



# ANNUAL REVIEW 2018



| Possability

## About us

Oak Possability has a proud history of supporting people to reach their potential for more than 50 years. We are a leading not for profit provider of disability services, supported employment and child and youth services. We provide services across Tasmania and have a growing presence in Victoria.

Patron: Governor of Tasmania, Her Excellency Professor the Honourable Kate Warner AC.



[oakdale.org.au](http://oakdale.org.au) | [possability.com.au](http://possability.com.au)

Oak Tasmania (ABN 44 055 920 306)

## CEO's Report

**I'm pleased to present the Annual Review 2018, featuring the highlights from the Annual Report. This year marks an exciting turning point in our history as we extended our horizons outside Tasmania for the first time, opening services in Melbourne, Victoria.**

It has been encouraging to see individuals and families accessing services for the first time as the National Disability Insurance Scheme rolls out to more people. We have also continued to respond to the growing need for dedicated therapeutic care for young people in Out of Home Care with complex support needs.

Over the year we have supported hundreds of people to achieve their goals that are important to them and I'm delighted to be able to share a small sample of those stories in this report.

I am incredibly proud of our social enterprises, which have operated for over 50 years. The past year has seen considerable work undertaken to reposition these businesses for a bright and prosperous future, including a \$5 million construction and fit out of the new Oakdale Training and Manufacturing Centre in Hobart.

I would like to thank everyone who has worked with us over the past year. Your ongoing support enables, encourages and sustains our work, for which we are forever grateful.

Drew Beswick

## Our Purpose

# We are a catalyst for change.

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

## Our Vision

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

## Our Values

### Humanity

Human rights and dignity underpin all our decisions and actions. We believe that every individual has the potential to grow and the right to determine how their life will be lived.

### Honour

We take pride in our work, are true to our word, honour our commitments and treat our colleagues and clients with integrity and respect.

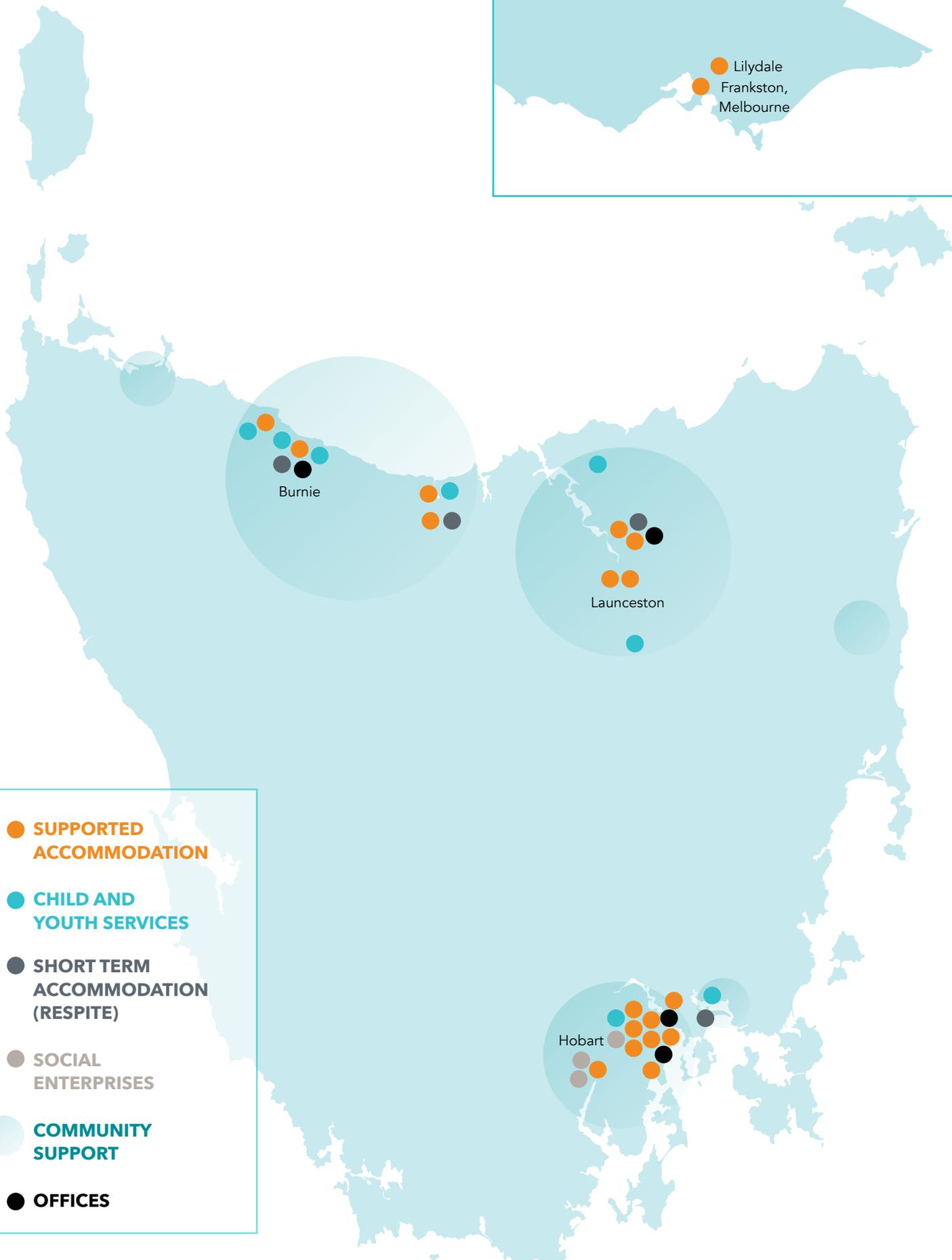
### Innovation

Driven by our commitment to excellence, we are continually learning, taking on new challenges, and constantly finding ways to excel in the dynamic world we operate in.

### Accountability

We know where we are heading and why. By being efficient, effective and persistent we find ways to make things possible and deliver results.

# What We Do and Where



- SUPPORTED ACCOMMODATION
- CHILD AND YOUTH SERVICES
- SHORT TERM ACCOMMODATION (RESPIRE)
- SOCIAL ENTERPRISES
- COMMUNITY SUPPORT
- OFFICES

# Annual Snapshot



**100 000+**  
hours more  
client support

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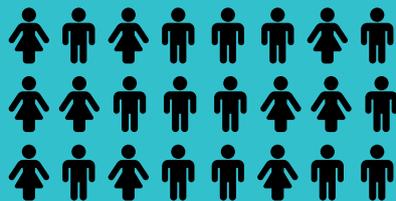
**900**  
clients  
supported

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**Safeguarding  
Children  
accreditation  
achieved**

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**885**  
employees

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**Started services  
in Victoria**

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**110**  
supported  
employees  
in social  
enterprises

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**\$5 million**  
built new \$5 million  
timber processing centre

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# Annual Highlights



## Extending services to Victoria

We were delighted to commence providing support services to claimants of the Transport Accident Commission (TAC) in Frankston, Victoria and from July 2018, in Lilydale, north-east of Melbourne.

In addition, Possability was selected through a competitive process by the Victorian Government to manage services for 320 people with disability living in 71 group homes in outer Melbourne and regional areas. A Project Team has been established to manage the service transfer, which will occur in a number of stages beginning in early 2019.

### Our 2020 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



## A smooth transfer

**Jeff lives in accommodation in Frankston, Victoria provided by the Transport Accident Commission after sustaining a brain injury from a motorcycle accident in his youth. Possability took over management of the support services at the site in April 2018.**

Initially, Jeff was concerned that his services would change, but he was happy that he kept his same staff and didn't notice any changes to his daily routine.

Jeff has the independence of his own unit, with a mix of one-on-one and on-call 24 hour support. He enjoys the companionship of his support professionals and they support him to get into the community more and go to appointments.

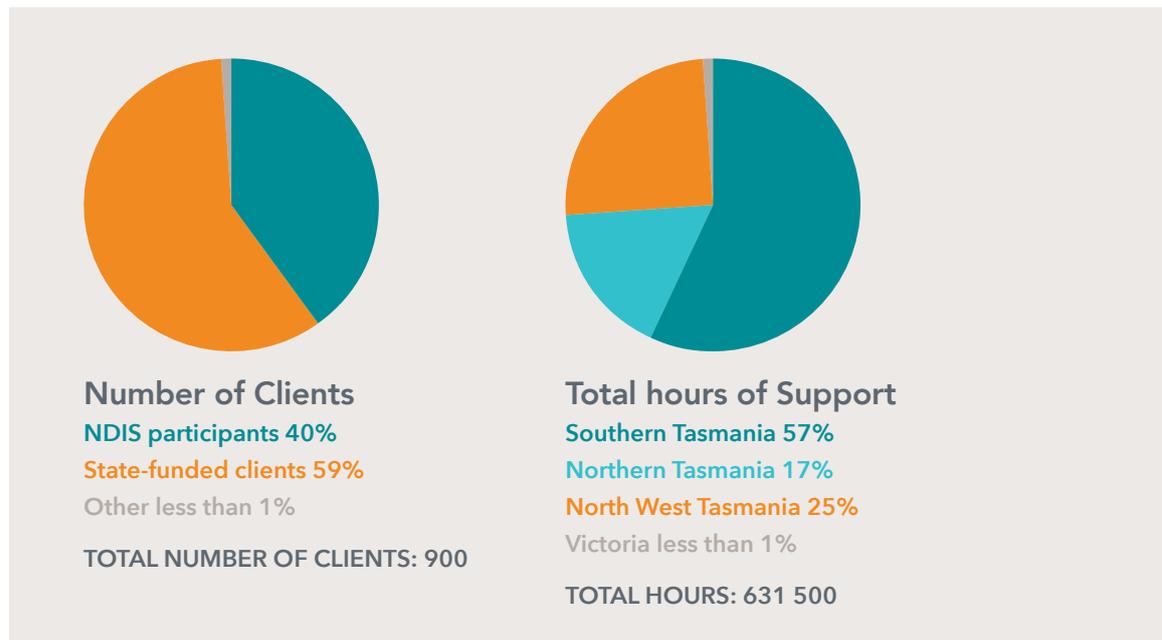
"We go out for a coffee and just everyday things.

"Anything I want, really, I just ask them, they'll help," Jeff said.

## Client and family engagement

Regional Consumer Forums, independently facilitated by Speak Out Advocacy, alongside bi-monthly resident meetings at group houses run by the Client Engagement team, continue to provide important opportunities for clients to have their say.

Engagement with carers included meetings of the Family Consultative Group in Hobart and several information sessions for families. Families provided valuable feedback on new policies and operational changes, and were keen to learn more about the NDIS.



## Woodland Grove opening

Woodland Grove Lodge opened in Launceston offering two styles of supported accommodation for Tasmanians with disability to develop their skills and independence.

One wing of the building offers respite-style short term accommodation, with stays averaging 2-7 days. There are six bedrooms, each with their own bathroom, offering privacy as well as opportunities to socialise in the shared lounge room and kitchen. The other wing of the Lodge is an innovative Transition to Independence House, which can accommodate up to four residents. Residents can stay from one month to a year, further developing their independent living skills in a safe and supported environment.



## Quality accreditations

In recognition of our commitment to the protection of children and young people, Oak Possability achieved the Safeguarding Children Accreditation by the Australian Childhood Foundation. Also, we achieved ISO 9001 Quality Management certification overarching the whole organisation.



# Annual Highlights

CEO Drew Beswick with some of the Future Leaders Program graduates.



## Leadership development

To serve our clients to the best of our ability we need our employees and leaders to strive to reach their potential too. To that end, Oak Possability sponsored 10 employees to participate in the National Disability Services Future Leaders Program. The program was a significant commitment by individual participants and our organisation. It ran over 10 months focussing on self-leadership, workplace leadership and community leadership. The participants reported that they gained a lot from the opportunity and upon completion, they received a Certificate IV in Leadership and Management.

2016 646

2017 755

2018 885

### Employment

THE 130 HEADCOUNT INCREASE EQUATES TO 57.3 FULL TIME EQUIVALENTS

## Supporting our people to support others

**Michael is a Support Professional from Southern Tasmania. Since joining Possability over nine years ago, Michael has made it his mission to work to improve his skills so he do his best for clients.**

He's undertaken many training courses with the organisation in areas such as medication, health, First Aid, manual handling and more.

Michael says what makes his job great is the people he supports every day.

"Supporting clients, the rewards are being able to see them grow in developing their life skills and achieving their goals."





Jindra (right) with Christine and exhibition curator, Sean.

## Interpreting the world through art

**Jindra’s unique artistic view of the world was on display in her first solo art exhibition at the Moonah Arts Centre in May 2018.**

The art exhibition was organised after Jindra identified it as a goal in her Support Plan with Possability. She lives in supported accommodation in Southern Tasmania operated by Possability. Jindra’s key support professional, Christine, worked with Jindra and her family to organise the event to coincide with her milestone 70th birthday

Jindra started drawing after retiring from working at the Botanical Gardens alongside her father for 30 years. Christine said Jindra spends many hours a day at her desk drawing with pencils and pens.

“She gets a lot of enjoyment out of drawing, and she likes the fact that people acknowledge her artwork. She’s done something great, and she is rightly proud of herself.”



### Thought leadership

Oak Possability is committed to promoting practice development in our organisation and across the sector. We hosted two sector forums in 2017-18 bringing interstate speakers to Hobart for each event.

In November 2017, BRITE Services Chief Executive Officer, Nick MacHale, shared his insights into disability employment with forum attendees representing a wide range of disability enterprises around the state.

In a joint initiative with National Disability Services, Chief Executive Officer of Golden City Support Services, Ian McLean, addressed the second forum in May 2018. Ian spoke about his insights and expertise from over 20 years of work, sharing case studies and research, positive behaviour support models and learnings from the NDIS.



### Research

The Board approved the creation of a research institute to focus on support practices and ensure the services we offer are continually improving and are based on the best evidence based approaches.

## Annual Highlights



### Coordination of Supports

Possability has increased capacity to provide specialist Coordination of Supports services in the past year. After a successful statewide trial, full-time Coordinators of Supports were appointed in Hobart, Launceston and Burnie. These services are important for people with complex support packages.

Possability's coordinators all have extensive experience in the disability sector and networks which enable them to help NDIS participants and their families to access the range of services most suited to their needs.



### Construction of Oakdale manufacturing centre

A new \$5 million training and production facility was completed at Oakdale Industries, positioning the business for a bright future.

The project included construction of a new workshop at the Warrane site with state of the art timber processing equipment, a training room and office facilities. The new facilities and equipment are helping to grow the business by diversifying and value-adding our product line, and increasing our production capacity.

This project would not have been possible without a \$4 million grant under the Australian Government's Tasmanian Jobs and Growth Package. We also appreciated the support of the Clarence City Council and project partner, Solutions Two.



### 25 years on, Merv still loves his job

Merv began his career at Oakdale Industries before spending the last 22 years at Walkabout Industries, both social enterprises owned and operated by Oak Tasmania.

With his long service and depth of experience, Merv has become an invaluable part of the team. Over the years, Merv has completed his Certificate II in cleaning, Occupational Health and Safety Training and gained his forklift license. He can be found doing anything from bagging firewood, or operating the industrial shredder to driving the forklift in potting mix production.

"I am very happy here, I enjoy the work. I'm proud of what I do," Merv said.

Merv said his proudest moment at work was receiving his achievement certificate for 25 years of employment.



## Social housing development in Devonport

The Devonport City Council has agreed to transfer a large parcel of land in Tarleton Street, East Devonport, for a social housing project to be undertaken by Possability.

The development will provide much needed specialist disability accommodation for 10-16 people.



## New IT and communications systems

Our capacity to manage information accurately and efficiently has been transformed with the introduction of new integrated information management systems. The new client management system, Enrite, has been customised to provide greater capacity to collect, report and analyse information. Mobile tablet technology has replaced the traditional office computer, untethering service delivery staff to promote a greater level of community based activities.



## Kylie's Run

**Kylie has found greater motivation, confidence and fitness by participating in fun runs, most recently the 5km Cadbury Marathon in Hobart.**

Health and fitness are key goals in Kylie's Individual Support Plan with Possability. In addition to her regular support, she accesses a personal trainer, who supports her to attend the gym, have personal training sessions and eat a healthy diet.

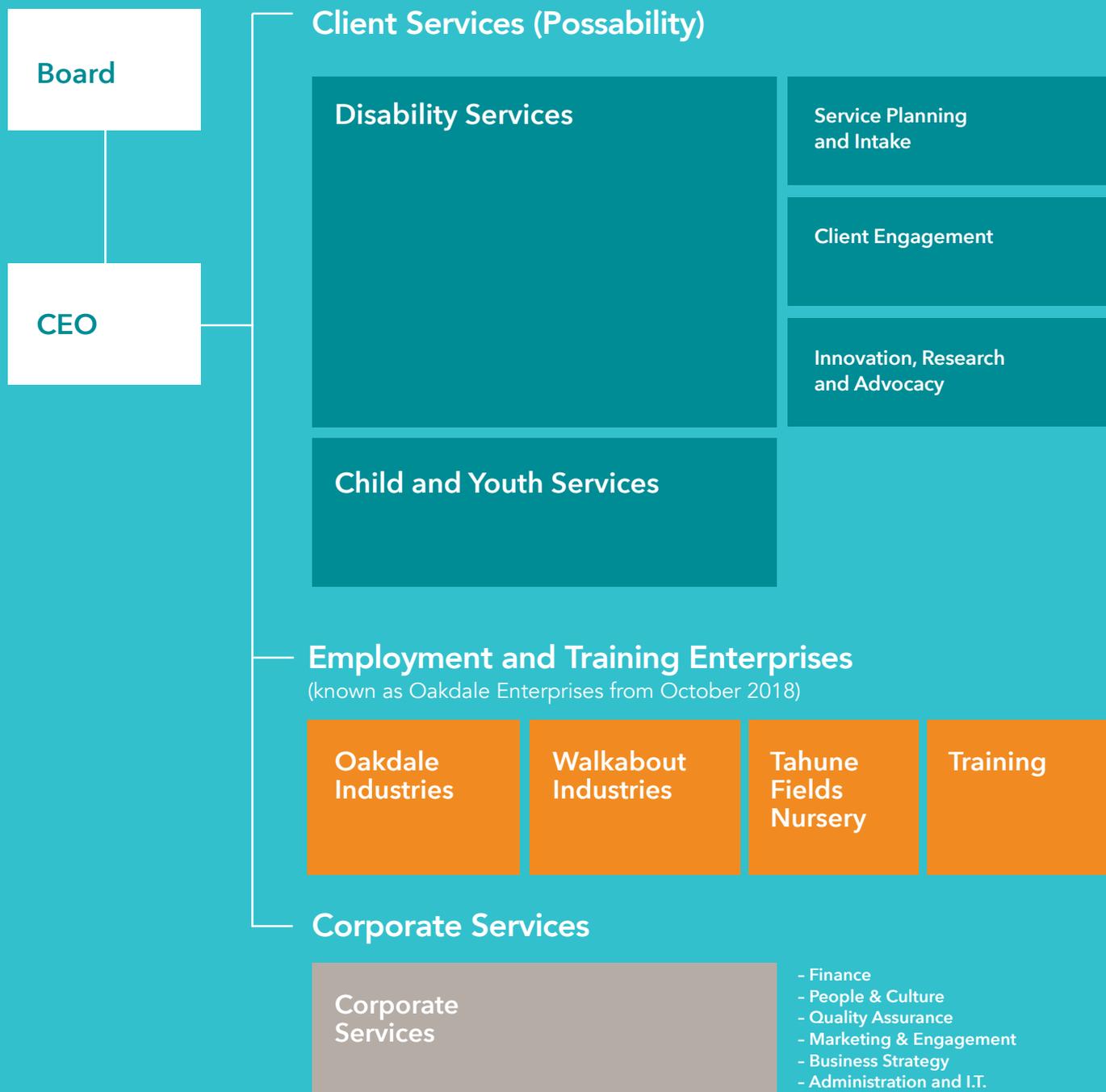
"When I first started (participating in fun runs) it was really hard because I wasn't fit, but since then I've lost a lot of weight, eaten properly and kept on going," Kylie said.

Kylie lives in North West Tasmania and after participating in the Burnie Ten event set her sights on the 5km Cadbury Marathon in Hobart in February. She trained in the lead up to the event and was accompanied on the weekend trip to Hobart by a Possability support professional.

Kylie was elated when she completed the Cadbury Marathon, describing it as one of her toughest. She explained how she kept motivated.

"Keep on going. One foot in front of the other and you will make it. I can do anything, when I put my mind to it."

# Organisation structure



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