



# Intelife

Enabling independence

## 2019-2020 ANNUAL REPORT



# Enabling independence





## CONTENTS

Chairman & CEO report	2
Vision-Values-Purpose	4
Our services	5
Service offering	6
Our board	8
Our stories	10
Statistics	18
Stakeholder survey	20
Awards	22
Locations	23
Acknowledgments	24

# CHAIRMAN & CEO COMBINED REPORT



**Zenith Zeeman**  
Board Chairman



**Steve Edgar**  
CEO

We are delighted to be able to present the 2020 Annual Report of Intelife Group Ltd. The past twelve months will be remembered as some of the most challenging not only for our organization but for our community in general.

As in recent years, Intelife has been managing through the transition to the National Disability Insurance Scheme (“NDIS”). With the onset of the COVID-19 pandemic and emerging economic crisis in March, the organization has been challenged in ways that we could not have anticipated.

Through the crisis, we have learnt how to flex and adapt services to meet the needs of our clients and support workers and have learnt to work remotely and not lose sight of our purpose and mission.

It is a credit to the dedication, skill and resilience of our staff that the organization successfully negotiated the challenges of the year and remains focused on Enabling Independence of the people we support.

During the various events of the year we have been guided by our Strategy and Purpose. Our Strategy has been centered on improving the services we offer and to diversify our income streams to ensure sustainability of those services.

## Strategy Delivery

### Service Improvement

During the year we focused on better understanding the needs of the people we support and have continued our partnership with Curtin University. We have appointed them to undertake independent surveys of participants and families to develop a measure of our customer service for a period of three years.

We also refreshed our Customer Service Advisory Council to consider not only the satisfaction with current services but to advise and input to new service and policy development. We are keen to build on our customer relationships and look forward to the input from the Customer Service Advisory Council over the coming years.

In relation to employment support services, this year a huge amount of effort was invested into the development of a broader employment offering. Significant investment was made in Customised Employment Services and, in conjunction with the Centre for Disability Employment Research Practice (“CDERP”), the development of Work First, an innovative employer focused programme.

COVID-19, whilst presenting significant challenges, also required a greater focus on services that Intelife could offer and led to a greater level of in-home support services that previously had not been offered. The restraint on movement also necessitated a greater focus on service delivery in local communities and assisting people to engage and operate independently in their local community. We see these areas being central to our future service delivery.

## Income Diversification

To generate increased cashflow our Australian Disability Enterprise (“ADE”) was restructured to be more market focused to generate greater commercial work and employment opportunities for our supported employees. We refer to this area as Commercial Services. Notably, during the worst time of COVID-19 this area of the organization maintained activity levels and was extremely well supported by our commercial clients. We look forward to continued expansion of this part of the organization.

Another key component of our strategy has been to identify and acquire a commercial organization that can provide cashflow to fund the shortfall in income experienced in our Lifeskills service. Consequently, the end of the financial year saw Intelife acquire Westland Works which provides horticultural and landscape maintenance services to a variety of clients in Perth. The acquisition is a key achievement driven by our strategic plan and the acquisition will significantly enhance the financial sustainability of Intelife and provide opportunities to grow our Commercial Services offering into the future.

## NDIS Transition

The year saw the majority of participants and supported employees transition to the NDIS. At year end, more than 90 percent of participants had NDIS plans. Significant effort from all areas of the organization was required to ensure the transition was as smooth as possible.

With the transition we experienced declining cashflow and for the year the organization reported a deficit. We anticipate that our disability services will continue to operate at a deficit given the NDIS pricing model. The continued focus on diversifying income sources and growing our Commercial Services operation will be critical to ongoing sustainability.

## People

The achievements of the organization are down to the efforts of our terrific staff who we thank for their resilience, passion and commitment to our customers.

As Chair of Intelife, I want to acknowledge the excellent leadership shown by the CEO, Steve Edgar and the tireless and unwavering commitment and hard work of the Executive team. I also want to extend my deepest thanks to my Board colleagues who generously donate their time and effort.

Through times of change, we must never lose focus on our customers, as they are the reason we exist, and our staff have ensured that focus remains.

**Zenith Zeeman Chairman & Steve Edgar CEO**

# VISION – VALUES – PURPOSE

## OUR VISION

Together we realise our full potential.

## OUR PURPOSE

Enhancing the lives of people with disability through support services and skills

## OUR STRATEGY

Highly engaged, well trained workforce delivering innovative services to people with a disability.



## OUR VALUES

### STRONG EMPOWERED LEADERSHIP

We work together to ensure a safe and trusting environment where people feel empowered and energised to take the initiative and provide positive leadership within their scope of responsibility.

### SERVICE EXCELLENCE

We are committed to making a difference for our customers (internal or external), enabling everyone to realise their full potential. We listen to, care for, and serve the diverse people central to our purpose.

### TEAMWORK THAT MAKES THE DREAM WORK

We are inclusive, work as a team, and build healthy relationships so those we support can live the life they want. We are actively committed to supporting all individuals in a positive, and safe environment that sustains personal resilience.

### ACCOUNTABILITY AND ADAPTABILITY

We have a 'can do' attitude in the way we respond to customers so that they receive the services and support they seek. We take responsibility for our actions and have a crack at dealing with challenges.

### OPENNESS AND HONESTY

Our communication is an open exchange of ideas and information and we are non-judgmental in our attitude and behaviour to others. We do the right thing and are honest and ethical in all we do.

# OUR SERVICES

## Lifeskills

Supporting you to develop everyday life skills that enable greater independence and control.

We work alongside you to ensure success in learning how to maintain and develop new skills, build meaningful relationships and engage in community activities that are outlined in your plan and are important to you.

We have lots of ways to help you develop skills toward independent living and to enjoy a better life. We focus on practical skills from money handling, travel training, meal preparation, community inclusion, independent living skills, literacy and numeracy, personal care and in-home support.

We can support you with your plan for a brighter future and give you a hand to get there.

## Job Skills & Employment Pathways

Intelife deliver job skills and training to support people with disability to achieve their employment goals.

We use a Customised Employment approach to access a wide variety of meaningful opportunities: including work experience, volunteering, apprenticeships, supported or open employment, further education or paid employment.

We liaise with schools to provide individual support to year 10, 11, 12 and 13 students.

## Respite

Rejuvenate and relax knowing the person you care for is supported in an appropriate and sensitive manner.

Providing respite for carers of people living with mental health concerns, autism or an intellectual disability, Intelife is here for you.

Offering government funded short term and emergency care for eligible participants, we can provide you with in-home or out-of-home support, short term accommodation, flexible service offerings, community activities and access programs aimed at enhancing personal development.

## Positive Behaviour Support (PBS)

At Intelife our Positive Behaviour Support (PBS) strategies underpin our pre-existing person-centered approach and lead to increased independence, social integration and inclusion for the individuals we support.

Intelife's staff are trained in Positive Behaviour Support (PBS), it is the lens we look through when supporting people who may experience challenging behaviour.

Our PBS plans are developed and delivered in a manner that respects the individual's human rights with the primary goal of improving their quality of life and promoting opportunities for people to be included in their community.

## Supported Employment (ADE)

Our Supported Employment program offers you a variety of employment options. We are committed to empowering our workforce to gain the skills, experience and ongoing training needed to be successful in employment. We offer work experience opportunities, training and development (in line with AQF standards), community based employment options and small work crews.

Our work crews complete contractual work in areas including, but not limited to; car cleaning, sandpit cleaning, BBQ cleaning, clerical, garden maintenance and landscaping, packaging, assembly, litter collection, roadside collection.

We hold contracts for the provision of services to several Local Authorities and State Government agencies, alongside several private enterprises.

Our model gives supported employees experience of real-life work and social situations and works towards creating inclusive communities.

## Work First HR & Hire

A new approach to improving the employment prospects of people living with a disability has been launched by Intelife and the Centre for Disability Employment Research and Practice ("CDERP").

This new approach, called Work First HR & Hire, combines working with organisations to improve their capability to employ people with disability successfully whilst also providing access to prospective employees.

It differs from traditional approaches to disability employment in Australia as it is driven by the employer and focuses on preparing organisations to welcome people with disability into the workforce and on shaping roles to maximise the success of people appointed to these positions.

The program addresses all aspects of the recruitment process from working with employers to bring about organisational change that will educate and support changes to their existing employment pathways to the identifying, recruiting and supporting the on-boarding of employees with disability.

# SERVICE OFFERING

Intelife was established 29 years ago to assist school aged children and young adults to develop skills to increase participation in everyday life and increase future opportunities. Over the years, as people achieve their goals we determine strategies for their next aspiration. Our experience has helped us establish services that tailor for people's individual milestones and needs at any stage of life. Be that:

**WE ASSIST IN  
INCREASING  
PARTICIPATION  
IN EVERYDAY  
LIFE AND FUTURE  
OPPORTUNITIES.**



## SCHOOL LEAVER SUPPORTS

Customised Employment approach to access opportunities such as work experience, volunteering, apprenticeships, support or open employment, further education or paid employment.



## LIFESKILLS

Plans to promote personal growth and increase support network, including weekday and weekend support to be active.



## IN HOME SUPPORT

Support to provide personal care in your home or helping with attending appointments.



## SUPPORT COORDINATION

Connecting you with the services you require to achieve your goals and help navigate NDIS.



## ALLIED HEALTH SERVICES

Access to therapy services inclusive of physiotherapy, occupational therapist and psychology services.



## **WORK FIRST HR & HIRE.**

Combines working with organisations to improve their capability to employ people with disability successfully whilst also providing access to prospective employees based on global best practice.



## **COMMERCIAL SERVICES**

Provides a wide range of facilities services, including; commercial cleaning, car cleaning, gardening, ground maintenance and landscaping, bbq cleaning, sandpit cleaning, litter and roadside collection and many more.



## **EMPLOYMENT**

Opportunities to develop job training like supported employment or work experience and helping people self-employ.



## **POSITIVE BEHAVIOUR**

Strategies to address behaviours that may be causing concern for the person or others.



## **RESPITE**

Flexible services that enable families and individuals to have a break from their caring responsibilities.



## **MANAGE FUNDING**

Assistance for people who choose to organise and manage their funded disability supports and services.

**WE TAILOR  
SERVICES  
TO PEOPLE'S  
INDIVIDUAL  
MILESTONES  
AND NEEDS.**

## OUR BOARD



**Zenith Zeeman**  
Board Chairman  
B.Science (Nursing)

Zenith Zeeman is General Manager of Residential Care at Amana Living and a registered Mental Health and General Nurse with a BScience (Nursing). Zenith

has extensive experience in the area of mental health and Aged Care, having held a number of senior clinical and executive roles in the Public Sector. In his current role, he has implemented a number of key initiatives including a clinical governance framework and is leading the strategic reform of the organisation's residential care vision. Zenith has a Masters of Business Administration and is a member of the Australian Institute of Company Directors.



**Simon Rear**  
Board Deputy Chair  
LLB BA GradDipAppFin (Sec Inst)

Simon Rear is a Corporate Partner at Squire Patton Boggs in Perth. He has expertise in corporate advisory, private and public M&A and equity capital markets in both

Australia and the UK. Simon is a senior advisor with experience in takeovers, schemes of arrangement and private mergers and acquisitions transactions, on a number of fundraisings including IPOs, rights issues and placements acting for both issuers and underwriters. Simon is also an expert in corporate governance and regularly presents on corporate governance issues including at the Governance Institute.



**Paul Finklestein**  
Finance & Audit Committee  
Chairman  
CPA

Paul is a Certified Practising Accountant and a senior consultant in Finkelstein

Hickmott Pty Ltd, Certified Practising Accountants. Paul has been a principal in his own practice in excess of 30 years and during this time has been involved with general business consultancy and helping set up and develop a number of service related businesses. In recent years he has focused more on the areas of general business consulting and business management. Paul is married and has two sons. One son is enjoying the experiences offered by Intelife.



**Trudi Chesterton**  
FAC Deputy Chair  
BComm, MBA, CA

Trudi is a Chartered Accountant with a Commerce Degree from the Australian National University, and an MBA from

Deakin University. She has over 25 years of international commercial, financial and operational experience gained across a number of industries and businesses from both the public and private sectors. Trudi began her career in one of the Big 4 Chartered Accounting firms and since that time has worked in senior executive roles within the utilities industry, the mining resources industry, the recruitment industry, and the industrial supplies industry. Trudi is currently the WA General Manager for Blackwoods, part of the Wesfarmers Group.



**Karen Whittle-Herbert**  
BComm(Hons) MSc(AppPsych)  
GAICD

Karen Whittle-Herbert is an executive and non-executive director with experience in property, procurement, and governance in education, aged care, indigenous land management, and the public sector. She is a graduate member of the Australian Institute of Company Directors and an active coach and mentor, including for The Smith Family and the University of Western Australia student mentoring programmes.



**Chris How**

Chris has over 20 years' experience in management and senior management across a number of industry sectors, positions that have included State Commercial Manager,

Regional and General Manager and in more recent years as Chief Executive Officer with Bethanie.

A dedicated Health and Community Industry Leader, Chris has participated on a number of industry related boards over the past decade and is a recent National Director with LASA – Leading Aged Services Australia, and a Member of General Council at CCI WA. Chris holds a number of degrees across Science, and Health Management and has also achieved a Masters of Business in Health Care Administration.



**David Baughen**  
Chartered Engineer BSc, MSc,  
MICE MIStructE

Lifelong career in Engineering Contracting for the Oil & Gas, Resources and Infrastructure industries conducted around the World.

Early career spent in design and construction for North Sea Oil and Gas, followed by 25 years as a Director of Engineering Companies, of which 10 years were as a Managing Director.

Worked with Amec plc (now Wood) 1989-2003 and Worley Parsons (now Worley ) 2003-2014.

Currently working part-time as a consultant and coach for business leaders and teams involved in Engineering.



**Kristen Turnbull**  
BA Journalism, Exec MBA, GAICD

Kristen is a director at CoreData WA, part of the global CoreData Group. Having worked in market research for more than a decade, Kristen has extensive experience

helping companies drive evidence-based growth and transformational change through data and insight.

She is a customer advocate, with a strong focus on improving the customer experience. In her current role, Kristen has worked with numerous clients across both the commercial and NFP sectors, including aged care and disability services. Prior to joining CoreData, she was a financial journalist for seven years based in London and Sydney.

Kristen holds an Executive MBA, where she was awarded the Director's Prize in her final year of study, and is a graduate of the Australian Institute of Company Directors. She has been a board member since December 2018.



## Corrina's Story

Corrina is a 24 year old young lady who has been with Intelife, Lifeskills in Busselton for over 7 years. She is well known in the community for her volunteer and fundraising work. In the past, she held one of her famous morning teas to raise much needed funds for Busselton SAFE. Corrina loves animals, particularly dogs and decided that she would like to go one step further and start to do some dog walking. She approached a couple of organisations but unfortunately they did not have any suitable roles available. This is where Team Leader Nicole stepped in and promoted the idea on her Facebook page and received interest from a family in Busselton that were keen for Corrina to walk their three year old border collie, Kobe. Corrina and Kobe are still getting to know each other but Kobe already knows when the knock on the door comes every Tuesday that it means a visit from Corrina and walk and play time with his new friend. Corrina says "I enjoy his company, I've always wanted a dog and Kobe is helping me learn how to look after one. I like throwing his ball and cuddling him."

**Corrina is looking forward to spending more time with Kobe and is planning to get dog of her own in the future.**

Another goal of Corrina's is to move into her own home and have more independence, she has been working hard on achieving this goal while waiting for a Department of Housing home to become available. She has been working on learning to budget, shopping skills and domestic duties and it appears her hard work and patience is about to pay off as she recently viewed a house that is available for her to move into soon. She is so excited to have her own bath and is eagerly purchasing furniture and planning for her big moving day.



# David's story

David joined Intelife's Lifeskills program at the beginning of the year. He is a 61 year old man with autism and other health issues. He has unfortunately had a lot of trauma throughout his life which ultimately left him as a recluse who didn't leave his home for almost two years. He had severe trust and anxiety issues but since joining and working with his skills trainer Michelle he is gradually building up confidence and is slowly integrating back into the community and re-connecting with friends.

David recently opened up about his passion for motorbikes, a passion that he shared with his late brother. They regularly used to attend motorbike meets but due to David's escalating anxiety and health issues he stopped going. However, with the help and encouragement of his skills trainer Michelle, David decided that he wanted to start going again. He recently attended a motorbike meet in Collie and although he felt overwhelmed to begin with he managed to control his emotions and confidently went around and spoke to the riders about racing and their bikes. His passion has been reignited and he is already talking about wanting to go again.

With his new found confidence David is starting to suggest new activities that he would like to participate in the community whilst on support and recently even visited his local recreational centre for a swim.

It just goes to show with the right support and encouragement people really can achieve their dreams and be part of their community.





## Gemma's story

Gemma joined Intelife in 2015 after leaving school and starting with our Lifeskills service 3-4 days a week. She is a sociable individual and enjoys meeting new people, she attends group activities regularly where she gets to try many things including playing basketball, cricket and working on her fitness which is important to her.

Gemma has set herself a goal to move out of home and live independently and in order to achieve this she decided that she would like to secure employment. Gemma successfully completed a work trial with our Commercial Services team which has now led to her working two days a week on our WAPOL cleaning contract.

She has recently undertaken the Keys4Life program and with help from her Team Leader Cameron, Gemma has passed and obtained her learners permit.

These are massive achievements, Gemma may have an intellectual disability but this has in no way held her back from setting goals and achieving them. Her next goal is to secure voluntary work at a child care centre and with Gemma's determination we are sure she will achieve this.



## Kyah's Story

Kyah is a 17 year old young man who has been supported by Intelife for 14 months. He is involved in the Lifeskills program and has School Leaver Employment Support in his funding. With the help of skills trainer Logan his confidence has grown and he has learnt to use his initiative.

Kyah has always wanted to be a chef, he enjoys cooking and spends his spare time helping out at his uncle's pizza shop. Kyah has managed to secure work experience at a company called Foodlosophy which is a locally owned not-for-profit organisation that prepares fresh and healthy meal boxes with a difference.

Working here has also helped to build up Kyah's confidence as he had previously worked in another kitchen and had unfortunately been subjected to bullying. He told the owner of the business how much he enjoys working at Foodlosophy and in turn Dan offered Kyah a paid job working in the kitchen every Friday night and even better the day after leaving school Kyah was offered a traineeship.

Now with the right fit of people and the encouragement from his employer, Kyah is set for an amazing journey.

Kyah's story highlights the fact that having a disability does not have to hold you back from reaching your goals and following your dreams. Well done Kyah!



## Paul's Story

Paul is a customer who accesses Lifeskills support four days a week through Intelife's Midland office. Paul enjoys participating in many activities from health and wellbeing which include bike riding and walking to leisure and recreational activities. He is very much focused on his personal development with one of his goals being to develop his computer skills.

Paul set himself a goal to learn how to use a computer and with assistance from our skills trainers he has learned basic computer skills and developed an understanding of how computers work.

He has built his confidence so much that he recently decided he wanted to create his own calendar for 2021. He decided on what he wanted to include in the calendar and how he wanted it to look and then set about creating it using his new computer skills. Paul worked very hard on his calendar and had great fun creating it and it is now proudly exhibited on the walls at our Midland office.

What an achievement, well done Paul.



## David's Story

David joined Intelife 12 years ago. He lives with his parents and has two sisters and a nephew that he loves to hang out with. He is full of fun and has many friends including Luke Shuey, the Eagles captain and his wife Dani who is David's friend from school. He has been lucky enough in the past to be invited to Subiaco stadium for a kick around and guided tour of the stadium! David may be non-verbal but very adequately communicates using sign and his newly acquired iPad.

David has many interests which include bowling, football, boats and visiting historical sites such as Leighton Battery Guns at Mosman Park. However, his favourite activity is swimming which he does between 3-4 times every week. This in itself is a great achievement as he had a bad experience during school swimming lessons which made him fearful but with perseverance and patience he has overcome this and now enjoys swimming regularly.

Swimming combined with David's love of sharks prompted him to set himself a goal to swim with the sharks at AQWA. To prepare for this his skills trainer Stephen decided to teach him to snorkel. Initially this was not very successful until they found a mask incorporated with a snorkel that David felt more comfortable with. Once he found a wetsuit they regularly visited Mettam's Pool to practice swimming around the reef and watching the fish. Sadly just before the planned AQWA swimming with the sharks challenge David fell and broke his hip so this had to be postponed. However, he is well on his way to a full recovery and is eagerly looking forward to achieving his goal in the not too distant future.





# Gosnells Art Group

Prior to the COVID-19 pandemic and its lockdown protocols, Intelife Gosnells ran an internally based Art Group on Friday mornings. It was a blend of Group and 1:1 supports and was held at the office, run by Skills Trainers and written by a Team Leader. This was a positive Art & Craft activity that followed social morning tea and then followed up by social group lunch at the Gosnells Railway Markets. It allowed us to use our art room and do group activities that promoted social inclusion and the well-known positive elements of art.

Lockdown resulted in the cessation of this program and closure of the office as we promoted home based supports and closely followed the WA Government guidelines of safe practice during the pandemic. As WA opened up and Intelife were able to incorporate the lifting of the early restrictions, Intelife entered a phase whereby customers would have access to 1:1 supports, but now also socially responsible group activities that adhered to the strict participant numbers and extremely prudent hygiene protocols.

The Canning Art Group is a local art studio and community learning facility run by local artists that was one of the early adopters

of 'safe community access' as restrictions lifted. Intelife Gosnells contacted the facility who traditionally ran inclusive classes for persons with disabilities. Through discussion and careful planning, the Canning Art Group now run an exclusive Art Class on Fridays just for our Intelife participants and run it with strict adherence to the health and safety guidelines.

This program was a welcome relief for those customers who were missing their friends, colleagues and activities – it relieved their lockdown, isolation and injected recreation, relaxation and engagement after that extended period of uncertainty and fear. It also increased the calibre of the art program and provided a safe place to go during uncertain times.

We thank the Canning Art Group for facilitating Intelife and getting as excited as we did – to offer learning, fun and fellowship for our customers, in a community based way. This class is now permanent and an ongoing service of the Gosnells region. Intelife are now also sending customers to their other classes and provide a significant student number to their wonderful organisation.



## Good News Story Midland LSK Social Club

Monday is the day to get together for several of our customers that access Lifeskills services in our Midland office. Nikeisha, Barry, Domenico, Donna and Khadija have formed their own social club, this group of people have built up great friendships and love to socialise with each other. Every week they gather at the Midland office and discuss what they would like do for the day and also agree what they will make for their lunch. The group work together to source a healthy recipe to cook, draw up a shopping list of the ingredients they will need and then delegate which of them will purchase what and then they all head off to the local shops. Upon their return they get busy as a team preparing the ingredients and cooking their own food and then best of all sit down and eat together.

After every one has eaten their fill they will then head off to an activity such as karaoke or arts and crafts and you can guarantee the room is always filled with laughter and chatter.

This sociable group have helped each other in many different ways and in turn the relationships they have formed have triggered new more positive behaviours, helped them maintain focus and sustained personal growth. They have all benefited from a sense of self-achievement in building and maintaining new friendships and it has given them a purpose as they really look forward to getting together each week.

## OCCUPATIONAL HEALTH AND SAFETY

**3.81**

Lost Time Injury  
Frequency Rate as  
of 30 Jun 20

**7**

Workers  
Compensation  
Claims

## WORKFORCE DEVELOPMENT

  
**150**

STAFF ARE TRAINED IN POSITIVE  
BEHAVIOUR SUPPORT

**182**  
FEMALE  
STAFF



vs



**147**  
MALE  
STAFF



**371,888**

TOTAL HOURS WORKED

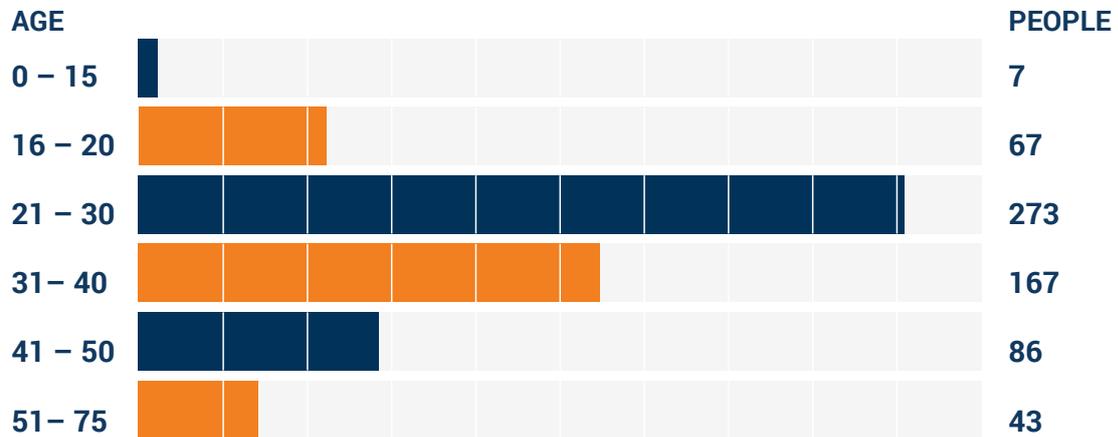


**329**

NUMBER OF EMPLOYEES

# SERVICES

## Age of People Supported



275

GROUP VIRTUAL  
SUPPORT HOURS  
PROVIDED



30

OVERNIGHT STAYS



196,159

DELIVERED HOURS  
OF SUPPORT



19,120

IN-HOME SUPPORT  
HOURS PROVIDED  
DURING COVID-19



568

PEOPLE SUPPORTED



105,876

HOURS WORKED BY OUR  
SUPPORTED EMPLOYEES



188

PERTH SUBURBS &  
WA TOWNS COVERED



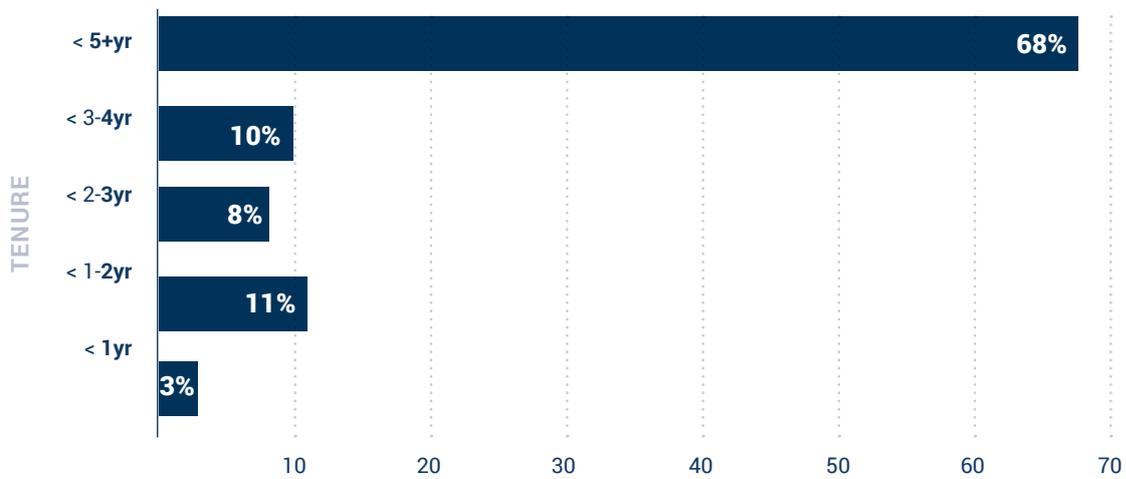
76

BUSINESS CONTRACTS WON

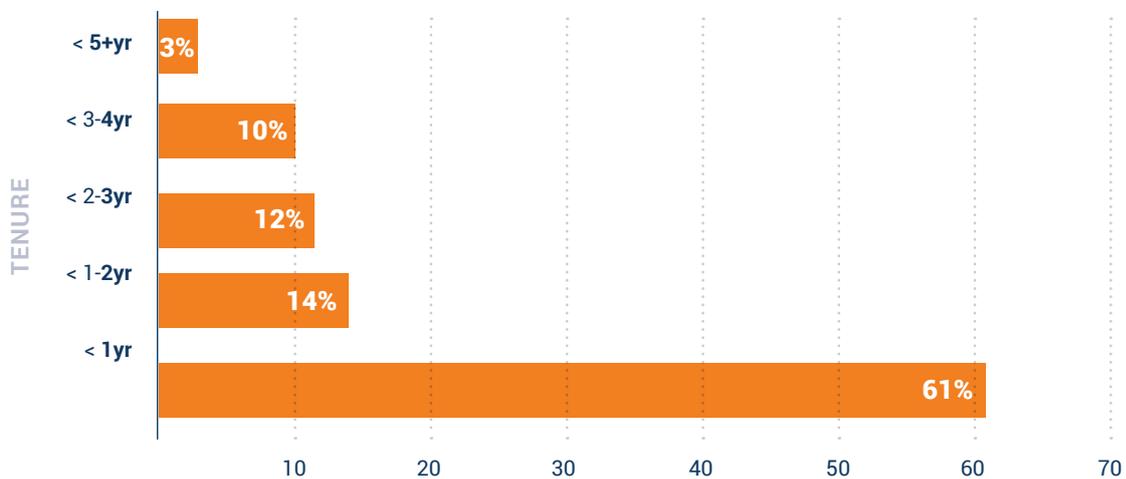
# STAKEHOLDER SURVEY RESULTS

## TENURE

### Employment Services Time with Intelife

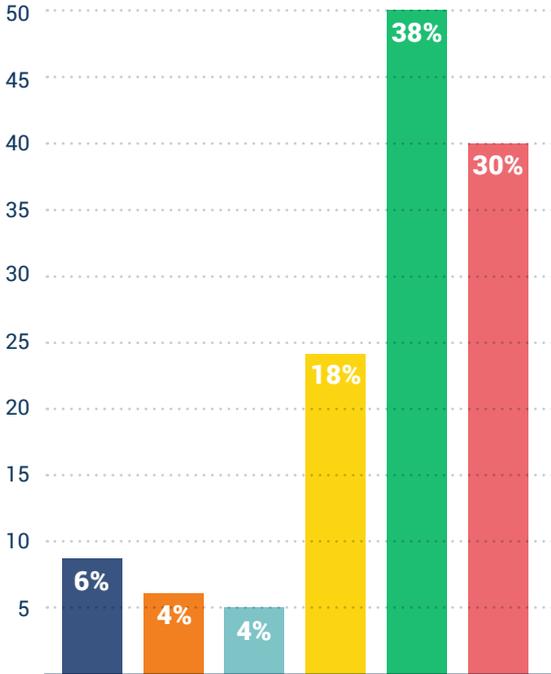


### Lifeskills Time with Intelife

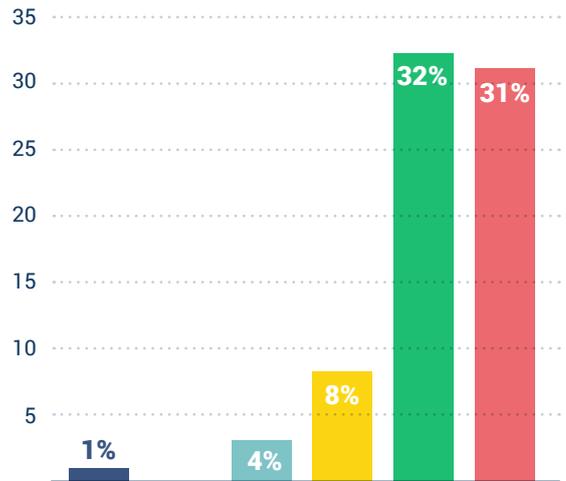


## SATISFACTION

### Lifeskills Satisfaction



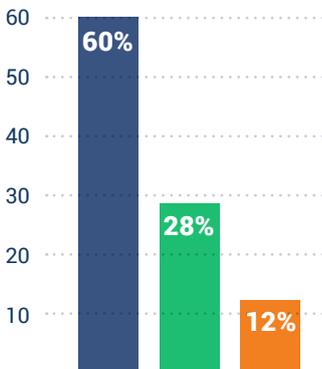
### Employment Services Satisfaction



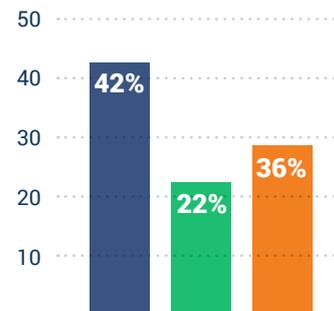
■ Very Dissatisfied   
 ■ Dissatisfied   
 ■ Somewhat Dissatisfied  
■ Somewhat Satisfied   
 ■ Satisfied   
 ■ Very Satisfied

## NPS

### Employment Services Net Promoter Score –48



### Lifeskills Net Promoter Score –19



■ Recommended   
 ■ Neutral   
 ■ Not Recommended

# AWARDS & RECOGNITION

## Intelife Safety Award

The Intelife Safety Award was created after discussion with our insurers Zenith Insurance. Zenith/GIO generously provide all prizes. The purpose of the Award is to recognize those staff members that go above and beyond the basic requirements for safety in the work place.

### The nominees for September 2019 were:

**Lifeskills Balcatta** – Kim McInnes

**Respite Balcatta** – Melissa Dunne

**Lifeskills Busselton** – Brian Kelly

**Lifeskills Butler** – Bianca Smithurst

**Lifeskills Midland** – Jack Mcloughlin

**Lifeskills Gosnell** – Gayle Sheppard

The overall winner of the year was Bianca Smithurst who won the annual grand prize of a voucher for two nights at Crown Perth, and a Safety Award trophy.



## The Charlie Rook Award

Congratulations to Jessica Rogers, who was named as the winner of the inaugural Charlie Rook Award. The Award was created in memory of Intelife's inaugural Chairman and Life Member Charlie Rook, who passed away in 2013, and celebrates staff who demonstrate the values of the organization.

Jessica was chosen for her commitment to all of Intelife's values but in particular her passion and willingness to go above and beyond in her role as skills trainer. She is always researching new ways to assist customers to achieve their goals and regularly takes on shifts at the last minute so customers don't miss out on support. She also goes out of her way to make contact with local organizations to request donations for our less fortunate customers.

### Congratulations also to the following two finalists:

Renae Jacob

Stephen Butler



# OUR LOCATIONS

## CENTRAL METROPOLITAN - BALCATT

### Head Office

11 Kirke Street, Balcatta WA 6021

**Phone:** (08) 6169 1100

**Fax:** (08) 9240 1846

**Email:** [central@intelife.org](mailto:central@intelife.org)

## EAST METROPOLITAN - BENTLEY

5 Sevenoaks Street, Bentley WA 6102

**Phone:** (08) 6169 1240

**Email:** [welshpool@intelife.org](mailto:welshpool@intelife.org)

## SOUTH WEST REGIONAL - BUSSELT

**Phone enquires via:** (08) 6169 1230

**Email:** [southwest@intelife.org](mailto:southwest@intelife.org)

## EAST METROPOLITAN - MIDLAND

21 Keane Street, Midland WA 6056

**Phone:** (08) 6169 1200

**Email:** [midland@intelife.org](mailto:midland@intelife.org)

## SOUTH EAST METROPOLITAN - GOSNELLS

10 Fremantle Road, Gosnells WA 6110

**Phone:** (08) 6169 1160

**Email:** [gosnells@intelife.org](mailto:gosnells@intelife.org)

## SOUTH REGION - MANDURAH

8 Cumberland Street, Greenfields WA 6210

**Phone:** (08) 6169 1220

**Email:** [greenfields@intelife.org](mailto:greenfields@intelife.org)

**BALCATT**



**MIDLAND**



**WELSHPOOL**



**GOSNELLS**



**GREENFIELDS**



**BUSSELT**

# ACKNOWLEDGEMENTS

AAA Print Group	Department of Communities	Agency
Alcoa	Department of Education	NeonLogic Agency
Alertise	Department of Health	Riding for the Disabled
Artsability	Department of Housing	Association of Australia (RDA)
Aurenda	Department of Justice	Sail into Life
Austin Fasteners	Department of Local Government,	Shire of Murray
BESS	Sports and Cultural Industries	Slicker Stickers
Bunbury Bowling	Department of Mines, Industry	Special Olympics
Bunnings	Regulation & Safety	Squire Patton Boggs
Busselton Bowling Club	Department of Primary Industries	Steve Sand Sifting
Cahoots	and Regional Development	Swan Districts Football Club
CCI WA	Department of Social Services	Telstra
CDERP	East Metropolitan Health	The Quill Collective
City of Armadale	Services	Therapy Focus
City of Bayswater	Examiner News	Thrass
City of Cockburn	Fishability	Town of Bassendean
City of Gosnells	Followers Inn	Town of Cambridge
City of Joondalup	Geographe Leisure Centre	Toyota
City of Mandurah	Hakea Prison	Triple A Cleaning
City of Melville	Inspired Development Solutions	Tyre Power
City of Rockingham	Land Care	Uniting Church
City of Stirling	Lochness Landscape Services	Vasse General Store
City of Swan	Loop Advisory	Vasse Primary School
City of Wanneroo	MacLodge	WADE
Cliffs Kitchen	Main Roads WA	William Care Court
Curtin University	National Disability Insurance	Zenith Insurance Services
Department of Biodiversity Conservation & Attractions		

[intelife.org](http://intelife.org)

Enabling  
independence

