

**ACHIEVE
AUSTRALIA
2017-18
ANNUAL
REPORT**



achieve
australia

building extraordinary lives

Our Passion

Our Passion is social inclusion for people with disability.

Our Purpose

Our Purpose is to build extraordinary lives, supporting people with disability to be well, have a home, choose a career, learn new skills, participate in the community and enjoy a full life.

Acknowledgements

Achieve Australia acknowledges Aboriginal and Torres Strait Islander peoples as the First Australians and Traditional Custodians of this country. We pay our respect to all Aboriginal and Torres Strait Islander people and to Elders past, present and emerging.

Contents

Our Passion and Purpose	2
Welcome from Chairman	5
Financial summary	10





Welcome from the Chairman



The year 2017 marked a significant milestone for Achieve Australia as we celebrated 65 years providing services and support for people with disability. We are proud of our extensive history and how it has shaped who we are as an organisation today.

From where it all began at Crowle Home in 1952, which assisted just 15 children, to an organisation today that supports 280 clients as well as a growing workforce of more than 1,100 employees.

We have come a long way and experienced considerable growth over recent years.

A fundamental link to this growth occurred in the 2017-18 financial year when Achieve Australia was successful in winning a tender to transfer 28 group homes owned by NSW Ageing, Disability & Home Care (ADHC) to the organisation. The achievement resulted in more than 100 new clients, many of whom have high or complex needs, and over 300 staff joining Achieve.

Crucial to our success during this period of growth has been to ensure that all processes and procedures meet the highest of quality standards to deliver the best outcomes for the people we support.

2016-2018 Strategic Plan results

In 2016, with the new Strategic Plan underway, 20 projects were agreed upon focussing on four key areas – Service Readiness and Innovation, Leadership in Housing Solutions, Business Excellence and Continuous Improvement, and Sustainable Growth and New Horizons.

Rapid progress of the 2016-18 Strategic Plan meant that



1. Service Readiness and Innovation

The launch of the Quality Checkers pilot program, together with the Centre for Disability Studies (CDS) at the University of Sydney, signifies a new era for people with disability to truly have a say in how they live their lives. Quality Checkers differs from traditional feedback methods in that it features a peer-to-peer review model, where people with disability are also carrying out the interviews and reporting on results with the help of a support worker, staff member or family member.

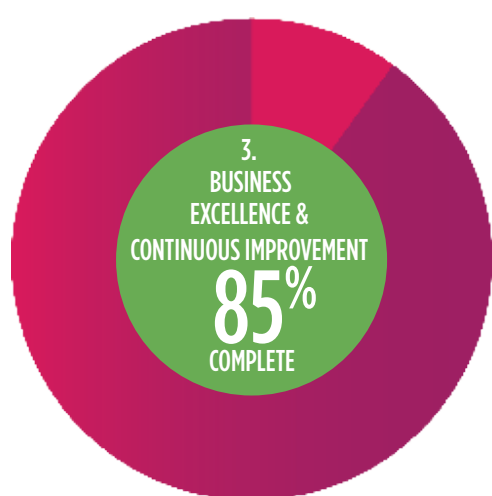
2. Leadership in Housing Solutions

The successful tender and transfer of 28 group homes owned by NSW Ageing, Disability & Home Care (ADHC) contributed to a 165% increase in the number of community homes managed by Achieve Australia, from 32 in 2016-17 to 85 in 2017-18.

In addition, the number of clients provided accommodation support has increased by 114%, from 131 in 2016-17 to 280 in 2017-18. This also caused the workforce of the organisation to nearly double from 583 to 1135 since the previous financial year.

project timeframes were shortened from 36 months to 30 months. 84% of project work was completed in February 2018 and by 30 June 2018, 90% of the overall Plan has been finalised.

A number of key projects were attributed to the success of the 2016-18 Strategic Plan with additional projects featured in the summary section of this Annual Review.



3. Business Excellence and Continuous Improvement

Workforce strategy and planning has commenced to support this organisational growth and to continue to build on one of Achieve Australia's greatest assets, our employees. The organisation has progressed the Intentional Culture program and continued to embrace our Signature Behaviours across the organisation.

To support ICT communications, workflows and infrastructure, new advanced software has been tested, trialled and implemented in May 2018. The introduction of the VisiCase platform will provide significant benefits to the organisation leading to improvements in service delivery, financial control and staff management.

4. Sustainable Growth and New Horizons

A brand new integrated employment hub in Newington will soon include the upgraded premises for Achieve Australia's social enterprises, The Sewing Basket and AchievAble Enterprises. Both social enterprises provide ongoing supported employment for up to 60 people with disability. This offers the opportunity for supported employees to earn an income, improve their workplace skills and engage with the community. The new integrated hub model works towards our passion for social inclusion in the hopes that we can provide even more opportunities in the future for the people we support.



Building on our success

As the roll out of the National Disability Insurance Scheme (NDIS) continues across the country, both the operational and financial challenges for the organisation remain evident.

However, we remain resilient, adaptive to these changes and are committed to working with the National Disability Insurance Agency (NDIA) to reach positive outcomes for all people with disability.

With special thanks

Finally, I would like to acknowledge the contributions of the employees at Achieve Australia for making a difference to the lives of people with disability and their families each and every day. Your resilience, skills and experience are one of our organisation's greatest strengths.



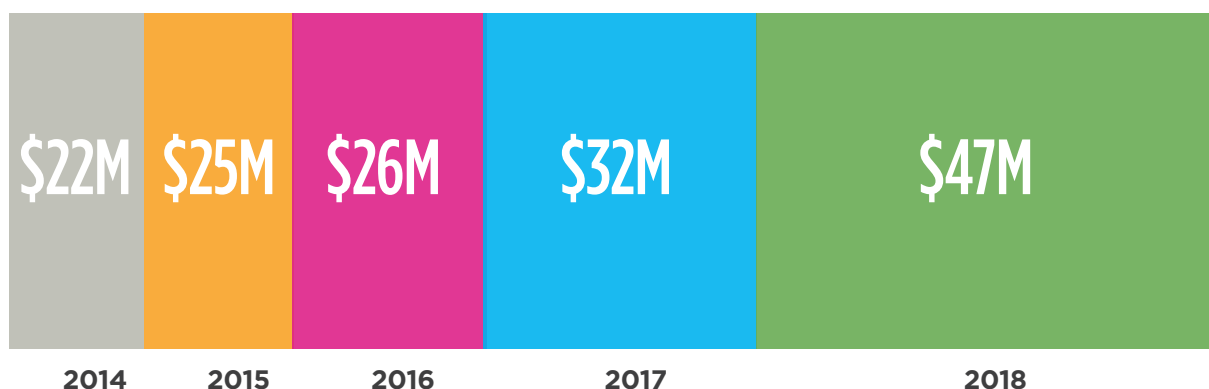
Thank you to all of our donors and supporters this year as well as our individual and corporate volunteers for your commitment and dedication to support our ongoing work. I would like to especially congratulate the volunteers at The Sewing Basket for winning the 2017 NSW Volunteer of the Year Awards. This tremendous effort is a testament to your skills and enthusiasm in providing mentorship for supported employees at the shop.

As an organisation, we are also grateful for the support provided by strategic partners across the business sector and look forward to working with you in 2018-19.

Richard Dinham
Chairman, Achieve Australia

Financial summary

5-Year Revenue Summary (Total Revenue)



Consolidated Statement of Profit or Loss and Other Comprehensive Income (For the year ended 30 June 2018)

	2018 (\$)	2017 (\$)
REVENUE		
Government funded service revenue	43,069,385	28,340,446
Commercial sales	949,488	879,937
Other income	2,976,151	3,242,606
Total revenue	46,995,024	32,462,989
EXPENDITURE		
Employee benefits expense	45,758,260	26,187,122
Client support services	606,530	180,147
Depreciation & amortisation	813,960	652,363
Rent expense	1,305,905	1,482,899
Motor vehicles expense	1,141,874	649,912
Consulting and professional fees	2,489,026	874,137
General operating expenses	6,575,519	5,195,030
Total expenditure	58,691,074	35,221,610
Deficit for the year	(11,696,050)	(2,758,621)
OTHER COMPREHENSIVE INCOME		
(Loss)/Gain on re-measurement of defined benefit liability	537,431	
Total comprehensive loss for the year	(11,158,619)	(2,758,621)

Consolidated Statement of Financial Position

(As at 30 June 2018)

	2018 (\$)	2017 (\$)
ASSETS		
Current assets		
Cash and cash equivalents	7,088,424	3,531,127
Trade and other receivables	3,338,251	3,330,800
Other assets	73,672	192,022
Current assets	10,500,347	7,053,949
Non-current assets		
Property, plant and equipment	22,120,023	23,664,814
Intangible assets	373,900	226,255
Other non-current assets	163,837	167,012
Financial assets	4,433,141	9,332,443
Non-current assets	27,090,901	33,390,524
Total assets	37,591,248	40,444,473
LIABILITIES		
Current liabilities		
Trade and other payables	3,467,563	1,508,766
Provisions	10,508,504	2,441,008
Other liabilities	8,899	22,817
Borrowings	185,983	2,677,083
Total current liabilities	14,170,949	6,649,674
Non-current liabilities		
Provisions	1,514,939	566,604
Borrowings	393,950	558,166
Non-current liabilities	1,908,889	1,124,770
Total liabilities	16,079,838	7,774,444
Net assets	21,511,410	32,670,029
FUNDS		
Accumulated funds	21,511,410	32,670,029
Total funds	21,511,410	32,670,029



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