plan, Pania now engages with her local community in many ways. She has holidayed in New Zealand, joined a theatre group, volunteered in community events and currently takes weekly singing lessons.

"Going to different things helped me to open up."

She also expressed a desire to improve her literacy and numeracy and has now completed a Certificate 2 in retail. She currently volunteers at a local charity shop one day a week to continue developing her workplace skills while she seeks employment.

"Staff helped me along the way, they got me motivated and encouraged me," she said.

The Practice Development team connected Pania to Possability's Consumer Forums and she was subsequently elected as the Southern Consumer Representative to take client concerns to the Oak Possability Board.

"The Consumer Forums have helped me. I would tell others to do it because it can help them open up a bit more!"

Pania has worked hard to overcome her shyness and recently achieved a milestone of addressing year 7 students about her experiences of discrimination and diversity. Her presentation was enthusiastically received and this has encouraged her to go on to make further presentations.

"That is not something I would have been able to do a few years ago.

"I feel like I have come a long way, I feel good. I am more open than what I was. I have changed over the last few years, I have got more confidence. I am not shy now!"

Disability Services

Client Advocacy

Possability has held Consumer Forums for the past 25 years and after the merger this opportunity was extended to Oak clients. Forums were held biannually in the North, North West and South facilitated by independent group, Speakout Advocacy. Regional consumer representatives, elected by their peers, presented the reports in person to the Oak Possability Board, allowing the Board to hear first-hand about our performance, as well as offering a personal development opportunity for clients. The Board provided a written response back to clients reporting actions taken in response.

Practice Development staff (who are independent of staff providing day-to-day support) also held bi-monthly resident

meetings for clients living in supported accommodation. Residents are encouraged to raise any concerns they may have and discuss matters they would like addressed.

Family Engagement

A Family Advisory Group was established by Possability in 2015-16 to provide families with a formal avenue to have input into policies and practices of the organisation, provision of services and raise suggestions for improvement. Following the merger with Oak, a new Family Consultative Group was formed and agreed to meet twice a year. There are also two information sessions open to all families to address current topics of interest. Guest speakers included representatives of the National Disability Insurance Agency.

Survey: What do our customers value in Oak Possability?*

Friendly, approachable, supportive

- Good communications
- Client voice
- Personal approach (don't get too big)
- Respect role of families

Lifelong Learning

- Work skills
- Social skills
- Independent living

Skilful

- Competent staff
- Safe services
- Specialist skills

Reliable

- Stable staff
- Arrive on time
- Confidential

Flexible

- Approaches to fit individuals
- Small groups (shared housing etc.)

*These were the key themes raised in a stakeholder survey conducted in February 2017. Interviews were conducted with 122 clients, supported employees and families across all service streams and eight government and sector stakeholders.

Child and Youth Services

Our strong track record in Child and Youth Services and the high need for this specialist service led to continuing significant growth in the number of children we support.

Since we became a preferred government provider of Special Care Packages in 2015, the number of children we are supporting has grown from 6 to 28.

We provide a safe and secure home to children with complex needs who require specialist one-on-one support. They have often been in foster care arrangements that have broken down. These placements may be short term for a few weeks or months, or can be for longer periods where required.

In addition, over the past year we have provided a community-based support that offers carers and young people a break and support, similar to that offered in disability services. This has been a successful initiative that helps support young people in their current homes and reduces the need to greater interventions.

Quality Assurance

In 2016-17, we undertook annual independent audits and maintained certification to the following standards:

Attendant Care Industry Standards

Commonwealth Home Support Program Guidelines

Our social enterprises were also successfully independently audited for the following national and international standards:

ISO 9001: Quality Management System

National Standards for Disability Services

Australian product standards

Considerable progress was also made towards gaining certification to the Safeguarding Children and Young People Standards, a national program which aims to reduce the risk of abuse to children and young people by organisations delivering services or care. We expect to gain certification to these standards in 2017-18.

Social Enterprises

We operate three social enterprises in Southern Tasmania to provide meaningful employment to people with disability. In 2017, we employed 116 people with disability at these enterprises.

We provide personalised training and support that builds skills and confidence in the work place. Every supported employee has an Individual Personal Plan which sets out their workplace goals and training needs. Oak provides a range of in-house accredited training courses to develop the skills of our supported employees.

Oakdale Industries

Oakdale Industries, based in Hobart, is a leading Tasmanian manufacturer and supplier of high quality timber products. Employees are trained, employed and supported to produce tongue and groove flooring, parquetry flooring, skirting and architraves, treated pine lattice and a range of craft items.

A highlight of the year included securing a \$2.5 million grant from the Australian Government to building a new training and production facility at Oakdale Industries. The new workshop will house new timber manufacturing equipment purchased this year with a \$1.5 million Australian Government grant.

Walkabout Industries

Walkabout Industries, based in Hobart, has a range of products and services. Employees are trained, employed and supported to work on:

Paper recycling, document destruction and security shredding

Potting mix and bagged firewood

Sewing and overlocking for hospitals, schools, businesses and sporting clubs

Specialised bulk mailing services for government and private businesses.

Tahune Fields Nursery

Tahune Fields, located in the Huon Valley, produces high quality apple trees and root stock for the wholesale market. Employees work across the entire nursery business and receive training in grafting, budding and other horticultural skills.

Jason's story

When Jason finished school he was looking for a career in horticulture and started working at Tahune Fields Nursery, in the Huon Valley.

"I felt very lucky to get this job, it was exactly what I wanted to do," he said.

Fast forward nine years and it's clear he made the right decision.

"I really enjoy coming to work, it is a good bunch of people to work with. We work in small teams and we all get along well together, everyone helps each other out."

Jason has a love of learning and recently completed his Certificate 2 in Horticulture.

He particularly enjoys the process of the tree stock production.

"The whole cycle takes two years, watching the young stocks grow and see how far they go is great."



Each year, Jason and the team cut out stocks, which involves taking cuttings from the trees to be sorted and distributed to customers to grow.

"I like that we use a lot of different tools and spend time in the outdoors."

Survey: What do our supported employees think about their workplace?*



I like where I work

95%
agree/strongly agree



I've made new friends at work

95%
agree/strongly agree



I like what I make or do at work

85%
agree/strongly agree



I can try new jobs and learn new things

76%
agree/strongly agree

*Source: A survey of 60 supported employees in March 2017

People and Culture

Our workforce grew from 646 employees to 755 employees (427 full time equivalents) over the year, reflecting our growing number of clients.

We continued to be recognised as an Employer of Choice and this assisted our ability to attract quality candidates for various vacant roles.

We invested strongly in training our workforce. All Support Workers either have a relevant Certificate III or IV (or higher qualification) or are working towards its successful completion. In addition, we continue to ensure that all refresher training, either mandatory or internal, are completed within an appropriate timeframe.



Jo's story

Starting her career as a support worker at Oak Tasmania, Jo has nearly 20 years' experience in the sector. Two years ago, Jo joined Possability as a Team Leader in Disability Services.

"I went into my work as a support worker wanting to make a difference to people, to help people and that hasn't changed in all that time."

Jo has experienced firsthand how good support can make a difference to not only the individual, but to their entire family.

"Several years ago my brother was in an accident and ended up with an acquired brain injury. I have seen first-hand the massive impact this has had on him and our entire family.

"It has highlighted for me the importance of the work we do, that supporting people well can make a huge difference to someone's life and the life of those around them."

Although Jo loved working in disability services, she was ready for a new challenge

and in early 2017 took up a role as Team Leader in Child and Youth Services, later being promoted to Advanced Team Leader.

"Possability is growing and the chance for movement in the organisation is fantastic," Jo said.

She also really values her colleagues, especially on those challenging days.

"The group of staff I work with is fantastic. I get a lot of support from the team and can always go to someone to debrief, have a laugh and clear my head to move on with the next issue."

As a qualified social worker, continual education and development, professionally and personally, is important to Jo.

"Training is a big thing for me. Possability has supported me to complete courses on Autism and behaviours of concern, and I have completed training in positive behaviour and trauma-informed practice."

Jo says she is still continuing to learn from her job every day.

"Every day is different. I learn so much from the clients and the staff supporting them."



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