



Willing & ABLE
FOUNDATION

Together We Can Make A Difference



ANNUAL REPORT

2023-2024

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ACKNOWLEDGEMENT OF COUNTRY

Willing & Able respectfully acknowledge the traditional owners of the land on which we live and work, the Biripi people. We recognise their connection to Country and role in caring for and maintaining Country over thousands of years. May their strength and wisdom be with us today. We pay our respect to elders, past present and emerging.



ABOUT US

The Foundation is a vibrant and sustainable disability enterprise, dedicated to providing opportunities and pathways for our friendly, willing, and able people. Our mission is to provide meaningful paid employment, personal growth opportunities, and other support services in a safe and happy environment for individuals living with disability.

For over 50 years, we have proudly served the Port Macquarie Hastings area, operating several successful businesses that provide supported employment.

Our supported employees are individually placed in work that best suits their physical and intellectual strengths and personal preferences across the following areas:

- Op Shop
- Coffee Bar
- Renovation & Recycling Warehouse
- Woodworking
- Commercial Laundry
- Return & Earn Centre
- Commercial Services
- Assembly, packaging and projects

Service quality and safety are at the heart of everything we do.

Beyond employment, we run a four-day-a-week activities program, offer individual support services in our participants' homes and in the community, and operate a Supported Independent Living Home with two permanent residents.

Our commitment to recycling continues, with a strong focus on strengthening the circular economy in the Hastings region. Our goal is for Willing & Able to be acknowledged as a sustainable social enterprise.

MESSAGE FROM OUR CHAIR

This year has been a HUGE one for the Willing & Able Foundation! With over 30 staff, 40 supported employees, 50 participants in total and 30 members, we faced numerous challenges, yet emerged stronger, more resilient, and poised for sustained success. The year was marked by significant events, both environmental and situational, a major move of premises, economic downturn, and significant changes within the NDIS sector. In overcoming these challenges, we have proven ourselves to be resilient, capable and here for the long term.

We began the year with a focus on improving governance, with a new constitution, a sound Strategic Plan, and an outstanding performance in our NDIS audit. We were commended for our consistent achievement of best practices as an approved disability services provider and are very proud of this success. Our mission to provide meaningful paid employment and personal growth opportunities for people living with disability remains as vital today as it always has. We strive to foster a kind, safe, and happy environment that prioritises our participants' well-being.

In 2023, we successfully relocated to new premises consolidating our operations at 38 and 39 Jindalee Road. The move, meticulously planned and executed by our dedicated staff, resulted in minimal disruption to both customers and supported employees. The new location integrates our Woodwork, Commercial Services, Renovation and Recycling, and Return and Earn services. It has also enabled significant expansion of our Op Shop, much to the delight of our customers!

The community's pride in Willing & Able is evident in the ongoing support and goodwill we continually receive. We remain deeply engaged with the community, networking with local businesses, schools, universities, and other providers, continuously advocating through example and leadership, and raising disability awareness and support for what we do.

This year, we strengthened our relationships with Port City Bowling Club, Expressway Spares, HEM Real Estate, McGrath Real Estate, Macquarie Signs, Mid North Coast Disability Network (formally Hastings Disability Network), Port Macquarie Community College, Cloud Concepts, Port Macquarie Sunrise Rotary, and Gem Socials. These partnerships have been instrumental in enabling us to adapt and evolve operationally, assisting us to provide enhanced employment options, independent living and accommodation, weekly group activities, and individual support services.

Under the exceptional leadership of our talented General Manager, Penny Poulton, the Foundation continues to strive for excellence and our brand is well-recognised and highly regarded. Our Management Team, known for their diligence and innovative thinking, consistently identify new business opportunities and areas for organisational improvement. Our staff, with their unwavering kindness and dedication, are the backbone of our success.

We have a most accomplished and dedicated Board, volunteering their time and skills and ensuring the needs of our staff, supported employees, and participants are met. Their prudent management and strong corporate governance have safeguarded the Foundation's financial security.

Thanks to the efforts of our staff, supported employees, participants, and the generous support of the Port Macquarie Hastings region, the Foundation realised a profit of \$283,428 this year, with a total audited equity of \$3,935,814. Significant reinvestment back into the business has been a priority, including the purchase of a new truck and the responsible





renovation of our buildings to improve operations and ensure safety for all.

We rounded off the financial year with a refocus on WAAFs long-term strategy, determining who we want to be as an organisation into the future and how we remain true to our values and provide further opportunities in the disability employment sector. Numerous strategic initiatives have been identified, with more to be explored in the near future.

As we conclude the year, we have much to be grateful for - our brand is strong, and our people are happy. We deeply appreciate the continued support from our members and the wider community and remain committed to meeting, if not exceeding, your expectations in the future.

Maria Doherty
WAAF Board Chair



OUR BOARD



Maria Doherty
Chair



John Sheather
Vice Chair



Caroline Hungerford
Director



John Carroll
Director



Matt Swain
Director



Rhonda Thompson
Director



Sharon Bennett
Director



Darren Garvey
Director (retired)



Chris King
Chair (retired)

STRATEGIC OUTCOMES

Our four areas of priority for the current 3 year plan 2022-2025 are described as:



PEOPLE

- People are at the heart of everything we do.
- The outcomes we strive for are aligned with better opportunities, better choice and a happier, more satisfying life for all our people.



SERVICES

- Quality, opportunity, inclusion, choice and control are what we aim to achieve with the services we offer.
- Our goal is to create positive impacts for our people, the environment, and the community we live in.



SYSTEMS

- Do it right, do it simply and do it once.
- We endeavor to implement and maintain systems, processes and policies that ensure we are compliant, efficient and effective.
- We are dedicated to safeguarding our people by ensuring quality and safety are a focus.



SUSTAINABILITY

- Responsible allocation of our resources and ensuring we make decisions that will see Willing & Able continue to achieve outcomes for people for many years is a priority.
- We consider sustainability in all its forms – human, social, economic and environmental.

Operationally, we have been working towards achievement of our Strategic outcomes for 2022-2025. Coming into the final year of our plan we can summarise our achievements and priorities as shown below:

OPERATIONAL PLAN



WHAT WE ACHIEVED

- Compliance and Systems overhaul
- NDIS Audit completed
- Client Management System implemented
- Restructured for greater efficiency and effectiveness
- Became certified through Social Traders
- Became ecologically aware in everything we do
- Completed SES award transition for Supported Employee's
- Deepened networks
- Committed to ongoing marketing and promotion
- Trialled and implemented new services
- Reviewed NDIS pricing and business units
- Progressed partnerships and built and renewed networks
- Completed staff skills audit
- Completed move to 38 Jindalee



PRIORITIES FOR 2024-25

- **Employment pathways and opportunities** – skill development, transitions to open employment, better support for Supported Employees.
- **Buildings and premises** – maintenance and repairs, better use of our current spaces, increasing disability compliance. Future planning.
- **Profit for purpose** – including Social enterprises, grant opportunities and environmental impact.
- **Technological and Digital implications** – including cyber security and AI. Use of AI where benefits can be seen. Cyber security training for all.
- **Resourcing** – getting the resource mix right for growth and succession planning.

GENERAL MANAGER'S REPORT

The past year has seen exciting progressions in the Foundation's operations and compliance. The NDIS environment that we operate in continues to evolve, and we have seen the results and recommendations coming from the Disability Royal Commission into Disability Services, and the NDIS Review. In anticipation of any expectations or requirements that may come from these, we have made major progressions in quality and efficiency to ensure we are poised to respond effectively and seize any arising opportunities.

Willing & Able thrives due to our focus on quality and our expectation of a high standard of support and service at all times. We are fortunate to have devoted staff and contractors who consistently work toward the best outcomes for our participants and the Foundation as a whole. This year we prioritised working together in a whole of team approach, and this saw the relocation of some of our businesses in order to logistically bring people closer together. It cannot go unmentioned the work that it took to achieve this feat, and for that I say Thank You to everyone involved.

We have worked hard to improve our internal practices and approaches to skill development; providing work opportunities that are meaningful and aligned with personal strengths and interests, and that provide the prospect of community participation and enhance inclusion. This will become a priority during the next 12 months as we see our strategic priorities progressed. Working to provide career pathways and a variety of opportunities for all levels of capacity is our goal.

Building on the focus on our Core Values from last year, we have reiterated the requirements and expectations this year and built a high standard of professionalism that we can see being realised throughout the team. We have seen success and an increase in pride from all of our people. Willing & Able is a great place to be and we were pleased to see this come through in both staff and participant surveys conducted during the

year. I personally am heartened to see this change to culture beginning to shine through. We are at a point where the ideals are upheld by the majority of team members, and it is apparent that the team now dictates the same values from all its members.



We have achieved a financially successful year with business units operating at a sustainable level as a whole. The changes we made with the business moves to 38 Jindalee Road have given us some improvements and successes but have also shown areas for improvement and our focus for the next 12 months will be to ensure we are using our premises (owned or leased) for the best possible outcomes, providing not only expanded work offerings, but a financially sustainable business model. We are extremely proud of the "new" Op Shop and are seeing the benefits of this, not just financially, but from an employment support perspective. Bigger and better things to come!

We remain committed to the Social Enterprise concept and our recycling and reuse efforts. Having to cease our child car seat recycling initiative due to lack of structure and support in the recycling and product stewardship areas was extremely disappointing and something we have not stopped advocating for. However, managing to respond effectively to that and a few operational setbacks in this area during the year, we are now confident in our ability to continue to enhance our positive environmental impact into the future.

This year has seen some major improvements and success, none of which would be possible without the commitment and dedication of the entire management team. I could not do it without you, Natalie Fontyn (Finance and Human Resources Manager), Lisa Cutajar (Compliance and Operations Manager), Linda



Elbourne (Services Manager), and Rod Ward (Supported Employment Manager).

Thank you also to the Board for their belief in what Willing & Able stands for. I appreciate the continued support and trust. It has been a pleasure working with you all.

Special thanks to the entire Willing &

Able team for your hard work and loyalty throughout the year. Lastly, thank you to all our Supported Employees and participants; you are why we are all here.

Penny Poulton

General Manager

QUALITY AND COMPLIANCE REPORT

By Lisa Cutajar, Compliance and Operations Manager

Willing & Able has welcomed the increasing regulatory compliance requirements and the elevated expectations to evidence safe, quality service outcomes for participants receiving disability support services. We have risen to the challenge and have focused on extensive reviews, improvements and best practice objectives in our governance, risk, compliance, quality and operational management frameworks over the last two years.

Within these frameworks is the provision for transparent information sharing and Willing & Able actively seeks feedback from our people - staff, contractors, participants and their representatives, Board Directors and volunteers. Stakeholder feedback is key to driving continuous improvements and corrective actions.

We pride ourselves on providing responsive and effective incident and complaint management and prioritise hazard and risk mitigation to ensure a safe working and support environment. We schedule our Quality and Safety Committee Meetings regularly to review and evaluate this data.

A comprehensive training calendar is implemented each year to ensure our people are provided with essential information and opportunities to develop their skills and knowledge. Some of the face-to-face training that has been provided includes Mental Health First Aid for Community Settings, Medication Assistance, Electrical Test and Tag Training, and High Risk Licence Attainment - Forklift trucks.

As part of our dedicated Quality Management System, we internally audit ourselves against regulatory and legislative compliances including the NDIS Practice Standards, Safe Work regulation, Fair Work legislation, ATO legislation, ASIC and ACNC regulations and the NSW Health Department requirements to name a few. Our audit results are benchmarked nationally against other similar organisations with the following averaged result.

- Willing & Able Foundation: 98.02 % compliance
- Similar organisations: 91.24 % compliance

Willing & Able has participated in three external audits over the last 12 months.

The first being our successful NDIS Provider Re-registration Audit in August 2023 (regulated by the NDIS Quality and Safeguards Commission.) The audit outcomes were as follows:

Nil non-conformities.

6 Best Practice Ratings:

- » 4 for Quality Management.
- » 1 for Governance
- » 1 for Risk Management

The second external audit being the Official Community Visitor visit in November 2023 (regulated by the Ageing and Disability Commission) at our Supported Independent Living (SIL) home. The outcome was that minor improvements were recommended and immediately actioned. Overall, no major non-conformities.

The final external audit was the Port Macquarie Hastings Council Food Premises Assessment in April 2024 which resulted in a 5 Star Rating for our coffee bar. We had nil non-conformities. Overall, a most successful year in the audit space!

In conclusion, Willing & Able Foundation's unwavering commitment to regulatory compliance, quality service delivery, and continuous improvement has been evident in our achievements over the past year. As we move forward, we remain dedicated to enhancing our frameworks, engaging with our stakeholders, and providing comprehensive training to our team. Our focus on innovative practices and community impact will ensure that we continue to meet and exceed the expectations of those we support. We look forward to building on our successes and achieving even greater milestones in the years to come.



OUR YEAR

OPERATIONAL STATS



63,016

HOURS

SUPPORTED
EMPLOYMENT



7,627

HOURS

INDIVIDUAL
SUPPORT



11,931

HOURS

GROUP ACTIVITIES
ATTENDED



4,669

TRIPS

BUS TRIPS
PROVIDED TO AND
FROM WORK



14,378

HOURS

SUPPORTED
INDEPENDENT LIVING
SUPPORTS



213

TONNES

VOLUME OF ITEMS DIVERTED
FROM LANDFILL

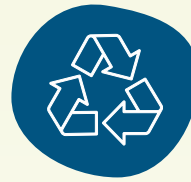
PLUS

3,948

ITEMS OF FURNITURE

3,904

RENOVATION AND
RECYCLING ITEMS



799,078

ITEMS

RECYCLED
THROUGH
RETURN AND EARN

OUR CORE VALUES



FRIENDSHIP

- Display courtesy and respect towards everyone - be kind and empathetic
- Demonstrate acceptance and inclusion for all
- Create an environment with a sense of fun - proud, and happy staff
- Teamwork is number one, consider the effect of your actions and decisions on the outcomes for the team



ABILITY

- Provide meaningful employment/engagement opportunities that value people's abilities
- Creative, innovative, and excellent training and supervision provision
- Opportunities for personal growth and skill development
- Safety first - all people, all the time
- Ask for and accept help



COMMUNITY CONTRIBUTION

- Being synonymous with community expectations - making a difference with the work we do by involving and engaging with the community
- Positively contribute to community perceptions by maintaining professional behaviour
- Ensure business success by working 100% to best practice and compliance focused processes - follow direction



EXCELLENT SERVICE TO CUSTOMERS AND PARTICIPANTS

- Commitment to serving people well
- Provide high quality products and services, which represent value for money
- Demonstrate professional, respectful, reliable, and timely communication
- Have a proactive and positive approach with a focus on continuous improvement. Say yes!



SELF-WORTH AND SELF-ESTEEM

- Provide person centred support, care, and guidance
- Demonstrate personal pride and pride in the achievements of others
- Develop and project a positive personal approach to your tasks
- Set and strive to achieve goals

MILESTONES

YEARS OF SERVICE AWARDS



5 YEARS

Cheyenne Campbell
Kimberly Goshorn



20 YEARS

Vikki Thompson



25 YEARS

Kelly Wilson



A SPECIAL BIRTHDAY CELEBRATION

Our longest serving Supported Employee, Chris Dick, celebrated his 60th Birthday this year!

Chris enrolled in Q Robin (the predecessor of Willing & Able) in 1971 when he was 7 years old. He commenced working in September 1986.

Chris has worked in the Car Washing crew, Grounds Maintenance and now works in Woodwork. For a time, Chris also worked at Cassegrain's winery, through Willing & Able, cleaning bottles amongst other things.

He met his current partner Tanya when they both attended Q Robin in Wauchope. They have been together for 42 years and spend time in each other's company every Saturday.

Chris is very unassuming, generally goes with the flow and is happy to give most anything a try. He is so polite and will always say hello to anyone, and If they ask how he is his reply is always, "Not too bad...and you?"

Chris remains living independently in his own unit. Chris loves oysters, helping others, long walks (can do 5km without breaking a sweat), swimming, being an uncle and great uncle.



Chris steering the boats – back in Q Robin days and this year!



SERVICES REPORT

Over the past 12 months, Willing & Able's disability services have grown both in participant numbers and quality. These programs are central to our mission, offering tailored supports that empower individuals and promote independence at work, home, and within the community in a safe, inclusive environment.



EMPLOYMENT SERVICES

Rod Ward, Supported Employment Manager

This year, Willing & Able employed 49 Supported Employees, providing them

with mentoring, capacity building, and skills development in a supportive team environment. Our participants have the opportunity to try various tasks, helping them find roles that align with their interests, skills, and capabilities. Many also form meaningful friendships that extend beyond the workplace.

We reintroduced our "Employee of the Month" program, where two participants are recognised each month for their contributions. This is celebrated at our Foundation Lunch every second month.

Our key goals for the year included:

- Transitioning Supported Employees to the new Supported Wage System.
- Identifying new job opportunities and training programs.
- Ensuring that our service provision aligns with our Core Values and achieves the desired outcomes.

We've seen a notable increase in demand for Supported Employment and are committed to creating opportunities wherever possible. We value our relationships with businesses

that engage our services, as they enable us to offer more meaningful work tasks. Looking ahead, we aim to develop pathways for participants interested in transitioning to open employment, through work readiness skills learnt on the job and/or the possibility of external support.

The success of our Employment Services is a collective effort, with strong support from the leadership team and the dedication of our supervisors, who ensure the safety and growth of their teams.





ADDITIONAL SERVICES

*Linda Elbourne,
Services Manager*

Activities Program

Running four days a week, our Activities Program has become a cornerstone of connection, creativity,

and personal development. Each week, participants engage in activities ranging from arts and crafts to cooking and exploring the local area, all while building new skills and friendships. The joy and sense of accomplishment that fill our spaces are a testament to the program's positive impact on participants' lives.

Individual Supports

Our individual support services extend beyond group activities, offering personalised assistance to participants in their homes and communities. Our dedicated support workers help participants live as independently as possible while providing the necessary support for daily tasks and community engagement.

Supported Independent Living Home

Our Supported Independent Living Home continues to provide a stable and nurturing environment for our two permanent residents. This home represents more than just a place to live; it's a space where our residents experience the dignity of independence with 24/7 support. The warmth and inclusion of the home reflects our broader mission to foster independence and personal growth.

Reflecting on the past year, we are proud of the progress made and the lives touched through our services. Our Activities Program, Individual Support Services, and Supported Independent Living Home are more than just services; they embody our commitment to creating a safe, supportive, and inclusive environment at Willing & Able. We look forward to continuing this journey in the coming year, celebrating each success and embracing new opportunities to make a positive impact.



FINANCIAL REPORT

By Natalie Fontyn – Finance and HR Manager

Willing & Able remains in a strong financial position with 2023-2024 resulting in another profitable year, achieving a \$283,428 surplus. Equity increased by 7.76% to \$3,935,814 from \$3,652,386 last year.

Total income for the year was \$4,006,235, being a 11.94% increase on last year, while 66.30% of revenue from trading was made up of NDIS funding. With 23-24 being the last year receiving the NDIS TTP (temporary transition payment) and with a conservative NDIS pricing increase, inflation will see expenses increase more than funding in the upcoming year.

Our Op Shop continues to be Willing & Able's strongest trading unit, the shop expansion along with the upgrade of the pick-up and delivery truck has allowed for additional donation capacity while offering more options to our community. The Op Shop has seen a growth in sales of 35.54% this financial year, although some of that can be attributed to stock that came across from our Renovation and Recycling Warehouse. With the introduction of Saturday trading commencing September 2024, the 24-25 year has potential for further sales growth.

The Commercial Laundry has expanded its services with Expressway Spares, now also servicing its Hunter Valley site. This, along with a recently introduced domestic service, has seen a growth in sales of 39.58% over the financial year.

Our newest business unit, Commercial Services, continues to expand, adding a Commercial Car Washing service to its already successful Real Estate Signs service. Commercial Services saw an increase in income of 42.69% this financial year.



Despite the challenges faced with a change to the Group Activity funding model, this service has continued to be sustainable and provides positive experiences to our people. Our Individual Supports service has seen significant growth with 7,627 support hours provided, resulting in a 48.29% increase in funding from this service. The growth in demand for our supports is a reflection of the quality service our team provides.

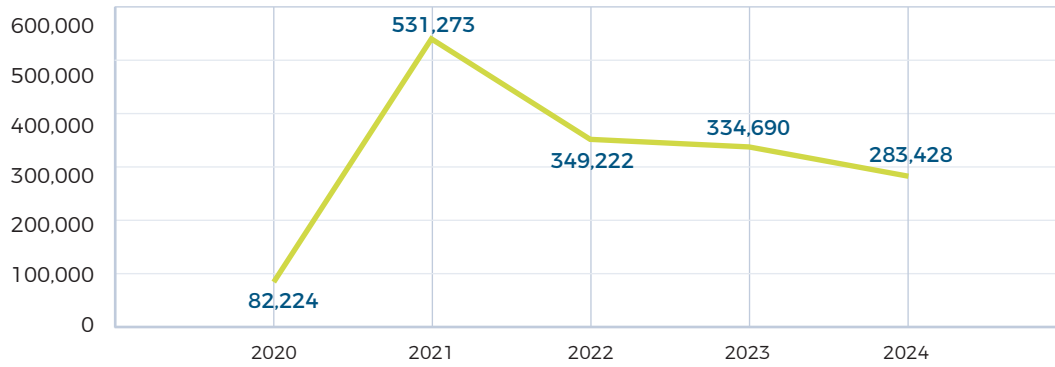
Our support team across all services grew to 36 and our supported employees are at a consistent 40 as of 30th June 2024. With high employee retention and a staff satisfaction rating of 90%, Willing & Able is proving to be the employer of choice within our local industry.



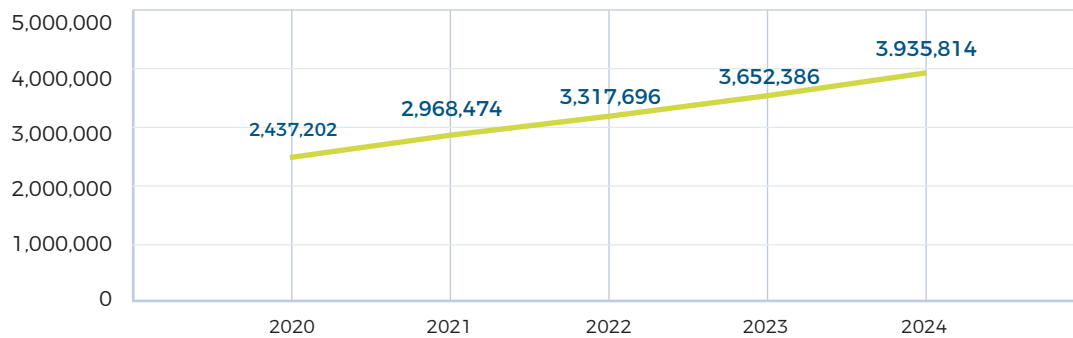
Equity, Liabilities & Assets

	2024	2023
Current Assets	\$1,946,547	\$1,689,997
Non Current Assets	\$2,624,029	\$2,350,522
TOTAL Assets	\$4,570,576	\$4,040,519
Current Liabilities	\$416,983	\$308,411
Non Current Liabilities	\$217,779	\$79,722
TOTAL Liabilities	\$634,762	\$388,133
TOTAL EQUITY	\$3,935,814	\$3,652,386

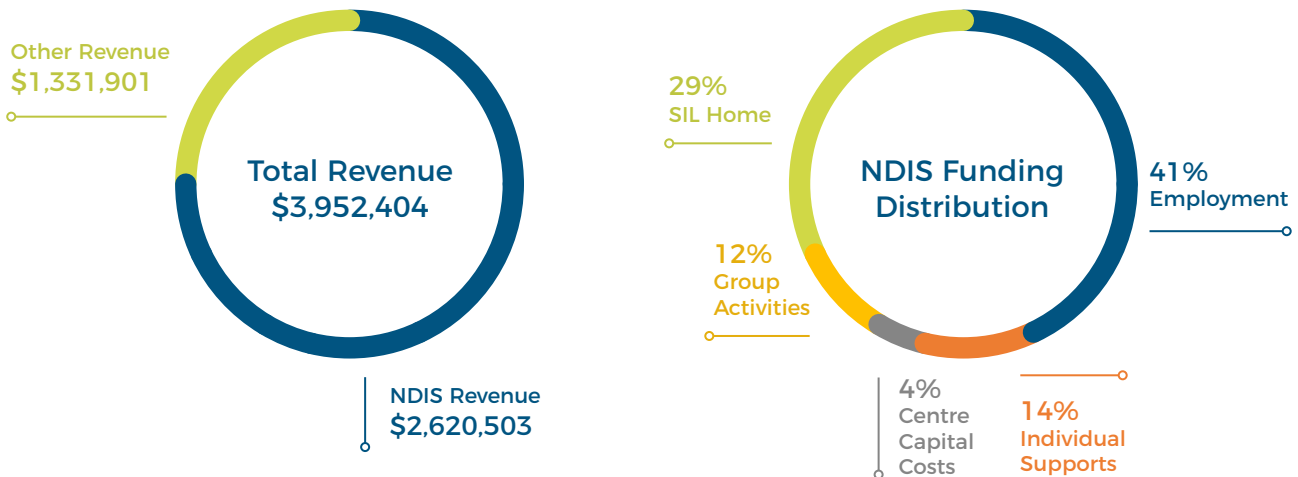
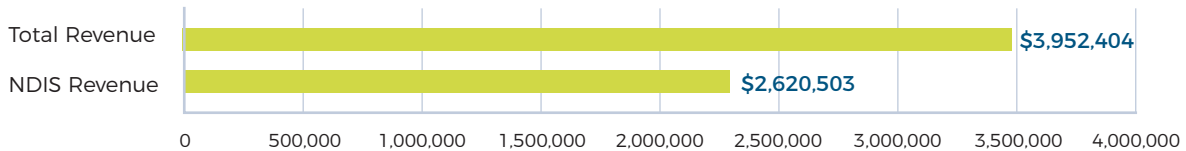
Profit / (Loss) - 5 year period



Total Equity - 5 year period



NDIS (66.30%) to Total Revenue



OUR SUPPORTERS AND PARTNERS

Community support for Willing & Able continues to be strong. Donations to our Op Shop and Renovation and Recycling Warehouse have kept our shelves stocked all year and enabled us to support and contribute to local community drives.

In addition to the tens of thousands of material donations, we also received direct monetary donations from:

- Australian Landscape Solutions
- St Columba Anglican School – Year 12
- CNW Electrical Wholesale & Energy Solutions
- Rotary Club of Port Macquarie Sunrise

We continue to develop partnerships and embrace community connections. Our local supporters have remained strong, and our collaborations have expanded.

Our Supporters and Partners include:



CLOUD CONCEPTS

Cloud Concepts consistently provides exceptional service to Willing & Able, from designing and updating our website to improving reports and ensuring our customers can easily find the information they need. Nothing is too much trouble for Ollie and the team, who believe that supporting local businesses and profit-for-purpose organisations like ours is simply part of their mission.



EXPRESSWAY SPARES

Another year of partnership – Expressway Spares remains the largest and longest-serving customer in the Willing & Able Commercial Laundry. We have now expanded our services to include their Hunter region uniforms, allowing our laundry to operate five days per week.



GEM SOCIALS

Marketing specialists in Port Macquarie, Gem Socials is a small yet mighty team that provides us with invaluable guidance and support in our marketing efforts. Their social media service is so integrated that they feel like part of our team. Nothing is a problem; experience and ideas are shared openly and freely. Gem Socials believes that giving back to businesses like ours is what it's all about.



MACQUARIE SIGNS

With more newly wrapped vehicles in our fleet this year and extensive signage at our new location, Macquarie Signs ensures our branding is prominent and looks great. They are also responsible for the printing and formation of the real estate signs that we install every week. They look after us exceptionally well with our various signage needs and go out of their way to make the process as easy as possible.



PORT CITY BOWLING CLUB

Locals helping locals is the essence of our relationship with Port City Bowling Club. Our partnership, officially established in 2019 with a Memorandum of Understanding, continues today. Port City donates all their eligible cans and bottles to the Willing & Able Return and Earn Centre, and we have been fortunate to receive several Club Grants from Port City over the years. You will often see our participants enjoying a game on the greens. If you are lucky enough to win a Willing & Able raffle, there's a good chance you'll receive a Port City dining voucher as part of your prize.



PORT MACQUARIE SUNRISE ROTARY

A long-time supporter of Willing & Able, Port Macquarie Sunrise Rotary has continued their support, and we have even expanded our collaboration with some joint recycling initiatives. Working together on community projects has allowed our partnership to flourish, and we look forward to more of the same in the coming years.



GOOD NEWS STORIES

ALL TOGETHER NOW - IN JINDALEE ROAD

Towards the end of 2023, we leased new premises across from our Op Shop and Administration site, bringing all our businesses together on Jindalee Road. This exciting move included relocating our Woodworking business, Renovation and Recycling Warehouse, Return and Earn, and Commercial Services.

The goal was to streamline our operations, boost efficiency and improve communication among different areas and the last 6 months of the financial year has been about working towards realisation of these outcomes. The consolidation has allowed us to offer more flexible and responsive support to our Supported Employees and customers.

The move has made our businesses more visible and accessible. Customers can now easily find and use our services, which has positively impacted satisfaction and opened up new business opportunities.

For our Supported Employees, having all businesses in one location simplifies logistics like transportation and scheduling. This creates a more stable work environment, the opportunity for us to be more flexible with work opportunities, and a stronger team dynamic.

The new location has also brought environmental and community benefits. It allows for more sustainable practices and helps us build stronger ties with the community. As a celebration we held a Reopening Day in November with BBQ and cake and special guests.

Relocating "all together" in Jindalee Road has been a strategic move that benefits our

operations while supporting the well-being of our employees and customers. This move demonstrates our commitment to growth and improvement.

FOUNDATION DAY

Our inaugural Foundation Day was held in May 2024, marking a significant milestone for our organisation. This special event was all about celebrating our successes and acknowledging the incredible contributions of our people.

Foundation Day brought everyone together – Board Directors, Members of the Foundation, Supported Employees, Participants, and Team members. We enjoyed a BBQ lunch and a celebratory cake, making the day festive and memorable.

One of the highlights was a special photo session, where we took advantage of having so many of us together. It was a wonderful opportunity to capture the spirit of our community.

Another highlight was the presentation of the Supported Employee of the Month awards for April and May 2024. These awards celebrate



teamwork, respect, and dedication to our goals, showcasing the behaviours and actions we value most.

By recognising and celebrating our people and their achievements, we reinforced our core values and strengthened our sense of community. Foundation Day reminded us that our greatest asset is our people, and their dedication and hard work are the grounds for our success.

This inaugural event was a resounding success, and We look forward to making Foundation Day an annual tradition, continuing to celebrate the unique charm of Willing & Able.

WELCOME ERICA

Erica joined the ranks of Willing & Able employees in February 2023, and we're thrilled to have her on board! The exciting thing about Erica's appointment, although she is also a Willing & Able participant, she has not been employed in a Supported Employment role. Instead, based on Erica's NDIS plan, her goals, and her capabilities, we have been able to align her employment to provide for outcomes that truly suit her.

Erica's journey with us is a testament to our commitment to personalised support and growth. We are excited to see her thrive in her new role and look forward to celebrating her achievements. Welcome, Erica!

FLEET

The Willing & Able vehicle fleet was again updated during the year, with the purchase of a pantech back Hyundai Mighty truck. This truck replaces our old delivery and pick up vehicle which struggled to be fit for purpose.

With the new truck having modern safety equipment, current tech, and having recently been wrapped to reflect our branding, the drivers and Supported Employees are excited about the upgrade.

SUPER "NEW" OP SHOP

One outcome we were chasing with the business moves during the last 12 months, was to provide a bigger and better shopping experience, with a more streamlined donation and sorting process. Being able to create a large donation and sorting area in the previous woodwork space has enabled us to knock

down walls in the retail area and reclaim space previously needed for the storage and processing of donations.

The result? A large warehouse like retail shop with greater visibility, better layout, more space and more stock!

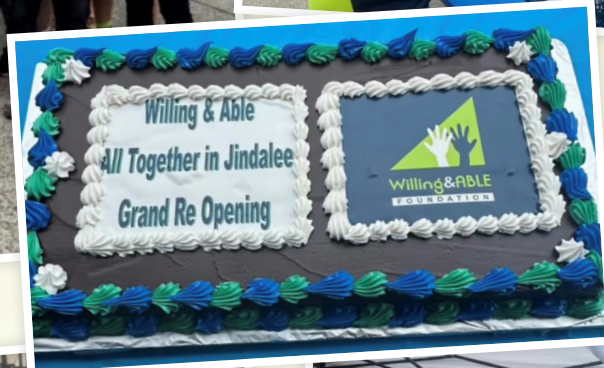
Moving the donations areas has provided us the opportunity to properly manage this process and an additional supervisor was employed to do just that. We have seen a remarkable increase in the quality of donations, also meaning a remarkable reduction in waste which is a fantastic achievement.

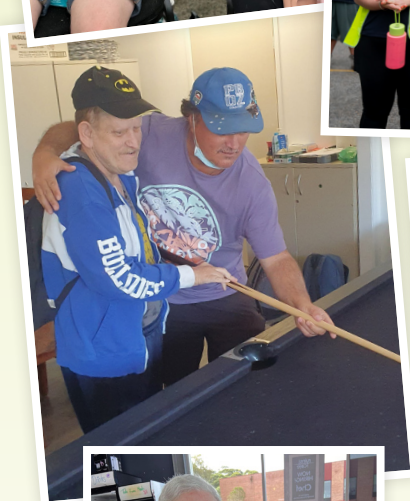
Safety has also been improved with the addition of the walk through doorway and ramp that allows our Supported Employees easy and safe access from the sorting area into the shop, removing the times they need to cross the very busy car park.



EVENTS AND PEOPLE

OUR GRAND RE-OPENING







Willing & ABLE
FOUNDATION

Together We Can Make A Difference