



**SensesWA**  
Your trusted partner in disability



# Annual Report

2023 - 2024

# Chairperson's Message



As I reflect on my time at SensesWA, it's hard to believe that after nine years this will be my final message in the Annual Report. It has been a privilege to serve alongside such a dedicated team and I am immensely proud of the progress we've made together. Over the years, we have navigated both opportunities and challenges, always with a commitment to supporting those in the West Australian community who rely on us the most.

I would like to take this opportunity to express my heartfelt thanks to my fellow Board Members, the leadership team and all the staff who have worked tirelessly to make SensesWA the remarkable organisation it is today. Your passion and unwavering dedication to our mission have been the driving force behind our success.

This past three-year period has been especially challenging as we continue to adapt to the evolving NDIS landscape. Notwithstanding these challenges, I am pleased to report a 22% increase in turnover to \$35.4M and a 31% increase in our net assets to \$11.9M. In addition, we have made significant strides in strengthening our services and deepening our impact. In particular, we continue to invest in our people and systems to ensure that our organisation is sufficiently robust to enhance both our service delivery and financial sustainability. Under the leadership of our new CEO, Duncan Guy, I am confident that SensesWA is on a strong path for future growth and success.

Finally, I want to thank all our stakeholders, supporters and customers for the trust and confidence you've placed in us over the years. It has been an honour to be part of this journey, and I look forward to watching SensesWA continue to thrive and fulfil its mission.

Danny Murphy  
Board Chair  
SensesWA Board

# CEO's Message



As I consider my appointment to SensesWA in December 2023, I am grateful for the opportunity to lead such a remarkable organisation. Every day, I am reminded that our success is built on the dedication of our treasured staff, key partners and the trust of our valued customers.

Since I began, SensesWA has been transforming its operations. In February 2024, we began one of the largest projects in our history: a new Customer Relationship Management (CRM) system, Maica, which launched in October 2024. This will be the first significant step that will reshape our organisation, allowing us to become more agile, efficient and better equipped to serve our customers and staff in an ever-changing NDIS environment.

This past financial year has presented challenges, but alongside our dedicated and values-led Board and Executive Team, we have developed a robust plan to ensure SensesWA remains sustainable. This plan ensures we can build on our 127 year legacy and remain a strong provider for future generations.

The NDIS is entering a period of significant change. The final report from the Disability Royal Commission in 2023 made 222 recommendations and we support the changes to enhance services for West Australians accessing the NDIS. As these changes unfold, we are eager to align with the evolving landscape to ensure the best possible outcomes for our customers.

Looking ahead, I am brimming with optimism about the future of SensesWA. Together, we will continue to embrace change, overcome challenges and unlock new opportunities as we move into the next financial year and beyond.

Thank you for your dedication, trust and continued partnership.

Duncan Guy  
Chief Executive Officer  
SensesWA



# SensesWA

SensesWA is a leading not for profit organisation with over 127 years of excellence in disability services.

We help children and adults with various disabilities achieve their full potential.

Our team are integral to what we do and are highly skilled in delivering Allied Health Services, Positive Behaviour Support, Deafblind Services, and Homes and Living Services.

## Our values



### Inclusive

We listen, collaborate, value choice, embrace diversity and aim to overcome disadvantage.



### Authentic

Honest in our conduct and authentic in our relationships.



### Courageous

Determined in facing challenges and speaking up.



### Curious

In our search for the best, we explore with ingenuity.



SensesWA Support Worker Cindy (Cynthia) Jane won the Excellence in Home and Family Support Award at the 2023 NDS Disability Support Awards. Pictured left to right: Kimberly, NDS Member and Cindy.



# Services delivered

Our team of professionals provide services that promote health, independence and wellbeing for all stages of life, from early childhood to adulthood, working in partnership with customers and their carers.

- Community Access and Support
- Deafblind Services
- Dietetics
- Early Childhood Intervention
- Occupational Therapy
- Orientation and Mobility
- Orthoptics
- Positive Behaviour Support
- Physiotherapy
- Psychology\*
- Social Work
- Speech Pathology
- Support Coordination\*
- Short Term Accommodation (Respite)
- Supported Independent Living

\*No longer providing services.



**"Theresa found a way to work with Ashleigh and the people around her. It truly has been life changing for us all."**

— Feedback from Lisa  
(Ashleigh's Mum)



**"I've worked for SensesWA for just over 10 years in various roles. I feel fortunate that I've had the opportunity of career growth while working with a group of wonderful people, providing quality services to our customers."**

— Kaley Devine  
Positive Behaviour Support Team Lead

Official opening of the Lionel Miller Service Centre at Armadale. Pictured left to right is Duncan Guy (CEO), Kathy Brown (niece of Lionel Miller), and Danny Murphy (Board Chair).



## Year in Review

### Armadale Service Centre

We opened the Lionel Miller Service Centre at Armadale thanks to a generous bequest from the Miller Family.

The state of the art facility features multipurpose indoor and outdoor spaces. The central location in Armadale allows our therapists to provide high quality services to customers living in Perth's South East.

### Deafblind Information Australia (DBIA) Project

Over the last financial year, we continued as Consortium Lead for the delivery of the Deafblind Information Australia (DBIA) Project, partnering with Deafblind Australia and Able Australia, funded by a competitively won National Disability Insurance Agency Information Linkages and Capacity Building Grant.

### Upgrading our systems

In February 2024 we began a major project to upgrade our Customer Relationship Management (CRM) system. The new system will allow us to become more agile, efficient and better equipped to serve our customers and staff in an ever-changing NDIS environment.

### Telethon New Buds Program

We launched the New Buds program and provided early childhood intervention allied health services to vulnerable children in Western Australia (WA) who experience some degree of vision and / or hearing loss, thanks to the generosity of Telethon.



Melanie Robartson accepting two awards from the Centre for Accessibility Australia in 2023.

## Accessibility Awards

Deafblind Information Australia (DBIA) won two awards at the Centre for Accessibility Australia 2023 Access Awards: NFP / Community Website of the Year and Website of the Year.

## Mercy Care Partnership

In early 2024 we became an approved provider of Orientation and Mobility Services for Mercy Care.

Mercy Care offers a range of home care support packages for people over 65 years of age.

## Award Winning Employees

Support Worker Cindy (Cynthia) Jane won the Excellence in Home and Family Support Award at the NDS Disability Support Awards in 2023.

Senior Therapist Theresa Kirwan was named Finalist in the Excellence in Rights Promotion category of the 2024 WA NDS Disability Support Awards.



**"The 2023 Australian Access Awards reflect the learnings of the project team and its commitment to digital accessibility for all."**

— Melanie Robartson

## Communication Guide Training

We developed and hosted workshops to build communication and guiding skills for people living with deafblindness, thanks to the generosity of the Stan Perron Charitable Foundation. Our customers and their interpreters also joined the training sessions to share their story and enrich the learning experience.











## Our People

Our employees are integral to fulfilling our mission to help people with disabilities live their best lives.

We prioritise the recruitment of experienced staff and ensure continuous improvement through professional development, training and mentoring opportunities.

In the last financial year, we were proud to achieve several milestones: passing our mid-term NDIS Certification Audit in August, rewarding and recognising staff with our Living Our Values Awards, developing a Reconciliation Action Plan and implementing our Leadership program.

**321**

Employees

**29**

Leadership Program  
Graduates



**38%**

Employees have worked  
with us for 4+ years



## Highlights

### 2023 Living Our Values Awards

We celebrated the Living Our Values Awards in 2023 to recognise staff featuring seven awards chosen from forty-six nominations. Awards included Living Our Values (one award for each value), a Workplace Culture Award, New Starter Excellence Award, and a CEO Award.

### Leadership Program

A Leadership Program was established to build capability across SensesWA and encourage leadership and innovation. Twenty nine leaders have already benefitted from the program.

### Reconciliation Action Plan

We continue to implement the Reconciliation Action Plan (RAP), which sets out practical actions to build opportunities, trust and respect for Aboriginal and Torres Strait Islander people. The Plan will be further developed over coming years.





## Our Customers

We work in partnership with our customers, their families and support networks to achieve individual goals.

We value our customer's feedback and collect feedback each year through a survey. This information is used to improve our services.



**1024**

Customers  
(Average)

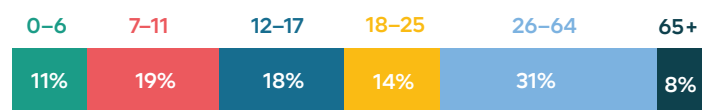


**Achieving  
Goals**

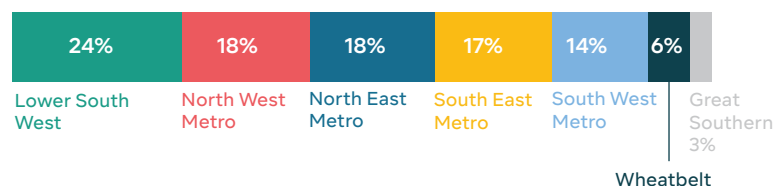


Supported Living  
Residents

### Age group



### Geographic location



**"Joanne had her first try at mosaics class. Safe to say she nailed it!"**

— Jane Abbott  
Support Worker



In 2023, DeafBlind West Australians (DBWA), Deafblind Information Australia and the Mosaic Association of Australia and New Zealand (MAANZ) designed, created and installed a garden totem artwork at Perth City Farm. Peter Cliff is pictured touching the mosaic sensory artwork.



## Our Partners

With support from a range of generous partners, SensesWA continues to provide high quality disability services to the community.

We thank the following organisations for support we received throughout the year:

- Department of Communities
- DeafBlind West Australians (DBWA)
- Department of Social Services
- Lotterywest
- Mercy Care
- National Disability Services
- National Disability Insurance Agency
- Stan Perron Charitable Foundation
- Telethon



"The partnership between DeafBlind West Australians and SensesWA is integral to ensuring the continued support of people living with dual sensory loss in Western Australia.

SensesWA is the go-to service provider for many Deafblind members, as they understand our unique needs and the changing landscape upon which we navigate our conditions."

— Hannah McPierzie  
DeafBlind WA Chairperson

# Our Leadership

## Our Board

Our Board is responsible for SensesWA's overall performance, working closely with the Executive Team to guide our strategic direction and provide leadership.



**Danny Murphy**  
Board Chair



**Julie Keene**  
Board Deputy Chair



**Chris Yates**  
Board Member



**Dr Paul Bailey**  
Board Member



**Carla Chatzopoulos**  
Board Member



**Lawson Dixon**  
Board Member



**Anthony Sciorilli**  
Board Member



**Laura Benger**  
Board Member



**Julie McKay-Warner**  
Board Member



# Our Leadership

## Our Executive Team

Our Executive Team are supported by a reputable and experienced Board of Directors.



**Duncan Guy**  
Chief Executive Officer



**Gautam Gupta**  
Chief Financial Officer



**Brendan Parker**  
Chief Operating Officer  
(Therapy)  
*\*Until February 2024.*



**Pam Toster**  
Chief Operating Officer  
(Homes and Living)  
*\*Until March 2024.*



**Emma Davidson**  
Chief Operating Officer  
*\*Commenced in April 2024.*



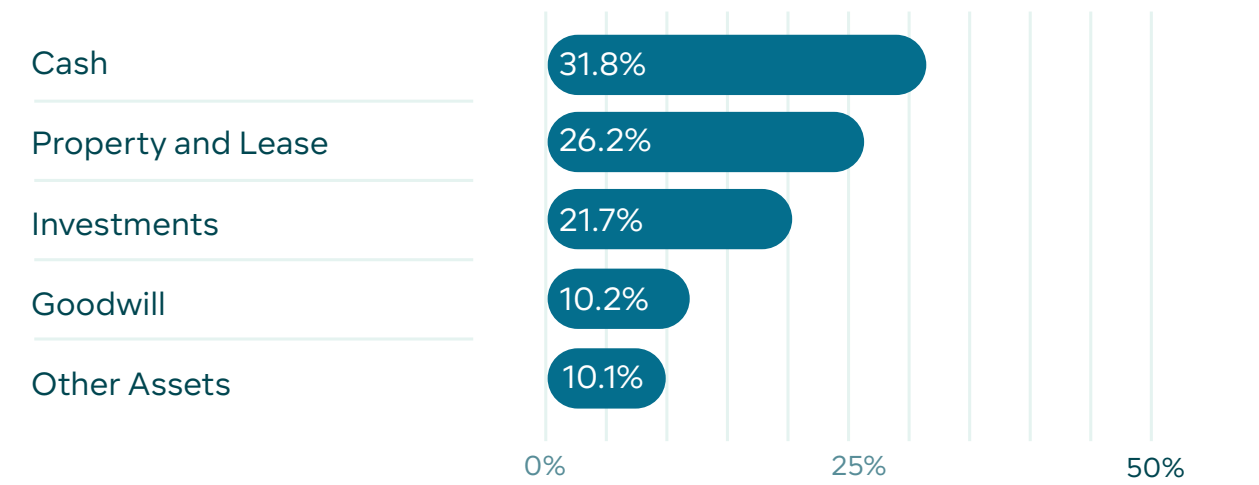
**Kerry Fryers**  
Executive Director Quality  
and Governance

# Financial summary

Financial overview for the year ended 30 June 2024.

	2023/24	2022/23	2021/22
Total Revenue	\$35.4M	\$29.0M	\$28.0M
Government Funding	\$22.6M	\$23.8M	\$25.5M

## Total Assets: \$19.3M





# Financial summary

## Total Liabilities: \$7.4M

Employee Entitlements

41.6%

Other Liabilities

35.8%

Lease Liabilities

11.8%

Grants in Advance

10.8%

0%

25%

50%

Audited financial statements available at [senseswa.org.au](https://senseswa.org.au)



**SensesWA**

**1300 111 881**

**[senseswa.org.au](http://senseswa.org.au)**