

Corporate Directorate

Annual Report 2010

Finance

Financial Performance – General

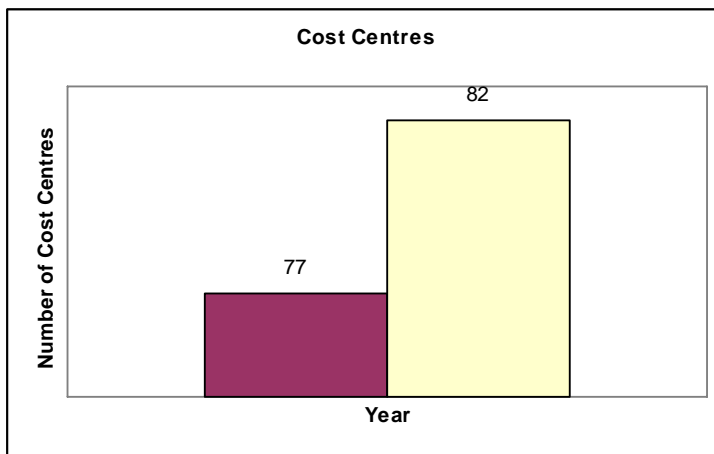
During 2010 the overall financial situation improved, with an increase in interest rates, growth in client services and greater internal focus on cost controls.

The year began with great uncertainty: the 2009 year had seen both labour shortages and then the global financial crisis looming over the organisation, affecting investments, expenses and income.

Finance Department Performance

2010 was a year of reduced resources and increased efficiencies, with a total of 3,170 paid hours and approx 200 volunteer hours (2009: 4,556 paid hours), a reduction of approx 1,186 hours.

During this time, the average time taken to process payroll has decreased, the average time taken to complete the month end reporting has slightly decreased and the number of cost centres and grants has increased. The finance department has focussed on managing the areas of highest risk – payroll, credit control and financial reporting.



To manage costs closely, monthly finance meetings were established with the Senior Manager, Client Services, the Finance Manager and each of the Client Services Managers. This has been a very effective forum to discuss progress against budgets, and other issues related to the clients program.

In September 2009 we completed the external audit and in October 2009 the audit of individual grants and of support worker wages. During the year we have seen an increase in the amount of individual grants that we are administering and in the number of grants requiring an external audit.

The audit of Clients Funds program has been limited, with intermittent testing and some emergency support, however in general, the standard of record keeping has improved as coordinators are now taking a more active role in monitoring the procedure.

Training and professional development events attended during the year by the finance department included Roster On (Time & Attendance) training, CPA end of year tax wrap, FBT training provided by the NTAA, an NDS Accounting Forum, CBA and WA Business News breakfasts and year end training in both Sybiz and Chris21. The Assistant Accountant has continued with his CPA studies. The Finance Manager has continued to participate in the NDS Financial Advisory Subcommittee.

The finance department continued to support our fundraising events, processing and documenting sales, managing the cash holdings for the events and providing assistance on the day.

In payroll we still look forward to the implementation of a new rostering system which will assist managers to manage client support hours, to make the best use of available staff and improve the accuracy of reporting in payroll and support hours.

Information Technology

The mission of the Information Technology Department is to ensure stable, operational and responsive information and communication systems for Senses Foundation.

The function of Information Technology is to provide advanced and cost-effective technology & communication solutions as well as a robust, scalable and stable network environment.

As a department it strives to provide timely and quality hardware, software, operations and customer service support, as well as services on web research, design and support.

In addition to supporting Senses Foundation employees with advice on hardware, application and database support; the department also provides recommendations to Senior Management on technology requirements to meet the needs for current and future environments.

As our IT Network begins to age our focus this financial year was to ensure continuity of service. As a result the department has heightened its risk management approach with the upgrading of anti-virus software which has assisted in the identification of viruses on PC on the network. Also, there was a need to upgrade our Uninterrupted Power Supply (UPS) software on the fileserver which provides better notification on power supply errors and a major review of security templates and access controls was also undertaken

On top of the risk management approach the department has been instrumental in a number of key enhancements. Some of these achievements have included:

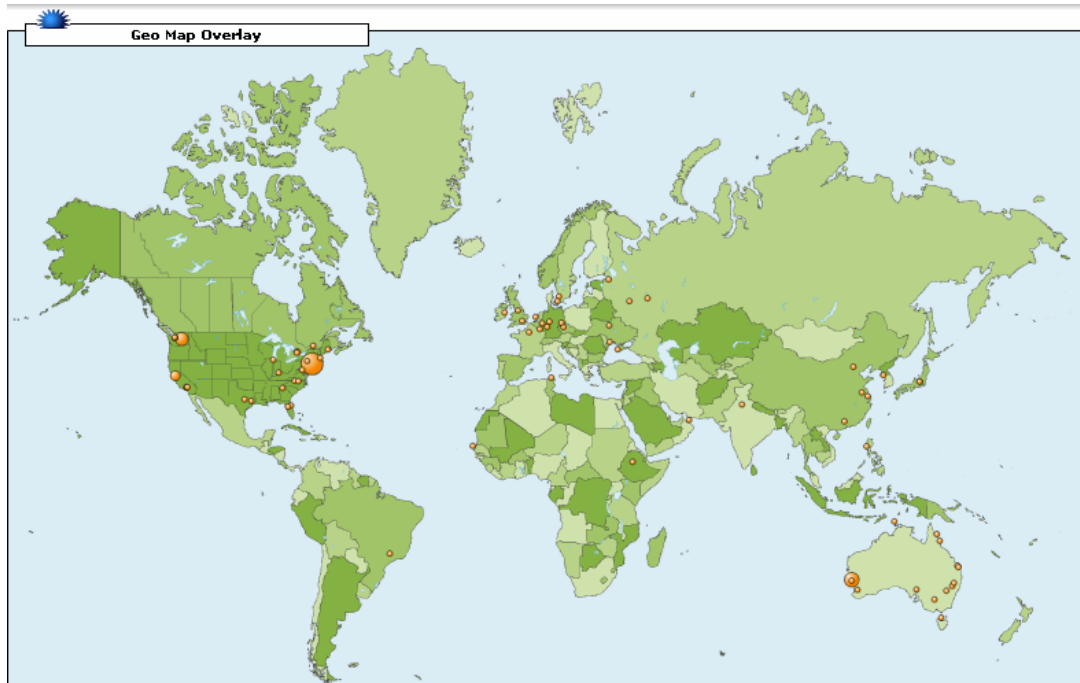
- Registering and managing “sensesonthegreen.com.au” and “sensesgolfdays.com.au” websites.
- Setup corporate Skype accounts for Commercial department.
- Assisted with Deafblind International website with regards to maintenance, online payment issues, secure logins, and online registration.
- Created new staff portal to increase information sharing with staff
- Setting up of remote access system for new houses (accommodation services).
- Acquired and set up new TTY system; and.
- Implemented email access via new mobile phone service, thus allowing all users to access emails and calendar information in real-time.

And finally, during the course of the year we undertook a review of our ageing hardware and software requirements in readiness to submit a grant to Lotterywest. The main aims of the grant are to upgrade the entire network with new hardware and software, update our website, upgrade the PABX telephone system and introduce an electronic document management system.

STATISTICS

Main website – www.senses.asn.au

This is a graphical representation of the volume of visitors coming from locations around the world. The largest points indicate locations driving the most visitors to your website (i.e. east coast of US)



Administration

As a result of our restructure in 2009 due to the GFC a number of administration tasks were delegated back to departments and their employees, which resulted in an

increased workload for many. However, in the second half of this financial year the organisation was in a financial position to re-introduce a part-time administrative service.

This new position was a welcome relief and has provided much needed assistance for many areas of the organisation by reducing workloads and enabling administration support to be much more coordinated and consistent enabling greater efficiencies.

Property

During 2009/10 the planned and unplanned maintenance of 11 Kitchener Ave continued without hindrance. There were a number of maintenance issues that required attention; these included the replacement of the entire back facia of the building (insurance) and a burst water pipe which partially flooded the basement archive room. During the year we were able to create some cost savings whilst maintaining an aesthetic pleasing building through the contracting out of the lawn and garden maintenance and the outsourcing the cleaning of our tenancy and common areas.

As a result of a federal grant we were able to refit a portion of the basement area for the exclusive use of Therapy & Specialist Services. The grant was used to install heavy duty broad span shelving, to accommodation toys and equipment, a new partition was erected to create a separate area for a workshop/display area and finally the installation of a remote control access door, which allows for easier and safe access to the area.

Late in the financial year the Town of Victoria Park reviewed the street parking arrangement. The review resulted in fewer street parking spaces. As a consequence we were able to capitalise on this situation, with a few parking bays spare, Honeywell entered into a lease agreement with us to use seven bays.

Also during the year we entered into an agreement with Uniting Care West to take over the head lease of accommodation facilities under the CDHP agreement with the Department of Housing (DoH), however we are still waiting on the DoH to give final approval.

Finally, prior to end of the financial year we entered into negotiations with WAMMCO, whose lease expires at the end of September 2010, to establish a new agreement and terms. This will be finalised early in the new financial year.

Human Resources

As a result of the GFC the pool of workers has dramatically improved with the number of potential employees increasing considerable and the lead between advertising and commencement has also improved.

During this year we saw significant changes, with the restructure of the organisation and the Human Resource Officer position being made redundant, which resulted in Managers and Coordinators taking a greater responsibility in Human Resource functions in particular recruitment and performance management. This has assisted the Human Resource Department to partner more closely with Departments by providing a much greater supporting and consultative function, rather than a purely hands-on, transactional approach. This move towards a more decentralised service has identified a number of key areas for training at the supervisory level which will be addressed in the next financial years training budget.

It was hoped that during the year we would have been able to finalise a new collective agreement with our workforce, but this has taken longer than expected due to the changing industrial relations landscape and questions raised about which jurisdiction we fall into – state or federal. This is currently being reviewed by our lawyers and once we have firm deliberation then we can move in to correct direction.

To improve our delivery of information to staff we redeveloped our intranet site to a "Staff Portal". The new configuration was deliberately set-up so that when an employee logs onto the internet the Staff Portal would appear, highlighting new and current information such as "From the CEO's desk", "Breaking News", new employees, up and coming training courses being offered internal and externally, but also continued to offer links to important websites and access to forms, procedures and other relevant organisation documentation. The site remains a hub of information for staff but we are continually endeavouring to update and make information relevant.

In November and December 2009 two Notre Dame Internship students undertook a review of our performance management system which Senses has been operating with for the last 6 years. At the time it was suitable to the needs of the organisation, however over that period there has been considerable internal changes:

- The development of two Strategic Plans; the first 2004-09 and now 2009 to 2014
- The organisations has grown considerably in the amount and the type of services it provides
- There has been a greater move towards alignment of values and a process of identifying Key Value Indicators has commenced
- Key Performance Indicators have been developed for Senior Managers and Managers
- Greater Corporate Governance focus (i.e. Policy and Procedures compliance)

External changes have also been significant, with a boom in the resource sector making recruitment and retention extremely difficult, putting pressure on existing staff, then to a period of economic crisis which has seen an over supply of labour, the reduction in income for the organisation necessitating the restructure of our corporate and commercial directorates and the change of Government at a federal level has seen many profound changes to the IR system

The aim of the review by the students was to develop a new and contemporary Performance Appraisal system that aligns itself with the organisations Strategic Objectives and Values. The review a number of key objectives such as:

1. Is strategic in nature – it links the human resource with strategic objectives
2. Looks at both the vertical and horizontal integration of the organisations strategic objectives
3. Forms part of the overall Performance Management Process
4. More objective e.g. measurable criteria
5. Is able to effectively assist in the identification of training needs
6. Assists in the career development and planning of staff
7. Is able to link to other HR functions such as:
 - Rewards
 - Workforce planning
 - Training & Development
8. Use contemporary performance appraisal methods and looks at Best Practice.
9. Assists in the engagement of employees using relevant motivational theories

The end result was the presentation of new performance management and appraisal system, which brought together a significant number of the key objectives. The process that was used, was rigorous and all inclusive and has provided a number of options going forward for the new financial year.

Training & Development

During the year the Training and Development function has achieved a number of key activities. These have included the ongoing development of the Orientation program, when in January 2010 the program changed to be run every fortnight rather than monthly as a result of an identified weakness in our system which required a greater emphasis on policy and procedures with Managers and Coordinator involvement.

The department has also been the driving force in the development of the new online e-learning package which was completed during the year and in June 2010

commenced live with five new staff members given permission to completed the on-line Orientation due to inability to attend the regular fortnightly program.

The tight management of the budget has allowed for numerous professional development opportunities for staff especially within client services whilst also being able to respond to the changing requirements of our clients, such as the need for specific manual handling, drug and alcohol and challenging behaviour training but also continue with the minimum requirement i.e. First Aid. However, due to ongoing tight controls over expenses and a refocusing of resources the Management Professional Development program was suspended for the year, but will resume in 2010/11.

With Silverchain no longer able to provide group Medication training to Support Workers, this was removed from the Orientation program with the responsibility now residing with Coordinators in Client Service department to identify new staff that require the training, with annual competency assessments coordinated by the Training and Development Department.

In addition, to the training and development this department has been heavily involved in the support and application process of two permanent resident visas, for staff that are currently employed by Senses on 457 Visas.

Traineeships, Scholarships and Grant

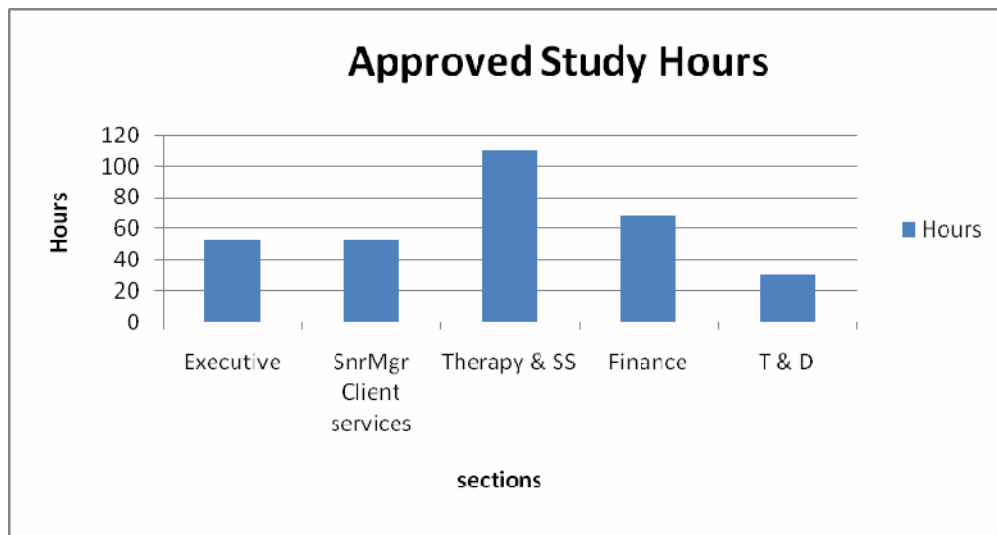
In 2009/10 we continued our process of encouraging staff, where appropriate and eligible to undertake either Certificate 3 or 4 within Disability Care to assist with their own personal development and more importantly to improve the services offered to our clients. However, this is not always possible due to financial restrictions for both the Senses and the employee; therefore we make use of Traineeships offered by the Department of Education and Training where the employee satisfies certain criteria. This year we saw an increase in the number of new staff having already achieved, as a minimum Certificate qualifications in Disability Services, Aged Care and Community. As a result the opportunity to engage in traineeships was limited, however, we had:

- One staff member completed Certificate 4
- Two staff member complete cross training units (Aged Care to Disabilities)

In addition to the traineeships we have a number of other employees undertaking higher and Post Graduate studies:

- Masters in Social Work
- Master of Business Administration
- CPA Program
- Graduate Certificate in Not-For-Profit

In an effort to support our staffs achieve professional development goals we had over 300 hours approved study leave, which equated to approximately \$12,300. Listed below is a breakdown of where the study leave hours can be attributed.



Conference

During the year we were able to send twenty five employees to 7 conferences and seminars within Australia. A large proportion of this relates to the 8th National Deafblind Conference in Melbourne to which we sent 17 staff which was only achievable by a grant from Lotterywest.

A summary of the conferences attended by staff:

Conference	Location
8th National Deafblind	Melbourne

Conference**Australian Institute of Sydney****Training & Development****2010 National Conference****CPA – End of Year Wrap Perth****Include 09 Perth****More than Gadgets Perth****NDS 2010 National Melbourne****Sensory Forum****RIDBC 2009 – Sydney****Transdisciplinary****Approaches to Young****People with Sensory and****Multiple Disabilities***Income Generation*

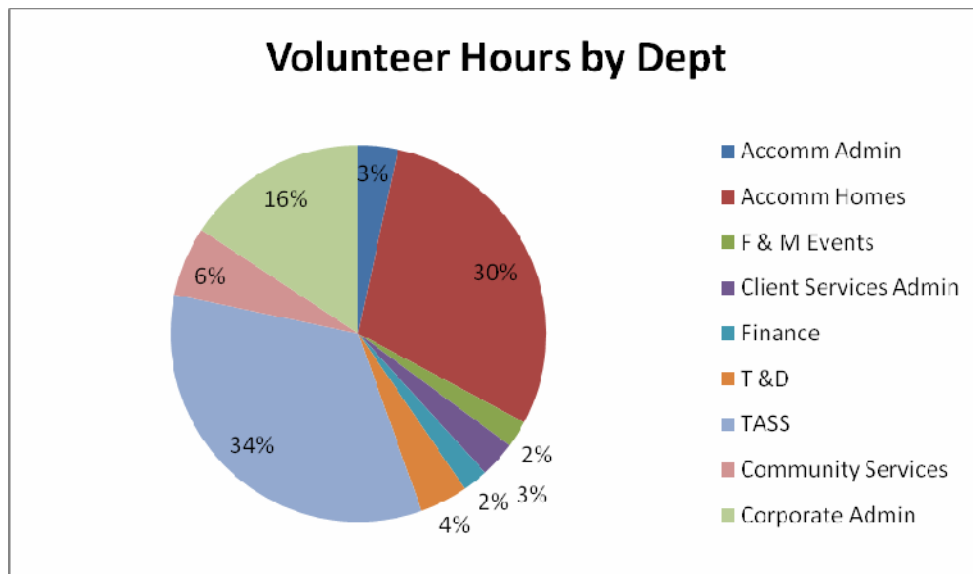
During the year the Training and Development Department has been involved in the successful application of several grants, traineeships and scholarships which have amounted to an impressive \$47,000. In summary they have included:

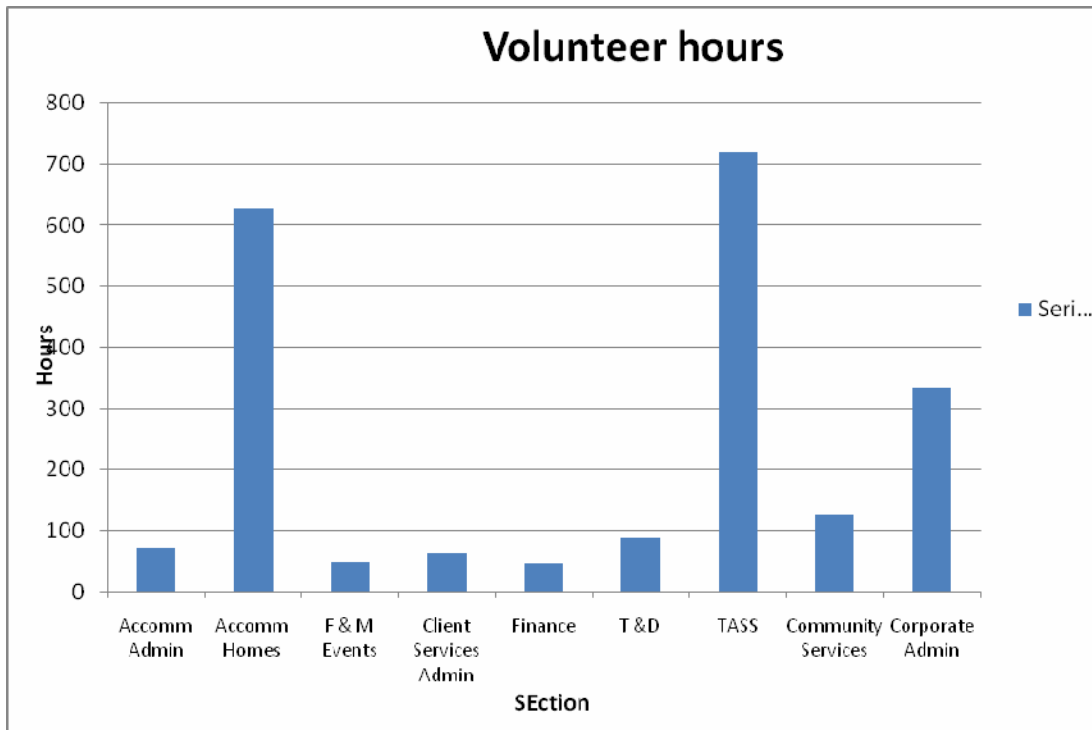
Amount	Funding Provider	Why
\$9,400	Lotterywest	Deafblind Conference
\$28,000	Lotterywest	E-Learning Package
\$2,500	DET	Traineeships
\$3,000	AIM	Scholarship
\$4,500	Notre Dame	One full and one part funded scholarship – Graduate Certificate in NFP

Volunteers

The volunteering services for Senses has flourished this year. There has been a greater emphasis on partnership, with many established such as those with Edith Cowan University's Community Links Program, Notre Dame University's Service Learning Placements and Business Internships, Curtin University's Service Learning Placements, Polytechnic West and Cambridge International College's Field Placement Programs.

During the year 28 applications were processed bringing the number of active volunteers on our database to 48. As a result of the increased numbers, we had 63 volunteers provided us with over 2,100 hours of service on 339 occasions; that is equivalent to 1.08 FTE and \$53,509! The majority of the hours were performed in Accommodation and Therapy & Specialist Services. *(See graphs below)*





Commercial

Overall the Fundraising budget delivered a surplus of \$273,770, which was better than the budgeted figure of \$264,690, resulting in an improved position by \$9,080. The overall situation for Fundraising for 2009-2010 was:

Total Income: \$445,174

Total Expenses: \$171,404

This was a great result given the Australian Steel Institute (ASI) cancelled their annual golf day due to the GFC and the return from the American Chamber of Commerce Golf Day was lower than expected.

The results were buoyed by great results from the AHG Golf Day, Senses on the Green (Lawn Bowls) and our Direct Mail Appeals.

Senses on the Green

The Senses Foundation Corporate Lawn Bowls Competition ‘*Senses on the Green*’ was held at the Mosman Park Lawn Bowls Club on Friday 27th November 2009. The event was attended by His Excellency Dr. Ken Michaels; Governor of Western Australia. The Governor is a keen bowler and is the Foundation’s Patron.

The theme for the afternoon was barefoot bowls and beautiful views and this certainly was the case. After a short bowling clinic, for the novices amongst us, courtesy of Olympic Bowler, Rob Paxton, he teams experienced a relaxed and fun afternoon of bowling in the beautiful sunshine. They enjoyed a delicious hot roast meats buffet, decadent desserts, premium wines by Ferngrove and chilled beers by James Squire; all while being entertained by Perth’s leading jazz trio, The Gumnut Stompers. This year saw fourteen teams take part and by the end of the day each one had expressed what a great time they’d had and how they were looking forward to the next Lawn Bowls Day being even bigger and better. Congratulations to the winning team from PayPlan. LWP Property Group very kindly supported us as key sponsors for the day with Mack & Co Chartered Accountants as drinks sponsor. It is with their support and that of all the teams and prize donors that we are able to raise funds much needed funds for our programs. Our sincere thanks go to all involved for making the event such a resounding success and we look forward to seeing everyone at the next Senses on the Green, which is being held on Friday November 26th 2010. Thanks also to the staff and management at Mosman Park Lawn Bowls Club for their support.

AHG Senses Golf Day

Charity Golf Day was held on May 7th 2010 at the prestigious Lake Karrinyup

Country Club. The weather was perfect, the views breathtaking and the golf, as always, was excellent. Everyone had a wonderful time. A beautiful VW Golf was on offer to the lucky golfer who sank a hole in one, but sadly, it didn't find a new home. Winners on the day were the Team from AAPT, who have now set themselves up as the ones to beat as they were the 2009 winners too!!

Following a delicious dinner was the live auction, which was once again conducted by the efficient and professional David Christison. He has kindly supported our golf day, as master of ceremonies for many years. His input has helped to generate thousands of dollars for the foundation. We truly appreciate the support of all who took part. Because of such solid local support from the WA business community we were able to once again make the Senses AHG Annual Charity Golf Day a resounding success. It was an amazing day and the outcome surpassed all of our expectations, raising in excess of \$110,000 which will help fund the Senses Foundation Rural and Remote Program. We are especially grateful to our major sponsor AHG, our dinner sponsor BDO, wine sponsor Willow Bridge and beer sponsor Fosters for their involvement.