

WORKING TOGETHER

Contents

Passion and purpose	5
Chairman and CEO Welcome	6
Our year in review	8
Your Organisation, Your Future	12
My Home	16
My Life	18
My Career	20
Support Coordination	24
Financial summary	26
Our team Acknowledgements	28

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.



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.

Welcome...



from the Chairman and CEO

We are pleased to present Achieve Australia's Annual Report for 2018-2019. This financial year has provided both opportunities and challenges for the organisation as we continue to operate and adapt under the National Disability Insurance Scheme (NDIS).

At Achieve Australia, we strongly believe in the vital role of the NDIS to positively impact the lives of people with disability by providing increased choice and control for everyone. In 2018, Achieve was proud to become part of Alliance20, a group representing Australia's largest disability service providers to collaborate on solutions to improve services and lives for participants and their families. In collaboration with our industry colleagues, government, and the private sector we are committed to the success of the scheme and to achieving better outcomes for people with disability.

The NDIS has required organisations to adapt to new ways of working. In 2019, we embarked on the *Your Organisation, Your Future* project to further develop and improve our services and help our teams continue to deliver high quality care and supports for our clients and families in this new and challenging environment.

An integral part of this project is to ensure we have the right resources, structure and processes in place. Our commitment to continuously improve and enhance our services underpins our core passion of social inclusion for people with disability.

In addition to the *Your Organisation, Your Future* project, a key focus of the organisation in 2018-2019 has been ensuring long-term sustainability, which has included strategic business growth and expansion achieved through a series of successful tenders and transfers. At the end of 2018 more than 100 clients and employees from Family and Community Services (FACS) joined the organisation at the Summer Hill facility. The group home and purpose-built respite centre reinforced a strong track record of providing high physical support and complex care for people with disability and their families. We are incredibly proud of the progress that has been made at Summer Hill, and particularly of the industry

leading lifestyle program introduced at the short-term accommodation and respite centre, Summer Hill House.

Our lifestyle programs in other areas of Achieve have also created excellent outcomes for the people we support. The Achieve Wishes singing and song writing group recorded their very own song and music video at a professional recording studio while participants in the Positive Partners literacy program produced a book of short stories.

Supported by corporate volunteers from PricewaterhouseCoopers, the second phase of the Positive Partners Program built on the 2018 course learnings. Its aim is to support people with disabilities to further develop their literacy and everyday life skills.

As part of the four-week program, seven participants undertook creative writing training and were supported to edit their own original stories. A book of these short stories, with illustrations created by Achieve's TAFE Art Group, was published and launched at a special event in late 2019. We are incredibly proud of the achievements of our talented authors and illustrators and congratulate everyone involved.

The 2018 Annual Golf Tournament raised more than \$50,000 and thanks to our generous supporters, new sensory technology rooms were installed at our My Life Community and Lifestyle hubs in Epping, Seven Hills and Casino. We are now using this advanced technology to create more innovative and interactive learning programs for people with disability to build skills, connect with others and explore new possibilities in a safe environment.

In all that we do, Achieve Australia is committed to our passion of social inclusion for people with disability and we are dedicated to the health, safety and wellbeing of the people we support.

The announcement of a Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability in April, 2019 highlights a major step towards acknowledging the past and bringing about fundamental changes and safeguards for the future. At Achieve, we are in full support of the Royal Commission and everything it stands for in providing the opportunity for people with disability, their families and employees in the sector to speak out and be heard.

Finally, we would like to acknowledge the dedication and commitment of our employees at Achieve Australia for your incredible contribution to the organisation. Thank you also to our donors, supporters and volunteers for your trust and belief in our work. Collectively, it is through your continued partnership and commitment that we are able to meet our purpose of building extraordinary lives through 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.

Our sincere thanks go to the Board of Directors and Executive Team at Achieve Australia. The achievements in this financial year are a demonstration of your expertise and leadership.

A handwritten signature in black ink, appearing to read 'Richard Dinham'.

Richard Dinham
Chairman, Achieve Australia

A handwritten signature in black ink, appearing to read 'Jo-Anne Hewitt'.

Jo-Anne Hewitt
CEO, Achieve Australia

Our year in review

Group and Community Homes

1 
SHORT TERM
ACCOMMODATION CENTRE

51 
COMMUNITY HOMES

22 
APARTMENTS

My Life

155 
MY LIFE COMMUNITY
AND LIFESTYLE
SERVICES CLIENTS

89 
COMMUNITY AND
LIFESTYLE PROGRAMS

My Home

ACCOMMODATING
 **282** PEOPLE WITH
DISABILITY

30  SHORT TERM
ACCOMMODATION
AND ASSISTANCE
(STAA) CLIENTS

27 
DROP-IN
SUPPORT CLIENTS

1,342 
NIGHTS OF STAA PROVIDED

My Career

 **43**
BUSINESS CUSTOMERS

65 
SUPPORTED
EMPLOYEES

40 
VOLUNTEERS AT THE
SEWING BASKET


8,376
VOLUNTEER
HOURS AT
THE SEWING
BASKET

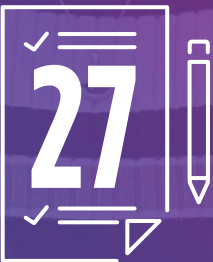
Our year in review

My Wellbeing



MY WELLBEING CLIENTS

BEHAVIOUR
SUPPORT
PLANS
PROVIDED



Support Coordination



175

SUPPORT
COORDINATION
CLIENTS

6,127 SUPPORT COORDINATION
SERVICE HOURS PROVIDED



Workforce

1,144 TOTAL EMPLOYEES



358

2015-16

534

2016-17

1,135

2017-18

1,144

2018-19

GROWING WORKFORCE



Your Organisation, Your Future

In 2019, Achieve Australia launched the *Your Organisation, Your Future* project to further improve and better align our services and supports for people with disability.

The *Your Organisation, Your Future* project goals are to:

- Continue to improve our quality and consistency of frontline service delivery.
- Continue to improve the standard of engagement and communications with all clients, families and stakeholders.
- Ensure our business model is sustainable under the NDIS.

Your Organisation, Your Future

Customer engagement

Keeping in touch with our customers is important to us. Recently, we launched our quarterly magazine, *Enable*. *Enable* has provided the opportunity to share the incredible achievements and outcomes of the people we support as well as industry related news and updates.

In 2019, our Global and Local Talks events series were launched to provide more opportunities for connection and feedback. Global Talks is a bi-annual event hosted by the Achieve Australia CEO in both Sydney and the Northern Rivers for all clients and families to meet with us face to face and hear important organisational updates. These events are supported by bi-monthly Local Talks, which are site specific events for clients and families to seek and provide feedback and to participate in local discussions.



Accommodation services

The advent of the NDIS has brought about changes to the day to day jobs of our employees. For frontline managers, the NDIS has added more administrative responsibilities and reporting, often taking them away from the core business of overseeing high quality support to clients and engagement with families.

Through the *Your Organisation, Your Future* project, we will continue to provide high quality service through efficient team structures and a single point of well-informed customer contact throughout all My Home accommodation services.

New services

The short term accommodation respite centre at Summer Hill is the newest service offering for Achieve Australia. Achieve is committed to investing in the centre at Summer Hill and our vision is to establish a new benchmark for quality of care, customer experience and family feedback.

Changes already underway include the appointment of a House Manager. We look forward to further developing and expanding our short term accommodation service in the future.



Reinvesting in frontline services

Under the NDIS model, resourcing and funding of frontline services is determined by the available NDIS funding. In all that we do, Achieve Australia is committed to our passion of social inclusion for people with disability and is dedicated to the health, safety and wellbeing of the people we support.

Achieve Australia is working towards ensuring we have the right workforce to deliver quality care within NDIS funding parameters. This also includes a review of back office processes and systems to create efficiencies, investment in new technologies and the roll out of a workforce engagement strategy.

Disability employment

Over the last 12 months our disability employment service, My Career, has experienced significant growth. The packaging and assembly factory was relaunched as AchievAble Enterprises and moved location to Newington along with our rebranded fabric and needlecraft store, The Sewing Basket.

A second store for The Sewing Basket also opened in West Ryde in late 2018, with trading days and hours extended at both locations due to growing popularity and demand. Further expansion and growth opportunities are being explored for My Career to provide meaningful employment for more people with disability across New South Wales.



Service quality

Achieve is committed to raising the bar on service quality and performance. We are investing in resourcing our quality and compliance team, including the introduction of new clinical auditing roles to both maintain, and where necessary enhance, our service quality.

This will be supported by a new learning management system to contribute to the development of staff, ensuring our expert team are consistently delivering high quality disability services.



Community and lifestyle

Achieve's My Life Community and Lifestyle services are designed to support clients to live the life they want, through versatile activities and programs promoting skill building, hobbies and community engagement. A significant investment is underway into the My Life program, including extending hours of service to better suit the needs of clients and families, and upgrading buildings and assets across all sites to create the best environment for our clients and staff.

More importantly, My Life will be moving to a program-based model to provide better outcomes for clients, improved reporting to families and technological innovation including online booking systems.

In all that we do, Achieve Australia is committed to our passion of social inclusion for people with disability and we are dedicated to the health, safety and wellbeing of the people we support.



At Achieve Australia's My Life Community and Lifestyle Services, we work together to create the highest standards of disability support in Australia.

My Home

51 COMMUNITY HOMES

1 SHORT TERM ACCOMMODATION CENTRE

22 APARTMENTS

My Home is Achieve Australia's specialist disability accommodation and support service, providing NDIS funded accommodation, living and support services designed to assist people with disability to live as independently as possible.

My Home offers:

- Specialist Disability Accommodation (SDA)
- Supported Independent Living (SIL)
- Short Term Accommodation and Assistance (STAA)
- Shared and individual disability accommodation options
- Supported community and group home options
- Drop-in Support
- Community access support
- Specialist service access



Summer Hill

At the end of 2018, Achieve Australia secured a formal transfer of services from Family and Community Services (FACS) for the Summer Hill facility. The handover involved more than 50 participants joining Achieve's services and approximately 50 FACS staff transferred over to ensure stability and continuity of care.

In addition to two purpose-built group homes, facilities at Summer Hill include short-term accommodation options for people with disability who have complex health needs. Renamed as Summer Hill House the state-of-the-art facility provides respite services 24 hours a day, 365 days a year.

Naomi Fraser leads a professional team of nursing staff at Summer Hill House providing high quality care for people with disability. "Due to the complex health and support needs of many of our clients, we work really closely with families to provide both individual and tailored support for everyone in our care, and to ensure we are the right fit," said Naomi.

To celebrate the renaming of Summer Hill House in March 2019, a special launch event was held with clients, families and stakeholders. Guests enjoyed a barbecue lunch, site tours, a petting zoo and an official ribbon cutting ceremony. There was also an opportunity to meet with on site nursing staff to ask questions and hear about a new activities and events calendar planned for the year ahead.



Northern Rivers

It was while working at the Windara nursery, five kilometres outside of Casino in the Northern Rivers of NSW, when romance blossomed for Peter and Gloria. Some did not like the idea of two people with disabilities being together, but that did not deter Peter and Gloria who fell in love very quickly. Peter recalled the pair's wedding day in August, 2000 with fond memories. "It was a big wedding, all of our friends were there. I remember being happy in the church waiting for Gloria to come. She looked beautiful," he said.

Now married for nearly twenty years, the pair receive Drop-in Support on a regular basis from Achieve to help with day-to-day living in their Casino home. "We have a worker come every day of the week. They help me to get ready for the day, make sure we have taken our medications and take me to my appointments," explained Gloria.

The services also help to build independent living skills. "I know how to cook better now and I can cook a roast chicken dinner. I still need some help with things, I worry if I don't have help I might burn it," Gloria said. In their spare time, Gloria likes to travel to visit new places with Peter and her friends, while one of Peter's passions is gardening.

For Peter and Gloria, continuing to share a full life together while maintaining independent living in their own home is made easier with Drop-in Support services.



Creating Home

In 2018, Achieve Australia held a competition to come up with creative ways for our My Home participants to create a greater sense of 'home'.

Teams presented to a judging panel who considered the collaboration and inclusive nature of the projects. All teams worked closely together including clients, families, support staff and the community. Shared spaces within the home were used as inspiration and the interests and tastes of each participant were considered.

Some highlights included the design of a new shared sensory room with a wall mural, music, lighting, lounge furniture, and physical objects to create an interactive and stimulating experience, as well as a new outdoor entertaining area with a bush tucker garden, bird feeder and restored outdoor furniture.

People with disability were highly engaged in the competition with many involved in the design process to select colours and textures for furnishings, create artworks or choose plants for their garden.

"For everybody, how we are listened to, how our preferences are taken into account, and how we are able to maintain autonomy over our home space is critical to whether we feel a home to be truly ours," Senior Research Fellow at the University of Technology and Creating Home Judge, Dr Philippa Carnemolla said.

"This competition recognises how supporting the participation of people with disability in the design, layout and look of their own homes will contribute to their increased ownership of place, independence, autonomy and quality of life," said Dr Carnemolla.

My Life

89
PROGRAMS

155
CLIENTS

My Life offers a wide range of programs through our hubs based in Sydney and the Northern Rivers region of New South Wales. We also offer Community Based Support programs to enhance community participation and social connection.

My Life offers the opportunity for people with disability to:

- Learn new skills to build confidence
- Get active and participate in the community
- Explore work options

In 2019, the My Life Transformation project was launched to further improve and develop these services. As part of the 12 month project, key areas of focus include:

- New staff identification and uniforms
- Management and staffing reviews
- Program model redevelopment
- Upgrades to properties and facilities on site
- My Life, My Code to outline core values, behaviours and beliefs at My Life
- Introduction of a My Life family reference group



The Achieve Wishes

In October 2018, it was a once in a lifetime experience for the Achieve Wishes to visit a professional recording studio to film and record their very own song. The Achieve Wishes are a singing and song writing group supported by Achieve's My Life Community and Lifestyle Services.

Since they first formed in 2012, their dream has been to write and record their music in a professional studio. With the help of their tutor Nadav Khan and Achieve, this dream has now become a reality. Nadav has worked closely with the group over time to expand their musical talents through collaborative song writing sessions and singing lessons.

"There's an overwhelming sense of joy, amazement and pride for all of us as the band members' words are formed into song," explained Nadav. "From week to week they are so passionate about working on their songs."

In the lead up to the recording, the group put in extra hours of rehearsal to fine-tune their sound for the big day. The recorded song by the Achieve Wishes, My Good Friends, was inspired by the group's reflection on how important true friends are in our lives and how they can lift us up, provide support and help us in times of need.

The official film clip was launched to an audience of more than 100 people at the Annual Achieve Golf Day in November, 2018. The group are continuing their lessons with Nadav and hope to record more music in future.



Sensory technology

As a result of funds raised at Achieve Australia's annual golf fundraiser in 2018, new sensory wall display units were installed across the My Life Community and Lifestyle hubs. The exciting technology uses vivid imagery, sound and light projections, and detects touch gestures that are similar to those used on smart-phones and tablets.

Achieve's Regional Manager in Casino, Karen Moore-Evans, explained that participants were delighted with the installations. "From the moment the system was turned on, participants were very excited about using the new technology in our sensory room. They were quick to grasp the idea that the screen would react to their touch and enjoyed activities like clearing leaves from the rainforest, turning butterflies into flowers and destroying meteors," she said.

"We can already see that this technology is helping to support participant interactions and to improve fine motor skills, hand-eye coordination and concentration for the people we support," said Karen. Robyn, who is a participant at My Life in Epping said that she really enjoys the experience the sensory rooms offer. "It's nice, I enjoy playing the games on the wall," she said.

This powerful technology has also been known to help improve movement, balance and coordination for people with disability and further develop communication and comprehension skills. In addition, sensory activities such as this can decrease anxiety and encourage new stimuli and emotions for participants.

Achieve will continue using this kind of technology in future to help create more innovative and interactive learning programs for people with disability.



Positive Partners

In 2018, Achieve Australia worked with PricewaterhouseCoopers (PwC) to deliver a literacy program, Positive Partners, to assist people with disability to build on their knowledge of reading and writing through a range of interactive sessions.

In a different take on corporate volunteer programs, staff from PwC were matched with a program participant from Achieve whose skills, hobbies and interests matched their own. This helped to establish a connection and form a working relationship with participants and their mentors over the course of the two-phase program.

The first phase of the 8-week program explored the wide variety of articles available in newspapers and magazines, how to choose and borrow a book from the local library, understanding poetry and rhyming, and solving problems through storytelling and visual cues.

When asked what he took away from the program, Ben said it was solving problems. "My favourite lesson was the detective work," he said. "I've improved my reading, talking and thinking, and I want to keep working on my writing."

The second phase of the program commenced in February, 2019. Over the course of next 4-weeks, participants learnt how to write creatively and how to edit their own original short stories. A fully illustrated book of these stories is to be published at the end of 2019, showcasing the talents of everyone involved.

My Career

My Career services are designed to provide the people we support with ongoing support, training and guidance to help secure and maintain stable employment. Achieve Australia oversees two social enterprises, AchievAble Enterprises and The Sewing Basket, which provide strong links to the business community, employment for people with disability and volunteering opportunities for local enthusiasts and supporters.

The Sewing Basket

 **301** TRADING DAYS

8,376  HOURS OF VOLUNTEERING

 **40** VOLUNTEERS FROM THE LOCAL COMMUNITY

 **70** TONNES OF COMMUNITY DONATIONS

The Sewing Basket has supplied a wide range of donated and vintage fabrics, needlecraft, embroidery, knitting, haberdashery, and more for over 20 years.

At our three shops across Sydney, a team of experienced volunteers work alongside supported employees with disability, providing mentoring and guidance to help build workplace skills and increase community participation.

The Achieve SEWING BASKET

- 1998** Don and Jo McKerrell and friends start an annual fabric and needlecraft sale at Crowle Home, which continued for 10 years.
- 2008** The Fabric Cave and Needlecraft Emporium opens at a permanent premises at Crowle Home.
- 2013** A larger site for the shop is opened in Meadowbank called Fabric, Needlecraft & More.
- 2018** The Meadowbank shop relocates to Newington and is renamed The Sewing Basket. A new shop is opened in West Ryde.
- 2019** A pop-up shop opens in Balmain.



My Career

AchievAble Enterprises

 **65** SUPPORTED EMPLOYEES

43 ACHIEVABLE ENTERPRISES CUSTOMERS 

AchievAble Enterprises is a registered Australia Disability Employment (ADE) provider servicing the local business community. Our pack and send services include co-packing, food packaging, hand assembly kits, shrink and flow wrapping, plus much more.

Some of our business customers include Snowy Mountains Cookies, Unilever, Finsbury Green and airline catering by dnata.



“Our partnership with AchievAble Enterprises, over several years, has proved to be a great benefit to our business. They provide a stable, quality and reliable service at a competitive price.”

– Nolen Oayda
Director, Snowy Mountains Cookies



Lauren

People with disability often face discrimination when looking for employment, which closes the door to financial independence and limits social connections.

Lauren Summers has been working steady, regular shifts at AchievAble Enterprises for over ten years, since the factory first opened in Marrickville. Coming to work each week has helped her earn her own money, gain independence and make new friends.

Lauren enjoys the variety of work and products that come through the factory. “I like working here because I get to do all kinds of stuff. I get to pack bath salts sometimes and do the ‘rolling’ for airline meals,” says Lauren. “But I really like putting the woolly parts on the microphones.”

Lauren and her co-workers package the well-known RØDE Microphones before they are sent around the world to be used in a variety of media, audio and digital productions.

After work, Lauren relaxes by watering her plants, helping her aunty prepare dinner and watching TV. “When the TV is too boring, I watch my DVDs,” she says. She works two days a week at AchievAble and two days at another job, with Wednesdays as her day off.

“On Wednesdays, I do my housework. I do the dusting and vacuuming, and I like to garden,” she says. “When I’ve finished, I like to do colouring and jigsaw puzzles. I like making the jigsaw puzzles into squares and seeing the straight edges.”

Lauren enjoys routine, order and relaxing with her family and friends. Ongoing employment helps her to keep her life full of these things.



Stuart

Stuart Walton has a long history with Achieve that started more than 15 years ago at Crowle Industries. Since this time, Stuart has built up a versatile skill set that now sees him working across many different projects for some of Australia’s biggest brands including Fulton Hogan, Unilever and Finsbury Green.

Today, Stuart says that one of the best things about working at AchievAble Enterprises is the variety. “I’ve worked here for many years and I like doing lots of different things,” he says. “I feel good and happy when I come to work.”

Stuart’s dedication and hard work makes him a wonderful contribution to the team. AchievAble Enterprises Operations Manager, Leanne Larche, has worked closely with him for many years. “Stuart can do just about anything and he really enjoys going off site to other jobs,” says Leanne. “So whenever there is work externally, we know just who to ask.”

When a new opportunity came up to work at Finsbury Green’s Greenacre premises in Sydney, Stuart was one of the first to volunteer. “Stuart really shines when he works off site because he enjoys working on new projects and likes to be independent,” says Leanne.

In his spare time Stuart is an avid sports lover who enjoys watching all types of sports with cricket being one his favourites. As an employee who shines in everything he does, we hope that Stuart’s journey with AchievAble Enterprises continues for many more years to come.



Nathan

Since October 2018, Nathan Moodley has been working at The Sewing Basket in Newington and has made a unique contribution to the team by sharing his creativity and love for fashion with others.

Nathan’s mum, Prithi Moodley, helps foster her son’s creativity. She helps to guide Nathan, who has autism, to explore his talents and encourages him to do what he loves. “As a child, Nathan was always crafty and creative, and he loved fashion. He would make dolls clothes from scratch and create seasonal catalogues,” Prithi says.

At The Sewing Basket, Nathan not only works in the shop, but he also creates new fashion displays in-store every week. “I like working with the fabrics and putting them with patterns to make an outfit or just one garment. I put the buttons and zips on to bring it all together,” says Nathan.

After studying fashion and technology at high school, Nathan transitioned to supported employment and later to the NDIS. Nathan’s mum, Prithi, says it’s been a long and painful journey for Nathan and her family.

“After going through a really rough patch last year with work, Nathan was in a dark place. But now he’s found a job he loves, a job that fits him well and that’s giving him more and more confidence each day,” explains Prithi.

Having a steady job has not only given Nathan a new lease on life, but it has also been a wonderful way to share his creative talents with the community.

Support Coordination

6,127 
SUPPORT COORDINATION
SERVICE HOURS PROVIDED

 **175** SUPPORT
COORDINATION
CLIENTS

Achieve Australia's expert Support Coordination team help people with disability and their families find tailored solutions to meet individual needs. Our team also offer Support Coordination services in fluent Cantonese, Mandarin and Vietnamese.

Our services provide:

- Independent advice
- Free initial consultation
- One-on-one support
- Financial guidance
- Negotiations with providers



Karen

For more than 30 years, Karen Murray has been a valued client of Achieve Australia.

Today, Karen lives independently in the community with the help of Achieve's Support Coordination services. Louise Colnan is a Support Coordinator at Achieve Australia who has worked with Karen for many years. She knows just how important maintaining Karen's independence is to her.

"Karen loves living on her own and it's important for her to have her own space," said Louise.

"I've seen really positive changes for Karen since she has moved into her own home and out of previous group settings; she is much happier and can still access the right supports for her needs," she said.

To help with shopping, meal preparation, medical appointments and social activities, Karen receives drop-in support every week as well as assistance in attending physical therapies and exercise programs.

Through exercise therapy and the use of a walker, Karen maintains an active and social lifestyle. "Louise helps me go to the gym, to get around and see my friends," said Karen. In her spare time, Karen enjoys being creative. "I like painting, beading and music too," said Karen.

Louise is also helping Karen to plan a holiday to the South Coast of New South Wales in the near future so that she can continue to enjoy new experiences and places.



Robert

Robert Stearn lived in a Family and Community Services (FACS) facility in Newcastle, which was closing down, when Achieve Australia's Support Coordination team were engaged to find him a new home. Robert has an intellectual disability, epilepsy and requires a customised wheelchair and so finding a home better suited to his needs was vital to improving his quality of life.

"Robert lived far from his family, who are based in Sydney, and the facility was more of a hospital setting than a home," said Billie Le, Support Coordinator at Achieve Australia. "All up it took about six months to get the correct NDIS funding in place, have all the necessary documents finalised and to find a home that was right for Robert."

Billie researched several providers to find a home where Robert also had access to adequately trained staff to meet his individual needs. He now lives in one of Achieve Australia's group homes in Sydney with three other people who have similar interests to his own. "The home is more lively and warm and Robert now also attends a local community day program, which he really loves," said Billie.

It has also been easier for Robert's family to visit him more frequently. "Since engaging with Support Coordination services and moving into his new home in Sydney, Robert has become more alert and able to recognise his family members," said Robert's mother, Lynette Stearn. "He has become more interactive with the people around him and it has also been noticed that he has had an increase in appetite."



Billy

In early 2019, after experiencing a decline in health and hospitalisation, William (Billy) Bence and his family were seeking alternative supported accommodation. Billy had applied for Specialist Disability Accommodation (SDA) due to his intellectual disability, medical conditions and mobility needs as he could no longer walk on his own.

After receiving the NDIS funding he needed, Billy's Support Coordinator at Achieve Australia, Billie Le, arranged his transition from hospital to a new purpose-built home. Billy's home is now in one of Achieve Australia's newest SDA properties in Western Sydney, which is in a quiet neighbourhood and close to local amenities and parks. With 24/7 live-in support from qualified Registered Nurses, the home has been designed specifically for people who require high levels of physical support through care, equipment and home modifications.

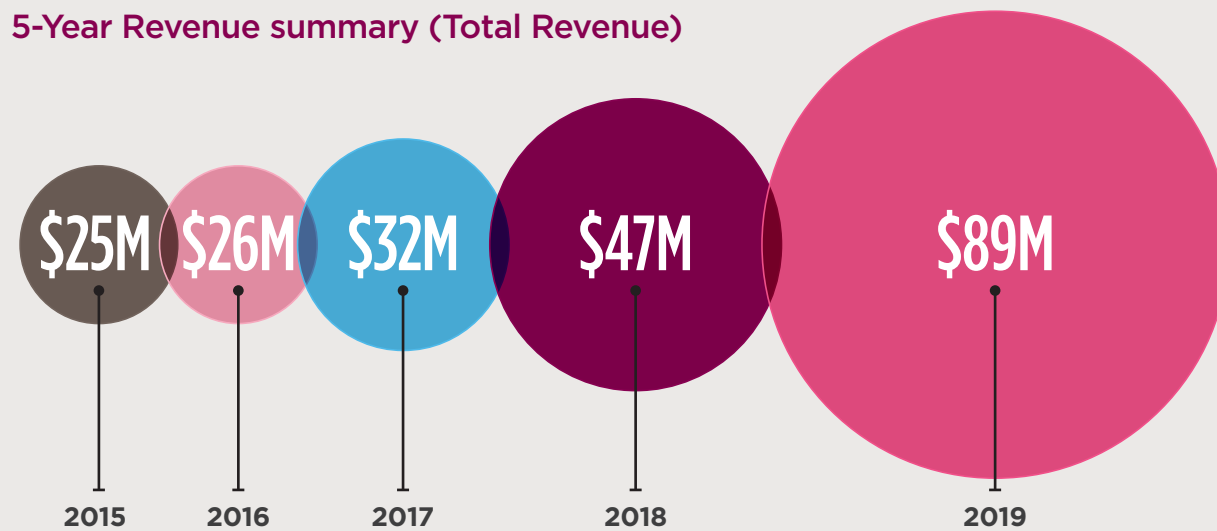
"Once Billy was settled in, we helped to engage a variety of specialist services including Occupational Therapy, Assistive Technology and Physiotherapy to assist in improving Billy's mobility and health," said Support Coordinator, Billie. "Billy can now walk on his own and is making new friends through his participation in local community programs during the week."

Cheryl Knight, Billy's sister, has seen firsthand the improvements to his quality of life and overall wellbeing. "Billy is a lot happier and is now able to walk," said Cheryl. "He enjoys the company of his housemates and carers and loves the bright atmosphere in the home."

"Billy also loves attending the Day Program in Seven Hills as he gets to be involved in socialising with his friends and doing gym activities," said Cheryl. "He loves the facilities and the attention."

Financial summary

5-Year Revenue summary (Total Revenue)



Consolidated Statement of Profit or Loss and Other Comprehensive Income (For the year ended 30 June 2019)

	2019 (\$)	2018 (\$)
REVENUE		
Government funded service revenue	82,599,960	43,069,385
Commercial sales	854,017	949,488
Other income	6,005,284	2,976,151
Total revenue	89,459,261	46,995,024
EXPENDITURE		
Employee benefits expense	75,206,379	45,758,260
Client support services	570,812	606,530
Depreciation & amortisation	979,084	813,960
Rent expense	1,472,386	1,305,905
Motor vehicles expense	1,440,585	1,141,874
Consulting and professional fees	1,394,986	2,489,026
General operating expenses	10,073,447	6,575,519
Total expenditure	91,137,679	58,691,074
Deficit for the year	(1,678,418)	(11,696,050)
OTHER COMPREHENSIVE INCOME		
(Loss)/Gain on re-measurement of defined benefit liability	(327,851)	537,431
Total comprehensive loss for the year	(2,006,269)	(11,158,619)

Consolidated Statement of Financial Position

(As at 30 June 2019)

	2019 (\$)	2018 (\$)
ASSETS		
Current assets		
Cash and cash equivalents	17,050,074	7,088,424
Trade and other receivables	6,446,248	3,338,251
Other assets	241,851	73,672
Current assets	23,738,173	10,500,347
Non-current assets		
Property, plant and equipment	21,750,660	22,120,023
Intangible assets	468,771	373,900
Other non-current assets	55,648	163,837
Financial assets	4,531,212	4,433,141
Non-current assets	26,806,291	27,090,901
Total assets	50,544,464	37,591,248
LIABILITIES		
Current liabilities		
Trade and other payables	5,847,289	3,467,563
Provisions	12,869,625	10,508,504
Other liabilities	9,477,514	8,899
Borrowings	178,466	185,983
Total current liabilities	28,372,894	14,170,949
Non-current liabilities		
Provisions	2,328,735	1,514,939
Borrowings	337,694	393,950
Non-current liabilities	2,666,429	1,908,889
Total liabilities	31,039,323	16,079,838
Net assets	19,505,141	21,511,410
FUNDS		
Accumulated funds	19,505,141	21,511,410
Total funds	19,505,141	21,511,410

Our team

Board of Directors



Richard Dinham
Chairman



Jennifer Gardiner
Director



Robert McKimm
Director



Professor Patricia O'Brien
Director



Dr Georgina Reynhout
Director



Colin Westman
Director

Executive Team



Jo-Anne Hewitt
Chief Executive Officer



Wally Phillips
Chief Financial Officer



Fiona Miller
Customer Engagement Executive



Lorraine Salloum
People, Culture and
Performance Executive



Daniel Kyriacou
Strategy and Business
Development Executive



Robert Anton
Business Transformation
and Technology Executive



Michael McMichael
Company Secretary
and General Counsel

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2018 ANNUAL GOLF DAY

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Yasmin El Sage

CORPORATE VOLUNTEERS

PwC (2018-19)
Microsoft (2018)

All volunteers at The Sewing
Basket and individual volunteers
who have donated their time
and efforts this year.

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NEWINGTON NSW 2127

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