

**CEO Report**  
**Jo-Anne Reeves**

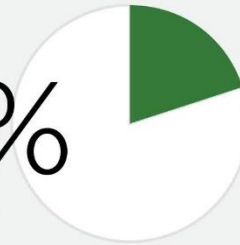


# Response rate and respondent details for the 2020 client survey



Response rate to survey

20%



## Survey Respondents



66% are people living with Parkinson's

72%

are 65 years and over



58%

are women

41%

are men

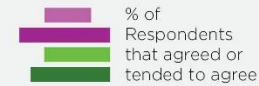


26%



First heard about Parkinson's NSW from their Neurologist

# Here is what our clients said about the services we provide



## Parkinson's NSW Support Groups

The support group I attended was...



*"Support Groups provide good information from like-minded people with similar experiences. They help provide options for activities and social interaction"*

## Parkinson's NSW InfoLine

The InfoLine was...



*"I would like to say thank you to the team member that helped me through a very difficult time"*

## Parkinson's NSW Counselling Services

The Counselling service was...



*"Most professional and empathetic"*

## Parkinson's NSW Education Seminars

The Education Seminar...



*"I have found the seminars helpful, not only from the presenters, but also talking to others about their different effects of Parkinson's and how they deal with the situation"*

## The Parkinson's NSW Specialist Nurse service

The PNSW Specialist Nurse service was ...



*"Look forward to the future with someone with such confidence caring for us"*

## Support with my NDIS application

Support received with my application was...



*"Excellent support offered with NDIS application"*

# Here is what our clients said about our organisation



Combined Agree (Agree plus Tend to Agree)



86%

My interaction with Parkinson's NSW has been **positive** when I have contacted them



81%

Parkinson's NSW **communicates openly**



80%

Parkinson's NSW **responds** to feedback in a **timely manner**



75%

Parkinson's NSW consults with people living with parkinsons and carers to **improve** current services



73%

Parkinson's NSW consults with people living with parkinsons and carers to **develop** new services



73%

I **trust** Parkinson's NSW to **support me** with managing my Parkinson's



71%

I feel **connected** to Parkinson's NSW



68%

Parkinson's NSW has had a **positive impact** on my life



49%

I am aware of Parkinson's NSW's **plans for the future**

# Our Strategic Priorities



## Sustainability

To grow for the long term while maintaining good governance.

- ▀ Governance & risk management
- ▀ Prudent financial management
- ▀ Diversify sources of funding
- ▀ Govt advocacy for funding
- ▀ Relational databases built to record all client touchpoints
- ▀ Diversify fundraising tools & channels
- ▀ Strong performance accountability at all levels
- ▀ Technology fit for purpose



## Person-centred service delivery

Listen to & learn from people living with Parkinson's to enhance & grow services.

- ▀ Develop & deliver evidence-based services & referrals
- ▀ Measure outcomes:
  - ▀ InfoLine
  - ▀ Nurses
  - ▀ Counsellors
  - ▀ Education
  - ▀ Exercise program delivery
  - ▀ Support Co-ord.
  - ▀ NDIS advocacy
  - ▀ Referrals
  - ▀ Data collection
- ▀ Innovation & continual improvement



## Collaboration with impact

Strategic partnerships to extend, diversify & strengthen services.

- ▀ Seek partners with complementary skills & values
- ▀ Share risks & benefits
- ▀ Avoid duplication
- ▀ Align governance & processes
- ▀ Secure collaboration with agreements



## Building capacity & reach

Build additional capacity in metro & regional communities to enhance quality of life for people living with Parkinson's.

- ▀ Strengthen & grow PNSW Support Groups across NSW
- ▀ Add carer support programs, information & services
- ▀ Increase education programs
- ▀ Identify & verify referral resources
- ▀ Build & maintain referral resource database
- ▀ Boost community engagement



## Research

To focus on making a difference now in the quality of life of people living with Parkinson's.

- ▀ Align priorities with Parkinson's Trust to collaboratively fund research
- ▀ Re-focus & revitalise independent Research Advisory Board
- ▀ Promote research progress & opportunities to participate in trials

Skills & Culture – Board, Management & Staff

Infrastructure, Systems & Processes

Brand-building & Communications

Advocacy & Community Engagement

# Sustainability

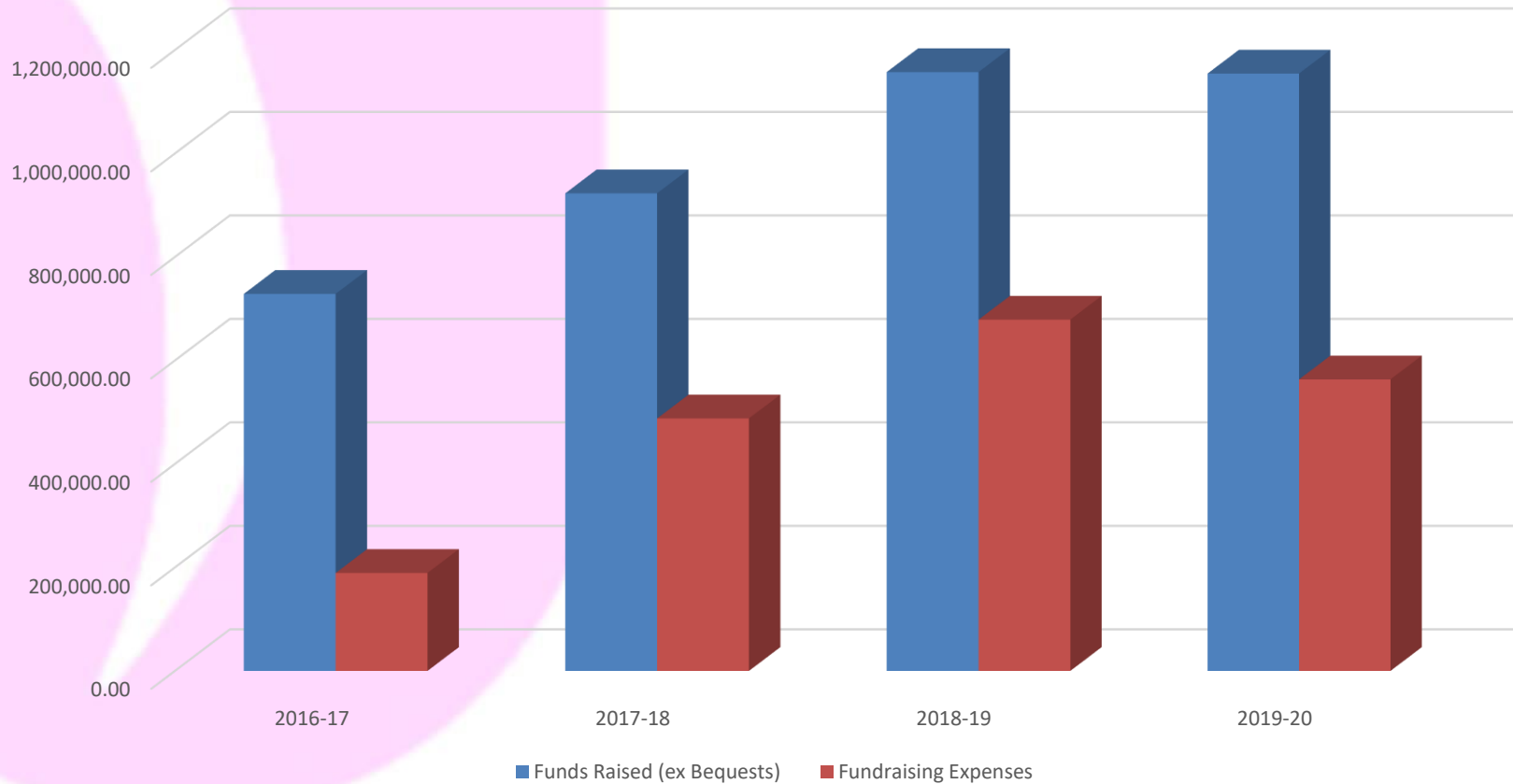
## History of Financial Performance





# Reduced Costs of Fundraising

Non-Bequest Fundraising vs Expenses



# Person-Centred Service Delivery

- Parkinson's NSW is a **service delivery organisation**.
  - We fill the need for support & enhanced wellbeing as work continues towards a cure
- Our person-centred services include:
  - Nursing – both via InfoLine and community-based Parkinson's Specialist Nurses
  - Counselling
  - Education
  - Exercise
  - NDIS Advocacy & Support Coordination



Person-centred  
service delivery





Person-centred  
service delivery

# InfoLine & Nursing

- InfoLine is staffed by 2 Parkinson's Registered Nurses with a combined 70 years of experience.
  - 4,433 calls in 2019-20 (fewer but longer: 7 to 65 mins)
- Community-based Parkinson's Nurses increased
  - Grew Coffs Harbour role to 1.0 FTE (was 0.5 FTE)
  - Placed new Nurse in Tweed (+1 FTE)
  - MoU for new Nurse in Hornsby Hospital (+1 FTE)
- Community-based Nurses remain in Shoalhaven, Coffs Harbour and Port Macquarie (3 FTE)
- Evaluating Federal Govt. Neurological Nurse model



Person-centred  
service delivery

# Counselling

- Added Counsellor to the team in second half of the year
- Adapted quickly to manage the challenges of COVID-19
  - Face-to-face counselling sessions dropped by 30 percent to 203 (@1 hour each)
  - Telephone consultations increased by 55 percent to 336 (@1 hour each)
  - New video-chat sessions also popular: 174 conducted over the year (@1 hour each).
  - Occasions of service up 39% year to year



Person-centred  
service delivery

# Education & Exercise

- Delivered strongly in the first half of 2019-20
  - 16 education seminars for people living with Parkinson's, GPs and Allied Health, and Aged Care Nurses/Support Workers. (vs 24 all last year)
  - > 300 different exercise activities across the state involving > 800 participants
- When COVID-19 hit, immediately moved to technology-enabled delivery
  - Facilitated exercise coaching via Zoom
  - Identified and recommended Parkinson's-safe exercises available on YouTube

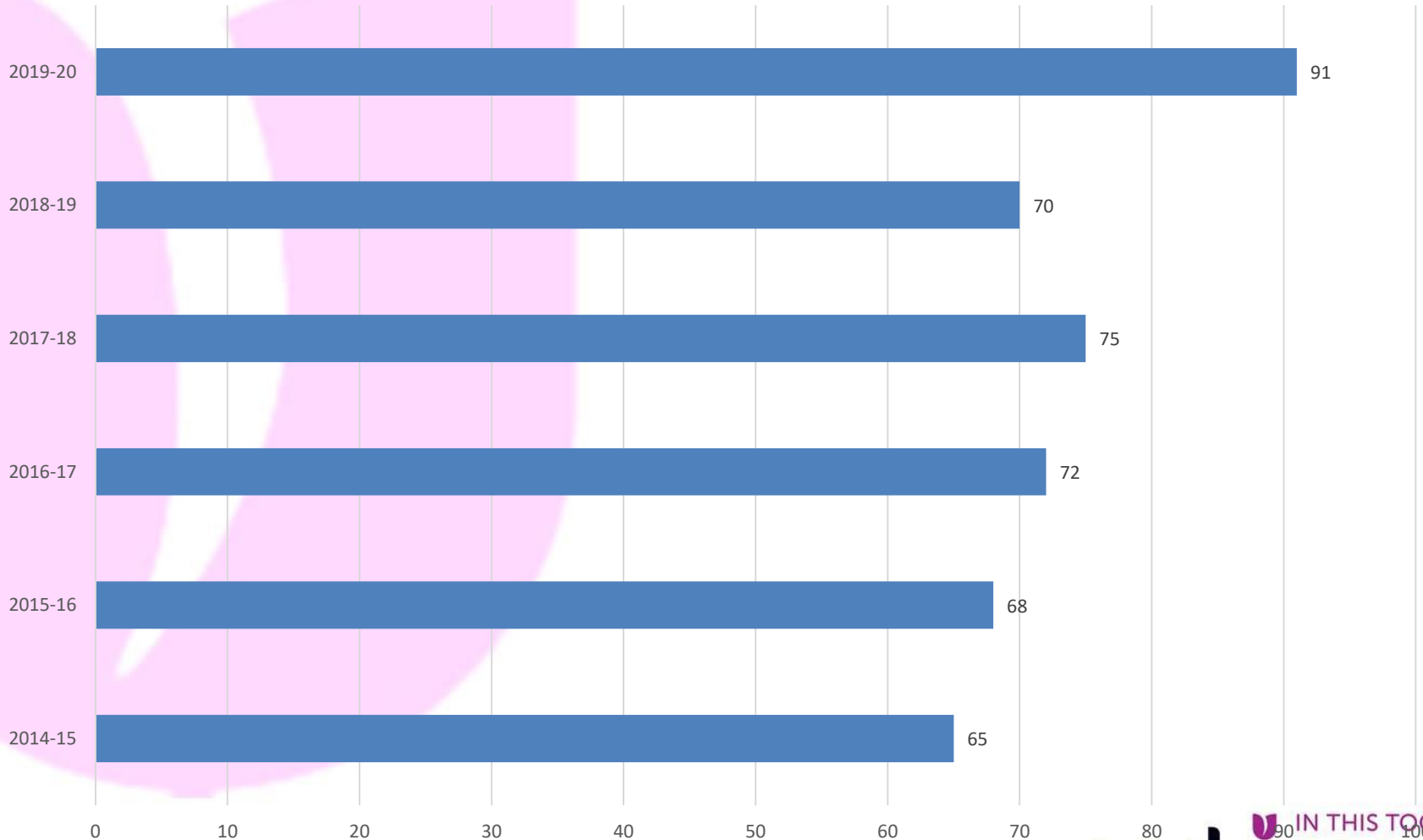


Person-centred  
service delivery

# NDIS Services

- Parkinson's NSW gained Registered Service Provider status with the National Disability Insurance Scheme (NDIS) in the 2018-19 financial year.
  - Both a requirement of NSW Government policy and a new source of revenue for Parkinson's NSW.
- NDIS Nurse Advocate guided 292 people through complexities of applying for NDIS funding
  - Increase of 56 percent over the previous year.
- Part-time Support Coordinator currently assisting 20 participants
  - Growth of 63 percent within the past year.

# Growth in Support Groups



# Capacity-Building for the Future

- Parkinson's 101 – Self-guided online learning program to build the Parkinson's skills of Allied Health professionals
- Aged Care Education Module – Self-guided online learning program for Nurses & Aged Care Workers
- Parkinson's NSW Database – To better capture all content and points of contact with the Parkinson's NSW community, reduce repetition and build accuracy
- Upgrading of IT infrastructure
  - Enhanced productivity and connectivity
- Allied Health Quality Verification Project

# Stay in touch with us

Website

[www.parkinsonsnsw.org.au](http://www.parkinsonsnsw.org.au)

InfoLine

1800 644 189

## Social media



Facebook



Twitter



LinkedIn



Instagram



YouTube