



**accordwest**  
*committed to community resilience*

# **Annual Report 2017/18**

**PEOPLE LIVING STRONG,  
INDEPENDENT AND  
MEANINGFUL LIVES**

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Acknowledgement to Country

AccordWest acknowledges the Australian Aboriginal and Torres Strait Islander peoples of this nation. We acknowledge the traditional custodians of the lands on which our company is located and where we conduct our business. We pay our respects to ancestors and Elders, past and present. AccordWest is committed to honouring Australian Aboriginal and Torres Strait Islander peoples’ unique cultural and spiritual relationships to the land, waters and seas and their rich contribution to society.



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# Strength and Growth through Stability and Diversity



// We are committed to providing better outcomes for our clients and the way forward is clearly to improve on our close consultation with our Partners, Indigenous groups and Government to ensure a high level, quality service and at the same time ensuring our organisation's financial sustainability and capacity to support our staff and to continue doing what we do.

## PRESIDENT'S REPORT

**Glenys McDonald AM JP**

**AccordWest is a proud, place-based service provider, which has delivered life-changing services in the South West since for over forty years.**

Our services now extend into the Peel and Southern Metro Regions, and we continue to pursue a grass-roots community engagement philosophy supported by an intimate knowledge of the areas in which we work.

Our volunteer Board is made up of independent local people with an amazing skill set, and who bring a wealth of knowledge and good governance to our organisation.

AccordWest has continued to change form and function, not only to address community needs, but also to meet an escalating Government reform agenda.

In this difficult and ever-changing environment, our staff have continued to strive for excellence when the needs of our most vulnerable have escalated and funding sources are tight.

We are committed to providing better outcomes for our clients and the way forward is clearly to improve on our close consultation with our Partners, Indigenous groups and Government to ensure a high level, quality service and at the same time ensuring our organisation's financial sustainability and capacity to support our staff and to continue doing what we do.

AccordWest has also funded a youth adolescent therapy service, built four social housing units and, as previously mentioned, built the new Bunyap facility, projects which were an excellent way for AccordWest to 'give back' to the community.

I would like to thank our Board for their dedication during what has been a difficult twelve months. They have devoted many additional voluntary hours to ensure good governance and the transition to a new CEO.

The great strengths of our board lie in its stability and diversity. Treasurer Wayne

Evans has served the organisation for over 20 years, Brendan Kelly for over 10 years and I am fast approaching a ten year anniversary of service. The range of skills which our Board Members bring to the organisation encompass the law, human resources, social work, contract management, building construction and health.

In these times of economic and social uncertainty, we can rely on our Board members to enhance the efforts of our volunteers and staff, and continue to steer AccordWest and enhance its services.

Our Board Members are all volunteers, and, unfortunately, sometimes life intervenes and they need to give greater priorities to different aspects of their lives. It was with heavy heart that we recently said goodbye to Jamie Blair, and also to Nicky McManus, who has taken three months leave.

This year also saw the departure of long-time CEO Neil Hamilton, who has been with the organisation for ten years. The culmination of his invaluable service was the opening of the new Bunyap facility. During his time, Neil also oversaw the re-branding, marketing and expansion of our organisation as AccordWest and has ensured the financial sustainability of our organisation. Other significant milestones achieved during his tenure were the building of the new office, made possible with assistance of LotteryWest; the purchase of a home in Dalyellup; the commencement of the Coat-a-thon and Mario's Garden initiatives.

The Board valued Neil's vision and counsel throughout his tenure and wish him every happiness in his retirement.

I would like to express thanks to all our staff who have continued to strive

for excellence in their dedication to our clients, especially where they go the extra mile to ensure good outcomes. Particular thanks to the management team of Kris Robertson, Nicole Attwood, Marlene Butler and Trish Thomson and their teams. They can be justifiably proud of where the organisation stands in the sector today.

Also thanks to the CEO's Executive Assistant Simone Bush for her assistance to the Board.

2018/19 heralds a new era, and we welcome our new CEO Nicole Gibbs to the organisation. Nicole brings a different style of management to the role of CEO, and a different skill set, and the Board believes this stands her in good stead to manage our organisation into the future. She has certainly hit the ground running, and I thank our staff for the support they have given her in these early days.





# Working Together Makes Our Community Stronger

**//** AccordWest provides care to the most vulnerable children in our community through the Out-of-Home Care (OOHC) program. Delivered in partnership with the Department of Communities, the purpose of OOHC is to provide children with stable and nurturing care to enable them to heal from trauma.

## CEO'S REPORT

**Nicole Gibbs**

**AccordWest has provided critical and life-altering support to our community for over 30 years. The most vulnerable people in our community are provided with diverse and quality services through our child foster, youth, mental health, substance abuse, incarceration and accommodation programs.**

The common thread running through all these services remains homelessness.

- How do you care for your children without a home?
- How do you recover from a mental health illness while you sleep on the street?
- How do you gain employment when you can't even shower before a job interview?
- How do you find stable accommodation when you don't have a source of income?

AccordWest is proud to work in partnership with the Department of Communities and the Department of Justice in the delivery of a vast array of programs that provide crisis, transitional and permanent accommodation to people in our community who are most at risk. Covering the geographical area from Mandurah down to Margaret River, our accommodation programs provide for children in foster, homeless youth, adults exiting prison and other people in need.

Working in close partnership with

other valued local community service providers, we both deliver and facilitate the delivery of wrap-around support services for our clients (including mental health, employment, disability, financial counselling, substance abuse, domestic violence and education) to assist them in securing and maintaining permanent and stable accommodation.

AccordWest provides care to the most vulnerable children in our community through the Out-of-Home Care (OOHC) program. Delivered in partnership with the Department of Communities, the purpose of OOHC is to provide

children with stable and nurturing care to enable them to heal from trauma. Our role is to provide direct care, as well as to support children to develop and maintain long-lasting relationships with their biological family, carer family and other safe and nurturing people. This year we have been privileged to work with many of these very special children as they strive to meet their full potential and contribute to the Western Australian community.

In order to address escalating need and changes in the acuity of children and circumstances, the Department of Communities is reforming the OOHC program. AccordWest is proud to have participated in, and contributed to, the extensive consultation process lead by the Department to ensure a progressive and outcomes-based service-delivery model. We look forward to working

with the new and innovative models that will provide genuine outcomes for the children in our care.

The new year will see AccordWest working in close partnership with our invaluable Aboriginal Community Controlled organisations (ACCOs), as we seek to respectfully learn from their expertise and experience. We are committed to continually adapting our services to ensure that we provide quality services to our Aboriginal clients in a culturally responsive manner. Our Reconciliation Action Plan and our commitment to meeting the strategic goals within that Plan are an organisational priority.

The challenges that AccordWest faces in continuing to deliver quality services to the vulnerable people within our community are significant

but not insurmountable. Our valued partnerships with other community providers and our Departmental colleagues means we have every opportunity to deliver comprehensive and effective programs that deliver the outcomes necessary for people to live meaningful lives.

To the AccordWest team, it is with thanks to you all, whether you be volunteers, employees or Board members, that I finalise this report. There is not one of us who performs a more important role than another. We all perform a different role requiring different skills, knowledge and expertise. It is these combined skills, knowledge and expertise that allow us to operate as AccordWest and to contribute to the community in our own special way.



# Vision, Mission & Values

*// We believe there are always better ways to achieve results and we challenge ourselves to find them.*



## VISION

To be a provider of excellence in community services



## MISSION

Empowering individuals and families to develop resilience.



## VALUES

### CARING

People matter. We listen, respect and care about our clients' wellbeing from the first contact.

### INNOVATIVE

We believe there are always better ways to achieve results and we challenge ourselves to find them.

### RESPONSIVE

We know one size never fits all. When we notice your needs change, so will we.

### RESULTS FOCUSED

Everything we do is driven by our commitment to achieving results.

### INTEGRITY

Our values, ethics and professionalism are everything. We do what we say we will do.

# Strategic Priorities



## 1. MEET CUSTOMER NEEDS:

Quality and Commercially Competitive Services

## 2. LEARNING AND GROWTH:

Organisation Capacity and Competency

## 3. FINANCIAL SUSTAINABILITY AND ASSET BASE

## 4. INTERNAL BUSINESS PROCESSES:

Governance, Compliance and Continuous Improvement



# How we help...

## OUR ORGANISATION

AccordWest is committed to strengthening our community by assisting vulnerable people to gain the power, resilience and capacity to live strong, independent and meaningful lives.

A not-for-profit community services organisation, we specialise in a continuum of community services for people living in regional Western Australia who are seeking a 'place-based' approach to service delivery.

'Place' shapes people's well-being, as does a feeling of connectedness and having social networks. Consequently, place-based approaches aim to address complex social issues by considering – through more customised, integrated accessible service systems – the social and physical environment of a community, rather than focusing on the problems faced by individuals in isolation.

By pursuing a 'grass roots' community engagement philosophy supported by an intimate knowledge of the areas in which we work, AccordWest's place-based approach seeks to support individuals, families and communities becoming more engaged, connected and resilient.

We believe strongly that people living in the South West should not be forced to leave their own communities to access community services in cities and large towns. To this end, AccordWest offers a continuum of services which include:

## OUT OF HOME CARE

The number of children in out-of-home care is increasing, with children entering out-of-home care younger and remaining longer. There are also a growing number of children and young people in care with complex, intense and trauma-related needs. Aboriginal children are significantly over-represented, now comprising over 50% of all children in out-of-home care and increasing at a significantly faster

rate than non-Aboriginal children in out-of-home care.

Relative care has now overtaken non-relative care as the predominant out-of-home care arrangement type. In combination, these trends are increasing the difficulty in attracting and retaining enough suitable foster carers to provide quality placements and long-term placements. Ultimately, this detracts from the quality of life outcomes and opportunities for children in out-of-home care.



### Government's four key drivers for reforming the current system are:

1. The significant over-representation of Aboriginal children in out-of-home care.
2. The current system is operating at, or near, full capacity.
3. Community expectations of out-of-home care and the nature of the community in which it operates have changed significantly.
4. The increasingly complex needs of children.

AccordWest is proud to have participated in, and contributed to, the Department of Communities' Out of Home Care reform process and looks forward to working with the new and innovative, culturally appropriate and outcomes focused service-delivery model.



## FOSTER CARERS MICHELLE AND JAMES SHARE THEIR STORY....

Michelle had dreamed of becoming a Foster Carer since she was twenty years old, before she even met her partner, James. After they met, they were both on the same page, wanting to be able to give something back to the community. Fast forward more than a decade later, with two children of their own, they decided as a family the time was right and began the process. The training with all the scenarios was quite frightening and there were moments they didn't think that they could do it. They stuck to it and have not regretted it since. Michelle says that she and her partner James love the challenge of working with the young boy in their care, and finding ways to make him feel safe, loved and a part of their family.

AccordWest Foster Carers and Family Group Homes provided **36** safe options for children in care.

Michelle, James and their two biological children warmly welcome foster children into their family







## HOMELESSNESS & ACCOMMODATION SERVICES

The Commonwealth Government is working with the states and territories to reform the National Affordable Housing Agreement (NAHA). Ongoing indexed funding for a new National Housing and Homelessness Agreement (NHHA) from 2018-19 will improve the supply of new housing and improve housing and homelessness outcomes for all Australians across the housing spectrum.

Under the NHHA banner, and through multiple accommodation programs, AccordWest is funded to assist with State priorities including supply targets, planning and zoning reforms and renewal of public housing stock while also supporting the delivery of frontline homelessness services.

The current NAHA aims to ensure that all Australians have access to affordable, safe and sustainable housing that contributes to social and economic participation.

Specific AccordWest programs include Youth Accommodation Support Services (YASS), Bunbury Accommodation Service (BAS), Capes Accommodation and Advocacy Service and social housing.

Our Bunyup House in Bunbury and Vasse House in Busselton provide much needed transitional accommodation for youth, while our Knight Street home in Bunbury has been refurbished to accommodate single women aged over 50's years.

## How do you manage life without an address?



Accommodation is the key, critical issue which can cause many of the problems our clients face. Permanent and stable accommodation provides a platform that enable our clients to address other issues.

People become homeless for a wide variety of reasons – over half would present with mental health issues, and around a quarter are homeless because of divorce, separation or job loss.

Our programs are client-directed. We focus on the needs and solutions identified by the client. This increases the probability of success for our clients because they know that they are in charge of re-developing their own life. Because our programs build on a clients' existing resources, there is no one prescription for everyone.

The question we always ask is: "how best do YOU want us to work with you". Once this question is asked and answered, the outcomes for our clients become more achievable.

Key skills to sustain tenancy include being a good neighbour, developing good life-skills, getting kids to school on time and other general living skills that many of us take for granted. We work with the client to assist in building the capacity to use these skills.

Many issues which clients face do not go away in just two years. Drug and mental health issues can be a lifetime battle, and it's essential that clients know that they have support to help them sustain tenancy and make good life choices.

Sydwell Madziva  
Team Leader - Accommodation Services



Bunyup House  
accommodated  
**25** young people



**254**

People were supported in maintaining tenancies or accessing long term housing.



**197**

People, including children, were provided with safe and affordable housing through our Accommodation Services.

// Our Bunyup House in Bunbury and Vasse House in Busselton provide much needed transitional accommodation for youth





## FAMILY SERVICES

AccordWest provides an integrated range of counselling, mediation, and family/parenting support and advocacy services for people eligible for the respective programs. Current programs include: the Family and Relationship Service (children, adults or families in the South West); Reconnect (young people 12-18 and family members in the South West); the Children and Parenting Support Service (families with dependent children, based in or around Manjimup); Financial Counselling (helping people in the South West)); and the Tenant Advice and Education Service (available to individuals or families who rent in the South West).

The objective of the Family Relationships Services Program is to improve the wellbeing of Australian families, particularly families with children, who are at risk of separating, or who have separated.

The Reconnect program uses community-based early intervention services to assist young people aged 12 - 18 years who are homeless, or at risk of homelessness, and their families. Reconnect assists young people to stabilise their living situation and improve their level of engagement with family, work, education, training and their local community.

Children and Parenting Support services has a primary focus on children aged 0 - 12 years and provides support to children and families based on an early intervention and prevention approach. Services actively seek to identify issues that impact on child or family outcomes, and provide appropriate referrals before issues escalate.



**The Tenancy Advice and Education Service provides tenants with:**

- Information, advice and opportunities that enable them to resolve their own tenancy issues; and
- Negotiation, conciliation, advocacy and other support, where required to sustain a tenancy.



**Tenancy Advice and Education Services supported**

**390**  
individuals

The Financial Counselling service assists people experiencing financial difficulty to alleviate a financial crisis, address financial stress and hardship, and increase their financial literacy, with the intent of improving life outcomes.



**Family Services assisted**

**914**  
individuals and families.

The Western Australian Primary Health Alliance funds our vital Drug & Alcohol Service. The service works with young people (12-35 years), and their families, in the South West region providing information and counselling to individuals who have substance abuse issues, or who are concerned about a family member using drugs/alcohol. The service takes a harm minimisation approach, working supportively with clients to address underlying issues, promote recovery and health, and decrease risk of infectious disease.

**// The objective of the Family Relationships Services Program is to improve the wellbeing of Australian families, particularly families with children, who are at risk of separating, or who have separated.**







## Fresh Start



AccordWest works closely with our valued partners Breakaway Aboriginal Corporation and South West Medical Services (SWAMS) in the delivery of vital prison rehabilitation and reintegration services.

Our focus is to assist people in remand and people being released from prison to get back into the community. People in the program have demonstrated a high commitment to resolving self-identified issues.

Clients are generally people with significant issues such as substance abuse, mental health problems or relationship and partner issues. We are able to help to increase the capacity of people to reconnect with families, address mental health issues and successfully parent.

Working with partner organisations reduces client confusion. Collaboratively we guide clients through the bureaucracy of Centrelink, finding accommodation, booking appointments with health professionals, helping with banking, meeting the justice team, organising urinalysis appointments (if required) and engaging other agencies who can help the client to get to wins on the board.

The small successes achieved at this crucial time helps the client to start afresh and break with the 'old ways' which may result in recidivism.

We try to emphasise to all our clients that we will always be there for them if they need support or help, and that they reach out and ask for that help if they need to.

Paul Escott  
Team Leader - Rehabilitation & Reintegration Services

## REINTEGRATION & REHABILITATION

The Department of Justice has recently engaged AccordWest to deliver programs to help people gain the skills they need to live a meaningful life once their sentence is complete.

AccordWest works with people within and outside of the prison environment through a range of targeted programs and interventions such as parenting and family counselling, substance abuse programs, violence programs, financial counselling and securing and maintaining stable accommodation.



Reintegration  
Services assisted  
**529**  
people exiting  
prison



**114**  
Dads, and their Children,  
were supported through  
our Parenting Advice and  
Support Service



Prison Visitors Centre  
Staff supported  
**22,712**  
family and friends visiting  
the Bunbury Regional Prison







## EMERGENCY RELIEF

AccordWest provides Emergency Relief to assist people, and families, in dealing with their immediate crisis situation. This assistance could be by way of Essentials cards, food vouchers or hampers, clothing and hygiene packs. It could be to assist a family or individual pay an urgent bill, or to facilitate transport for emergency issues

When assessing for Emergency Relief, we are also able to make a referral to other support services that may assist a family's overall wellbeing, whether this be a referral to Financial Counselling, Accommodation, Tenancy Advocacy or Family Services, referrals to external services, with the client's consent. Where necessary, AccordWest's Emergency Relief staff will also facilitate warm referrals to these additional support services.

We are able to provide this invaluable service through the generosity of Department of Social Services and Lotterywest.



Emergency Relief was provided to

**8,165**

individuals and families in need



**100**

Christmas Hampers were distributed to children and families.



Our Emergency Relief program receives around 80 calls per week. Success in this realm is being able to allocate each client with what they need and this is often food vouchers. There is only so much to go round and the number and need of the clients can often be more than the resources available. The Emergency Relief program covers Bunbury through to Yarloop, and has outreach programs in Collie and Harvey.

In the current economy, many people lose their jobs and do not have the back up resources to sustain them to the next job. So even if it's just support for a short period of time, Emergency Relief is essential to their survival.

Katie Palumbo  
Intake and Referral Officer



# How can you help...

## COAT-A-THON

Coat-a-Thon is a community-centric winter program that provides coats, blankets and other clothing free-of-charge to those in need. Coordinated by dedicated and committed volunteers, the program depends heavily on the generosity of the community. AccordWest is simply the conduit between that generosity and those in need.

In 2018 over 7000 items were donated to the appeal. That is a whole heap of items that need to be sorted, put into size and gender groups and packed ready for distribution!

Thank you to our partner organisations GWN7, Bunbury Toyota and South West Removals for their vital contribution to the program.

### COMMUNITY SUPPORT OF COAT-A-THON REALLY MAKES A DIFFERENCE TO FAMILIES

A family of four spent some time in the Coat-a-Thon room, the single mum and three young children having a great time choosing new clothes. The children were in their element trying on different knitted beanies, choosing their favourite colours and showing the volunteer who was on duty at the time what they looked like, and asking opinions on styles. In the end the family left with what they needed, and even found some donated soft toys to take away with them.

Coat-A-Thon distributed **7,327** items of warm clothing and blankets.

Over 1,398 families and individuals were provided with warm clothing and blankets in 2018.

## VOLUNTEERS

### What Volunteering at AccordWest means to me....



Carol has volunteered for the Coat-a-Thon project for a couple of years. Carol decided to take up volunteering with AccordWest after working in childcare for many years, and then nursing her

husband for ten years. Volunteering is Carol's way of giving back to her community. Carol loves the camaraderie of the organisation, and the chance to get out of the house to meet friendly faces.

Carol is Bunbury born and bred, and is surprised by the number of new people who are coming into the community.

The best part about volunteering for AccordWest is socialising with other volunteers and staff, and the great atmosphere which exists within the group.

AccordWest is a fantastic organisation and it's wonderful to be able to be kept busy as part of such a wonderful team.



// Please pass it on so that someone in need can put it on.  
- Shona, Coat-a-thon volunteer





# Our Future Leaders

Shelby Andrews and Maddison Buck are both in their fourth and final years of their Bachelor Degree in Social Work at ECU in Bunbury. AccordWest is proud to have Shelby and Maddison on board to assist with the various programs our organisation provides.

Both Shelby and Maddison chose to study in the social work area due to personal experiences and because of their mutual desire to give back to their community.



## SHELBY

"My role interacting with the young people in the family group homes has given me the opportunity to put together a questionnaire for the young people to get feedback about how we can make their experience more enjoyable whilst being in care."

"It is about giving them a voice and a choice about their life as they didn't get to choose to be placed in care."

"It is about empowering these young people in making decisions about their lives and how we can improve on the program for future clients."

"The Out of Home Care questionnaire is about listening to the young people about what changes they would like to see so AccordWest can make the experience for them less traumatic and daunting."

"This is also about empowering the young people to make decisions about their life."



accordwest

// It is about empowering these young people in making decisions about their lives and how we can improve on the program for future clients.

## MADDISON

"I chose this degree due to use my personal experience with trauma and because of the social barriers that I know prevent others from accessing services."

"I have had the opportunity to work with a range of different age groups and families both one-on-one and in groups."

"I have been able to be involved in group projects, like the Bunyap project, and assisting with the YRG."

"I have gained experience in counselling, case management, community engagement activities, networking with other agencies and developing my own practice as a social worker."







# Thank you!

AccordWest would like to thank the following organisations for their invaluable contribution to assisting the most vulnerable people in our community:

Breakaway Aboriginal Corporation  
Enable  
Food Bank WA  
Forrest Personnel  
Mission Australia  
Noongar Boodjar Language Cultural Aboriginal Corporation  
Salvation Army  
South West Aboriginal Medical Service  
South West Community Legal Centre Inc.  
South West Women's Refuge  
Relationships Australia WA  
Wungening Aboriginal Corporation

And to our valued colleagues and partners within the following Government agencies:

Department of Social Services  
Department of Health  
Department of Communities (WA)  
Department of Justice (WA)  
WA Primary Health Alliance  
Lotterywest  
Bunbury Regional Prison







## TREASURER'S REPORT

**Wayne Evans**

**Without the support and commitment of partner organisations both government and non-government Accordwest would not be able to achieve all that it does to help clients through some of the hardest times in their lives.**

The Board and Staff continue to work hard to develop new partnerships with organisations which will assist to enhance AccordWest's service provision.

On the finance side there was an increase in income of \$1.3M (12%) during 2017/18 compared to the previous year. This was mainly due to increased funding from the Department of Child Protection & Family Support \$766,000 and a grant from the South West Development Authority of \$180,000 for the Tiny Houses project.

This year saw the organisation with a healthy surplus of \$637,000.

The main changes in the balance sheet are an increase in non-current assets of \$1.1 million with the completion of the construction of the new Bunyap facility

on Forrest Avenue. This was funded from AccordWest cash reserves.

There was also an increase in unexpended funds of \$606,000.

AccordWest employees continue to have the security of working for a financially strong organisation and are assured cash reserves are sufficient to cover employee's entitlements for annual and long service leave.

The annual financial audit has been completed and this year there were no recommendations for improvements to financial processes.

Thank you to Nicole Attwood and her team for their hard work throughout the year and in achieving this pleasing result.

One of our long term partners are our

Auditors, and we thank Tim Partridge and his team at AMD for their ongoing support during the audit process and throughout the year, and for their sound and timely advice.

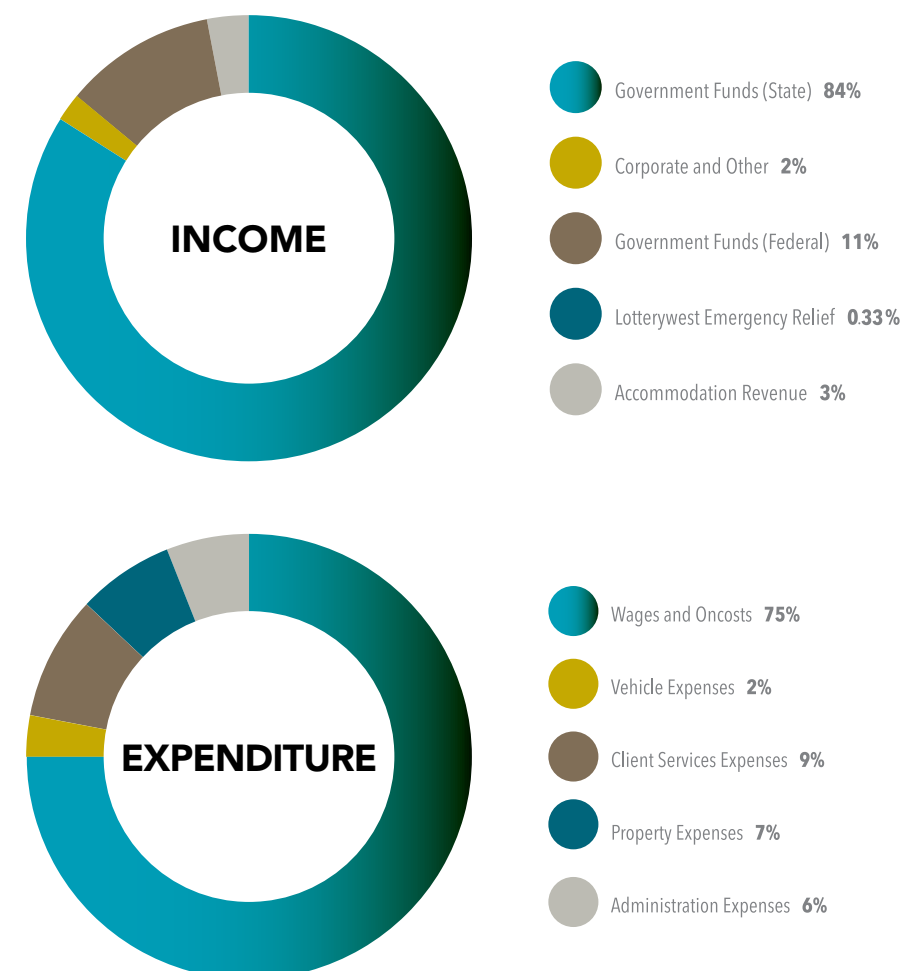
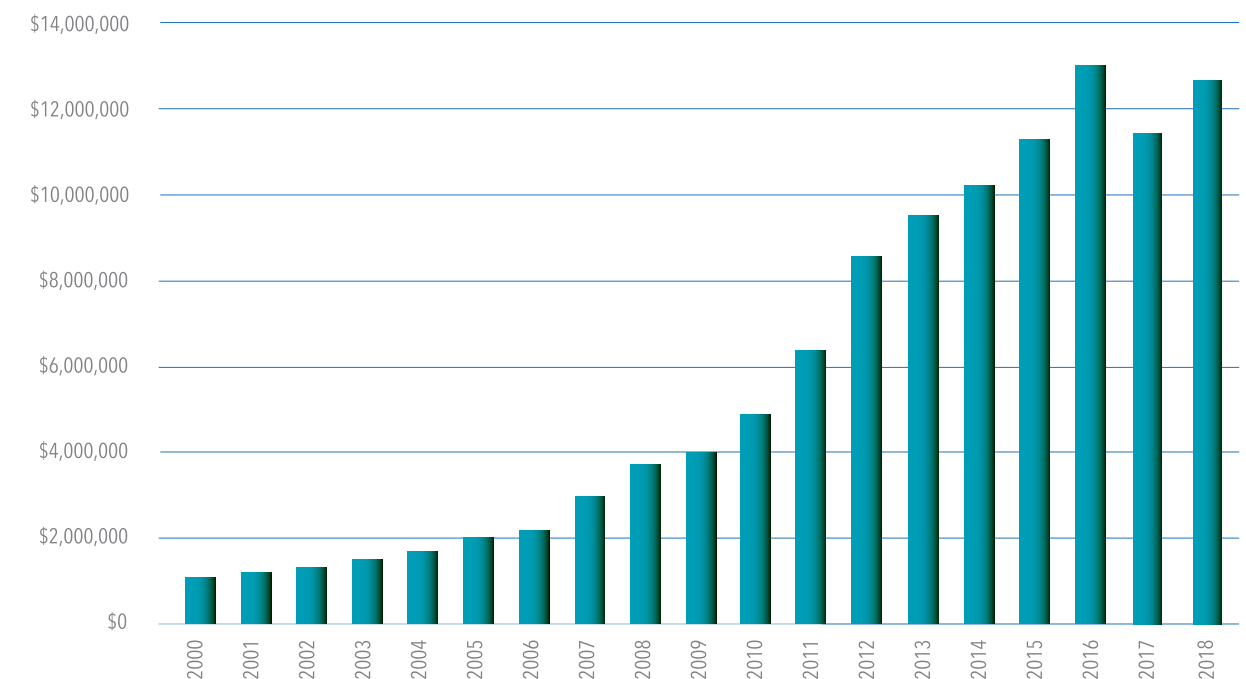
Thank you to my fellow Board members for their diverse views and expertise in their specific areas of knowledge. Unfortunately we have lost the legal expertise of Jamie Blair this year due to family and work commitments, however I am thankful for his considered advice and contribution during his tenure.

Finally welcome to our new CEO, Nicole Gibbs. I wish you all the best for your time with Accordwest. Also happy retirement to Neil Hamilton our outgoing CEO after over 10 years of service to the organisation.

## FINANCIALS

**Income Growth from 2000 – 2018**

### INCOME GROWTH FROM 2000 TO 2018







## OUR BOARD



**GLENYS MCDONALD AM JP**  
PRESIDENT

Glenys has had a richly varied career in the public and not for profit sectors, in Public Health and the drug harm reduction area of the Police Service and is currently engaged via Rotary and AccordWest. She was awarded an Order of Australia (AM) in 2001.



**Brendan Kelly**  
VICE-PRESIDENT

Brendan has been a Bunbury City Councillor since 2007 and is a strong advocate for improving accessibility to facilities and services in Bunbury. He believes his key strength is his ability to connect people and organisations to achieve the best mutual outcomes.



**Wayne Evans**  
TREASURER

Wayne gained his Bachelor of Business at Curtin University and became a Chartered Accountant while working for international accounting firm Arthur Andersen. His involvement in local community organisations spans many years.



**Bruce Lynch JP**  
SECRETARY

Bruce spent over 40 years in the building industry in WA, and remains involved with two local companies as Compliance Officer. Bruce is a Justice of the Peace, a Board Member of the Bunbury Men's Shed Inc. and AccordWest, and a past District Governor of Rotary.



**Jamie Blair**  
BOARD MEMBER

Jamie has lived and worked as a lawyer in the SW for 8 years, and was introduced to AccordWest through involvement with Bunbury families and business. Jamie's a broad range of legal skills and practical outlook is a great asset for our AccordWest.



**Dr Stephen Hinton**  
BOARD MEMBER

Stephen migrated to Western Australian from South Africa in 2001, and works as a Specialist Physician in hospital practice at the Bunbury Regional Hospital and St John of God Bunbury. Stephen is also a visiting physician at Bunbury Regional Prison.



**Nicola McManus**  
BOARD MEMBER

Nicky has worked as an Occupational Therapist, has a Master's of Business Administration (ECU) and Post Graduate Diploma in Health Science (OH&S) and Bachelor of Science (OT) (Curtin). Nicky now works a human resources capacity for Cristal in Australind.



**Dr Lynelle Watts**  
BOARD MEMBER

Dr Lynelle Watts is the first in her family to attend university, made possible at the regional campus of ECU. Lynelle has a commitment to ensuring that others can also access the life-changing benefits of a good social services net and local opportunities for education and training.



**Deborah Visenten**  
BOARD MEMBER

Deborah has worked in technical positions in the mining sector and has a Degree in Psychology. She is a member of several local sporting groups, competing nationally as a Masters cyclist and enjoying the many walking trails in the region.

**Our volunteer Board is made up of independent local people with an amazing skill set, and who bring a wealth of knowledge and good governance to our organisation.**









**accordwest**  
*committed to community resilience*

**ACCORDWEST**

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**ACCORDWEST SERVICE OFFICE LOCATIONS**

**Mandurah**

Unit 4/19 Davey Street  
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