



ANNUAL
REPORT : 2021

Overview

The last 12 months focused on Plan Navigators transition from Personal Assistants WA, a service within Inclusion WA, into becoming a stand-alone business unit of Australian Inclusion Group (AIG).

Personal Assistants WA officially changed its name to Plan Navigators on the 1st of July 2020. This was only possible with the enormous amount of work and support from Paul Fleay (Chief Executive Officer), Richard Orr (Chief Operating Officer), Laurensia Rosana (Finance Manager) and the Board.

We recognised that the work of Personal Assistants WA for the past few years was centred around supporting participants of the NDIS to work their way through the complex National Disability Insurance Scheme maze. The name change occurred because we felt that Plan Navigators more accurately describes how we can help people navigate their NDIS plans and funding schemes.

The NDIS, unfortunately, is a very city-centric funding model. Although more people living in regional remote areas can access NDIS funding, the problem is that there is a lack of access to flexible and responsive services in those areas. We recognised that in Regional WA, participants engaged sole traders over employing them and that more people in regional WA have ABN's who undertake the work of support workers. That is why this year, regional WA continues to be the focus of Plan Navigators. We aim to build our client list in the Great Southern Region of Western Australia, focussing mainly on Albany and its surrounding communities. Initially working with three NDIS participants in this region, our clients steadily grew to 25. The work predominantly undertaken in the region was support coordination and plan management with our clients predominantly being those under the age of 18 years old.

In November 2020, we welcomed our first regionally-based team member, Felicity Tiller. Felicity took on the role of Service Coordinator. She is a local community member of Albany. Felicity supports people who are using our Support Coordination, Shared Management and Payroll Services in this region.



Plan Management Supports saw a steady growth over the last 12 months. While initially working with 81 people across WA, this service has grown to 141 clients. Through this growth, we were able to welcome Michelle Boyle into the team in August 2020. In May 2021, the Plan Navigators underwent a restructure. We created a team specifically focusing on Plan Management. This team is currently being managed by Shelley Johnston. We also welcomed Mark Murrell as a new Plan Manager.

Technology has played a big part in Plan Navigators ability to work remotely from office locations and keep connected with each other and played a big role in being able to employ a regionally-based team member.

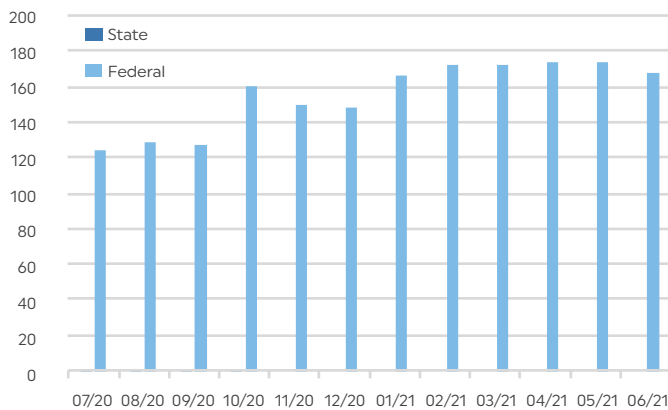
Plan Navigators also recognises the importance that the team have a balance of lived and life experience of disability. We continued to focus on this as part of our recruitment of new team members. We recognise that people with lived and life experience have so much to contribute because they viewed the work in a particular way that supported the work we're undertaking.

• We continued to support people to work towards developing their skills to take more control of their supports and services.

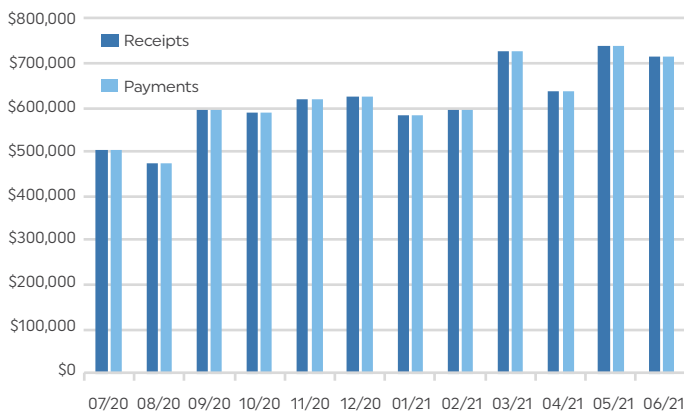


FINANCIAL HIGHLIGHTS

Growth



Movements



ORGANISATIONAL HIGHLIGHTS

174 PEOPLE SUPPORTED by Plan Navigators

147 PEOPLE SUPPORTED through our Plan Management Services

- 122 in Metropolitan WA
- 25 in Regional WA

39 PEOPLE SUPPORTED supported in Regional WA

- 11 in the Southwest WA,
- 3 in the Pilbara Region,
- 22 in the Great Southern Region

27 PEOPLE SUPPORTED through our Other Services

- 25 People in Support Coordination
- 1 Person in Payroll
- 1 Person in Shared Management

WE GRATEFULLY ACKNOWLEDGE THE SUPPORT GIVEN BY THESE ORGANISATIONS THROUGHOUT THE YEAR



Government of Western Australia
Department of Communities
Disability Services



Department of
Local Government, Sport
and Cultural Industries

