



2010

Annual Report

Achieving Social Inclusion

achieve
australia

building extraordinary lives

Our Mission

Delivering on the right of people with disability to achieve a meaningful and valued life.

Our Services & Enterprises

- Community Living Services
- Residential Services
- Specialist Support Services
- Leaving Care
- Day Services
- Disability Employment Services
- Transition to Work
- Commercial Enterprises - Australian Disability Enterprises
- Enclaves
- Complete Party

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Report from the Chair

Jill Macnaught

I am very pleased to present the 2010 Achieve Australia Annual Report.

At our inaugural Annual General Meeting in March this year, we celebrated our new name and a new Strategic Plan. Since then the Board of Directors has continued to focus on building a strong culture of business and service excellence, along with service growth and development. We have implemented a sound governance system with ten guiding principles, and achieved a strong financial position for Achieve Australia. We remain confident and optimistic of a great future for our organisation.

Central to our business decision-making and planning is our vision of achieving social inclusion, as we secure the future for the people we support in a way that looks after individual needs, and provides choice, security and stability.

The Board of Directors meets for a full day twice a year to review the Strategic Plan and the Board's program of works. In April, the Board with Anne Bryce, our Chief Executive Officer, set a clear direction in the implementation of a housing strategy, with a move away from rental properties and towards full ownership. This strategy has provided a framework for the Board, with the support of our Property Taskforce. It has given impetus to a move towards "purpose

built" properties that offer the best possible facilities, specifically designed to meet the needs of all the people we support. The current planning for the relocation of the Day Services program exemplifies this. Given the outdated facilities that no longer satisfactorily meet the needs of the people accessing these services, plans are now progressing for the redevelopment of the Day Services along with the introduction of a Respite Service with the hope that this will be in place within the current financial year. Respite ~~care~~ is receiving priority in our fundraising, as we honour our strategic commitment to this huge need in the community.

Given the many changes occurring along with decision-making that is going to impact in varying degrees a number of the people we support, the Board believed it important to gain external input via the establishment of an Ethics and Clinical Governance Subcommittee of the Board, chaired by Board Member, Dina Hayes. We are delighted to have the support of Professor Patricia O'Brien, Chair in Disability Studies at the University of Sydney, who has agreed to join this Subcommittee, which is soon to meet for the first time.

Further in this Annual Report we present our audited financial report for 30 June 2010. Achieving our target of a break-even budget at the close of the financial year reflects well on

the overall performance of the organisation. We look forward to another year of further strengthening our financial position.

On behalf of the Board I want to sincerely thank Anne Bryce and her senior leadership team for their dedicated efforts and focus on achieving better outcomes for the people we support, as well as all the committed staff who are so essential to the services we provide.

The Board also wishes to acknowledge the generous support of all our volunteers, donors and sponsors, members and families and many others in the community, who contribute to Achieve Australia in so many ways through their services and financial contributions.

Finally I wish to acknowledge my hardworking and committed fellow Directors, who have pulled together as a strong team in offering their professional services and expertise for the greater good of Achieve Australia. In particular I would like to acknowledge Dr Cecile Ferguson who retired from the Board in February 2010, and was farewelled in March. Cecile was a dedicated member of the Board who made a significant contribution to our organisation for 18 years. On behalf of the Board of Directors, I wish to thank Cecile for her commitment to Achieve Australia and her passion and belief in meeting the needs and rights of people with disability.

Central to our
business
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and planning is our
vision of achieving
social inclusion



Report from the Chief Executive Officer

Anne Bryce

New-look executive team now has a clear vision and focus on leadership, management and community business operating principles



The Achieve Australia launch of the new name and brand in February was the culmination of a year of consolidation, hard work and commitment of the executive team, management team, as well as service and support staff. It was the first tangible sign of the increasing size and growth of our organisation and us beginning to work as one single entity. Although there is some way to go, I believe that we will grow stronger as an organisation as we place further disciplines around planning, development and reporting processes.

The latter half of this financial year has been one of change and consolidation for our executive and senior management teams. The new-look executive team now has a clear vision and focus on leadership, management and community business operating principles while being cognisant at all times of the people we support and employees who provide the day to day support and services. The professional skill set of the executive and senior management team has enhanced our ability to deliver on our strategic plan. With the facilitation of an external consultant, the team has adopted a strategic planning process for the development of business plans and reporting directly aligned to our overall strategic direction.

The Board had sought some qualitative and quantitative feedback on how the organisation was travelling in terms of the people we support, staff and our services. In April, an external organisation was engaged to conduct the Voice Project Climate Survey of staff and looked at the performance of a range of our HR and general management practices and outcomes. Considering the climate of change that we had been

operating within, when benchmarked against 30 other disability service organisations, the results indicated that we were performing well in areas such as mission and values, organisational commitment, job satisfaction and disability standards, while learning and development for staff are areas where there is room for improvement.

The inaugural Employee Conference held at Sydney Olympic Park in May was one highlight for the year and a step in the right direction in addressing some of the areas for improvement detailed in the Survey. It was tremendous to have a turnout of 160 staff and our Ambassador Duncan Armstrong added rigour and enthusiasm as MC for the day. The Conference, which will now become an annual event in our calendar, set the scene for our strategic planning and development cycle. It gave staff a greater sense of belonging to one organisation with a clear vision of achieving social inclusion and a deeper understanding of each of the organisation's service areas.

When the Board adopted a Housing Strategy earlier this year, our strategic objective to be revenue, resource and reserve secure began to take shape and looked more like becoming a reality. Not only would this strategy position us in the direction of a build, own and manage our properties scenario, it became evident that all our current and future services would become far more sustainable.

Of course, securing recurrent funding for services and programs is critical for the future of the people we support. I have continued to work closely with our funders and peak disability bodies to emphasise our priorities for providing security and stability for the people accessing our services today

and in the future. Our presentations have been well received and have been met with positive feedback and encouraging support. Discussion and regular contact will continue.

Earlier this year, the Board of Directors made a unanimous decision to become a registered supporter of a National Disability Insurance Scheme (NDIS). We were one of the first NSW disability organisations to do so. Over the next 12 – 18 months, we will champion the NDIS and will be seizing every opportunity to engage Australians in the conversation, debate and discussions around the benefits of introducing the Scheme for all Australians, not just those with disability.

The Disability Employment Services team deserve special mention in this Report. We witnessed a 20% increase in new clients accessing that program just months after the Federal Government introduced changes which removed waitlists and the cap on numbers. This significant growth in that service was achieved as a direct result of a small team of very dedicated staff and I thank them for their commitment and professionalism.

As you will read throughout this Annual Report, we have much to celebrate and many great achievements to be proud of. We have worked within budget constraints and as a result have positioned the organisation well for the future.

2011 promises to bring many opportunities for Achieve Australia. We are excited and driven by the knowledge that the ongoing implementation of our strategic plan will as a result deliver greater outcomes and improvements for the now 500 plus people we support.

Our Values & Strategic Objectives

Our Values

- **Integrity**
in attitude and support delivery
- **Accountability**
in the private and government sectors
- **Individual Focus**
on delivering independence
- **Innovative**
historically and for the future
- **Commitment**
– a passion for making a difference
- **Pursuit of Excellence**

Strategic Objectives

Achieve Australia is tracking well to achieve our five strategic initiatives.

Strategic Initiative One: Post Merger Implementation Plan

Achieve Australia will have finalised all Post-Merger Implementation Plan initiatives and their respective strategic objectives; having laid a solid foundation for the future growth and development of the organisation and its respective services.

Strategic Initiative Two: Business Excellence, Service Excellence

Achieve Australia will continue on its quality journey having moved beyond a compliance and quality mentality to a Business Excellence, Service Excellence approach that will enhance its products and services and provide superior client, employee and customer service.

Strategic Initiative Three: Service Growth, Service Development

Achieve Australia will continuously grow and develop its services on a person-centred philosophy and model within the aim of meeting or exceeding clients’ and employees’ expectations and requirements.

Strategic Initiative Four: Revenue, Resource & Reserve Secure

Achieve Australia will be a revenue, resource and reserve secure organisation able to fund its vision, mission and desired future and ensure its long-term sustainability.

Strategic Initiative Five: Achieve Australia, Creating Our Future

Achieve Australia will consistently work toward establishing and operating high quality businesses and services throughout metropolitan and regional communities within Australia.

Housing Strategy

The Achieve Australia Housing Strategy was adopted to move the organisation in a direction that would make improving all our current and future services a reality.



Achieve in Review



Services & Programs

Achieve Australia operates one of the largest accommodation programs for people with disability in New South Wales. The service includes a Large Residential Centre - Crowle Home, Community Living Services, Group Homes, Community Living Services Drop-in and Rostered Support and Community Living Services Leaving Care programs - altogether accommodating 170 people.

Last financial year saw growth in the Community Living Services program as more people were devolved into homes within the community. As part of the strategic direction, Achieve Australia aims to transition even more individuals in 2010/11.

It has been recognised that Day Services are currently operating within the constraints of the unsatisfactory conditions at Belmore Street, Ryde. There are three crucial aspects that will be addressed in 2010/11:

1. Site facility / environmental issues
2. Economics of the programs
3. Duty of care

The funded programs of Community Participation, Post School Options and Stronger Together are all assessed as being satisfactory within the constraints of the facility. The staff of the programs has received training to promote their own sense of value and foster their already significant sense of responsibility in regards to duty of care.

Our Disability Employment Services provides one-to-one support to all participants in order to thoroughly assess and match them with suitable paid employment across Sydney.

There has been substantial growth in this program since the Federal Government introduced changes to lift the cap on the numbers of job seekers accessing the program. As a result, the Meadowbank operation is preparing to move to a new more accessible location with improved resources and facilities.

Specialist Services

The Achieve Australia team of Specialist Services, including Social Networking, Nursing Services, Communication Skills and Behavioural Support conduct an invaluable role in managing the often complex social and medical needs of people with disability. Their specialist expertise is applied to assessing and managing the highly individual needs of the clients.

Last financial year, Specialist Services led a number of training courses to educate staff about values, attitudes, rights and duty of care as well as increase understanding about the services provided by the team.



Day Services

Community Participation

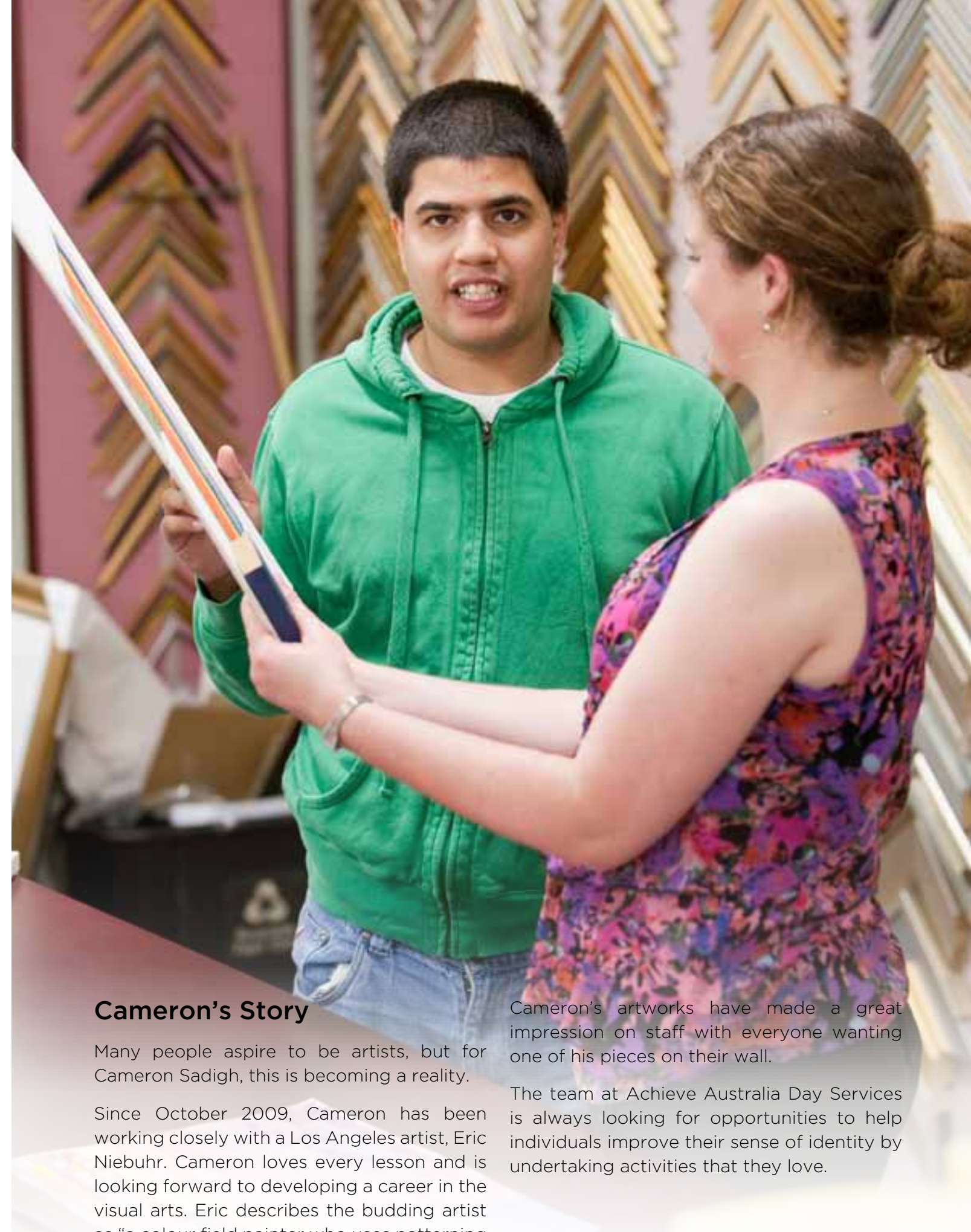
Day Services has continued to provide a wide variety of programs ranging from swimming, cooking, a local paper run, movement therapy, music, drama, visual arts, gardening, shopping, computer skills and literacy and sports including personalised gym programs, indoor soccer and cricket.

Day Services has continued their commitment to increasing the skills of staff and have participated in ongoing individual training and day training in Active Support and Occupational Health and Safety.

Clients in the Services have particularly enjoyed the art therapy provided by Eric Niebuhr and a few people attended the local church for the Friendship Program.

Day Services will continue to review the planning and organisation of programs with a focus on more access and inclusion in the community.

Planning for the relocation of the Day Services to a new location will remain a priority for the team over the upcoming months.



Cameron's Story

Many people aspire to be artists, but for Cameron Sadigh, this is becoming a reality.

Since October 2009, Cameron has been working closely with a Los Angeles artist, Eric Niebuhr. Cameron loves every lesson and is looking forward to developing a career in the visual arts. Eric describes the budding artist as "a colour field painter who uses patterning and layering of different mediums."

Cameron's artworks have made a great impression on staff with everyone wanting one of his pieces on their wall.

The team at Achieve Australia Day Services is always looking for opportunities to help individuals improve their sense of identity by undertaking activities that they love.

Residential Services

Life at Crowle Home

Throughout last financial year, Residential Services continued to provide individualised support to all of its 36 residents. Nine people moved from Residential Services into Achieve Australia community homes, while three current residents relocated to units downstairs within Residential Services due to mobility and age related issues.

Comprehensive health assessments conducted by The Centre for Disability Studies were completed in 2009/10. This was a very beneficial process for each resident contributing to their overall better health and wellbeing.

The year also saw the completion of the disbursement of the Personal Fund. This allowed every resident and their family to have more autonomy over their own funds. A financial statement of each resident's spending was provided to them and their family for the period of January 1 - 30 June 2010. The feedback from families has been very positive because it has given them a better understanding of their family member's financial position.

Throughout the year, staff at Residential Services continued to participate in regular training within the Achieve Australia internal training program to develop their skills even further.

Community Living Services

Living in the Community

One of the highlights for the Community Living Services team this year was the Australasian Housing Institute Award Nomination for Leading Practice for the Kent Road and Eastview Avenue teams. While the team did not win, they received special recognition by a professional international association for the quality of their service.

In 2009/10 the Community Living Services expanded into new areas of Sydney, providing greater access to the community, greater social networks and closer proximity to family and friends. The coverage areas now include inner west of Sydney, Northern Suburbs, Lower and Upper North Shore, Western Sydney and the North Western Suburbs.



Amanda and Narelle love shopping in the community

Community Living Services has also assisted several people to move from Crowle Home into community living homes. Each transition takes several months to complete and is an extremely collaborative partnership between the management and staff as well as the supported person and their family. Every move is aimed at providing a more individualised service and a home that enables those involved to build living skills and increase community participation. Earlier this year, Community Living Services met with those families that had been involved in one of these transitions in the past year. The meeting of a small group of those involved in the transition provided an opportunity to reflect on some of their experiences from the transition, celebrate the achievements of each person and consider their future possibilities.

Five homes in Community Living Services have undergone major renovations to install fully accessible bathrooms. Several other properties have also had minor adjustments including ramps, security lighting and epilepsy alarms. Garden maintenance and renovations have taken place across the homes with the support of residents, volunteers from several businesses and staff.

Community Living Services commenced a project to produce short films on the transition of people supported from a large residential facility to community living. Five videos have now been completed that tell remarkable stories of love, resilience and new beginnings. They can be viewed on YouTube. This has presented an opportunity to meet with families and the people supported to reflect on the past and celebrate the process of moving into the community, overcoming hurdles and creating a home of one's own.

Harold's Story

Harold Staer's whole world changed when he moved into one of the Achieve Australia community homes.

Previously living at the large Residential Centre, Peat Island for 22 years, Harold started his transition to his own home in April 2009. To become familiar with his new housemates, Harold started with some short visits and sleepovers, officially completing his move in June 2009.

Harold loves his new lifestyle. He is fully active in the daily house chores and enjoys assisting with meal preparation. Now living much closer to his family, Harold is also able to visit his brother regularly or welcome him into his home.

Since the move, Harold has set his sights on securing employment within our Commercial Enterprises. This will be a significant achievement for him. On week days, Harold has been attending a variety of classes including African drumming, dancing, acting and fitness. He also enjoys gardening in his backyard and watering the plants each day.

Achieve Australia Community Living provides people with disability the opportunity to live as independently as possible and strive towards achieving social inclusion.



Employment Services



Our Disability Employment Services (DES) program has grown significantly in the number of its jobseekers, workers and expert staff. As of June 30, the Disability Employment Services team had 113 participants, which was an increase from 60 in March 2010. Some of the new job placements include a Contract Officer at Centrelink, a Concierge at the Hilton Hotel and a first year Landscaping Apprenticeship.

The DES staff team consists of trained professionals with qualifications in Psychology, Education, Social Work and Hospitality and specialises in assisting both

people with an intellectual disability and mental health. The program now caters for a broader demographic of people with disability, servicing all disadvantaged jobseekers in general.

Disability Employment Services has continued to operate from offices in Eastwood, Meadowbank and Parramatta. In the near future, Disability Employment Services will be moving its Meadowbank operations to new offices in Ryde, opposite Top Ryde City Shopping Centre. This will result in being even more accessible and better resourced.

I enjoyed working at Canberra Overnight Transport in Sydney.

Gokul's Story

Gokul Shankar is on his way to achieving his long-term career goal.

Since starting in Disability Employment Services in January 2010, Gokul has aspired to work in the Warehouse and Logistics Industry. His dream is starting to become a reality.

After developing his customer service skills working part-time at Hungry Jack's, Gokul was rewarded for his hard work and positive attitude with the opportunity to do work placement as a Storeperson at Canberra Overnight Transport in Sydney. Gokul's responsibilities included packing pallets and administration work. He also gained his forklift licence as a result of the experience, which will assist him in gaining employment in the future.

Achieve Australia Disability Employment Services aim to match all their employees with jobs that reflect their individual needs, abilities and aspirations.



Employment Services

At work in our Commercial Enterprises

Commercial Enterprises provide supported employment opportunities in a variety of workplaces for 101 people with disabilities.

Seeking new supported employees to work within Commercial Enterprises is often a challenge and last financial year was no exception. The highly trained staff within Commercial Enterprises has spent time recruiting for new supported employees and is sourcing a number of new potential avenues to help reach the full quota of 110 in 2010/11.

In 2009/10, Commercial Enterprises welcomed a new ~~senior~~ management team.

Achieve Australia is an Australian Disability Enterprise and Hazard Analysis Critical Control Point Australia (HACCP) approved organisation.

Commercial Enterprises currently consists of three sectors:

Packaging and Light Manufacturing: Marrickville and Meadowbank

The Meadowbank site has maintained steady work throughout the year. With the introduction of new accounts, such as Unilever, it appears this is set to continue. While Curly Girl has gone through some hurdles over the last year, it has maintained consistent sales and the team is looking to increase the market reach over the coming year.

The Marrickville site is continuing its growth and aims to strengthen ties with larger companies such as Qantas and Gate Gourmet. We are pleased to have maintained our strong business association with Sydney Biscuit Company as well.

2010/11 will offer further opportunities as Achieve Australia looks to align the commercial operations for the packaging and light manufacturing to the Strategic Plan. This should provide supported employees a greater scope in the range of jobs that they can get involved in.



Employment Services

Corporate Partnerships and Enclaves

Corporate partnerships have had continued success over the last year and the host employers have been very pleased with the work our supported employees have provided. They are considered a vital part of each workplace. The social and workplace interaction has been positive and is an enriching part of their lives.

Host employers are a vital link in the continuing success of the enclave system and future growth is anticipated in 2010/11.

Complete Party in West Ryde

Complete Party has gone through a transformational year in 2009/10. The staff has looked to refine marketing and operational procedures to ensure that the business will continue its growth for both corporate and private customers. Corporate customers will become a large part of the marketing focus over the coming years, as we work towards the introduction of online ordering while still providing the friendly service and expert advice customers have come to expect from the people in this business and social enterprise.

Complete Party continues to employ three part-time supported employees.



Employment Services

From School to the Workplace

The Transition to Work program has expanded its relationships with local employers. School leavers have had the opportunity to participate in new work experience with Eden Gardens, Target at Rhodes and The Salvation Army at Parramatta.

Five participants are nearing completion of their two-year program and will successfully transition into either our Disability Employment Services program or within the Australian Disability Enterprises.



Leah enjoys working at Eden Gardens at Ryde

It is interesting to sort out all the envelopes and receipts.

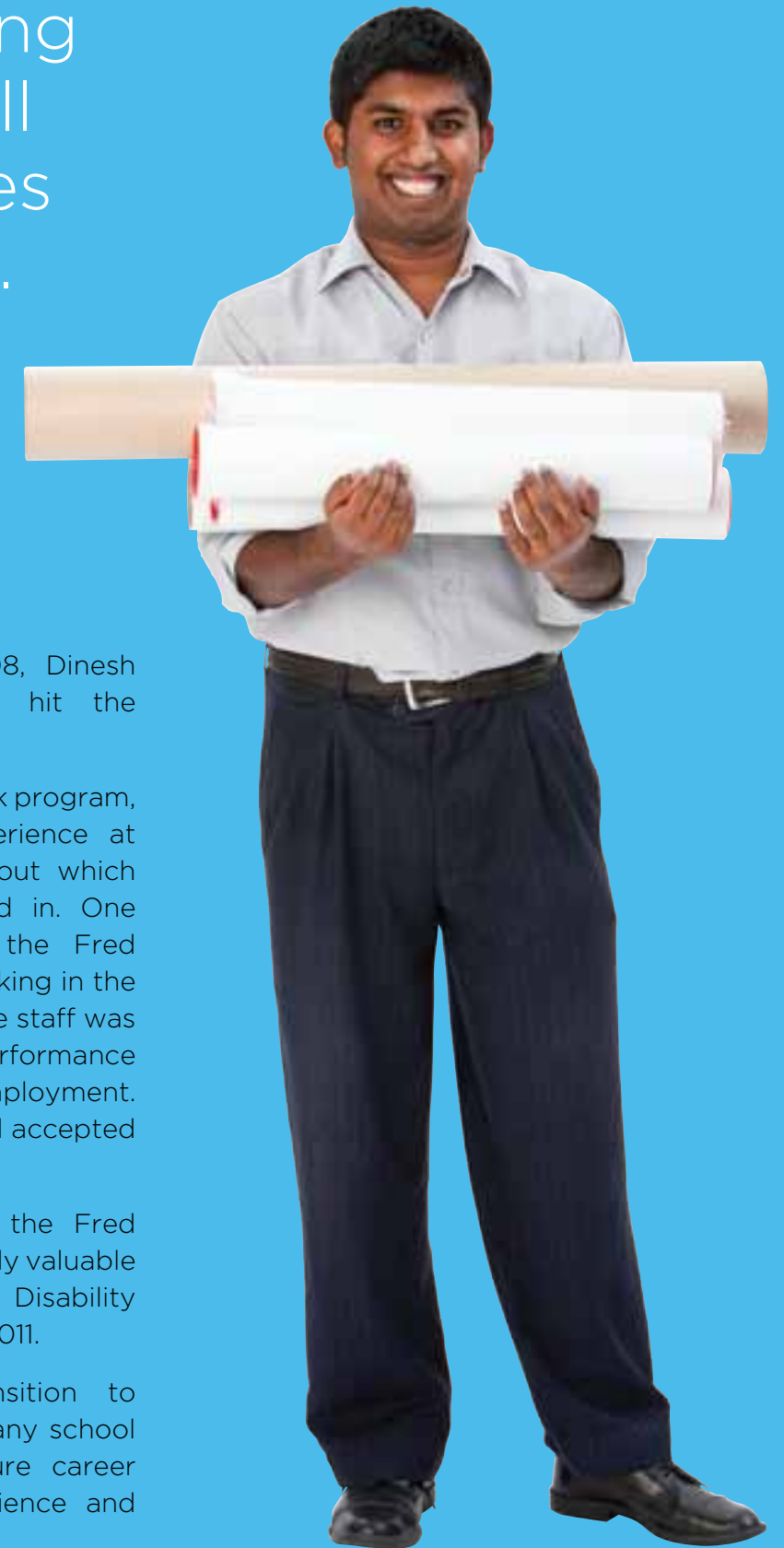
Dinesh's Story

After finishing school in 2008, Dinesh Thambyrajah was ready to hit the workforce.

As part of the Transition to Work program, Dinesh completed work experience at several organisations to find out which areas he was most interested in. One of these organisations was the Fred Hollows Foundation. While working in the mailroom at the Foundation, the staff was so impressed with Dinesh's performance that they offered him casual employment. Dinesh loved working there and accepted the offer.

The experience gained from the Fred Hollows Foundation will be highly valuable when Dinesh moves into Disability Employment Services in early 2011.

Our Achieve Australia Transition to Work program has assisted many school leavers to develop their future career path by offering work experience and TAFE training.



Fundraising, Marketing and Volunteers

A new Fundraising and Marketing Manager was appointed in January 2010. The Fundraising and Marketing unit has management and operational responsibilities for the organisation's fundraising, marketing, volunteers, public relations and internal and external communications.

The rollout of the Achieve Australia brand commenced in January 2010 and a style guide was developed to ensure Achieve Australia maintains a strong visual identity and corporate brand which is well-known and understood across the current and wider communities.

A new-look website was launched in February 2010. The website continues to be a central and important communication and information tool. Plans are underway to make the website more interactive and accessible.

Volunteer run enterprises conducted at Crowle Home in Belmore Street Ryde have undergone a rebrand and are now collectively known as the Vintage and Value Enterprises. The Enterprises include the Fabric Cave, Crowle Needlecraft Emporium, Laurel Grove, and The Folly nurseries, pre-loved clothing shop and the second-hand bookshop. These continue to consistently raise money for our unfunded and underfunded services.

Without the hardworking and dedicated volunteers it would not have been possible to conduct the successful Grand Bazaar, Annual Crowle Fete and Annual Golf Day throughout the year. These events helped Achieve Australia to raise its profile, engage with our many supporters and made a significant financial

contribution to the fundraising outcomes for the year.

Achieve Australia has experienced increasing interest from the corporate sector and broader community groups in supporting the work of the organisation. There have been an increased number of corporate volunteer groups helping out with garden makeovers and, in most cases, a financial contribution made towards the costs of this work. These relationships and partnerships are becoming more important for the organisation.

The Achieve Australia Respite Service Appeal was launched in February 2010 to raise funds for a new Respite Service to commence in 2011. To date, the appeal has targeted individuals and members of the Achieve Australia community.



54th Annual Crowle Fete



54th Annual Crowle Fete



54th Annual Crowle Fete



Corporate Volunteers from Australian Stock Exchange painting the Meadowbank office

Corporate

Risk Management

Achieve Australia is committed to thorough risk management and Occupation Health and Safety (OHS) practices. The Achieve Australia Organisational Risk Management System has been designed and developed by Australian Strategic Services Pty Ltd. *RiskPlan*™ is used in over 1,000 Not-for-Profit organisations throughout Australia.

There are three groups that form the Organisational Risk Management System:

- Board of Directors
- Chief Executive Officer & Senior Management Team
- Managers & Staff

Achieve Australia has defined Key Organisational Risks within the following areas:

- Corporate
- Finance and Administration Division
- Human Resources
- Employment Group
- Accommodation Group
- Day Services Group

To manage risk within Achieve Australia, the following has been established:

- OHS Committee
- Significant (and Chief Executive Officer reportable) Incident Reporting and Corrective Action system. Significant incidents are analysed and categorised to provide opportunities for appropriate organisational response
- Hazard Identification Reporting system and Corrective Action system, providing employees with the means to raise concerns about OHS and related operational issues
- Injury reporting and comprehensive injury management systems including pro-active return to work procedures and management
- Comprehensive organisational policies, procedures, practices and systems supported by reviews and action plans
- Commitment to continuous employee education through training programs both internal and external
- Regular management reporting against recognised risk elements

Sarah Marie Corti is on the Achieve Australia Occupational Health and Safety Committee. Representing the supported employees at the Meadowbank factory, she identifies hazards in the workplace and loves the work she does



Corporate

Occupational Health and Safety (OHS)

In March 2010, a specialist in occupational rehabilitation and OHS was employed by Achieve Australia. This led to immediate success with the number of open workers compensation files being reduced from 30 to four, with savings of over \$300,000 of workers compensation premium calculations. Lost time from work has also been reduced from 1,712 days to 97 days.

In regards to OHS, there have been approximately 56 hazard notifications that have required corrective actions. A separate incident notification form and procedure was also introduced in 2009/10, which has facilitated the collection and collation of more accurate and meaningful statistical data. Since its introduction in March, eight notifications have been made which has lead to a safer workplace.

Safety audits have been conducted at all the Commercial Enterprise sites with a total of 84 hazards being identified across four sites. These are now subject to corrective action processes.

Achieve Australia has continued to provide a process of improvement to ensure that the workplace is the safest possible for all employees. The motivating ingredient is the initiative Working Together - Working Safe; a responsibility all employees share.

A further direction to promote workplace OHS is the regeneration of the OHS Committee, which has held its first meeting and will meet every second month.

Introducing Mel Wears

Mel Wears started working at Achieve Australia as the Occupational Health and Safety (OHS) Coordinator in March 2010.

With 10 years experience in the medical and legal sectors for occupational rehabilitation, Mel has consolidated, monitored and demonstrated improvements in the time he has been with the organisation. He has been successful in reducing open worker's compensation files, claims and potential hazards across all of the premises, resulting in substantial savings for the organisation.

Mel has also worked closely with managers and staff to provide interactive education and training about OHS in order to build understanding about risks in the workplace and how to rectify them.

Mel brings a great vibe to the Eastwood Office with his presence and has contributed towards creating a positive work culture.

Corporate

Human Resources & Training

This past year there has been a targeted focus on blending the two organisations and working towards unified people practices and procedures. These have been modified and an employee handbook is being produced.

The Employee Engagement Survey, known as the 'Voice Project', was launched in 2009/10. The project provided an overview of the organisation and managers from each department are now working on action plans to address areas of development.

In May, the Inaugural Annual Employee Conference Day was held, which entailed

educating employees on Achieve Australia and the disability services industry. The Performance Appraisal Process was also revised so that both employees and managers could assess an employee's capabilities against their position description, competencies and behaviour. The process enabled Human Resources to find opportunities for learning, development and career growth.

In 2009/10, an e-Recruitment system was implemented that integrates with online job boards such as SEEK.com.au. Managers are now able to review applications online and respond to them.



Information Technology

The year started with the continued consolidation of processes and procedures around the main information and data collection tools for financial reporting, payroll and Carelink Plus for staff rostering. Offsite email distribution was also implemented. This means that staff can be more readily contactable by being able to access their emails while away from their desks.

Late in the financial year, the Board approved the expenditure for new hardware to replace ageing servers and PC desktop machines with more efficient 'thin client' devices that allow remote access to the server through a virtual private network configuration.

Towards the end of 2009/10, a specialist IT Helpdesk role was created. This took effect from 1 July 2010 and has been busy ever since.

The Board has approved the acquisition of a new financial system, which will provide an even better platform to make informed decisions in the planning process and enable managers to have more control over their own financial outcomes. This is scheduled to go live on 1 January 2011.

Sharepoint application is being developed for rollout in 2010/11. This will enable online document sharing over an internet connection and allow staff and other approved users to share information through dedicated system access.

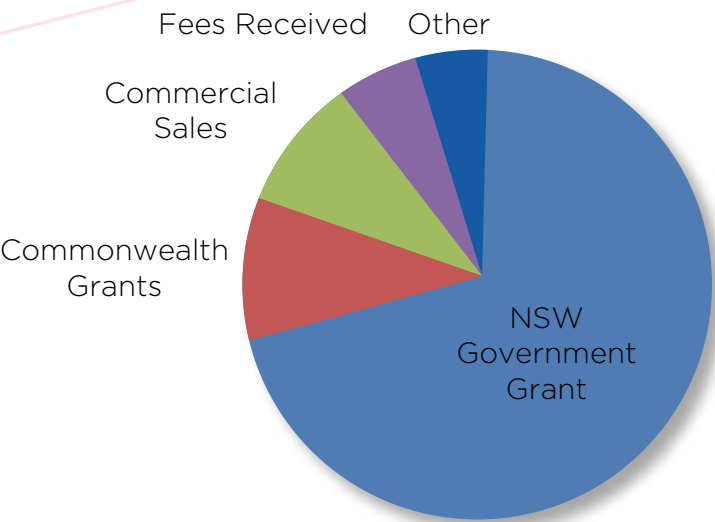


Finance Overview

Achieve Australia realised the forecasted result to breakeven for the year to 30 June 2010 with a final loss of \$2,254. The budget for 2010/11 has been accepted by the Board and is forecasting a similar result.

As at 30 June 2010, Achieve Australia had cash and cash equivalent reserves of \$3,753,842 and current liabilities of \$2,935,109. There was a net decrease in cash held of \$61,318 for the year after a net addition of \$503,026 in fixed assets.

Source of Funds



Source of Funds	\$
NSW Government Grants	15,439,327
Commonwealth Grants	2,161,096
Commercial Sales	2,113,536
Fees Received	1,302,415
Other	870,051
TOTAL	21,886,425

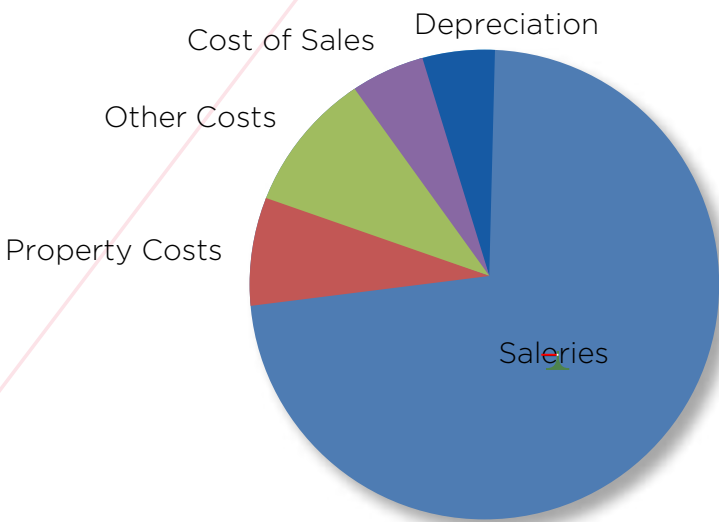
The organisation's reliance on government funding has reduced compared to last year (81.4% to 80.4%) but still remains high. The process of converting long-term assets with

negative cash returns into income producing assets commenced late in the year with an expected project timeline of four years.

Everyone has done a really fantastic job controlling costs and extracting the most from every dollar. We have achieved a great benchmark result and are on track to replicate it in 2010/11.

Peter Sasse

Application of Funds



Application of Funds	\$
Salaries	17,073,055
Property Costs	1,433,237
Other Costs	1,833,027
Cost of Sales	874,003
Depreciation	675,357
TOTAL	21,888,679

Personnel costs continue to be the dominant expenditure, being 78.0% of the total expenditure compared to 77.0% last year. This indicates gained efficiencies in expenditure areas as a result of improved buying power and better practices in purchasing procedures, rather than additional

staffing. Rent and other property costs also increased slightly (up to 6.5% from 6.2%), which is a reflection of the external market forces. There was also an increase in rental properties to cater for additional community accommodation needs.

Board of Directors

The Board of Directors is committed to good governance principles; transparent and prudent financial and risk management; ethical decision-making; and the stewardship of a bold visionary Strategic Plan. They are a voluntary Board with professional experience and expertise in areas that complement the strategic direction of the organisation.

Audit & Risk Committee

John Cameron
Dina Hayes - Chair
Jill Macnaught
Anne Bryce - Ex Officio

Finance Committee

John Cameron - Chair
Ian Rutter
Anne Bryce - Ex Officio
Peter Sasse - Chief Financial Officer
- Ex Officio

Property Taskforce

Ian Richmond
Ian Rutter - Chair
Anne Bryce - Ex Officio

Governance Committee

Jan Carey - Chair
Philip England ~~note spelling~~
Jill Macnaught
Anne Bryce - Ex Officio

Ethics and Clinical Governance Sub-committee

Dina Hayes - Chair
Prof. Patricia O'Brien
Anne Bryce - Ex Officio



Ambassador
Duncan Armstrong OAM

~~Chief Executive Officer~~

~~Anne Bryce~~



John Cameron Dina Hayes Ian Rutter Jill Macnaught (Chair)



Ian Richmond Jan Carey Philip England Anne Bryce (Ex Officio)

Executive & Senior Leadership Team



John Alexander
General Manager
Employment Services

Lisa Rouse
General Manager
Human Resources

Peter Sasse
Chief Financial Officer

Anne Bryce
Chief Executive Officer

David Rafferty
General Manager Operations

Catherine Spencer
Fundraising & Marketing Manager



Margaret Lee
Operations Manager
Day Services

Lisa Rouse
Operations Manager
Disability Employment Services

Peter Sasse
Operations Manager
Community Living Services

Anne Bryce
Operations Manager
Residential Services

Funders, Accreditations and Professional Associations

Funders



Accreditations and Professional Associations



Our Donors and Supporters

Thank you to our generous donors and sponsors listed below, who have supported Achieve Australia financially or in-kind goods throughout the year.

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- E. Young

Major sponsors



How You Can Help

Make a donation

By making a donation to Achieve Australia Ltd you will be helping us to bring the mission and vision to life. Donations may be directed towards a specific appeal or a general purpose and may be made at any time throughout the year.

Donations to Achieve Australia are tax deductible. In-kind donations and goods and services are encouraged and welcomed.

Become a corporate partner or include us in your workplace giving program

Achieve Australia seeks the support of the business, commercial and community sectors willing to build a relationship with us and to become a partner in supporting mutual objectives, while making an investment in supporting and providing services for people with disability.

Volunteer your time and expertise

Volunteers play an important role in the work of Achieve Australia. Each year, volunteers make a significant contribution organising annual fundraising activities such as; The Grand Bazaar, Annual Crowle Fete and Golf Day, as well as running the Vintage and Value Enterprises. Volunteers are also engaged in the community, providing practical support to people with disability accessing our Services.

Make a bequest

Bequests have been integral in the development of our Services. Making a bequest to Achieve Australia Ltd through your Will is an extremely and personally significant gift. A bequest will leave a lasting legacy for the people we support for future generations. Anyone considering including Achieve Australia in their Will should contact us for a strictly confidential discussion.

Support our events

Join us at our fundraising events throughout the year; be our guest, a donor or a corporate sponsor.

For further information email info@achieveaustralia.org.au or contact the Fundraising and Marketing Manager on +61 2 9034 1600 or visit our website www.achieveaustralia.org.au.



Staff Committed to Making a Difference

Thirty-three employees have been recognised with Anniversary presentations to acknowledge their five, 10 and 20 years' working with Achieve Australia and its predecessor organisations.

We have many long-standing employees and extend our thanks to each person for the work they do to support our people in achieving their goals.

20 years

- Bing Shen Tao
- Carol Norris

10 years

- Rodney Gann
- Sandra Millwood
- Elizabeth Kerr
- Rosa De La Torre
- Barry Foulger-Turner
- Bradley Thurgar
- Richard Dziendziel
- Maribel Martin
- Peter Dudding
- Anne Gardiner

5 years

- Daniel Bianco
- Boris Bojanic
- Marichu Gratil
- Ruchika Mangla
- Richard Duarte-Rudder
- Maurice Brown
- Richard Aouchan
- Alexis Grande
- Kevin Chuah
- Grace Kim
- William Daniel
- Tony Chedid
- Bozena Anna Zawisz
- Lisa Gori
- Travis Donovan
- Angela Thomopoulos
- Julie Harris
- Suellen Taranto
- Erin Turner
- Diane Walkey
- Ewa Kuzma



~~The~~ staff at the Meadowbank Factory

~~Insite Cover~~

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