

A year of possibilities

2020 Annual Review



Possability
Nurturing
potential.

Contents

- A word from our Chair and CEO..... 2
- About us..... 4
- Seeing the possibilities..... 8
- Our path forward..... 12
- Our values..... 14
- We're inspired..... 16
- We're responsive..... 18
- We're courageous..... 20
- We're skilful..... 24
- Our Board..... 28
- Our Executive team..... 29
- Our thanks..... 30

Opening Dores

"These are climbing peas," says Cameron Dore, as he gestures to a raised garden bed dotted with vivid green shoots. He then points out bare walls in a nearby shed where they're going to "put in some shelves."

Cameron is working on expanding his microbusiness, Opening Dores, planting new seedlings and creating new shelf space for his preserves and jams. He sells both in his local community.

"Cameron loves gardening like his mum did," says Leanne Hume, House Supervisor in Loddon. Through Opening Dores, Cameron has been able to turn his skillset and hobbies into a business.

Ask Cameron what's in his pickles and he'll show you the most important ingredient on the label is "lots of awesomeness."



Acknowledgements

In keeping with our commitment to reconciliation, Possability would like to acknowledge Aboriginal and Torres Strait Islander people as the Traditional Owners and Custodians of this country.

We pay our respects to Elders past, present and emerging and those who never reached Elder status. We thank them for their historical and continual care for the earth over thousands of years, and recognise their connection to land, water and community.

Patron

Her Excellency Professor
The Honourable Kate Warner AC.

Possability Group
ABN 58 638 044 327

A word from our Chair and CEO

This past year has been redefining, in many ways. It's been a year of transformation and growth, of learning and continually bettering our services. Of putting people first and believing in potential.

We're proud to welcome you to our Annual Review for 2019-20. It tells the many stories of who we are as an organisation and why we do what we do. It highlights where we are now and where we're going—with our redefined values as the guiding force. As a for-purpose organisation that has experienced a period of transformation, it's our values that unite us behind the same important goals.

Well, what a year it's been. The NDIS is now well-established in most states, we've completed the Victorian services transfer and expanded into Queensland.

It's true that we've faced some challenges. We've been so impressed with how our teams have pulled together to ensure we can continue to be there for the people who rely on our services, handling each challenge swiftly and innovatively. We continue to adapt to new ways of living and working through the worldwide pandemic, and we commend staff in Victoria for supporting people through what has been a difficult second lockdown and during bushfire season.

The changing landscape of the disability sector as a whole has both shaped our organisation and given rise to strengthen our dedication to human rights, dignity and equity. As part of our broader advocacy work we've had the opportunity to speak up on issues that are important to the people we support; making considerable progress on improvements to the NDIS and, notably, greater access to agency support and planning for NDIS participants.

Our plan for the next five years

The stories in this review are really just the beginning, as we embark on our Strategic Plan 2020-25. This new plan outlines how we intend to deliver on our Purpose as catalysts for change.

To guide us through this exciting new era, we've redefined the values we live by.

We're **inspired**, we're **responsive**, we're **courageous**, and we're **skilful**.

Over the next five years our redefined focus will continue to be on supporting people to pursue their potential; on taking the lead and making choices about how they live their own lives. This path prioritises the importance of community-living, relationships and community-based supported employment.

Gratitude

We would like to share our deepest thanks to the people we support and their families. We're truly honoured that people entrust us to support them to achieve the things that are most important to them. We aspire to exceed their expectations, always.

A huge, heartfelt thanks to the Executive team and our employees, who live our values every single day.



Drew Beswick
Chief Executive Officer



Brian Scullin
Chair of the Board

"It has been a great honour to chair the Board during such a tumultuous period of rapid growth mixed with a global pandemic.

The Board is immensely proud of our professional management team across the three different jurisdictions."

Brian Scullin
Chair of the Board

"My sincerest thanks to the Board for their continued, invaluable support.

I also extend my deepest gratitude to Brian Scullin for championing Possability as Chair of the Board over these past four years, and a very warm welcome to David Morris to the role."

Drew Beswick
Chief Executive Officer



About us

Looking back, we've had a big couple of years and gone through some significant changes. Through everything, we've always believed in potential.

Nurturing potential

We are catalysts for change. We use evidence-based practice to support people to work towards their goals. We offer people the tools and support they need to be leaders in their own lives. To build their confidence, make their own decisions and pursue their unique path to independence.

We have a firm focus on nurturing our employees: to grow and develop and take on new opportunities. We hire employees who share our values and invest in their professional development.

Days gone by

We have been a leading not-for-profit disability services provider for more than 30 years. Our name, Possability, reflects our focus on each individual's strengths and abilities, and the desire to inspire people to achieve their potential.

We've come a long way since humble beginnings in Hobart, Tasmania, in 1989. We started out as a voluntary, not-for-profit organisation running a small number of supported accommodation services. We soon developed and professionalised and over the coming decades expanded our services across Tasmania, into Victoria and more recently Queensland.

Who we are, and where we're headed

We've had a big couple of years and been through a period of transformation and growth. Much of this growth has been the result of the introduction of the NDIS and our government partnership in Victoria, where in 2019 we welcomed a number of accommodation services from the Department of Health and Human Services (DHHS).

Looking to the future, we've now transitioned into our new legal entity under the Possability Group and we're embarking on our Strategic Plan 2020-25.

Our plan for the next five years

Over the next five years we will continue to focus on supporting people to pursue their potential and live the lives they choose. On finding the house they'd like to make their home and building local community ties. We're investing in supported employment that offers a fair day's pay for a fair day's work and using our collective strength to embed best practice guided by a culture of compassion within our organisation.

As we grow as a national organisation, our breadth of experience and expertise also grow. We're continually finding ways to direct resources to where it really counts—on delivering better, specialist services to more people.

Understanding who we support

When talking about our future, it's critical we understand who we support. Our services are designed for people with disabilities and acquired injuries and young people in Out of Home Care.

Our services: supporting people, supporting potential

Our core service is independent living, supported by:

- Independent living options
- Short and Medium Stays (Short and Medium-Term Accommodation)
- Community, Social and Life Skills
- Allied health services, focused on Positive Behaviour Support
- Supported employment.

Independent living

We partner with people with disabilities to support their journey to independent living. We have a flexible approach, shaping services on their needs and wishes, and the understanding that relationships and community are vital to wellbeing. We work closely with real estate agents and reputable Specialist Disability Accommodation (SDA) developers in Victoria, Queensland and Tasmania to secure the best housing opportunities.

Supported employment

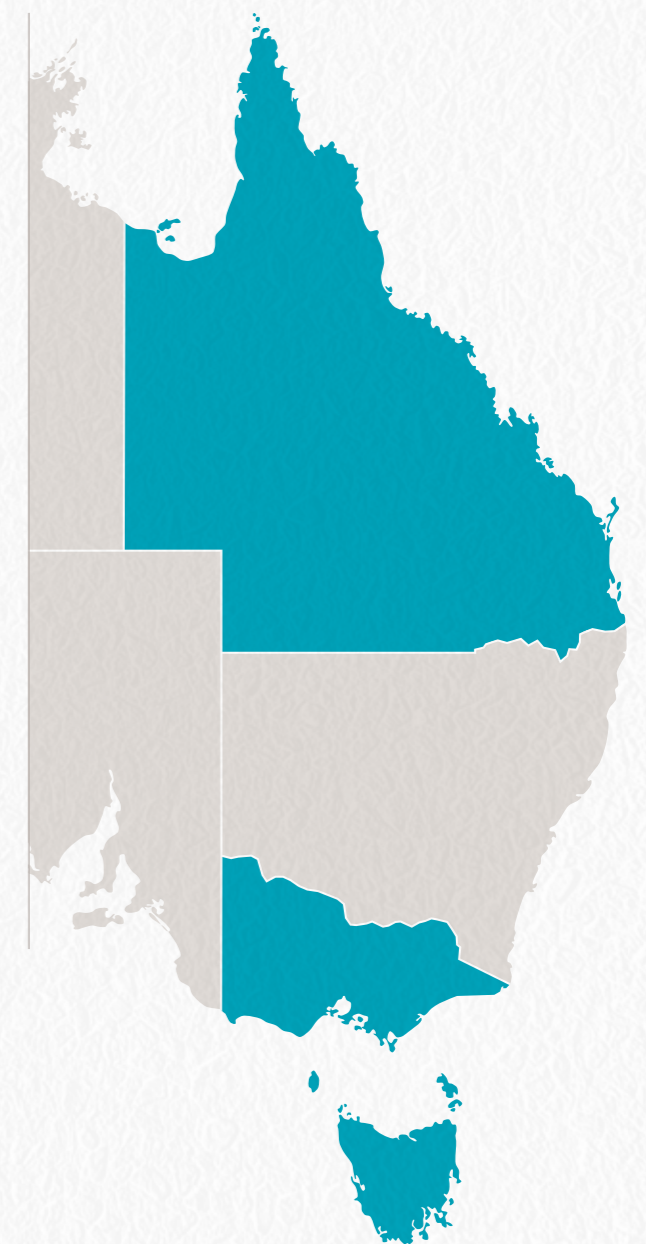
We're forging ahead with our strategic partnership with Neville Smith Forest Products and building a supported, community-based workforce. Read more on page 26.

Our social enterprises, under Oakdale Enterprises, employ 82 supported employees across two sites in Hobart in: timber processing, paper recycling and security shredding and packing firewood and kindling.

Child and youth services

We work with some of Australia's most vulnerable and at-risk children in therapeutic, one-to-one rostered care under a trauma-informed and attachment-informed model. Over the past year we've supported 19 children and young people, with several children successfully transitioning to family or foster care.

Where we operate





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



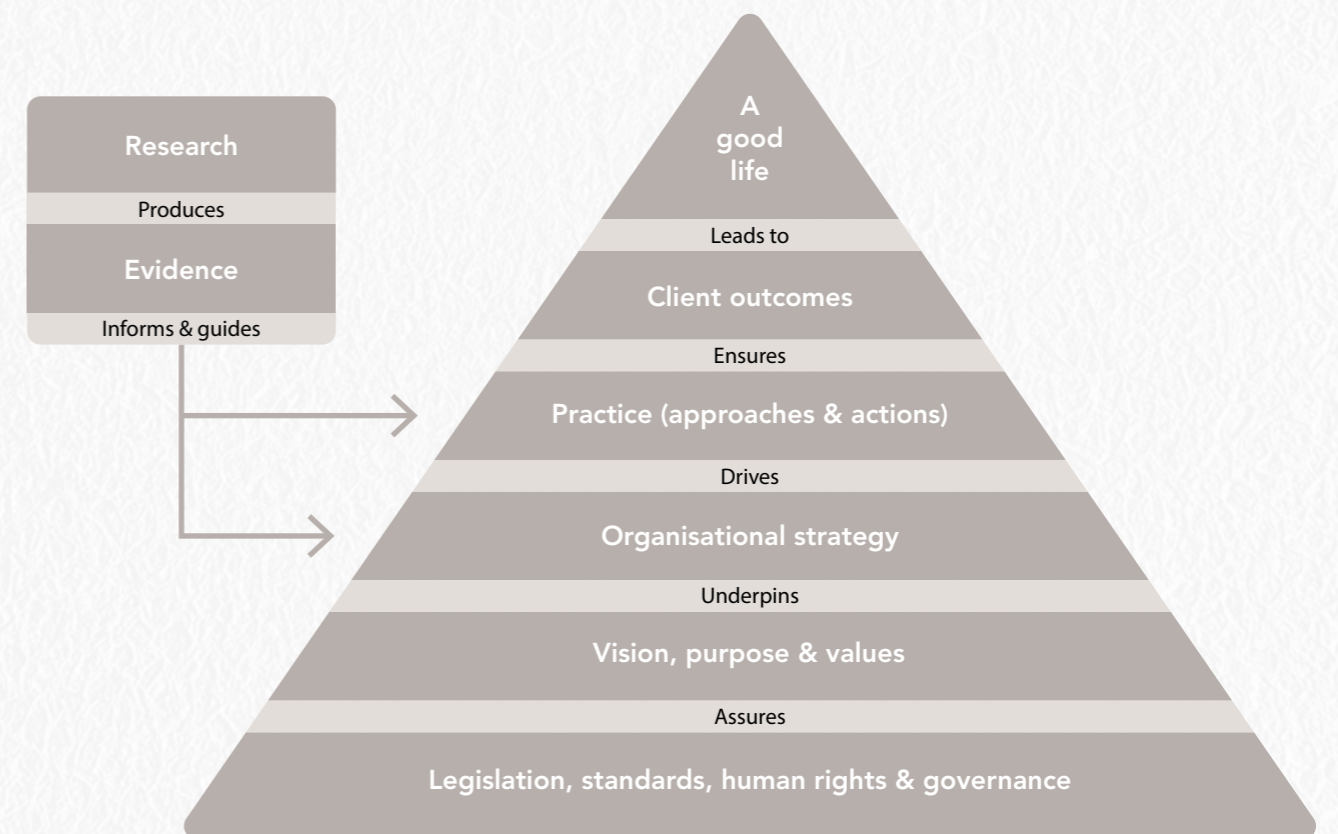
We are catalysts for change. Our actions are based on our belief that freedom and independence are fundamental human rights.

Our Practice Framework, how we work.

Possability's Practice Framework is a best-practice guide for staff, based on the full spectrum of our values, legislation and evidence-based research.

At the pinnacle of our Practice Framework is the unique pursuit of "a good life" and to reach it there must be safe space to learn. We believe that everyone should have the opportunity to share what they think and feel, and make free and informed choices.

We support engagement in a full range of experiences, self-advocacy and positive learning environments.



Seeing the possibilities

Our growth story is about giving better services to more people. We're advocates and change-makers; we push the envelope when it comes to supporting people to pursue their potential.

We were thrilled that the Victorian Government chose to partner with us and transfer 62 Supported Independent Living houses to Possability in 2019. Through this process we've worked doubly hard to make the transfer as smooth as possible and ensure the people we support are living the life they want.

We use out of the box thinking to match people with the right house, community and supports.

"What's happening now is amazing, amazing," says Jenny Horner, Operations Manager in Loddon, reflecting on changes since the DHHS service transferred to Possability.

"We're very committed to giving people the best quality of life, to have control over their own lives and make their own choices. We have the freedom to think outside the box and help people excel and do the things they love in their lives."

"We've seen a number of people move into new houses, we've seen a lot of movement. I really see so much future," Jenny tells us.

Seeing the possibilities is in our DNA. There really is no one-size-fits-all lifestyle, that's why we're so focused on making sure every person we support is living their best life—according to them. Our support professionals and executives are united in looking for better ways to support people to take the lead in their own lives.

"My colleagues support me—I believe what we do is a team effort."

Jenny Horner



Operations Managers
Carly Horner
Jenni Fitt and
Jenny Horner plus
Senior Manager
Bridie Booker
(left to right).

And so the Victorian transfer happened!

We were lucky enough to welcome



Dates to remember: when they officially joined us!

| | |
|--------------------------|-----------------|
| Inner West | 28 April |
| Loddon | 23 June |
| Ararat and Stawell | 23 June |

How did people feel after the transfer process?

| | |
|---|---------------------|
| Do you feel safe in this house? | Yes 97.6% |
| Do the people who work here help you if you are worried, upset or have a problem? | Yes 96.8% |
| Can you get to the places you usually need to go? | Yes 97.5% |
| Are you able to choose the fun activities you want to do in this house? | Yes 96.5% |
| Do the people who work here tell you if things are changing in the house? | Yes 89.6% |
| Do you usually know the people who work in this house? | Yes 92.2% |

Source: a survey of 125 clients who transferred from DHHS services to ours. Some people skipped some questions.

A place to call home

Tammy Oates found herself living in a house that just wasn't for her. Soon after the DHHS transfer, our team realised that sharing a home with people with high physical support needs meant Tammy's everyday skills were taking a backseat.

Tammy set a goal to find a place she could live on her own and have her children stay with her. She's a mother of four and recently became a grandmother, so her family was a big driving force for the move.

Over six years Tammy worked on building her independence skills, with the right support, to get to where she needed to be; getting used to taking public transport, going to appointments and food shopping. So much so that when Tammy was ready to find her own 'place to call home', she found the confidence to go it alone.

"What's changed? Being by myself and being able to do what I want when I want. I have my own place to call my own," Tammy says.

"I miss some of the staff that have supported me, but I'm excited. It's a bit different, I'm feeling a lot of emotions. It means I can be more independent. I have the ability to come and go—I have more freedom."

Tammy, a doting new grandmother who found her happy place, and Operations Manager Carly.



Our path forward is guided by the values we hold dear; in knowing what we stand for.

We've been through some big changes since our original values were written. The merger between Oak and Possability, the Victorian Government services transfer, growing into Queensland and now evolving into the Possability Group.

It was time to have another look at the values that guide us. We didn't need new values as we were already living them, we just needed to define them a little differently—with a renewed emphasis.

As a for-purpose organisation, it's critical we share values that will support us in our purpose as catalysts for change. To support our work today and well into the future.



Without further ado, we'd like to introduce our redefined values...

Our values.

Inspired

We bring our best to work every day and aim to bring out the best in others. We encourage people to take the lead and choose their own path.

Courageous

We do the right thing and don't give up when things get tough. We accept challenges and are a force for social change.

Responsive

We listen, learn and act. We put people first, demonstrating compassion and understanding.

Skilful

We believe in self-improvement and good practice. If there is a better way to do something, we will do it.

How have we been living our values over the past year? Let's take a look...

We're inspired

We bring our best to work every day and aim to bring out the best in others.

We encourage people to take the lead and choose their own path.

Nothing inspires us more than seeing people doing what they love and making a difference in the lives of others. People inspiring people.

A problem shared

As the saying goes, 'a problem shared is a problem halved.' Dennis Hall believes Consumer Forums give people the opportunity to share their experiences and talk about any problems they might be having with likeminded individuals.

Dennis is our Tasmanian Consumer Representative for 2020, voted in by his peers. He works closely with independent advocacy agency Speak Out, discussing any issues and concerns at the forums and reporting back to the Possability Board.

"Sometimes the Board do not hear about the issues people have with Possability, so it's good to let them know. It's also just as important to tell them when they are doing a good job," he says.

Dennis is an avid Rock 'n' Roll fan, with Elvis, The Beatles and Jimmy Barnes taking the lion's share on his regular play mix.

We're all ears

We support self-advocacy through bi-monthly house meetings and Regional Consumer Forums that are independently facilitated by advocacy organisations. In Tasmania we partner with Speak Out Advocacy and in Victoria with the Victorian Advocacy League for people with Intellectual Disability (VALID).

Our Family Consultative Group gives us valuable input on proposed new policies and operational changes. We're also in the midst of introducing a brand-new survey to help us understand how the people who use our services and their loved ones feel about their experiences with us and where we can do better. To make sure the survey really hits the spot, we tested the survey design and methodologies with targeted focus groups and a pilot.



Dennis, a real people-person and the current Consumer Representative for Tasmania.

They're modest, but we see straight through it. Our staff are amazing—they're the heart of Possability. They're making a difference.

Making a difference

"One time I said to a mother, 'I'm just a support worker,' or something like that. And she said, 'No, you have the most important job in the world because you look after my son.' That just really struck a chord with me and I'll never forget it—it put things into perspective for me. We really are just doing our best to make differences in people's lives."

Kahu Ropata has been part of the Launceston Possability team for more than six years and spanning three roles—starting out as a Support Professional, he was promoted to Service Supervisor in 2015 and again recently to Client Engagement and Skills Development Supervisor. He's a former tradie who was studying to become a personal trainer. "I always knew I wanted to help people find their strengths and improve their lives, but I didn't know which career path to follow." Kahu's story is one of following a lifelong passion and growing in a way he never saw coming.

"Working in this industry—I think the life experience helped me grow up, maturity-wise, a lot quicker than my peers around me. I was in my early 20s when I started and my perspectives and direction just became a lot clearer," he says.

"I've been given so many opportunities and really, if it wasn't for Possability, I wouldn't be the kind of person I am today, and I definitely wouldn't be the father I am today. So I've got a lot to be thankful for, both education-wise and as a person."



Kahu, larger than life and handy with a wrench.

This year we supported

1,183 people

Delivered

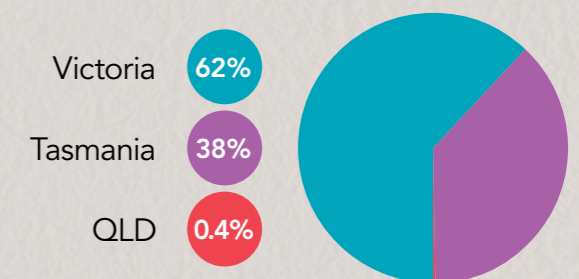
1,315,855

support service hours

Support hours by service

| | |
|---------------------------------|------------|
| Independent Living | 82% |
| Community and Life Skills | 9% |
| Child and Youth Services | 6% |
| Short Term Accommodation | 3% |

Support hours by state



We're responsive

We listen, learn and act. We put people first, demonstrating compassion and understanding.

We strive to ensure our services surpass the expectations of the people we support and their families, and are delivered with respect to human rights and dignity.

Reflecting on and improving support

Active Support is about staff supporting people with intellectual disability to be engaged in meaningful activities and social relationships. Professor Christine Bigby and her team from La Trobe University are studying how to embed this practice in services while also providing insights into the quality of support in our services. Once restrictions are lifted they will be commencing data collection for this project. We've already started asking for consent from people who will be involved.

By participating in this research we're helping Professor Bigby and her team uncover how Active Support can be embedded within an organisation, and they'll provide feedback on our services. We're ultimately interested in how good practice supports people to live the life they choose—a good life, which is the pinnacle of our Practice Framework.

The Royal Commission

Possability welcomes the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability (the Royal Commission). The voices of people with a disability and their loved ones should be heard and we believe this commission is an important step towards a truly equitable nation and moves us closer to our vision of a world where everyone has the opportunity to pursue their potential.

Keeping people safe

Keeping with the spirit of the Royal Commission, we reflected on the critical role our organisation plays in supporting and safeguarding vulnerable people. We understand those most vulnerable to neglect and abuse are people living alone with few or no close family or friends supporting them. To further strengthen how we protect their wellbeing, we've taken action.

First, we identified everyone in the risk category and immediately started carrying out wellness checks. During COVID-19 lockdowns these check-ins were largely over the phone and gave people the opportunity to ask any questions they might have.

Our priority now is to strengthen our systems to ensure we continue to protect people into the future. We've commissioned an internal review to look at how we engage people using our services, outlining any gaps, and we're piloting a program in Tasmania similar to the Office of the Public Advocate's Community Visitors in Victoria. Community visitors offer an independent and respectful ear for people we support to raise any concerns they might have.

Laying the foundation for reconciliation

We've made a commitment to acknowledge and celebrate the traditional owners of this land. We're embarking on a Reconciliation Action Plan (RAP) to contribute to meaningful change and support Aboriginal and Torres Strait Islander people with respect for culture, traditions and deep connection to Country. This includes 45 of our dedicated staff who identify as Aboriginal and Torres Strait Islander.

We started shaping our RAP following an initial consultation with Aunty Esmay Manahan, a Yorta Yorta woman and General Manager for Aboriginal and Torres Strait Islander Service Development at Mackillop Family Services. Aunty Esmay provided some initial guidance, emphasising the importance of consulting with and seeking the commitment of Aboriginal communities, strengthening partnerships where we work, embedding a culture of reconciliation and the significance of truth-telling.

In these early stages we're defining our goals, identifying a Working Group and moving to communicate our commitment to creating a culture of reconciliation both within our organisation and communities more broadly.

Taking the lead

Liam lives in his own place, is participating in his local community and taking the lead on the things he wants in life.

Diagnosed with a rare neurological disorder at an early age, Liam had a difficult adolescence and displayed several challenging behaviours. But things began to improve when he turned 18, after having surgery to remove a brain tumour and moving into his own home.

Ever since, Liam's parents Selina and Adam have worked closely with the Possability team, matching Liam with a team of support workers dedicated to helping him develop his skills and achieve his goals.

"He's had a range of people with diverse interests supporting him, and they have been really great at introducing new things that we wouldn't think to try," Selina says.

Support Professional Sam, who has worked with Liam for four years, says "Liam has definitely become more independent."

"He used to rely on me for nearly everything, but now he makes his own choices—which clothes he's going to wear, what he wants for dinner, which books he wants from the library."



Leading the way. Liam Spowart and his parents, Selina and Adam.

We're courageous

We do the right thing and don't give up when things get tough.
We accept challenges and are a force for social change.

We're sticklers for human rights and the pursuit of knowledge, and believe sharing our expertise brings us closer to our vision. As the saying goes, 'two heads are better than one.'

We're proud to collaborate and advocate; we believe it's our responsibility to be agents of change and make tangible contributions to our sector.

Thought leadership and sharing

We're investing in our research and innovation team to ensure our services are evidence-informed and enable the people we support to reach their potential. The Possability Research Institute (the Institute) is our guiding star of best practice and how we live the values we believe in.

To meet our commitment to sector development, we developed our annual Building Opportunities, Building Communities conference. So far we've hosted two events and are on track for our third. The conferences bring together leading national and international thinkers and practitioners in support practices for people with a disability and children and youth in Out of Home care. Over 100 professionals from a wide range of organisations joined us for each event.

Culture of compassion

We're serious about making restrictive practices a thing of the past. While there has been a significant focus on restrictive practice reporting, we've been developing a greater understanding and framework around the use of Multi-Element Behaviour Support (MEBS), with the goal to avoid restrictive practices altogether.

We've been collaborating with an international Working Group to define what MEBS is and evidence for how it can best be applied. It's not a one-size-fits-all strategy but an awareness of why behaviours of concern might occur for each individual. It's about keeping a holistic focus and ensuring people who have engaged in risky behaviours are treated with dignity and respect and that they have the things in life that are important to them.

We're using this thinking to create a culture of compassion in our organisation through our Practice Framework, which is embedded with the MEBS model of practice, to influence how we work. We introduce new staff to the model at induction and provide extra training days for teams where needed.

Speaking up

As a service provider, we hear first-hand the challenges many people with a disability face, and this year we saw many people affected by COVID-19. Our CEO, Drew Beswick, worked throughout the pandemic with a network of 33 Victorian disability service providers to make a submission to the Disability Royal Commission asking for the services that are essential to the lives of so many people with a disability to be officially recognised and supported.

Alliance20 is a coalition of Australia's largest disability service providers with the sole aim of working together to ensure the NDIS truly benefits participants. As a member of this alliance:

- We advocated for improvements to the NDIS planning process, which plays a vital role as the gateway to accessing services.
- Drew spoke at the NDIS Parliamentary Inquiry late last year about the need for more investment in the planning process across the board.
- We endorsed a stronger response for participants during the pandemic.
- Along with ten other Alliance20 members, Drew met with the Hon. Stuart Robert MP in July last year to discuss 21 priority issues.

We're also a member of National Disability Services, the national peak body for disability service organisations, and actively contribute to sector development initiatives.

The leaders of tomorrow

We've embarked on a pilot program to identify and intensively upskill 20 staff across the Ararat and Stawell region. Known as the Emerging Leaders Community of Practice, they're being immersed in reflective practice, case studies and formal training in monthly small group sessions with peer-led activities in between.

The community of practice provides staff a structure of organisational and peer support to give them the confidence to take on all aspects of their leadership role.

Alicia (left) and Megan, great mates and loving living independently, together.



Life's better with friends

Megan Webb had never lived out of home and her mum, Jacqui, was worried that her "very determined, very stubborn and happy-go-lucky" daughter wasn't ready for such a big move. But Megan quickly showed what she was made of.

Alicia Barwick was looking for a new housemate and after getting to know each other over a series of afternoon teas, the two friends have become almost inseparable. Of their friendship, Megan says, "Lish is so nice to me and keeps me company. She makes me giggle and... she's just the best lady."

Megan has grown in so many ways, finding her feet and staying in her own home with Alicia five nights a week. "She's so much more mature now, and quite social," says Jacqui. "She loves helping out and caring, and those qualities have all come out since she's been here with Alicia."

During the 2019-20 bushfire season

21

people we
support
needed to
evacuate
their homes
4 times.

Life's full of surprises and sometimes these unexpected events can be challenging. Through thick and thin, we're there for the people we support and our staff.

It's safe to say the better part of 2020 has been challenging for many. The adaptability, dedication and bravery of our employees shone through even the most difficult days.

Victorians keep their cool

Late in 2019 bushfires started taking hold across much of Australia, the Eastern states hardest hit, with blankets of smoke dense enough to reach New Zealand.

Bushfires are not new to our Victorian contingent and planning for evacuation is just another part of the drill. Our teams are well-prepared and well-equipped, but there are some things you just can't plan for.

"We get a directive and we have to go. We follow the guidelines; we have bags packed and are ready to go as soon as we need to. We had to evacuate four times this year and one of those times we had to stay away for two nights and there was a blackout. There we were in an unfamiliar place with no lights or air con[ditioning]." says Ross Muldoon, a House Supervisor in Loddon.

Ross and his team did more than just support people to evacuate. Understanding that breaking routine so abruptly could cause significant anxiety, they did their best to make the time away from home feel like a holiday. And thankfully every evacuated home stayed safe from the fires.

True to form, Ross praises others for pulling together and making the best of the situation. "Staff go above and beyond. It's incredible the effort they put in to make it OK for the people we support. The day program staff also stepped in and helped—it was amazing."



Nature-loving Vaughan will take a bushwalk over technology any day.

A once in a lifetime pandemic

Then, it seemed as soon as the fires were out, COVID-19 landed on our shores.

We rallied around our shared priority: the health and safety of the people we support, our staff and wider communities. The executive responded, quickly forming a Crisis Management Team to steer the drawing up of a COVID-19 Management Plan based on the best health authority advice. We kept people we support, their families and stakeholders updated on the fast-moving situation and set up an information hub on our intranet for staff. Easy English is our standard for accessible communications for those who need it.

Saying goodbye

COVID-19 played havoc with the economy, so much so that we had to make the difficult decision to close two of our Oakdale enterprises. Almost all of Oakdale Sewing and Oakdale Pack and Mail customers had cancelled their orders and after speaking to them we understood there would be no more work in the future.

We would like to thank all of our employees for their valuable contribution, and wish the many customers we've served over the years all the best.

One step at a time

The pandemic has been a big learning curve. In the beginning, guidelines were being written, implemented and updated before the ink could dry. It was a confusing time for all.

"We thought we were doing the right thing. Going for walks in the bush was essential to the lives of the people we support," says Vaughan Smith, House Supervisor in Stawell. "The police pulled us over and gave us a warning, they said next time we would be fined."

"Having everything suddenly stop and spending so much time in the house was having a visible impact on wellbeing. We had a meeting and decided to pursue this, we respect the restrictions, but the essential work we do is partly made up of exercise and routine. We needed to have this acknowledged officially."

So that's exactly what Vaughan did—securing an exemption from the Victorian Government to continue the bushwalks.

We're skilful

We believe in self-improvement and good practice. If there is a better way to do something, we will do it.

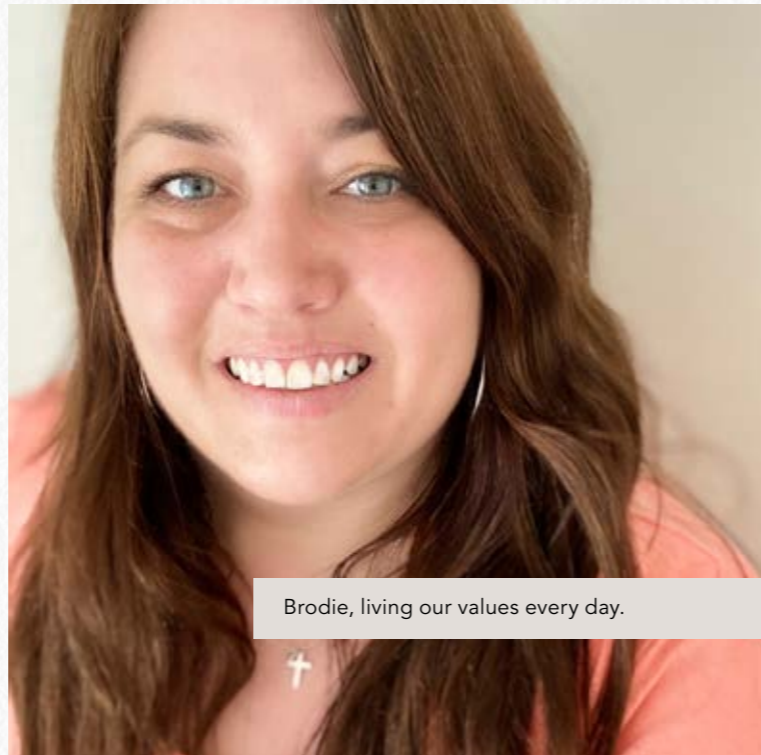
Our people are what make us, us. We recruit people who share our values in human rights and dignity, and we actively support their development and wellbeing.

Growing together

"It's not so much as I'm helping, but I feel privileged to support people to increase their skills," Brodie Hudaverdi says.

"Recently, because of the rapport we have, I was able to go shopping with [someone I support] to pick out some clothes, where once it wasn't safe. She loved it; it was amazing to see her face. That's what makes this job worth it—makes every second worth it."

We're all constantly learning and growing, and it's people like Brodie who are making sure every person we support has the same opportunities to do so. She says some days can be more difficult than others, that's why understanding behaviours of concern and treating each person as an individual is so important. She recognises how important the right to take reasonable risks is to a person's self-esteem and dignity. Brodie is mindful of safety while supporting people to do the things they love, and have the things they need and want in life.



Brodie, living our values every day.

Brodie was promoted to her current role as a House Supervisor in Inner West Melbourne in 2019. She started her career in children's services and began working as a Support Professional in 2012.

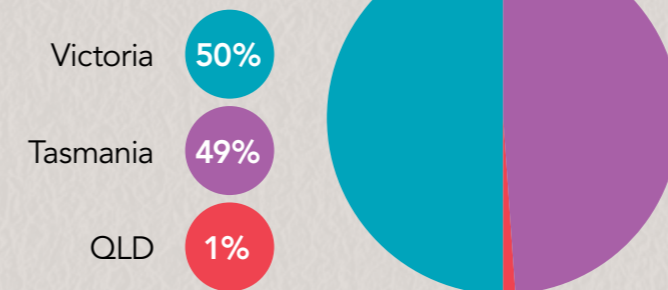
It's personal

The disability services industry is highly casualised, yet we strive to create a more permanent workforce. If a casual employee has been with us for three months and worked a regular and systematic pattern of work, we give them the option of becoming permanent. This means they have job security and the people we support have consistent support teams with familiar faces—a win-win.



Our staff in a nutshell – 1,503 employees

Where they work



How many are casuals?

35% Down from **36%** last year.

Valuing diversity

We're proud of the rich diversity our people bring to our organisation. Of our staff who responded:

- 35** nationalities
- 111** culturally diverse employees
- 45** identify as Aboriginal and/or Torres Strait Islander

Source: Survey of 636 employees.

A proud partnership

Just over a year ago the timber division of Oakdale Enterprises formed a long-term strategic partnership with Tasmania's largest timber manufacturer, Neville Smith Forest Products (NSFP). The partnership has come along in leaps and bounds, with NSFP now employing supported employees at two of their sites and reporting benefits in capacity and production.

"There's been some real positives; morale has improved in our business through the interaction with the assisted workers, together with the ability for us also to have some production occurring in southern Tasmania, which has helped us to diversify our risk."

Andrew Walker, CEO NSFP

Doing what we do best

"Oakdale gets to focus on what it does best, which is training and support, partnering with Neville Smith to do what they do best, which is produce high quality timber products." Peter Symonds, General Manager Operations Tasmania, Possability.

In 2019, as part of our partnership, we had the opportunity to set up a supported workforce from NSFP's commercial timber mill in Launceston packing the kindling for Mitre 10 and Bunnings nationwide. This arrangement has carved out secure jobs for some people who had been facing long-term unemployment. What started with a team of six supported employees and one supervisor has grown to a team of 11 supported employees contracted with flexible hours—some full-time and some part-time.

Supported employees at NSFP are paid a wage expected in the community. 'Safety first' is one of our mottos, with Occupational Health and Safety training a must. There's more work on the horizon for this team with other projects already in the pipeline. We're looking to expand this model across Tasmania.

More than a job

Mark Couzins is one of the original Launceston crew employed at the timber mill, he drives a forklift and is working his way up to be a leading hand. He'd been out of a job for a year and felt unsure about where to look next when he was offered the role – and he hasn't looked back since.

A good income and being part of a tight-knit community are equally important to Mark. He says, "I'm liking it and loving it here. I'm really enjoying it. If you have a good decent joke, you should bring it to work. We've had a laugh this morning because the sun keeps popping out, then it goes back down, and we're all freezing."

Mark and Sam share a good joke and the workload at the timber mill.



Our Board



Brian Scullin
Chair
(stepping down)
B, Ec

Brian brings extensive experience in funds management, holding senior positions with BT Investment Management and Deutsche Bank across Australia and Japan. He developed a broad understanding of the public sector through engagements with the Federal Government, including the Treasury, the Department of Prime Minister and Cabinet and Private Secretary to the Leader of the Opposition. Brian serves as Chair of each the Tasmanian Development Board, Macquarie Point Development Corporation and Propel Funeral Partners Boards. His previous directorships include BT Investment Management, Dexus Property Group, State Super Financial Services and the Wayside Chapel.



David Morris
Director
(our incoming Chair)
LLB, GAICD

David is lead partner of the Local Government, Planning and Development team at law firm Simmons Wolfhagen. He is involved with the Housing Industry Association as a member of the Regional Executive Committee, and on the organisation's national Industrial Relations and Legal Committee as the Tasmanian representative and Chair. David has been Director on a number of boards in the not-for-profit and education sectors, including The Fahan School, the Hutchins School (including as Chair) and the Red Cross.



Dr. Julie Rimes
Deputy Chair
CertEd, BEd, MEd Stud, EdD,
TTC, FACE, FAICD, FACEL

Julie is an educational consultant and accreditor of international schools. In recognition of her work in education and community service, Julie was elected to the Tasmanian Women's Roll of Honour in 2015. She is Director of a number of state and national boards and committees in the education and disability spheres, including Chair of the Calvary Consumer Advisory Council, a member of the Calvary Community Council.



Kathleen Brient
Director

Kathleen has extensive experience as a senior manager with the Federal Government's Department now called Services Australia, managing the National Business Gateway and Corporate support for all departmental staff in Tasmania. Kathleen brings expertise in project and change management, strategic and business planning, stakeholder engagement, human resources and public sector management. Kathleen is currently the Chair of the Board for Epilepsy Tasmania.



Matthew Greskie
Director
BEng, GAICD

Matthew is highly skilled in general management, finance, project and contract management, risk management and asset/infrastructure management. He is CEO at Dulverton Waste Management, Director of NAMS Canada, Trustee of the Public Works Engineering Foundation, and until recently was Chair of the Institute of Public Works Engineering Australasia (IPWEA). Matthew has recently been appointed to the Ministerial Advisory Group for waste and resource recovery.



Pam White
Director
PSM, GAICD

Pam's experience in senior management and leadership in the Victorian Public Service spans over 30 years. For two years she spearheaded the State Services Authority (now the Victorian Public Sector Commission) as CEO. Awarded the Public Service Medal in 2012 for her contribution to improving support for vulnerable children and emergency management recovery services, Pam is a graduate of the Australian Institute of Company Directors and currently sits on several boards in education, health and community sectors.



Kathryn McCann
Director
(stepping down)
BA, BCom

Kathryn has a wealth of experience as a senior executive across public and private sectors in tourism, aviation, education, hospitality, not for profit and entertainment. Her career features roles in prominent Tasmanian organisations including Hobart Airport, Tourism Tasmania, Beacon Foundation and Federal Group focused in the areas of strategy, marketing, operations, business development, communications and sales. Kath is currently working in the not-for-profit sector as the Chief Operating Officer with the Beacon Foundation.



Dr. Craig White
Director
MBBS, MBus, GAICD

Craig brings 30 years' experience working in senior roles in public hospital and health system leadership, management and policy across posts as a major hospital CEO, State Chief Health Officer and Chief Medical Officer. Past roles have included Council membership of the National Health and Medical Research Council (NHMRC), membership of the inaugural Victorian Ministerial Advisory Council on LGBTIQ+ Health and leading the development of Australia's first policy and decision-making national framework for bloodspot screening of newborns. He is a graduate of the Australian Institute of Company Directors and continues to serve on this and other not-for-profit boards.



Assoc. Prof. Robyn Wallace
Director (stepping down)
BSc (Hons), Dip Ed, MSc, MBBS,
FRACP, PhD, FAFRM

Clinical Associate Professor Robyn Wallace is a physician specialising in healthcare for adults with intellectual and developmental disabilities and peri-operative medicine. Robyn has published numerous academic papers and co-wrote the University of Tasmania's developmental disability teaching curriculum for medical students. Robyn is Chair of the State Committee of the Royal Australasian College of Physicians (RACP), member of the RACP Policy and Advocacy group and recently appointed Chair of the RACP working group with the National Disability Insurance Agency.

Our Executive team



Drew Beswick
Chief Executive Officer
BSocWk, GradCertPSM, MAICD



David Mazengarb
Director of Corporate Services
BCom, DipFinPlanning, FAICD,
FCA, MIMC



Nicola Crates
Executive General Manager,
Practice Innovation and
Service Development
BAsc (Speech Pathology),
AdvDipMgt



John Rowland
Executive General Manager,
Strategy and Business
Performance
MBA, GradDipPsych, BComp



Janette Lenthall
Executive General Manager,
People and Culture
AssDipAppSci, PDipBusMgt (HR),
MAHRI



Cherie Atchison
Chief Financial Officer
BCom, CA, FIN



Paul Csoban
General Manager Operations,
Victoria
BASc, MBA



Peter Symonds
General Manager Operations,
Tasmania
AdvDipComServ, AdvDipMgt,
GradCertBus, FIML

Our thanks

We want to say thank you. A huge thanks to you, to every person we support, and your family for placing your trust in us. For allowing us to learn from you, and to share in the joy of your achievements and growth.

We also extend our thanks and appreciation to the many agencies, businesses, organisations and individuals who support and enable us to do the work we do.

Our funders

Australian Government

MAIB

National Disability Insurance Scheme

Tasmanian Government

Victorian Government

Transport Accident Commission

Our partners and supporters

Alliance20

Burnie City Council

Devonport City Council

Kingston Uniting Church

Living with a Disability Research Centre,
La Trobe University

Mr Fibre

National Disability Services

Neville Smith Forest Products

Speak Out Advocacy Tasmania

Tasmanian Australian Disability Enterprises

VALID

Veolia

**To all who live our values every day
and kindly contributed stories and photos:
thank you for bringing this review to life.**



Cameron with a ripe and ready medley of his homemade goods.

Possability

1300 067 067

possability.com.au

info@possability.com.au

Possability Group LTD