

ANNUAL REPORT 2014/15



**achieve**  
australia  
building extraordinary lives

**HOW WE BUILD EXTRAORDINARY LIVES**



**OUR MISSION IS TO DELIVER ON THE RIGHT  
OF PEOPLE WITH A DISABILITY TO ACHIEVE A  
MEANINGFUL AND VALUED LIFE**  
**“BUILDING EXTRAORDINARY LIVES”**

**OUR VISION IS TO ENSURE ALL AUSTRALIANS  
WITH A DISABILITY ACHIEVE  
SOCIAL INCLUSION IN ALL ASPECTS OF LIFE**  
**“OPPORTUNITIES FOR LIFE”**

**BUILT ON**

**INCLU**



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# VISION



### THE PERSON CENTRED APPROACH

This year Achieve Australia (Achieve), in partnership with the University of Sydney Centre for Disability Studies (CDS) implemented the person-centred training scheme.

The aim is to further enhance person-centred practices across the organisation with the imminent rollout of the NDIS in mind.

Each team member will be equipped with a practical understanding of how to apply person-centred principles in their approaches.

### NEW BUSINESS OPPORTUNITIES

Achieve's Australian Disability Enterprise at Marrickville took a step up in both quality and quantity of work.

A new client commissioned us to handle the complex assembly of in-store display units for Moccona Coffee, to be displayed in 190 Woolworths supermarkets around the country.

After a short and intense training period, 16 supported employees – including some from another Australian Disability Enterprise – mastered the assembly of the 28 components required for each unit. Together the team produced 490 displays on time and to high quality specifications. This was our largest order to date and it showcased the skills and adaptability of our employees.



### BUILT ON

# Success



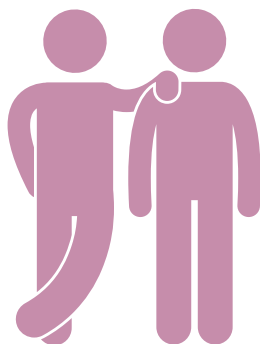
## THE FUTURE IS HERE

Achieve is happy to announce our recent registration as an NDIS provider in the Hunter Valley Trial Site. Approximately 3,100 people with disability in the trial site area will benefit from the support of an NDIS provider that understands the needs of people with disability and their



carers.

Initial services will include: personal support, community participation and assistance with daily tasks in group or shared living arrangements, as well as therapeutic services.



## A VOTE OF CONFIDENCE

In December 2014, Achieve commissioned McCrindle to undertake a comprehensive research project with the aim of gauging the satisfaction of our clients and their families and carers with our services. It was also an opportunity to start engaging with families about the NDIS.

**The results were overwhelmingly positive:**

**98%**

CLIENTS HAPPY  
WHERE THEY LIVE

**91%**

CLIENTS FEEL  
THEY ARE  
TREATED WITH  
RESPECT

**94%**

FEEL SAFE AROUND  
ACHIEVE'S STAFF  
AND FACILITIES

**85%**

LIKE THE PEOPLE THEY  
SPEND TIME WITH

The report also uncovered an area that needs to be addressed: families would like greater communication with Achieve and would like greater continuity in staff. These insights will only help us to learn and grow.

## A SNAPSHOT OF NEW INITIATIVES





## HAT TRICK!

For the third year in a row Achieve is proud to have won an award at the NSW Business Chamber Business Awards. This year we've been recognised in the Excellence in Business category.

Achieve also received a commendation at this year's Australian Housing Institute (AHI) Awards for leading Innovation and Business Excellence in the Disability Sector.

The awards recognise the outstanding contribution that Achieve has made to business and the community.

## BLITZING IT

A huge "thank you" from all of us at Achieve to the corporate volunteers who participated in 'Backyard Blitzes' last May and June at the residences of the people we support.



Forming partnerships with Achieve helps companies connect directly with the community through projects such as Backyard Blitzes and Workplace Giving.

These are great ways to fulfill corporate social responsibilities and to demonstrate commitment to supporting and improving communities.

This year Achieve has partnered with Cisco and AON Hewitt in



running 'Backyard Blitzes' in the homes of people we support.

## NO FABRICATION!

Having just turned two, our shop 'Fabric, Needlecraft and More' can now safely be called an unqualified success. Sales increased dramatically this year and show no signs of abating.

During the sale in May we were turning over an astonishing \$800 an hour. We sold 3.5 kilometres of fabric and sales came to over \$15,000 for the month.

## BUILT ON

# COMM

The shop is entirely staffed by volunteers and supported workers, and is one of our most successful examples of client integration and volunteer participation. The business made \$130,000 in sales last year. This amounted to approximately \$950 a day, or \$200 an hour!

### THE OLD BECOMES NEW AGAIN

In July of 2014, the last group of residents at the old Crowle House transitioned into community living. This left the way open for redevelopment to begin on the site. With construction commencing in December 2014, progress has been steady with all new buildings off the



ground. The apartment projects will be nearing completion toward the end of 2016.

Achieve owns 22, two and three bedroom apartments in the development for providing supported

accommodation for people with a disability.

The historic Tellaraga house, the original dwelling on the site, will be restored along with the memorial gardens and driveway.

### THE PWS WELLNESS TOOLKIT

Achieve is pleased to announce our selection as one of the beneficiaries of the prestigious Novus Foundation. Funds raised at the 2015 Novus Gala Dinner will be used to fund the development of Achieve's Health and Wellness Toolkit, to support young adults with Prader-Willi Syndrome (PWS), a debilitating genetic disorder.



### FUNDRAISING ON THE 19TH HOLE

Achieve's Annual Golf Day for 2014, at Pymble Golf Club, was an opportunity for our corporate partners, supporters and stakeholders to get together, share lunch, and play a round of golf. The Golf Day is our biggest fundraiser of the year and was another unqualified success.

The major sponsors of the day were Count Foundation, Inghams, Allmarque and Prolegis Lawyers.



## A SNAPSHOT OF COMMUNITY ACTIVITIES

# UNITY

## JOINT MESSAGE FROM CHAIRMAN AND CEO

We are delighted to present to you the Achieve Australia 2014/15 Report that delivers a snapshot of company beliefs and operations, as well as an insight into the way we are navigating through this period of unprecedented change in disability services and support. The sector has been disrupted and the market has fundamentally altered the way we operate and the environment in which services will be delivered. While the true impact of this disruption remains unknown, Achieve continues to work enthusiastically towards being ready for the NDIS rollout.

Despite the challenges, 2014/15 has been an exceptional year for Achieve with success in every aspect of our business. We have won awards and opened doors and, most importantly, continued to provide valued services to our clients.

Our focus has been on initiating strategies to manage the transition to the “New World”, to ensure the best possible outcomes for the people we support – Australians with a disability.

### **NDIS Readiness**

Spearheading our National Disability Insurance Scheme (NDIS) readiness approach was our registration as an NDIS provider and the opening of our first NDIS office in the Hunter, both initiatives signifying our commitment to the future.

### **Fiscal Health**

Our five-year fiscal plan has allowed the company to remain financially strong and healthy with very little debt. The NDIS will bring with it significant changes to our financial management. We have recognised the need to increase our efficiency and have continued to invest in technology and infrastructure.

### **Strength in Community Living**

The focus on our Community Living business – now comprising 80% of our annual income – has allowed us to successfully transition clients from institutional care.

Thirty years ago we were the first not for profit organisation to begin the devolution of people out of our own Large Residential Centre. Our experience places us front and centre as the transition continues and new clients require support.

### **Forging Connections**

We believe relationships are critical in enabling people with disability to achieve social inclusion and independence. We continue to encourage and engender relationships between the people we support and local communities, government, industry associations and corporations.

Our community and corporate volunteers have given invaluable support to Achieve in 2014/15. We are extremely grateful to all our supporters.

### **Learning by Listening**

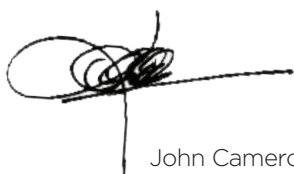
Achieve has built a reputation as a leader in the disability sector, championing inclusion, choice and control for all people with a disability. We continue to listen to the people we support, their families and carers and appreciate their input and honesty.

In December, Achieve commissioned McCrindle Research to conduct a satisfaction survey with a view to assessing our services and ultimately commencing an enhanced engagement process with families about the NDIS. We were very pleased with the results. They indicated that client, family member and carer satisfaction levels are very high.

### **Building on our Strengths**

We recognise the challenge of the shortfall in affordable housing and accommodation for people with a disability and the significant obstacle imposed by the housing boom. Achieve is committed to finding solutions to this issue and we are working tirelessly to support the right of all Australian's with a disability to have a home.

All these achievements are only possible with the wonderful contributions of our people: the volunteers, supporters, employees, Board Committee Members and our Board of Directors, each combining dedication and selflessness in pursuit of our mission to deliver on the right of people with a disability to achieve a meaningful and valued life.



John Cameron, Chairman



Anne Bryce, Chief Executive Officer





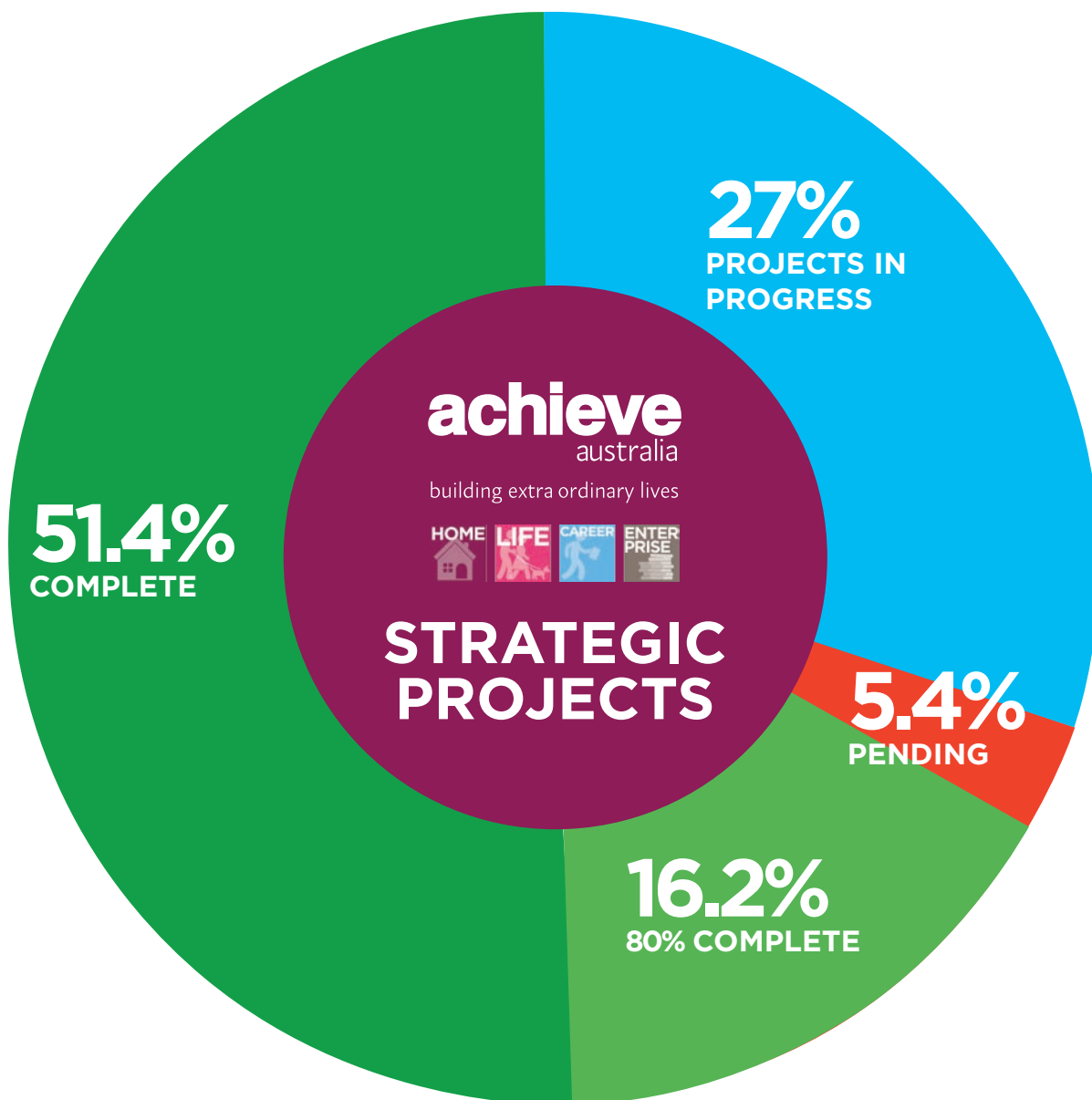
BUILT ON

# VISION

“ With the introduction of the National Disability Insurance Scheme (NDIS) Achieve and the people we support are in the midst of the biggest social reform since the launch of Medicare in 1975. ”

“ We are excited by the time ahead and inspired by the people we support as we grow our services and accommodation offerings and continue to build a strong and supportive organisation, while leading positive, industry-wide innovation. ”

## 2014/15 STRATEGIC PROJECTS



**BUILT ON**

# STRA



Significant progress has been made with 43 strategic projects spread across the Enabling Strategies, placing Achieve in a strong position at the close of the 2014/15 financial year.

NUMBER OF PROJECTS

### 1. NDIS SERVICE/BUSINESS STRATEGY

Achieve will be operating an innovative, unique and client focused NDIS service/business model.

6

### 2. CUSTOMERS, PARENTS AND FAMILIES STRATEGY

Clients, parents and families will have successfully made the transition to the new way that Achieve delivers services and will have access to a wider range of services.

4

### 3. WORKFORCE DEVELOPMENT STRATEGY

Managers and staff will have the necessary skills, knowledge and resources to better inform clients.

7

### 4. MARKETING & COMMUNICATIONS STRATEGY

Achieve will be widely known by current and future clients, parents and families as an organisation that is known as the market leader in the sector.

3

### 5. PROPERTY, INFRASTRUCTURE & ASSET STRATEGY

Clients, managers, staff, volunteers and stakeholders of Achieve will have access to facilities, buildings and resources that are appropriately resourced.

4

### 6. FUNDING OUR FUTURE STRATEGY

Achieve will be a viable, sustainable and profitable organisation, able to fund its desired future.

5

### 7. GOVERNANCE & LEADERSHIP STRATEGY

The Board will continue to govern Achieve whilst the Chief Executive Officer, Executives and Managers manage the organisation.

6

### 8. SERVICE DEVELOPMENT & DELIVERY STRATEGY

Achieve will have on offer an integrated range of high quality and innovative services that are funded and/or financed from a range of State and Commonwealth governments, fee for service.

5

### 9. AMALGAMATIONS, ACQUISITIONS, ALLIANCES & PARTNERSHIPS STRATEGY

Achieve will have continued to strengthen its strategic position through amalgamations, acquisitions, alliances and partnerships.

3

## SOME RESULTS ACROSS OUR ORGANISATION

### HOME



One of the most fundamental rights of every Australian is to be safe and to have a home. There are unique challenges ahead with the continuing devolution of large residential facilities and the lack of affordable housing in the Sydney market. We aim to support people with a disability to lead meaningful and valued lives in their homes as well as in their communities.

Success stories for Home:

- Opening of Edgar Street, a new purpose-built home that overcomes many of the physical and environmental challenges that people find when looking for a home.
- 'A Day In The Life' Program, maps the patterns and routines of each person in readiness for NDIS quoting and individualised plans.
- Implementation of Roster-On - new application that will increase our ability to be flexible in allocating the right staff to meet the particular needs at hand.
- Certification gained in Third Party Verification (TPV). This will enable Achieve to demonstrate its compliance with the NSW Disability Service Standards. By meeting these requirements, Achieve is also meeting the requirements of National Standards.

**HOME** progressive accommodation solutions matched to an individuals' needs



**86**

people share 24/7 support in their home. Shared support ranges from 2-4 people in the same house

### LIFE



Our vision is to deliver on the rights of people with disability to achieve a meaningful and valued life as well as supporting each person in attaining social inclusion in all aspects of their lives. Exploring options for personal development and achievement in:

- Leading an ordinary life with responsibilities and roles;
- Overcoming barriers to inclusion and participation;
- Enjoying relationships and fulfilling social lives;
- Experiencing inclusion through engagement and connections in the community

The outcomes achieved by people we support in the area of Life in 2014/15

- Using iPad's as a communication tool - Proloquo2go app. People in the program have responded well to the new technology
- Transition people from institutions to home and day programs
- Access to new opportunities as when Alex Roustan featured in a short film
- The Achieve Wishes - evolution of the group's songwriting
- Adjusting to a more person-centred program

**LIFE** options for personal development and fulfilment



**83**

people are pursuing opportunities in our Day Programs in personal & vocational interests, whilst maintaining or further developing skills

### BUILT ON

# RESULTS



**CAREER** advice,  
work-ready training  
and employment  
opportunities



**100-120**

people assisted each month to  
find and maintain a job

## CAREER

We strive towards possibility.

Achieve has championed employment for people with a disability throughout its history. We believe in creating opportunities for people to succeed and feel empowered through employment.

We feel that attitudes and misconceptions are often the barriers to employment for people with a disability, not the limitations of the people themselves.

This past year we have assisted people in identifying the career paths that they may want, and provided work experience opportunities for people in transition to work.

Some work experience examples include: Stanford Library, Epping Gourmet Chicken and Salads, and we also had one client working with a professional make-up artist.

We have re-established a working relationship with the Fred Hollows Foundation and established a relationship with the Wesley Mission's David Morgan Centre.

We have supported, encouraged and assisted people to enter TAFE courses with some very promising results.

People have been taught to travel independently to new locations, greatly increasing their chances of finding and keeping employment.



**ENTERPRISE**  
business solutions  
for the benefit of  
commercial entities  
and people  
with disability



**39**

people are supported in  
Achieve's Commercial  
Business in a range of roles  
plus **16** are supported in a  
range of local businesses.  
Supported in our Fabric &  
Needlecraft retail outlet

**4**

## ENTERPRISE

We aim to provide employment in a supportive but commercially independent environment.

A social enterprise is a revenue generating business with primarily social objectives whose surpluses are reinvested in the business or in the community.

Working with commercial partners and the communities in which Achieve operates, employment opportunities have evolved and in many cases been sustained for many years through social enterprise.

The common goal is to create a commercially viable business that both contributes to employment opportunities for people with disabilities and provides a service or product that the community wants.

We aim to support people in making active contributions to the economic health of their community.

Sometimes social enterprise has evolved from a fundraising opportunity to something as extraordinary as the Fabric shop. It is thriving as a commercial venture and making profits that will help fund services Achieve provides to the community.



**500+**

PEOPLE SUPPORTED  
BY ACHIEVE

**ITS**



BUILT ON

**PROGRESS**



## A NEW FRONTIER FOR ACCOMMODATION

For the past six years a continued and major focus has been to realise a significant milestone and write a new chapter in Achieve's history through the redevelopment of the Crowle Home site in Ryde.

The devolution of 50 people out of Crowle Home into the small homes over five years is profound, broad, deep and lifelong.

In July of 2014, the last group of residents at the old Crowle Home transitioned into community living. This left the way open for redevelopment to begin on the site, converting the iconic asset into a powerful future legacy that changes the face of supported accommodation by reducing the shortage of affordable livable housing.

With construction commencing in December of 2014, progress has been steady, with all new buildings off the ground. The apartment projects will be nearing completion toward the end of 2016.

Achieve owns 22, two and three bedroom apartments in the development to provide supported accommodation for people with a disability. The historic Tellaraga House, the original dwelling on the site, will be restored along with the memorial gardens and driveway.

With unrivaled experience across multiple complex devolutions, Achieve has emerged as a leader with a reputation for skill in transitioning people to community living, underpinned by the organisation's strong 'social inclusion' philosophy.

### VICKI'S STORY

One resident, Vicki McKerrell, had been living at Crowle Home for 45 years.

After a long and thorough process with Achieve walking alongside Vicki and her family, Vicki moved into a house in the community.

Vicki's parents were part of the transition and both were impressed not only with the professionalism of Achieve, but also with the decision-making involvement of Vicki herself from the start.

“ Vicki has experienced enormous changes and we have come a long way from the mind-set that Vicki is at Crowle and that's it. Vicki's changes will result in changes for us too. The main thing is Vicki being happy, that makes us happy. ”

JO MCKERRELL, VICKI'S MOTHER



CROWLE HOME 1960s



CONSTRUCTION 2014



COMPLETION LATE 2016



Thurza lived at the Crowle Home for many years before moving to group home accommodation about seven years ago as part of the devolution away from Large Residential Centres.

In the home she shares with two other women, Thurza has her own bedroom where she loves to spend time sorting through her family photos.

The house has a vegetable garden she enjoys watering and planting and there is a swing chair where she likes to sit. Her cat Tommy usually isn't far away.

While being non-verbal, Thurza is a strong willed and independent person who has thrived in the group home environment and the opportunities for community engagement.

Thurza has built skills around the house and actively enjoys being involved, doing chores and generally helping out.

She loves getting out into the community and has been known to get annoyed when, for some reason, it's not possible. She loves to buy her own clothes and shop for the groceries.

Thurza enjoys meeting new people in the community and really loves going out for dinner. She often finds herself getting pampered while out and about, or at a restaurant, and she doesn't mind that one bit.

Thurza is a person who is flourishing in her community, and in her home.





“Thurza has built skills around the house and actively enjoys being involved, doing chores and generally helping out.”

**BUILT ON**  
**TRUST**





Nicholas moved from school to the Transition To Work Program. He's learnt how to travel to and from Araluen, developing the skills to navigate the streets and cross at busy intersections. This has been a tremendous boost to his self-esteem and sense of independence.

He leads a busy life between work experience at Achieve's Marrickville Factory, Wesley Mission's David Morgan Centre, Easycare Gardening, and Achieve's courier run. He also has work experience on a paper run, possibly one day doing one for himself.

Before gardening on Thursdays, Nicholas goes to a speech pathologist. Being non-verbal he has managed to expand and develop his communication skills through the use of the Proloquo2go program on his iPad.

This technology has been a revelation for Nicholas. He's enjoying far greater levels of communication with his family and colleagues and they're now much more aware of his needs and wants.

Through a series of pictures Nicholas is able to describe what he would like to eat, how he's feeling, where he'd like to go, and any number of other communications. Similarly, by taking a picture out of the equation, his parents can now express what is and isn't available to him at any given moment.

They can now have a conversation.





“This technology has been a revelation for him. Nicholas is enjoying far greater levels of communication with his family and colleagues and they’re now much more aware of his needs and wants.”

**BUILT ON**

**INNOVATION**





Alex started a retail course at TAFE, but it did not really engage him and his attendance rates were very poor. Like many young people he was unsure of the path he wanted to take.

It was then that he discovered his passion for special effects make-up artistry.

He enrolled in Certificate II in Retail Make-Up and Skincare, attended regularly, and completed the course in 2014.

In 2015 Alex completed a period of work experience with a make-up artist and enrolled in a Diploma of Special Effects Make-Up. We are proud to report that Alex is passing every subject this year!

It's his ambition to find work in this field, whether in film, television or theatre and with the kind of passion and commitment he has, who would doubt him?

Meanwhile, Alex continues to search for a job to support himself. He is also looking at getting his drivers licence to further enhance his independence and job prospects.

Alex has an unerring determination to find a job in the field he loves and, as with most 20-year-olds, to leave the nest and establish himself in his own flat.





“ Meanwhile, Alex continues to search for a job to support himself. He’s also looking at getting his driver’s licence to further enhance his independence and job prospects. ”

**BUILT ON**

**DETERMINATION**



Yasmin went through the Transition To Work program with Achieve then expressed the desire to move into Supported Employment. She started at Fabric Needlecraft and More in May 2014. She's now 23 years old and works two days a week.

When she started Yasmin was very timid, not calling anyone by their names, just 'Miss' and 'Sir' and she was unable to express herself very well.

Since working in the shop Yasmin has really come out of her shell. She is learning people's names and is now able to identify colours. She's learnt to sort by colour and shape which is a big step forward for her.

She used to say, "I cant, I can't." Now she's beginning to realise she can.

Yasmin mostly works in the sorting area, getting products ready and putting labels on items for pricing. Recently she's been helping out at the service counter, packing peoples goods for them to take away. She's able to do this because she's been supported to learn some public behavioural protocols that she lacked before coming to work.





Yasmin is one of three sisters with a disability in her family and is the only one of the three with paid employment. Her self-confidence has grown tremendously with her working success and as a result she's taken on a lot of responsibility in the household, helping out her mother. Where once she was afraid to talk at work, she's now quite the joker about the place and always wears a smile.

“Yasmin used to say: “I cant, I can’t.”  
Now she’s beginning to realise she can.”

**BUILT ON**

**DEDICATION**

## FEEDBACK FROM THE PEOPLE WE SUPPORT

### The McCrindle Report

In December 2014 Achieve commissioned the highly regarded independent survey and research company McCrindle to conduct a comprehensive research project with the purpose of:

- Measuring satisfaction among clients and their families and carers with our services ;
- Kick starting the engagement process with families about the National Disability Insurance Scheme;
- Fulfilling our compliance obligations with our funders (including The NSW Department of Family and Community Services); and
- Furnishing Achieve with a better understanding of the future of disability services in Australia.

The survey was undertaken in two parts, with one conducted with Families and Carers, and one with our Clients.

### The Client Satisfaction Study

Key responses:

**94%**

feel safe around Achieve's staff and facilities

**98%**

are happy with where they live

**85%**

like the people they spend time with

**91%**

felt they were treated with respect

**90%**

felt the buildings are in good condition

**80%**

are highly satisfied with Achieve staff

**77%**

said Achieve very good at engaging with them

**99%**

are satisfied with their relationship with Achieve

**BUILT ON**

**LIS**



## Family and Carer Satisfaction Study

In the families and carers survey a number of key themes were identified:

**69%**

DESCRIBE ACHIEVE AS

**SAFE**

HIGH LEVEL OF SAFETY  
WHEN ENGAGING WITH  
ACHIEVE SERVICES

SEEKING  
SUPPORT FOR  
**CARERS**

DESIRE FOR  
**GREATER  
COMMUNICATION**  
BETWEEN STAFF AND  
FAMILIES

DESIRE FOR  
RESPIRE CARE AND  
**DAY PROGRAM  
FLEXIBILITY**

DESIRE GREATER  
**SOCIAL  
ENGAGEMENT** AND  
**PHYSICAL  
ACTIVITY**

DESIRE MORE  
**INVOLVEMENT**  
IN  
**CARE PLANS**

SEEKING  
INFORMATION  
ON **NDIS** AND IMPACT  
ON **THEM**

DESIRE FOR  
**INCREASED  
CONSISTENCY**  
IN THE STAFF  
TEAM PROVIDING  
SUPPORT

# TENING

## THE FUTURE CALLS

Just fewer than half the people who are living with disability in Australia currently receive little or no support. They will soon be guaranteed support for life under the government's NDIS scheme.

Achieve has always been a vocal advocate of the NDIS and we believe that it is one of the most important pieces of healthcare legislation in the nation's history.

This, however, does not negate the challenges we face. Our entire business structure will have to change as we move from a grant based model to cash-for-service base.

During the year, Achieve became a funded provider for NDIS. This enables us to deliver any NDIS services to any person with a disability throughout New South Wales.

We developed and continued our interdepartmental NDIS working party to ensure that we were prepared across the entirety of the organisation.

With the McCrindle report, we began our first significant engagement with people with a disability and their families and carers. We discussed with them what they want and expect from the NDIS, as well as what the logistics of the scheme will be.

Our strategic thinking was to set a baseline and then start an engagement with our existing customers about the NDIS and what was important as we move into the future.

Our focus is on efficiency as some of the budgetary restrictions under the new scheme will be challenging and, indeed, it is an entirely new way of doing business.

Through measures such as ICT planning there is an expectation that we will operate on a much more efficient level, thereby offsetting financial restrictions.

Clients will have the flexibility to take their plan to any provider – even chopping and changing as they see fit.

So the challenge for us is to become equally flexible with how we provide services and to engage on a more person centred approach.

Government and service providers will need to work closely to ensure the success of the scheme. We have a strong record in developing good partnerships with Government and are confident of a bright future under the NDIS.

# NDI





BUILT ON

# COMMITMENT

By the time the full NDIS roll-out comes in 2018, it will be of paramount importance that we are fully ready to support people with disability in the new market.

JOHN CAMERON,  
CHAIRMAN

# S

## ISEE VALUE AWARD

Achieve understands the importance of recognising individuals when their contribution to the organisation – and more importantly to the people we support – shines through in the work they do.

As a result, at the Staff Conference in 2014, Achieve launched the ISEE Value Award. This is a peer nominated award, specifically designed to recognise and reward employees who demonstrate the organisation's values: Inclusiveness, Stewardship, Ethical, Extraordinary.



The following employees were recipients of the ISEE Value Award for the financial year 2014 to 2015:

LINDA ARCHER – SOCIAL EDUCATOR – ETHICAL  
 NATHALIE NEVEU – OPERATIONS MANAGER DAY PROGRAM – INCLUSIVENESS  
 RUCHIKA MANGLA – COMMUNITY LIVING MANAGER – EXTRAORDINARY  
 UDARA JAYASURIYA – EMPLOYMENT CONSULTANT – STEWARDSHIP  
 ZOE TAYLOR – EMPLOYEE SUPPORT OFFICER – EXTRAORDINARY  
 LEANNE LARCHE – FACTORY MANAGER – STEWARDSHIP  
 REBECCA ELLERY – RESOURCE TEAM LEADER – EXTRAORDINARY  
 RUSSELL MASON – REGISTERED NURSE – STEWARDSHIP  
 EILEEN KELLY-DAVIES – SOCIAL EDUCATOR -INCLUSIVENESS AND EXTRAORDINARY  
 LYNN MOTTA – SOCIAL EDUCATOR – INCLUSIVENESS  
 SARAH MASON – DAY PROGRAM SUPERVISER -EXTRA ORDINARY  
 LOUISE COLNAN – FAMILY LIAISON OFFICER – STEWARDSHIP

The monthly winners receive a certificate presented at the staff meeting and 2 movie vouchers as well as recognition via CEO monthly video, staff email, memo board and Achieve website.

There will be one annual award winner for each of the four values. They will receive 2 gold class movie vouchers per value winner. Certificates will be presented at the conference. The winners also receive recognition throughout the organisation's media and, most important of all, a sense of pride in the great job they do.

## BUILT ON

# VALUES





## IN THEIR OWN WORDS:

“...it was the countless weekends spent taking the ladies to visit their mum in palative care by Lynn, Jasbinda and other staff. It was the evening spent talking to the ladies, preparing them for their mum’s passing.”

**EILEEN KELLY-DAVIES - SOCIAL EDUCATOR - INCLUSIVENESS AND EXTRAORDINARY**

“All this was done to suit her wants and needs and this was us providing support in a person-centred way. She is in control of her life and what she wants to do, all I have done is facilitate resources and provide opportunities....”

**DANIEL BETTS - STEWARDSHIP**

“It was a very difficult time for me, both personally and professionally, as I began to question my own values and beliefs. I knew I had to put the support needs of this person before my own whilst keeping the trust and respect of my team.”

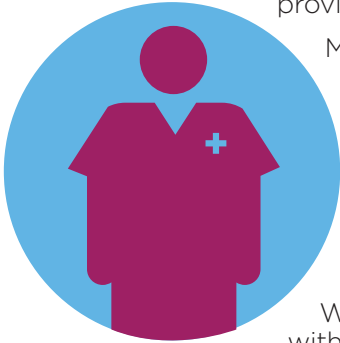
**LEANNE LARCHE - FACTORY MANAGER - STEWARDSHIP**

“As I said it allows people to protect something worth caring for and preserving. Bob was desperate for a job. We believed that Bob was worth something. The employer provided Bob with a chance to build his own self-worth, and the training organisation provided Bob with an opportunity to learn the tools needed. So in a way we were all stewards, sharing Bob’s journey towards a better life.”

**UDARA JAYASURIYA - EMPLOYMENT CONSULTANT - STEWARDSHIP**

## OUR RESOURCE TEAM

Our Resource Team provides us with expertise in particular areas across the services we provide. We have registered nurses, behaviour support consultants and a Family Liaison Officer. They provide a vital link between the services provided by Achieve and those provided by the community.



Much of the clinical staff's work is in making sure our workers are well informed, ensuring correct procedures are followed, and making sure that nothing is missed. They provide a complimentary service to the people we support and as much a support to the staff as they are to the individual.

The resource team is also at the centre of person centeredness; for example, when a client is going into a hospital situation the clinical nurse will ensure that the person is the focus – not objectified in a clinical discourse, but engaged and included in the process.

Wherever possible, our resource team will try and facilitate an engagement with the communities' services. They act as a stopgap in the system.

### Registered Nurses

We have two clinical nurses who support all of the front-line workers through managing and supporting people to stay well and healthy.

They develop and support treatment regimes for any particular issue. If a client is entering hospital for procedural treatment our nurses will ensure the hospital has all the relevant information. On discharge our nurses will monitor recovery and rehabilitation.

They also facilitate communication between Achieve and the hospitals.

The nurses help frontline workers gather and collate all information that might be important-updating plans, dietary requirements and the like.

### Our Behaviour Support Consultants

Our team includes clinical psychologists that are available to provide support for people who have behaviours of concern. Some occasions may require intervention that might be restrictive. The behaviour support activities co-ordinators have the skills to support our staff in making good decisions when behaviours of concern start to emerge. They are able to follow all protocols to ensure that, for example, there are no restrictive treatments implemented beyond what is required and to make sure that person has the best possible outcome and quality of life.



### Family Liaison Officer

At times when people are transitioning from home into a new situation the Family Liaison Officer plays a vital role in maintaining good connections with family.

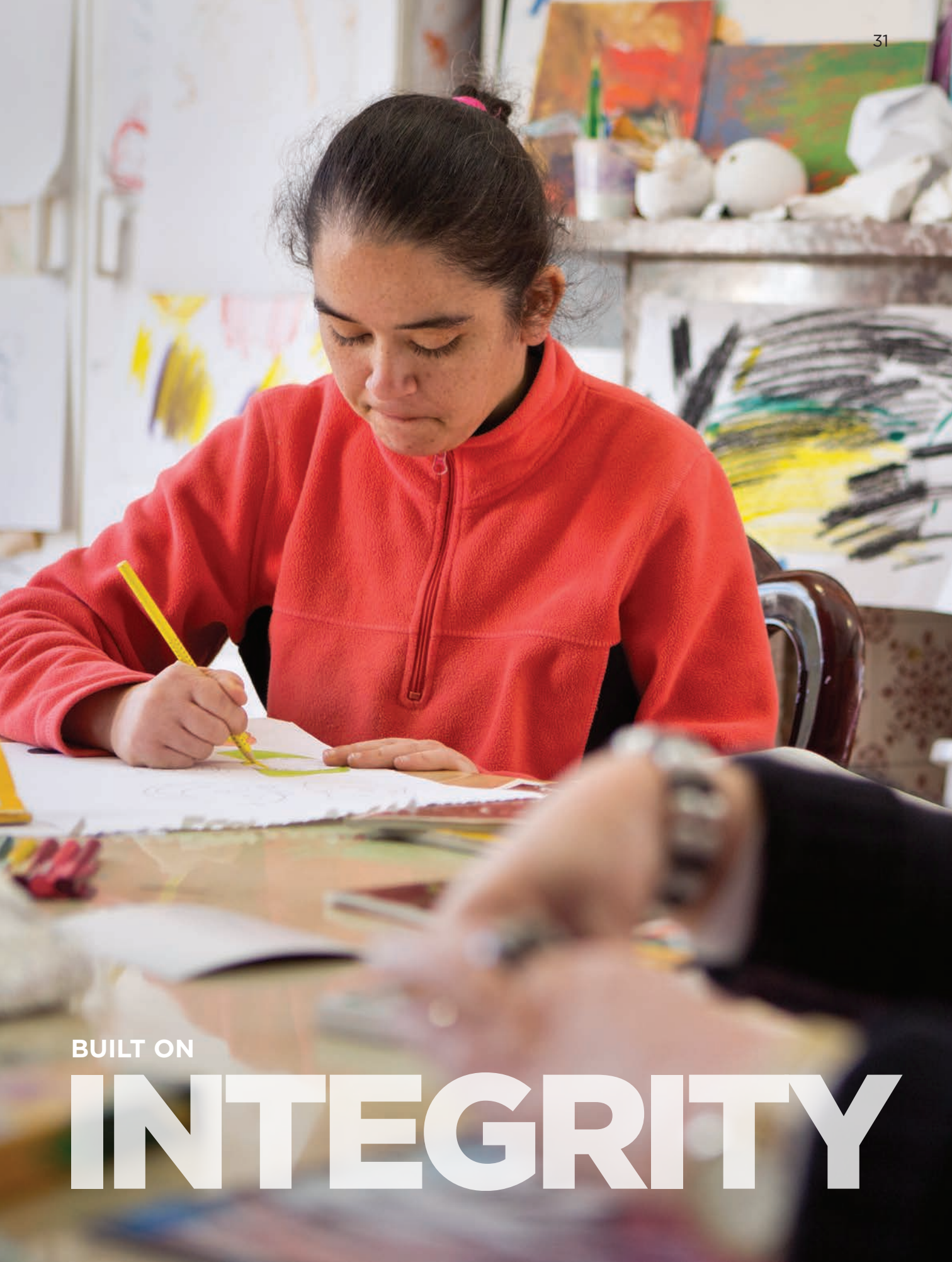
As we move towards the NDIS transition, the lines of communication between the clients and their families will be ever more important. In helping clients find and engage with the community, we support them in accessing an unlimited resource.



The Family Liaison Officer actively engages the community for informal support. Finding people within the community to help facilitate those things that are not within our scope remains one of our most important and beneficial roles in supporting people with disability.

Our Resource Team ensures that we use the best methodology of providing service. They make certain our front-line workers know what they need to do and how to do it well.





BUILT ON

# INTEGRITY

## FUNDRAISING

It has been a busy year in fundraising for Achieve.

Being a not for profit organisation we depend on the generosity of our community to be able to provide the level of continued support that we do.

Through engaging partnerships and relationships, we create more opportunities for people with disability.

Highlights include:

### Cocktails at Araluen

In March we held the Annual Cocktail event at Araluen. This casual event, hosted by CEO Anne Bryce, outlined fundraising events and initiatives for the year ahead. The aim was to reconnect with existing supporters and donors and build a relationship with potential supporters.

### Novus Gala Dinner

This year Achieve was once again selected to be a beneficiary of the esteemed Novus Foundation Fundraising Gala Dinner.

Since its inception the Novus Foundation has raised over a million dollars to support community organisations like Achieve, mainly through the Annual Fundraising Gala Dinner that attracts more than 600 guests on the night.

Funds raised at the Novus Gala Dinner will be used to fund the development of Achieve's PWS Health and Wellness Toolkit, a kit that will support young adults with Prader-Willi Syndrome (PWS), a debilitating genetic disorder.

This toolkit will help the young adults with PWS to better manage the syndrome, to learn new skills, to connect with their communities and to pursue their passions and interests.

This will include intervention, behavioural therapy and establishment of regular routines, including fitness and menu planning that will enhance the quality of their life.

### Corporate Golf Day

Achieve Australia's Annual Golf Day on Monday 20 October 2014 was an opportunity for our corporate partners, supporters and stakeholders to get together and share lunch, and a round of golf.

The Golf Day is our biggest Fundraiser of the year and was another unqualified success, raising over \$55,000 towards our community living programs and making our housing more accessible for people with disability.

We'd like to thank the Golf Day committee and all the hole and auction sponsors and donors for their valuable contributions.

## BUILT ON

# SUPPO



“Our fundraising events are always well supported and attended by those who embrace our vision to build extraordinary lives.”



RT

Achieve cannot do what we do on our own; we rely greatly on the support of our corporate and business partners and donors.

The generous 'in kind' corporate social responsibility, volunteering, as well as financial support with our charity auctions, enables us to continue to expand the scope of our organisation and provide enhanced services to the people we support.

This year we engaged 10 businesses through their corporate volunteering programs. They volunteered their valuable time as well as supporting the organisation with in kind and cash donations.

Achieve has benefited from the goodwill and talents of the many individuals and businesses who donated their time to us through the course of the year. We engaged more than 100 individual volunteers across a range of administrative, business and community supports.

### **Backyard Blitz**

A massive 'thank you' must go to all the volunteers who participated in the 'Backyard Blitz' days. Volunteers came together in the residences of people we support and helped in transforming their backyards.

Forming partnerships with Achieve helps companies connect directly with the community through contributions such as 'Backyard Blitzes' and 'Workplace Giving'.

These are great opportunities to fulfil corporate social responsibilities and to demonstrate company commitment in supporting and improving communities.

### **Sponsors**

Count Charitable Foundation  
Ingham Enterprise  
Allmarque Group  
Prolegis Lawyers  
Austbrokers Sydney Pty Ltd  
Kerry Ingredients  
Able Liquid Waste

Hello World  
Holman's Eastwood  
Interactive Telecommunications  
Killara Golf Club  
Lexus  
Manna From Heaven  
Oatlands Golf Club  
Paramount Pictures  
McCarroll Automotive Group  
Powerhouse Museum  
Pymble Golf Club  
Red Balloon  
Seiko Watches  
Strathfield Golf Club  
Telstra  
Uber Photography

### **Supporters**

Unique Social Enterprise  
*Fabric Needlecraft and More...*  
Achieve Day Program Participants  
Aran Anderson Photography  
Blackheath Golf Club  
Bow&Arrow - Targeted Strategy  
Captain Cook Cruises  
Carati Jewellers  
Charity Paintball  
Cumulus Wines  
Express Publications  
Fairways Golf Tours  
Gap Studios  
Helen Kaminski Store-The Rocks

### **Corporate Volunteers**

Novartis Pharmaceuticals  
Australian Ethical Investment Volunteer  
ANZ Global Risk  
Boeringer Ingelheimm  
Mirvac  
Cisco  
Aon Hewitt

## **BUILT ON**

# **PARTNERSHIPS**



The volunteering opportunity provided by your charity, has given them a sense of humility, a willingness to make a difference in their communities, and most importantly to participate again next year...



## VOLUNTEERS

### Helen's story. A passion meets a need.

Helen retired in June 2012 and started volunteering soon after to keep herself engaged with the community. Not satisfied with her first volunteering experiences she began to seek out different, more suitable opportunities.

In October 2013, after an extensive search she came across an ad recruiting for volunteers at the Fabric Cave run by Achieve Australia, now known as Fabric, Needlecraft and more... a unique social enterprise. The role immediately appealed to her: as it involved her passion for knitting and craft, it was close to her home and it was a volunteer role that was contributing back to the local community.

To feel things out, Helen first visited the shop as a customer. While there she noticed a sign asking for volunteers and applied on the spot. This was the opportunity she was looking for. She signed up on the spot.

### Learning curve

Her love of crafts, her expertise in knitting and the volunteer role offered her a way to contribute back to the community while doing something she absolutely loves.

Having been in an office environment during her working life, Helen relished the chance to develop new skills in a retail shop, learn about different crafts from other volunteers and create new friendships.

She enthusiastically enrolled for the Christmas opening that year and enjoyed contributing her newfound knowledge and experience. It has been especially rewarding to see the tremendous growth in sales. She has truly felt she has been part of that growth.

### The golden thread

Helen works closely with Jenny, a supported employee through Achieve, at front of house each week. They share a common history having both started at the shop on the same day.

Over time Helen and Jenny have developed not only a great working relationship, but also a lovely friendship where they share stories about their families and regularly bump into each other at a local coffee shop.

They both have a love of knitting, so are constantly admiring yarn together as each new supply gets donated to the shop. They often get the job of sorting out a new delivery of thread together and Helen enjoys the opportunities to work on projects like this with Jenny.

By volunteering, Helen has matched a passion in her life with a desire to contribute to the local community, with the added bonus of developing a close and genuine friendship with a co-worker.

### Morning tea with volunteers

Achieve held a recognition day for volunteers with an afternoon high tea on Wednesday, 13 May at Araluen. The event was held in recognition and celebration of the invaluable contribution our volunteers have made to the community.

It was an opportunity to thank the volunteers who staff the shop, 'Fabric Needlework and More' as well as volunteers in the Buddy Program, Day Program, Transition to Work program and the corporate volunteers who took part in the 'Backyard Blitz' days.

The afternoon started with a welcome note from Achieve CEO Anne Bryce, who thanked everyone for their ongoing commitment and dedication.

Then an afternoon of high tea, wine and cupcakes was followed by the volunteers being presented with a gift of goodies and certificates of recognition.

## BUILT ON

# RELATION.





# SHIPS

“Helen has matched a passion in her life with a desire to contribute to the local community, with the added bonus of developing a close and genuine friendship with a co-worker.”

**ASSETS**

**\$42.695  
MILLION**

**INTEREST**

**28%**

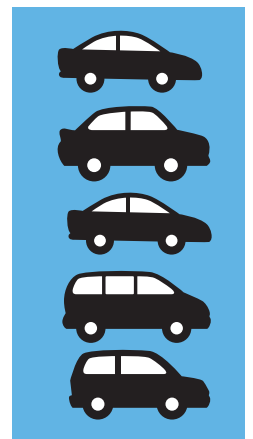
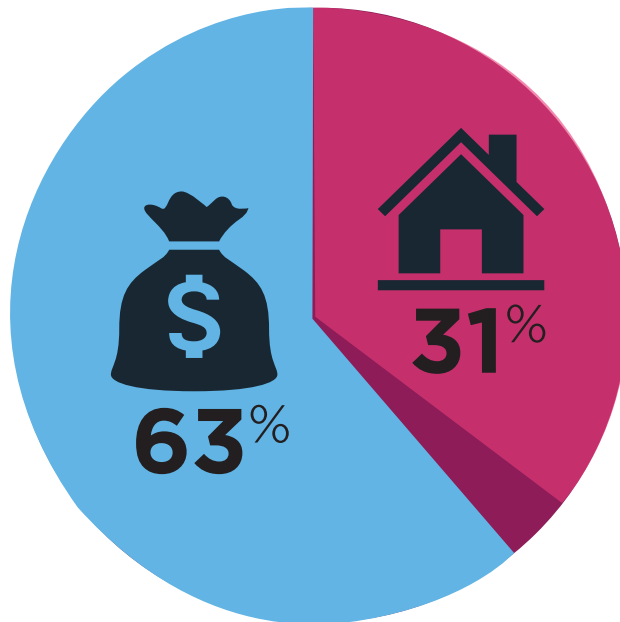
**WORKING  
CAPITAL  
POSITION**

**4:1**

**TOTAL ASSETS**

**NEW PROPERTY**

**\$4.3M**



**\$632K**



**BUILT ON**

**GROWTH**



## Ahead of the curve

Achieve finished the year with a positive result and ahead of budget. However, the result was not without its challenges: operating income finished nearly \$3.0 million behind budget, which was only slightly offset by expense savings that came in at around \$460K or 18.9%.

## Cash position

Our overall cash position remained strong and contributes greatly to our total asset base as highlighted further on.

Importantly, as an organisation, we still manage to operate with negligible debt ensuring that we are functioning with enough reserves to deliver on our strategic goals.

Continuing investment in ICT infrastructure, and marketing remains integral to our operational success within the evolving market. Both of these operational plans have an ongoing commitment of over \$1.4m per annum, rising each year to ensure the organisation remains agile and responsive to market needs.

Customer receipts were in line with sales activity, while receipts from government were similar to last year.

Our interest grew to \$838k (2014: \$653k) a 28% increase.

Cash spent on investment activity was \$1.5m.

## Efficiency driving cost reduction

The sector needs operational change and digital efficiency holds the key. ICT planning capabilities and expenditure will improve efficacy to support a sustainable financial future within the altered business environment of NDIS.

By further enhancing its systems, the organisation will be better placed to drive efficiency and respond more quickly to customer needs.

## Asset management

Achieve's asset base finished at \$42.695m. The base included the realisation of seven new purpose-built units from Crowle Estate with considerations totalling \$4.3m.

Property assets now total 31% of total assets compared to cash at 63%. Our strategy will be to increase liquidity for our property assets while reinvesting in our investment portfolio as mandated.

## NDIS

The working capital realities of the NDIS marketplace are significant. As a service provider, it is imperative to understand what the NDIS transition will do to our working capital structure and to recognise potential alternatives.

Our organisation holds a strong working capital position of 4:1; this augurs well for business under the scheme.

**Achieve continues to work tirelessly towards being market ready for the roll-out of the NDIS, underpinned by our five year fiscal plan.**

“Achieve has built a reputation as a leader in the disability sector championing inclusion, choice and control for people with disability. We have expertise in the challenging process of devolving people out of large residential centres and we continue to challenge ourselves to innovate solutions for affordable, inclusive housing for people with disability.”

ANNE BRYCE  
CHIEF EXECUTIVE OFFICER

“At Achieve, we value learning and professional development and see it as an essential way to support our staff who support people with disability. By adopting a person-centred approach, be it through face-to-face training, staff conferences or informal learning sessions, we are planning for the new world of NDIS.”

JENNY GRINDELL  
DEPUTY CHIEF EXECUTIVE OFFICER

“Built on a sustainable future, sound financial health and a performance driven culture, we are ready to support people with disability with quality offerings to achieve customer driven outcomes.”

MARK AUDET  
EXECUTIVE GENERAL MANAGER CORPORATE SERVICES

“What people value the most is their relationship with our frontline workforce. It is through the kindness, sense of fun and skill of the direct support worker that Achieve will shine.”

CATHERINE DICKSON  
EXECUTIVE GENERAL MANAGER OPERATIONS




**THE BOARD**

JOHN CAMERON,  
CHAIRMAN



RICHARD DINHAM,  
DIRECTOR



PROFESSOR  
PATRICIA O'BRIEN,  
DIRECTOR



PETER SMITH,  
DIRECTOR



DINA HAYES,  
DIRECTOR

**BUILT ON**

# LEADERSHIP

**CEO ANNE BRYCE AND THE SENIOR EXECUTIVE TEAM** - JENNY GRINDELL, MARK AUDET AND CATHERINE DICKSON



## CHOOSE HOW TO SUPPORT US

We depend on the support of business and the community to assist us in continuing to provide the services we do. Your help can make all the difference.

### You can help Achieve by making a donation to our various projects:

- Monetary
- In-kind goods
- Pro bono services

### By supporting our fundraising through:

- Donations
- Gifts
- Sponsorships

### Sponsoring our fundraising events:

- Gala Dinner
- Annual Golf Day

### Volunteering your time, talent and treasure:

- Become a buddy to people we support
- Give Pro bono services
- Choose Achieve for your Corporate Volunteer Days
- Including Achieve in your Workplace Giving Program
- Choose Achieve as 'charity of choice'
- Encourage employees to make a regular tax deductible donation to Achieve through payroll deductions

### Making a Bequest to Achieve Australia

For more information on how to become a supporter and/or a donor, contact us on **1300 22 44 38** or visit **[achieveaustralia.org.au](http://achieveaustralia.org.au)**







BUILT ON

# ACTION

## OUR FUNDERS



Australian Government

Department of Families,  
Housing, Community Services  
and Indigenous Affairs



Australian Government

Department of Social Services



Family &  
Community Services  
Ageing, Disability & Home Care

## OUR OFFICES

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**RYDE** Level 3, Suite 301, 5-9 Devlin St. Tel 9334 0900 **BELLA VISTA** Lot 39, Level 3,  
10 Norbrik Drive Tel 9034 1676 **CHARLESTOWN** Suite 104, 215 Pacific Hwy Tel 1300 224438





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