



ANNUAL  
REPORT : 2022

# Overview

**Plan Navigators celebrated its first birthday on 1 July 2021 as a standalone business unit of Australian Inclusion Group. When reflecting on the last 12 months, we can easily get lost in the evolving challenges and Government mandates brought on by the COVID-19 pandemic.**

It's easy to only remember the negatives that we faced as a community, from our lifestyles being adjusted almost daily, to COVID-19 fatigue starting to set in. However, it is important to remind ourselves how the community at large and the organisation responded and adapted to these testing times. From adjusting how we supported our clients and using creative ways of connecting as a team, we remained focused on our goal of ensuring we provided the best support possible during this challenging time. This strong partnership working towards a common goal is what we want to remember from the last 12 months.

Our success in working through these challenges was reflected in our 2022 Client Survey with 97.9% of surveyed clients either very satisfied or satisfied with the overall services received from Plan Navigators. While 100% of respondents felt their Support Coordinator or Plan Manager treated them with respect and would recommend our services to others. This is a stellar achievement for the team and a credit to the amazing work they do - day in, day out.

Our Plan Navigators Great Southern Service based in Albany, continued to see steady growth with a 52% increase in the number of clients we supported this financial year. We also started to work alongside people in the Katanning, Denmark and Kojonup areas, where we primarily provided Support Coordination and Plan Management services.



Plan Navigators team.

# Organisational Highlights

## Our Clients

**252** TOTAL CLIENTS SUPPORTED  
by Plan Navigators

**89** NEW CLIENTS  
in the 21/22  
Financial Year

CLIENTS SUPPORTED  
IN OTHER STATES  
**1** (QLD)



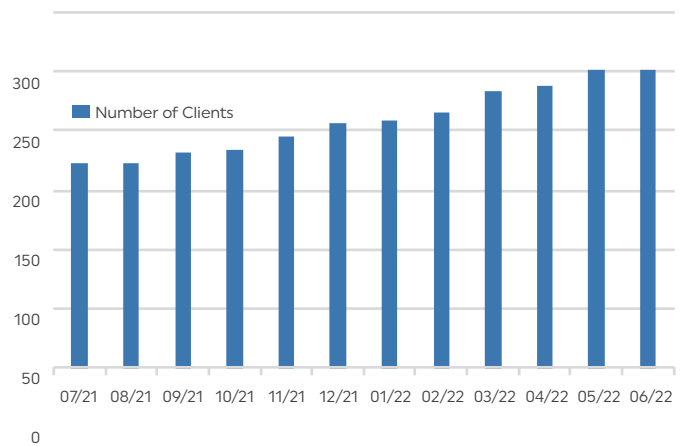
**47** CLIENTS SUPPORTED  
living in regional WA  
205 in Metropolitan WA  
7 in Mid-North West  
40 in other regional areas



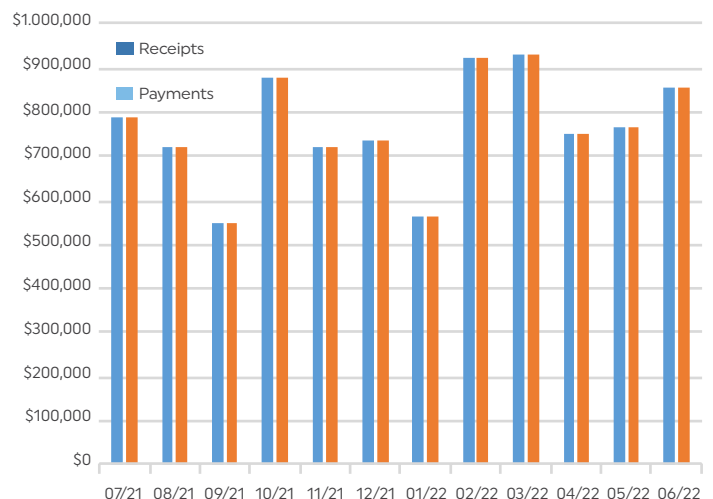
## Service Delivery

- \* Value of client supports and services paid: **\$9,189,382**
- \* Support Coordinator hours delivered: **2,210 hours**
- \* Shared Management direct support hours delivered: **7,381 hours**
- \* Payroll Support Service hours delivered: **1,188 hours**

Growth

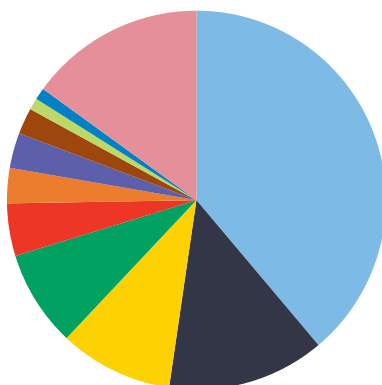


Movements



Primary Disability Type Distribution

- Autism = 38.81%
- Intellectual Disability = 13.43%
- Psychosocial = 9.70%
- ADHD = 8.21%
- Physical = 4.48%
- Cerebral Palsy = 2.99%
- Neurological = 2.99%
- Psychiatric = 2.24%
- ABI = 1.49%
- Angelman's syndrome = 0.75%
- Other = 14.93%



# Client Story

## Sally became a client of Plan Navigators a couple of years ago and through support and positive role modelling from her Mentor, her life changed dramatically.

Sally now lives in her own home, is able to manage her household bills, works part-time, is learning to save for holidays (as she loves going on them), socialises with her friends and is learning new skills like cooking healthy meals and planning dinner parties. This is just a taste of what a good working relationship can achieve.

Over the last couple of years, Sally has been supported by Plan Navigators to learn the skills to take on more responsibility for managing her own funding and employing her Mentor Dawn directly. Sally started with Plan Navigators by asking us to employ a person with whom she already had a trusted relationship. Sally did not want to recruit a stranger, but a familiar face who could support her journey. Our Shared Managed Model provided the flexibility for Sally to learn how to coordinate and direct her own day-to-day support and staff. Plan Navigators were engaged to be the employer of Sally's chosen staff.

“It is good being able to have my own life, make my own choices, and have my own staff whom I know, trust and have fun with. They support me in whatever I do and guide me to do what is safe or not to do.”

– Sally, Plan Navigators Client

After a couple of years, Sally started to need a more flexible staffing arrangement. Some of the issues faced by Plan Navigators being the employer of Sally's staff were the conditions set out in the Social, Community, Home Care and Disability Services Industry Award. We started to discuss with Sally the opportunity to take on being the employer of her staff and the support available to help implement this.

Most people's concerns are about dealing with the ATO, super, contracts, industrial relation laws and insurances, staff checks and balances, and employer obligations. To help overcome these concerns, we built a service around Sally that included linking her with a Book Keeper, a payroll tool and having a Service Support Coordinator whom Sally could contact to help troubleshoot issues and answer queries to help understand what it means to be a good employer. By Plan Navigators providing people living with a disability with the right support and tools, we help enable them to have more control of their lives.

Sally has grown in confidence and thrived in all aspects of her life, knowing she is believed in and trusted with such a big responsibility. We can't wait to see what goals Sally will tick off next!



Mentor Dawn (left) and Plan Navigators Client Sally (right).

We gratefully acknowledge the support given by these organisations throughout the year:

