



2021-22

Annual Report

TOGETHER WE ARE ABLE



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About Able Australia

Able Australia is a leading provider of disability services for adults and community supports for senior, enabling our clients to live the life they choose. Established over 50 years ago to provide support to the deafblind community, we are now a diverse not-for-profit organisation. We continue to build on our heritage and empower the individuals we support to reach their potential by living our values of trust, respect, excellence and kindness every day.

Where are we located?	VIC	TAS	QLD	ACT
Supported Independent Living	✓	✓	✓	✓
In-Home Support	✓	✓	✓	✓
Day Programs	✓	✓		
Positive Behaviour Support	✓	✓	✓	
Allied Health	✓			
Deafblind Services	✓			
Community Participation	✓	✓	✓	✓
Community Transport			✓	
Community Services for Seniors			✓	

Vision

Our vision is to enable the people we support to live the life they choose.

Mission

Our mission is to build on our heritage and empower the individuals we support to reach their potential by living our values of trust, respect, excellence and kindness every day.

Values

Committed to our values of trust, respect, excellence and kindness, we strive to provide the best quality support in long term partnership with our clients and their loved ones. Below are a set of guiding principles and fundamental beliefs that allow Able to achieve its vision and mission.



Trust

For more than 50 years we have been trusted to deliver high quality, reliable services safely to those we support.



Respect

We are respectful, upholding the rights of everyone we support and work with.



Excellence

We strive for excellence in everything we do – from the services we provide, to the outcomes we support clients to achieve.

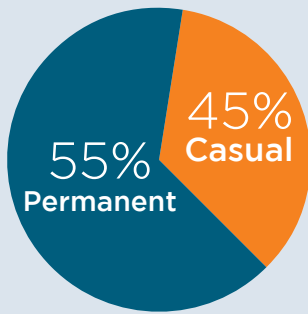


Kindness

We are kind and compassionate to all.

Able Australia at a Glance

791
staff



ethnic groups

42



42

different languages
spoken by our staff



6% of staff identify as
having a **disability**

22%

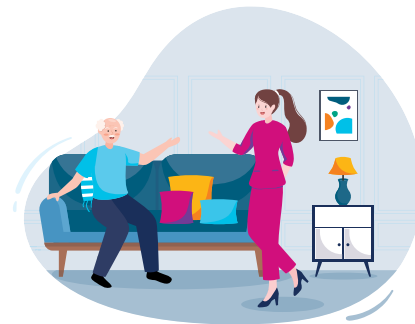
of staff have a
caring responsibility for
someone with a disability



135
volunteers



54 **residential**
services



5
day service
locations



788k+
hours of
rostered support



1,500+
seniors supported
in the community



7,518+
meals prepared

13,552+

trips in
community
transport



1.6m **Records**
digitised



275,000+
website visits



7,500+
calls to our 1300
number



6,000+
increase in social
media audience

100 **organisations**
represented in the CEO
Collaboration group



6 **research projects**
partnered

9 **other projects**
supported



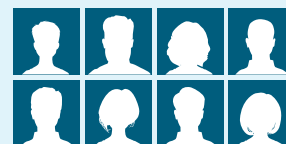
14,000+
training modules
completed



1,100+
external mandatory training
courses completed



250+
users added
to Litmos



8 **Webinars** facilitated
by CoE



2 day **Video Interaction Guidance**
Initial Training Courses
co-facilitated by the CoE-DB

Message from the Chair



Peter Reilly
Board Chair

FY 2021-22 was another challenging year, with the COVID-19 pandemic significantly impacting service delivery and causing temporary service closures. Our clients and staff in Victoria were most affected, however, impacts were also experienced across Tasmania, Queensland, and the ACT.

Alongside other service providers in the sector, Able Australia was also greatly affected by NDIS funding reductions and delays in funding approvals. These changes to funding, coupled with the increased cost of doing business due to COVID, and an inflationary spiral on some of Able's key costs, placed significant pressure on Able Australia this financial year leading to Able delivering an operating loss of \$4.5 million [FY2020-21: surplus \$5.7m]. Although it is noted that the prior year surplus included significant favourable impacts from the now ceased Jobkeeper scheme and gains on investments and sale of property.

Moving forward we look to create a more sustainable future through a new Strategic Plan for 2022-25, developed through a process of engagement with our clients, staff, and stakeholders, including our Client Advisory Committee. This Strategic Plan positions Able for a positive future building on a strong foundation of quality and partnerships and moving to deliver on three strategic priorities of creating Better Days every Day; growing for our future; and making the complex simple. At the heart of the Plan is a focus on client and employee experience and an ambitious growth agenda to deliver services to more people, in more ways.

Much of early 2022 was preparing for growth, with the transition of ten Supported Independent Living Services from another Vic disability provider to Able on 11 July 22, increasing annual income by approximately \$8m and creating a positive financial return.

A big part of our ability to provide and grow our programs is thanks to the generosity of our donors, philanthropic support, grants, and bequests we received throughout the year. We thank our supporters for their continuing commitment which has enabled

us to continue delivering quality services to people with disability and vulnerable communities.

In March we farewelled Kate MacRae after five transformative years at the helm in the role of CEO. We wish Kate well in her new role, still within the disability sector. In March, Lynette McKeown stepped into the role of CEO from within the executive team, with Brydie Quinn coming into the role of Chief Operating Officer. This brought a continuity of leadership and a fresh focus in the development of our new Strategic Plan. In early 2022 we welcomed Todd Shand, Chief Financial Officer to Able Australia after farewelling Peter Batsakis, and in June we also saw the departure of Chandi Piefke from her role as National Director of Marketing and Engagement. We thank both Peter and Chandi for their commitment and significant contribution to Able. We look forward to Lynette along with the new Executive Team driving our strategic priorities in the years to come.

The passing of Able's first CEO John Finch provided the opportunity to reflect on the history of Able Australia. Able would not be where it is today without the passion and commitment of John and his vision for Able Australia's future.

At Able we continue to advocate for people with disability, highlighting the impacts and risks on client wellbeing, due to reductions in NDIS Plans. We shared our thoughts in the media and raised our case to several key external and influential stakeholders.

I would like to take this opportunity to thank our clients, families, staff, and volunteers for their continued support during another challenging year. Finally, thank you to my fellow Board Directors for your ongoing support of the work we all do at Able and for the generous giving of your time.

A handwritten signature in black ink, appearing to read 'Peter Reilly'.

Peter Reilly OAM
Board Chair

CEO's Report



Lynette McKeown
CEO

Despite another year of uncertainty in the face of the COVID pandemic and funding changes, our staff have continued to put our clients at the centre of their work and minimise disruptions. Staff have shown commitment and agility against the rapidly changing demands that COVID-19 imposed. 'Together we are Able' rang loud and true throughout the year, with our teams successfully ensuring that no house was left without staff, as well as providing emergency relief to the community. I could not be prouder of our teams' efforts – thank you to every staff member.

At the height of the pandemic, all staff received care packs as a token of our appreciation and recognition of the great work being undertaken in extremely challenging times. Many of our staff worked in full PPE for extended periods without much relief, to keep our clients and each other safe and well.

In addition, we have faced challenges due to changes to funding by the National Disability Insurance Scheme (NDIS). For clients, this has resulted in significant delays and reduction in services funded in their plans. These challenges have contributed to slow growth and delays in filling vacancies in our homes.

Despite these difficulties we are committed in our ambition to grow and provide high-quality services to more clients, including opening more properties like our state-of-the-art high physical support property in Moorabbin, Victoria.

To support our staff across the nation, we launched our new intranet, ConnectAble, along with an employee benefit, savings and wellbeing program, Able Rewards. We held our Able Art exhibition online and our Tasmanian clients worked on a collaborative art piece, producing an outstanding mosaic table and an eye-catching hanging mobile.

Our National Head of the Centre of Excellence – Deafblind, Dr Meredith Prain was the inaugural winner of the Eddie Keir Award, for her work developing a range of Deafblind resources to further understanding of dual sensory loss. The award was established to recognise staff members for 'Innovating for Excellence'.

In March I was honoured to be appointed as Able's next Chief Executive Officer. I am committed to ensuring our clients and employees enjoy 'Better days, every day'. The high quality of our services is reinforced with the successful result in our NDIS accreditation mid-term review this year.

A significant focus in 2022 has been on preparing for the transition of 10 houses, 39 clients and 108 staff from another disability provider that will occur on 11 July 22. We are thrilled to be welcoming new clients and families into the Able community and growing our service footprint. We also expanded our Positive Behaviour Services and Allied Health into Queensland.

I continued to chair the CEO Collaboration which has grown to over 100 registered providers. This important forum is an opportunity for CEOs and Executives to discuss key issues and work collaboratively across the disability sector.

I would like to thank the many people who contribute to the success of Able. The staff and volunteers who have worked tirelessly over this challenging year to ensure our clients and our community are always supported. Thank you to our donors for your continuous belief and support of Able and the work we do. Lastly, thank you to our clients who entrust Able to deliver 'better days, every day'. I am honoured and rewarded to be working with such amazing people. Together we are Able!

A handwritten signature in dark ink that reads 'Lynette McKeown'.

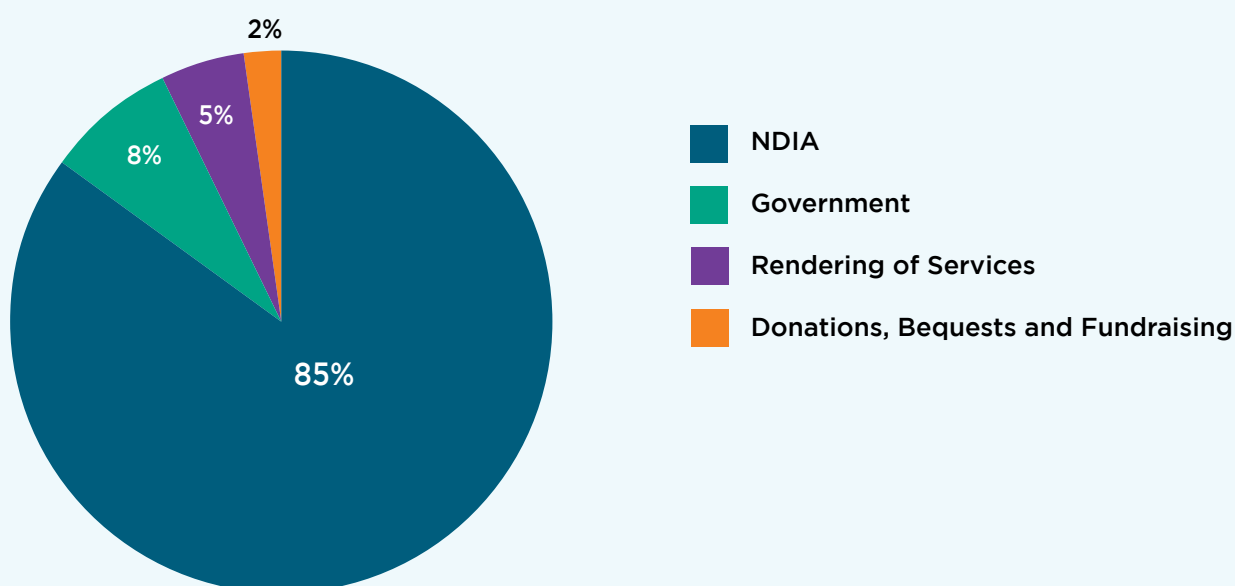
Lynette McKeown
Chief Executive Officer

Financial Highlights 2021-22

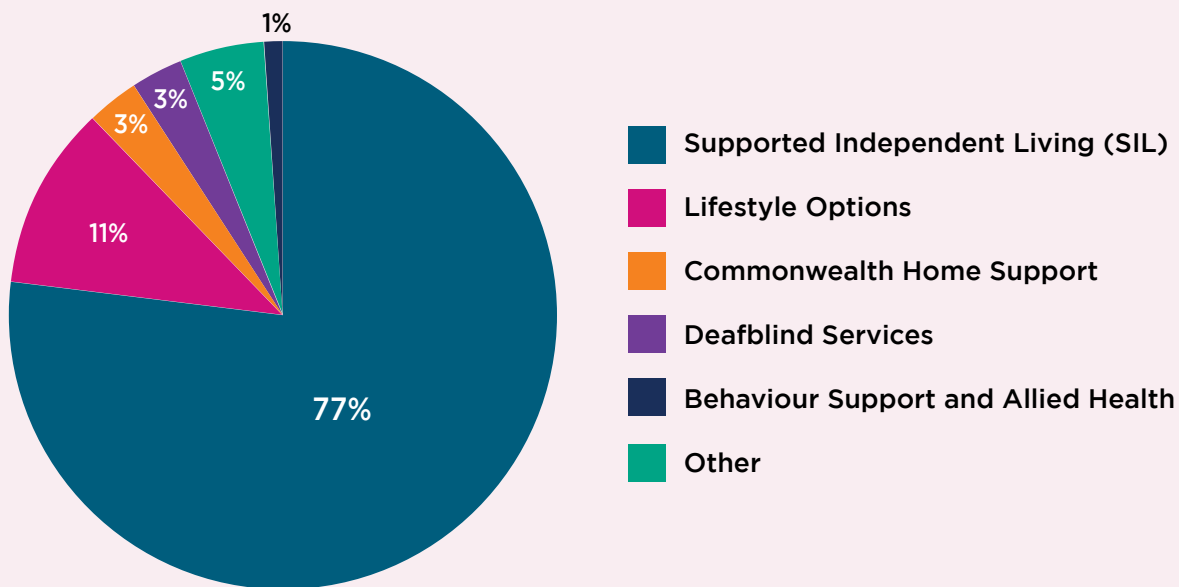
Able Australia Services 2021-22 Summarised Financials

Revenue and Expenditure	\$'000s 2021/2022	\$'000s 2020/2021
Revenue and Income	56,567	62,449
Total Expenditure	61,111	56,705
Surplus/(Deficit) for the Year	(4,544)	5,744
Assets and Liabilities		
Total Assets	37,049	43,259
Total Liabilities	14,422	16,087
Net Assets	22,627	27,172
Cash and Investments		
Cash and Cash Equivalents at 30 June	3,660	8,826
Investments in Equity	11,670	12,387

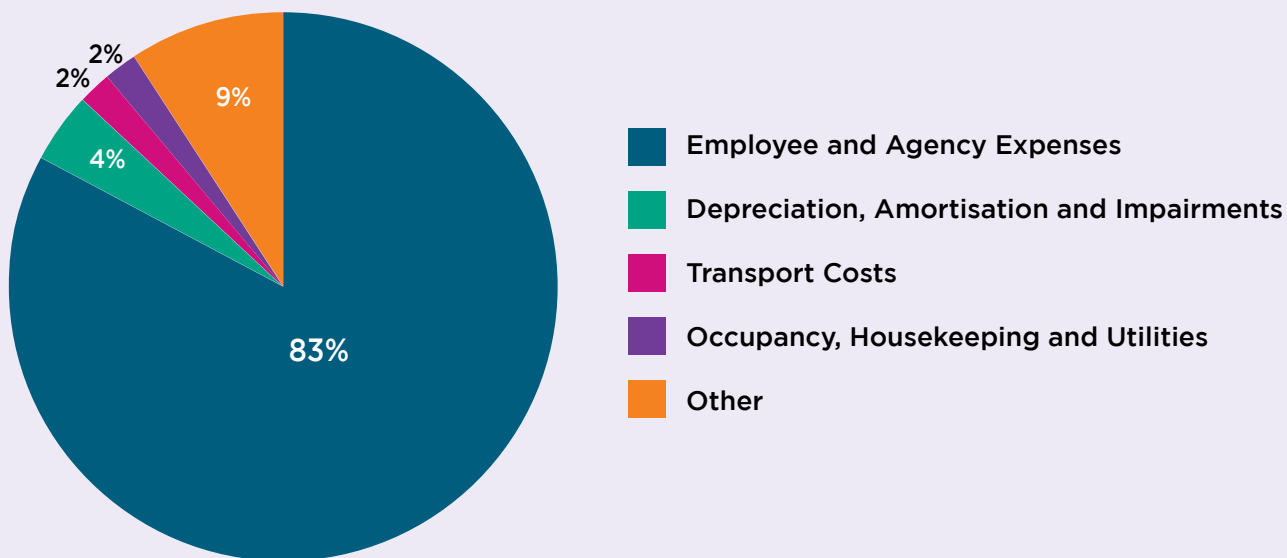
Revenue by Source



Revenue by Category



Expenditure by Type



Income Statement, Balance Sheet and Cash Flow Statement Information has been derived from Audited Financial Statements. Audited Financial Statements are available on the Australian Charities and Not-for-Profits Commission website, www.acnc.gov.au



Our Strategic Priorities



Quality and Innovation

Provide innovative services underpinned by contemporary, evidence-based practice, within a measurable quality framework.



Centre of Excellence for Deafblind

Grow the Centre of Excellence for Deafblind's reputation and actively collaborate with other world-leaders.



Partnerships and Engagement

Establish, grow and strengthen long-term partnerships that deliver quality, client-focused, shared-purpose and value-adding outcomes.



Sustainable Growth

Grow and transform our service offering sustainably, nimbly and in a planned and targeted way.





Quality and Innovation

High quality services, delivered by a skilled workforce

Able Australia's commitment to quality and innovation is demonstrated in our 'Better days, every day' framework of support, which puts our clients and families at the centre of what we do. This framework also supports us to consistently meet and surpass the regulatory standards that we work within. In April 2022 we completed our NDIS Registration mid-term review against NDIS Practice Standards including, Specialist Behaviour Support which we passed without any non-conformities. In June we passed all areas of the Queensland Food Safety Audit.

This year COVID-19 brought continued challenges that significantly impacted the lives of our clients and staff and put considerable pressure on our service delivery. Many of our services, including our day services in Victoria, were closed to protect our clients, and more than half of our supported homes experienced cases of COVID-19. An enormous amount of energy was spent on ensuring that our clients and staff were protected at the highest levels, while maintaining the high levels of support that Able proudly provides. We responded swiftly to each positive case to ensure our staff were equipped, confident and supported in COVID-19 Safe practices.

We also responded with new ways of ensuring our clients were engaged, providing many new programs through online means, including cooking, art and dance classes, and making additional opportunities for our clients to connect with each other, their families, and their friends online during COVID lockdowns. This bought many smiles and much joy.

To protect our clients, we advocated in the media for disability-friendly vaccination hubs and in-home vaccinations for housebound clients, which supported clients to get their vaccinations. Likewise, we worked to ensure that our workforce was protected through COVID-19 and winter flu vaccination.

We were honoured to be one of only two provider representatives involved in the Victorian State Government's development of the COVID Positive Pathways Program. Along with Scope, we shared our knowledge and experience on the most effective ways to deliver COVID-19 care and support at home for people with disability. To support our staff, we

updated our training content and streamlined many of our processes including piloting a mobile version of Carelink Go which connects our mobile workforce with client information and rosters.

We have begun work on a project to develop an Employee Self Service portal, which will better support our staff in general administrative tasks, including applying for annual leave. We were also proud to have secured Certificate IV Disability traineeships for 14 staff, with the program beginning early 2022.

During the year we launched the Eddie Keir Award, which recognises individuals and teams who demonstrate our value of 'excellence' in their pursuit of innovation. The inaugural award was presented to Dr Meredith Prain and the Centre of Excellence – Deafblind, for its work in providing education about the communications and accessibility needs of people with deafblindness.

A dedicated, caring and professional workforce is critical to Able's ability to provide quality services to our clients. To support our recruitment efforts, we built relationships with several Registered Training Organisations including Melbourne University, Swinburne University and Melbourne Polytechnic. This, together with focused campaigns and considerable improvements in our recruitment processes, have had excellent results, leading to an unprecedented 998 applications against a backdrop of sector-wide workforce shortages.

Vaccination Hubs

To support our clients and staff we organised Vaccination Hubs in Queensland and Tasmania, providing much needed vaccinations to those having trouble accessing vaccinations at a critical time.

To ensure no one missed out, our Queensland transport team arranged transport for clients battling to get to vaccination hubs.

In Tasmania, Aspen Medical came to visit our client in his home to administer his first dose of the COVID vaccine, as he was unable to get out to a vaccination hub.





Centre of Excellence for Deafblind

Nationally recognised for our deafblind expertise

With Able's beginnings as an organisation providing services to people who are deafblind, we are proud to continue to improve the quality of life for people with deafblindness, through our Centre of Excellence. During the year our Centre of Excellence worked with academic institutions, providers and peak bodies to progress knowledge and share information to further develop evidence-based practice in this area.

The Centre of Excellence undertook six research projects in a range of areas to support improved outcomes for people with deafblindness, including communication, provision of health information, and supports specific to people with deafblindness. To this end, the Centre of Excellence partnered and collaborated with several research institutions, including Monash University, Swinburne University, Deakin University, the University of Melbourne and Deafblind International.

A highlight was presenting a series of projects and client stories at the 11th National Deafblind

Conference. These included one on Deafblind Communication with Monash University, one on Individualised Support Living, in collaboration with Araluen and the University of Melbourne and two on Technology for people with deafblindness, one with Swinburne University and one with the Cape Peninsula University of Technology, South Africa.

We also worked with universities to improve the way health information is communicated to people with disability. Current projects included one associated with vulnerable populations in partnership with Monash University, and another with Deakin University researchers, which aims to improve the way information is communicated to people in Supported Disability Accommodation. Both projects were funded through the Medical Research Future Fund.

During the year we were involved in a literature review by two genetic counselling students from the University of Melbourne in partnership with UsherKids and Next Sense, looking at best methodology for determining demographic data regarding deafblind children in Australia.





As part of Able Australia's commitment to knowledge sharing, the Centre of Excellence for Deafblind continued to produce our bi-monthly national newsletter, coordinate various working groups and communities of practice, and provide deafblind-related training and development for our own staff and external organisations around Australia.

Centre of Excellence accessibility and training projects

Our Centre of Excellence – Deafblind hosted a range of webinars to teach accessibility and communications best practice to further build staff capacity to provide high-quality support we provide our clients.

The Deafblind Technology Project coordinated by the Centre of Excellence has seen some great outcomes for deafblind residents living in Able houses. These include one client regularly accessing a sensory mat for sensory exploration and engagement, and another resident using a smart phone for the first time and learning to send text messages to her family and staff and use the weather app to help her decide whether to do her washing or not.

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Partnerships and Engagement

Valuable and sustainable collaborations

Bringing people together for the benefit of everyone in We continued to foster/nurture partnerships and engagement central to the way we work, so that we could better support the needs and promote the interests of people with disability.

The CEO Collaboration continued to build momentum, creating a network by which to better understand the challenges and opportunities of the sector, and create a united voice for action. The collaboration represents over 54,000 NDIS participants and 38,000 employees and over \$2B of NDIS Revenue. The CEO Collaboration was able to bring a combined voice to sector concerns about the negative impacts on participants of reduction to Supported Independent Living funding, access to vaccinations for our clients and our staff, and to influencing the timeline for compliance through NDIS Worker Screening Checks. Able continued to grow its public visibility and reputation, gaining unprecedented media coverage of these and other issues across TV, radio, print and online, and presenting at the Aged and Community Services Australia (ACSA) National Summit in Canberra.

Following on from the success of last year, we again produced our Senior Stories authored by our Seniors in Queensland, and Able Insights, our newsletter that provides a forum for Able Australia to share its expertise on deafblind matters across the sector. We also enhanced our customer engagement by launching Able Stories, focusing on client stories

Our increased public image complimented our work to enhance our standing as an employer of choice, and we worked to enhance our employee value proposition, providing staff with a benefits program, Able Rewards, which offers discounts, savings and a staff recognition platform.

Throughout the year Able Australia maintained close connections with staff, making sure they felt supported and valued. We sourced thousands of dollars' worth of product and distributed care packs with personalised letters to every staff member, as a means of showing our appreciation and recognition for the extraordinary effort of our teams during COVID.

To better support our distributed staff base, we developed and launched our intranet- ConnectAble, as a central place in which staff can connect with news and people across Able, easily accessing the information they need to work effectively with our clients, celebrate successes and acknowledge their peers for good work.

Our annual Able Art exhibition was held online at the end of 2021 due to COVID-19 restrictions, alongside well-attended exhibitions in Hobart and Launceston. The exhibitions not only showcased the considerable creative talent of our clients but gave the broader community the opportunity to experience the richness of expression through art by our talented clients.

Rewarding Able employees

At Able we recognise how critical our staff are in how we provide our services to clients. As a way of thanking our team members, we have built out our employee value proposition, by providing a reward and recognition program to all Able employees. This includes savings from a variety of major retailers, including everyday items such as grocery and petrol, to help with the cost of every day living.



With Able Rewards, staff recognise the great work done by teammates by sending ecards, helping to build our culture of thanks and appreciation.

Build it together

We offer a wide range of fun activities for our clients through our Young Adults Program and Lifestyle Program in Tasmania. For our Able Art Exhibition in December 2021, 16 of our Tasmanian clients created an intricate mosaic table. Clients led the project from design through to placing the tiles and completing the project. Clients loved showing off the masterpiece as part of the exhibition and were proud of their collaborative art piece.





Sustainable Growth

Purposeful and planned growth

Sustainable growth remained a key strategic priority for Able during 2021-22. While efforts were partially thwarted by COVID, we were successful in opening seven new houses in Victoria and Tasmania, offering housing to nine new clients, and building relationships with prospective accommodation providers.

Excitingly, the beginning of 2022 was spent preparing for the transition of 10 Supported Independent Living houses, with 39 clients and 108 staff into Able. We are thrilled to be welcoming new clients, families and staff into the Able Community in July 2022. Likewise, we are pleased to see our growth efforts come to fruition as we actively pursue opportunities to provide Able's services to more clients across Australia and look forward to more opportunities in the future as growth continues to be a strategic priority for Able.

While growth in our day services were impeded by lockdowns, we have a strong waitlist of clients for our services now that we can operate more freely.

During the year we grew our online presence and brand awareness considerably, with more people searching for Able Australia, increased traffic to our website (new users 41%) and considerable growth in our following on social media, through LinkedIn (37%) and Facebook (72%).

Recruiting staff has been challenging due sector-wide shortages and the sheer volume of staff numbers required in both Victoria and Tasmania. Positively, we have recently been seeing a high volume of applicants nationally, achieved through improved recruitment ICT systems, processes and a group recruitment approach. Recruitment of specialised workers, particularly allied health and positive behaviour support remains a challenge across the sector, with these positions in high demand. Despite this, we have been able to grow our service offering geographically (into Queensland) and in numbers, adding immense value to clients. Our Allied Health and Positive Behaviour Support Team also provides training and best practice support to the broader Able organisation, further improving the quality of service we provide to our clients.

Julie and Rana's Day Out

In early 2022 our client Julie moved into an Able supported home with her new housemate, Helen. Since moving into her new home, Julie enjoys getting out and about, connecting with her community and engaging in more activities she enjoys.

During a long weekend, Julie and Rana, Able Support Worker, travelled to Picnic Point in Toowoomba. Here they spent a lovely day exploring their surroundings, soaking up the beautiful views and finished the experience off with a delicious lunch.

"I really appreciate having the opportunity to go out and about with Rana, we really enjoyed our day. It was so wonderful to relax and enjoy the scenery in her company! We always have a lot of fun when we venture away from the house" says Julie.







Thanks to our Supporters

The generosity of Able Australia's donors and supporters once again surpassed expectations. More than \$1.1 million was raised during 2021-22 as a result of effective campaigns and substantial bequests, funding that enabled us to continue adding value to the lives of the people we support.

Our annual Tax Appeal secured significant funds that were put towards a range of initiatives tailored to support the needs of our clients. These were further supported by a generous bequests received during the year.

We greatly appreciated the kind donations of over \$30,000 worth of goods, sourced by our marketing and engagement team. These donations were packed into care parcels which were distributed to our staff on R U OK Day. Thank you to the many donor organisations who made this token of care possible. Our spring campaign performed well and continued to be a source of much-needed funds for new programs for clients.

Christmas was a time to celebrate Able and our clients in many ways. We were able to use funds from our successful Christmas campaign to provide gifts and celebrations to our clients, many of whom do not have a family or friends to share the festive season with. During 2021-22, we were thrilled to receive a multi-year grant from the Brian M Davis Foundation in support of a health and wellbeing program for our clients over the next three years. Another key achievement was the launch of our Play for Purpose raffle. This raffle provides our community another way to support us.

Able Australia owes a great deal to our many generous donors and supporters, whose support allows us to innovate and grow services and experiences for the benefit of our clients and the deafblind community.

We thank you for your generosity and kindness.

Trusts and Foundations

- Ritchie's Store – Community Benefits
- Lord Mayor's Charitable Fund
- HMA Foundation Pty Ltd
- Douglas & Phillip Young Charitable Trust
- Birchall Family Foundation Trust
- Brian M Davis Charitable Fund
- Teele Family Foundation
- The Russell Foundation
- State Trustees Fund – William Arthur Shipperlee
- State Trustees Fund – Phyllis Nerelle Turner
- Joe White
- Filmer Foundation

Other Supporters

- Herbert Smith Freehills
- Sukin
- Carmex
- Lacorium Health
- Kobayashi
- Twinings
- Naos Bioderma
- Hesta
- We are Savvy Marketing
- Six Degrees Executive Recruitment
- Bostik
- Reclink Australia
- State Trustees
- JB Were
- Uber

Vale John Finch

It is with great fondness and gratitude that we remember John Finch, Able Australia's first CEO, who passed away on 19 May 2022.

John Finch served Able Australia, formerly known as The Deafblind Association, from 1985 – 2002, contributing enormously to who we are today.

John served as a Committee Member of The Australian Deafblind Council from 1993 – 2002, was a member of the Advisory Committee to the Federal Minister, Chairman of Worknet (now SensWide); a Committee Member and Treasurer of the Victoria Division of ACROD (now National Disability Services) and also the Western Vocational Association.

When John started, the organisation had three houses for people with deafblindness and 18 staff. By the time he retired nearly twenty years later in 2002, the organisation had grown to 120 staff. In John's own words, ***"The work I did at the Deafblind Association was the proudest achievement of my life"***.

Governance

Our Governance Framework

Able Australia's governing body, the Able Australia Board, is responsible for ensuring that Able Australia has an appropriate governance structure and culture in place. This includes:

Compliance - meeting statutory and regulatory obligations.

Performance - staying up to date, relevant and assisting the Chief Executive Officer to lead the company in the best possible way.

Able Australia is a charity registered and regulated by the Australian Charities and Not-for-Profit Commission (ACNC). The ACNC assists registered charities in dealing with the Australian Securities and Investments Commission (ASIC) under the Corporations Act 2001 (Cth) (Corporations Act) and the Australian Tax Office (ATO).

The Board

The Able Australia Board is accountable to all Able stakeholders for the proper pursuit of Able Australia's purpose as stated in its Constitution. The Board ensures that Able Australia complies with all of its contractual, statutory and legal obligations, including the requirements of relevant regulatory bodies. The Board appoints the Chief Executive Officer, who is responsible for the execution of Able's strategic plan and the day-to-day management of the organisation and its workforce in line with Able Australia's Delegations of Authority. The Board meets bi-monthly as scheduled within the Able Governance calendar with out of session meetings held as required.

The Board is supported by several sub-committees:

Finance, Audit, Investment and Risk Committee

The purpose of the Finance, Audit, Investments and Risk Committee is to strategically and regularly oversee and guide Able Australia's financial and investment performance and key organisational risks and opportunities, as well as legal and regulatory compliance.

Quality and Safeguarding Committee

The purpose of the Client Quality and Safeguarding Committee is to oversee and guide Able Australia's focus on the quality and safeguarding of client services, oversee reportable incidents, feedback and complaints, monitor and set strategy in relation to client experience, and to provide oversight and assurance in relation to client safeguarding practices. The Committee and the Able team have built a particular strength in its Quality and Risk Approach.

People and Engagement Committee

The purpose of the People and Engagement Committee is to oversee and guide Able Australia's workforce strategy, performance and engagement, as well as occupational health, safety and welfare performance. In addition, this Committee shall guide Able Australia's external stakeholder engagement initiatives and effectiveness.

Client Advisory Committee

The purpose of Able's Client Advisory Committee is to increase client, carer and community participation in strategy, operations, planning and policy development at Able Australia.

Our Accreditation Frameworks

Able Australia operates within five accreditation frameworks:

- NDIS Registration and Certification
- Tasmanian Government Passenger Transport Services Operator Accreditation Audits
- Food Safety Audits
- CHSP Audit under the Australian Aged Care Quality Agency
- Victorian Human Services Standards Self Assessment

Board of Directors



Peter Reilly OAM

**Treasurer until 28 June 2021 – Chairperson since 28 June 2021 –
Director since November 2012**

Peter has over 40 years' experience as a senior executive including: general management, building high performance teams, developing and implementing financial and business plans, directing public companies and ensuring funding requirements are met in high growth organisations.

- Chair - Finance, Audit, Investment and Risk Committee (until 28th June 2021)
-



Monica (Meg) Downie

Deputy Chairperson since November 2018. Director since July 2016

Meg is the Director of the Infrastructure, Government and Healthcare Industry Group at KPMG, where she has managed the strategic growth and market positioning of its government business for a number of years. Meg spent 16 years with the Commonwealth and Victorian Public Services in organisational re-structuring and a range of human resource management functions.

- Chair – People and Engagement Committee
 - Chair – Client Advisory Committee
-



Dr Prue Morgan

Director since June 2018

Prue is Head of Physiotherapy at Monash University with more than 30 years of experience in neurological clinical practice, physiotherapy education and research. Prue has assumed many state and national leadership roles in physiotherapy over her career and was awarded the title of Specialist Neurological Physiotherapist in 2008 by the Australian College of Physiotherapists in recognition of her expertise in clinical practice and scholarship.

- Client Quality and Safeguarding Committee
-



Bruce McCowan

Director since July 2019

Bruce is an experienced Executive, Human Resources Leader, Consultant and Board Director with extensive expertise in organisational transformation through alignment of business and HR strategy, with a particular emphasis on culture change and improving leadership capability. Bruce is currently Partner Performance at deliberate practice and is Chair of the White Ribbon Australia Accreditation Committee.

- Chair - Client Quality and Safeguarding Committee
- Finance, Audit, Investment and Risk Committee

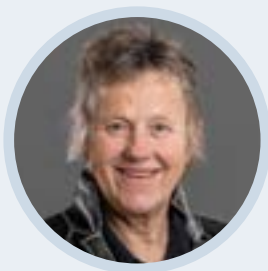


John Rowan

Treasurer since 28 June 2021 - Director since July 2019

John has held a variety of leadership roles in Human Resources Management, Superannuation, Company Secretariat, Fleet Management, Sales and Marketing, Supply Chain and Occupational Health and Safety. John has extensive skills in business development and continuous improvement.

- Finance, Audit, Investment and Risk Committee
 - Chair - Finance, Audit, Investment and Risk Committee (since 28 June 2021)
 - People and Engagement Committee
-

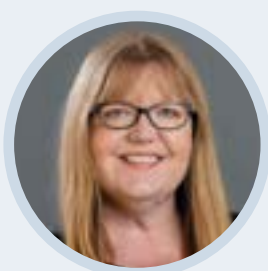


Ro Marks

Director since July 2019

Ro has a 30-year history as a social policy and planning professional. Ro has worked in senior roles with state, regional and local governments, not-for-profit organisations and statutory authorities in Victoria and Western Australia. After operating a social policy and planning consultancy for 14 years, Ro is the Community Care Policy Lead at the Municipal Association of Victoria (MAV).

- Client Quality and Safeguarding Committee
 - Client Advisory Committee
-



Jenny Smith

Director since July 2019

Jenny is a senior executive with diverse experience across the not-for-profit and for profit sectors. She has been in senior roles at Mercy Health for twelve years and currently holds the position of Executive Director – Strategy, Planning and Major Projects.

- Finance, Audit, Investment and Risk Committee
-



John McKenna

Director since April 2021

John McKenna has over 30 years' experience delivering services to people with disabilities and their families. John has a deep understanding of the disability sector and community more broadly.

While Chair of the Internet Industry Association (IIA) Web Accessibility task force, John worked closely with the deaf and blind communities to highlight the issue of inclusive website accessibility to industry. John spent many years working for the disability advocacy group, VALID.

- Client Advisory Committee
- Client Quality and Safeguarding Committee

Executive Leadership Team



Lynette McKeown
Chief Executive Officer



Byrdie Quinn
Chief Operating Officer



Todd Shand
Chief Finance Officer



Chandi Piefke
National Director
Marketing and Engagement



Angela Politis
National Director
People and Culture



CELESTIAL



DREAMER



WAKING



DREAMING



EVOLVING



MOONSHINE



WISDOM



MOMENTS



BALANCE





National Office

413 Canterbury Road
Surrey Hills VIC 3127
1300 225 369

Able Australia Services

ABN 83 024 339 234
ACN 005 783 175

info@ableaustralia.org.au
ableaustralia.org.au

