



“I ACHIEVE

EXTRAORDINARY
OUTCOMES”

achieve
australia

building extraordinary lives

**ANNUAL
REPORT
2011**

This report is dedicated to the people we support and their families, staff, partners and stakeholders who continue to support us in **achieving growth and extraordinary outcomes.**

OUR MISSION

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

OUR SERVICES

Accommodation
Community Living
Specialist Services
Leaving Care
Day Programs
Achieve Employment
Transition to Work
Commercial Enterprises
Enclaves
Complete Party

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REPORT

FROM THE CHAIR AND CEO

Changes to the Board of Directors & Executive

Over the 2010/11 financial year, there have been several changes to the appointments on the Board. This has included the resignation of three of our Directors;

- Philip England (February 2011)
- Jan Carey (April 2011)
- Jill Macnaught (May 2011)

Philip, Jan and Jill have all played key roles on the Board. Jill was appointed as Chairperson following the merger and Philip and Jan actively participated on various committees. The contribution and dedication from each person during and after the merger is truly appreciated. We are delighted that they have all indicated their desire to remain as Members and thank them for their diligence during their time on the Board.

The Board of Directors has reviewed the governance of our organisation and implemented a number of new strategies to continue to make overall improvements. One of these strategies has been to expand the Board Committees and expand the involvement of non-Board members.

We welcomed new Committee members with specific areas of expertise, including Patricia O'Brien on the Ethics and Clinical Governance Committee and Debbie Trevan-Catling and Richard Dinham on the Property Taskforce. Patricia, Debbie and Richard each bring substantial years of experience in their area of expertise and have already made a very positive contribution to the work of Achieve Australia. We appreciate their new affiliation and look forward to a long and mutually rewarding relationship.

After 30 June 2011, Professor Patricia O'Brien and Peter Smith joined our Board. They bring a

depth of experience and expertise which will further strengthen our organisation. We look forward to working with them in the 2011/12 financial year.

Just as changes occurred at the Board level, so too have changes occurred in our Executive Team as we continue to implement our Strategic Plan.

Members of the Executive Team have been actively engaged with the Chief Executive Officer to ensure that the Strategic Plan is embedded across the entire organisation as well as ensuring we are prepared for the implementation of the National Disability Insurance Scheme (NDIS). Substantial work has been undertaken by members of the team to review various program areas and work on the continuous improvement of our systems.

Strategic Initiatives

We are delighted to advise stakeholders that our Strategic Plan is progressing well. This is very important in strengthening our financial viability and ability to fulfil our mission.

There is strong management of Achieve Australia's assets, especially the development of Crowle Gardens, which indicates continued improvement of our ability to meet our strategic initiatives.

This year, we purchased the Araluen facility in Brigadoon Court, Epping. Previously a function and wedding centre, this beautiful heritage building will become the new innovative hub for Day Programs and Respite. This facility meets our 'fit for purpose' strategic initiative and we are looking forward to transitioning people from the run-down facilities at Belmore Street into more suitable, high quality premises that fulfil their needs.

This transition has enabled us to continue the development of our engagement strategy with our

wider community via 'Achieve Connect'. This included the establishment of a new project; the Day Programs Project Group led by David Rafferty. It has been great to see the participation and feedback from people with disability, family members and staff in regards to the transition.

By the time this Annual Report reaches you, we would have completed renovations at the new facility to improve accessibility and commenced programs. Thank you to our Day Program Team for their tremendous work throughout the transition process and efforts to re-design programs and activities.

Move from Welfare Paradigm

Achieve Australia has had a stronger engagement with the broader community, including corporate organisations on a local, state and international level.

Through the establishment of corporate luncheons, we have received a great response from corporate Australia via locally based businesses and developed mutual relationships, creating fundraising support, open employment opportunities and commercial contracts. It's a win-win situation for everyone involved and we'd like to thank our Fundraising and Marketing Manager for organising our first two luncheons.

Financial Results

The financial result for the year was a pleasing surplus of \$539,047, which was in excess of budget. This was boosted by a substantial bequest for which we are extremely grateful.

There are still improvements to be achieved in the viability of the Commercial Enterprises and plans are in progress for this in the coming 12 months.

Incredibly Fortunate Position

With deep respect for the historical foundations of the organisation, we are currently in a great position to give back to people with disability within our community. Over the next three years, there will be substantial improvements to housing, facilities and programs for people we support.

While change brings some anxiety, at Achieve Australia we are committed to improving the lives of people with disability. We have a strong and professional team of staff available to discuss any concerns. A special thanks to our dedicated and hardworking staff and volunteers who constantly strive to improve the quality of life for people with disability.

As we enter 2012, we will be commencing our 60th year of operation. With many achievements to celebrate over the past six decades, we look forward to engaging with people we support, families and staff at a 60th anniversary dinner to be held in late 2012. Other activities will be planned throughout the coming year and we look forward to reaching out to many friends from across the decades.

In the meantime, we are excited to see what opportunities the new financial year brings and we look forward to updating you throughout the year.

Yours sincerely,



Anne Bryce

Chief Executive Officer,
Achieve Australia



Ian Rutter

Chairman, Achieve Australia



VALUES

AND 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 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 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 with 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 towards establishing and operating high quality businesses and services throughout metropolitan and regional communities within Australia.

Under the Achieve Australia Housing Strategy, the organisation aims to own at least 50 housing properties for the purpose of providing supported housing for people with disability.

This is a cornerstone goal which means:

- Improved stability of tenure and improved living circumstances and choice for people with disability.
- People with disability will be living in an integrated community where they are able to more readily access local services, develop relationships and integrate with the broader community.
- Opportunities will be created for people with disability and/or their family to invest in ownership of homes within the Achieve Australia supported accommodation program.

The initial housing development plan represents the provision of the necessary housing capacity to accommodate the remaining residents at Crowle Home.

The plan also represents the first two years of a wider housing program that Achieve Australia has embarked on.

HOUSING

STRATEGY



“

We build
We own
We operate
We maintain

”

ACHIEVE IN REVIEW

2010/2011

2010



JUL

Service Day with St Ignatius College, Lane Cove

As part of their school Service Day, 11 students and two teachers from St Ignatius College, Lane Cove participated in our Day Programs, helped with some gardening and prepared a barbecue lunch. A surprise visit from a fire truck on the day added to the experience.



AUG

Ernst & Young Garden Makeover

A group of 10 corporate volunteers from Ernst & Young spent a day with Achieve Australia undertaking a garden makeover at one of our Hornsby residences. Ernst & Young also offered a \$700 donation to purchase pots, plants and equipment for the garden.

Garage Sale

This was a successful event run by our volunteers at the Vintage and Value Enterprises, with customers streaming in before the gates were open!



The Sun Herald City 2 Surf

Nine Achieve Australia staff participated in the 2010 The Sun Herald City 2 Surf, raising \$800 for our organisation.



OCT

Annual Golf Day and Dinner

Eighty golfers enjoyed a day of beautiful weather at Avondale Golf Course, followed by a relaxing evening of dinner, entertainment, presentations and auctions. The event was successful in raising \$36,000.



Show Your Strength Rally

200 Achieve Australia staff and people we support attended the Show Your Strength Rally at the Sydney Opera House. The aim was to show support for the continuation of the Stronger Together initiative in NSW, which has successfully improved service delivery and positive outcomes for people with disability, their carers and their families.

Community Day at Top Ryde City Shopping Centre

Our display at Top Ryde City Shopping Centre gave us a great opportunity to raise our profile in the local community and promote our events.



Australian Sewing Industry Guild

Hosted by volunteers from the Vintage and Value Enterprises, this event was attended by over 100 sewing guild members from all over Australia.



NOV

55th Annual Crowle Fete

At this year's fete, special guests John Alexander MP, Federal Member for Bennelong and Artin Etmekdjian, City of Ryde Mayor attended for the official proceedings, with Victor Dominello MP, State Member for Ryde visiting at lunchtime. The wet weather was a challenge but our loyal customers helped us to secure over \$30,000 in fundraising on the day.



Ton O' Fun Weekend Short-break

A team of staff volunteered their time to take a group of 18 people we support on a weekend short-break in Forster/Tuncurry. Everyone had a fantastic time.



DEC

Ryde Secondary College Social Justice Program

For Term 4 2010 and Term 1 2011, a group of students from Ryde Secondary College volunteered at our Day Programs as part of the school's 'Social Justice' program. Students were involved with shopping, scrapbooking, computers, bushwalking and organising afternoon tea with Day Program participants.

2011



FEB

New-look Achieve Australia Newsletter

With a newly appointed Communications Officer joining our team towards the end of 2010, the Summer 2011 Achieve News reflected a transition from newsletter format to a 16 page glossy magazine filled with interesting and exciting content about our organisation.



Volunteer Forum

Facilitated by media personality, Julie McCrossin, the Volunteer Forum brought together volunteers and management from across the organisation to discuss the current volunteer experience, ways to improve and expand our volunteer activities and how to strengthen our volunteer programs in line with the National Standards for Involving Volunteers in Not-for-Profit Organisations. The panel had great representation of the volunteering sphere, including Lynne Dalton, Chief Executive Officer for the Centre for Volunteering, Claire Vernon, Chief Executive Officer at Jewish Care and George Mavros, long-serving Achieve Australia volunteer.



Internal Courier Service

An internal courier service commenced to enable staff from different locations to transport mail between worksites, providing Day Program participants the opportunity to take on a valued role.



MAR

World's Greatest Shave at Meadowbank Factory

The Meadowbank Factory team raised \$200 for the Leukaemia Foundation's World's Greatest Shave by having a barbecue and colouring their hair.



City of Ryde Community Information Expo

Achieve Australia had a stall at the local Community Information Expo in Eastwood Plaza to promote the services we provide. A group of people we support assisted on the day to hand out information.



Eastwood Patchwork Quilters Exhibition

For the Eastwood Patchwork Quilters Exhibition at Brush Farm House, Achieve Australia was chosen as the nominated charity for the quilt raffle proceeds. The event was highly successful with \$8,000 being raised for our organisation.



APR

Launch of Achieve Employment in Devlin Street

The Honourable John Alexander MP, Federal Member for Bennelong officially opened our new Achieve Employment offices in Devlin Street, Ryde. Artin Etmekdjian, City of Ryde Mayor also attended the event.



Launch of New Website and Social Media

After six months of development, our new interactive and accessible website went live in April 2011 as part of our Achieve Connect strategy. To accompany the website, we joined the online social networking community with the establishment of a Facebook, Twitter and LinkedIn pages as well as an Achieve Blog.



15th Novartis Community Partnership Day

Thirty-one corporate volunteers from Novartis Australia chose to volunteer with Achieve Australia for their international Community Partnership Day. Volunteers were assigned across Crowle Home and two homes of people we support in Eastwood and Waitara to assist with gardening, painting and overall household maintenance.



Purchase of Araluen

Achieve Australia took a major step to improve our existing Day Programs and move towards the establishment of a Respite, with the purchase of the heritage property Araluen at Brigadoon Court in Epping.



Member's Cocktail Function

A cocktail function was held for Directors and Members of Achieve Australia to preview Araluen and hear about the developments for our Day Programs in 2011.



MAY

Corporate Lunch Series

Achieve Australia initiated a series of corporate luncheons to inform representatives from our local community about our vision and latest developments for this year and beyond. Hosted at The Union Hotel, North Sydney, both of the luncheons resulted in commitment from various organisations to support us in the future.



Annual Crowle Needlecraft Sale and Grand Bazaar

Now in its 14th year, over 40 volunteers and staff members were involved at the Annual Crowle Needlecraft Sale and Grand Bazaar. The perfect weather helped maintain a constant flow of people throughout the day. We raised over \$13,000 from the event.



2011 City of Ryde Volunteer Recognition Group Award for Volunteer Service

Out of 11 group nominations across the City of Ryde, our hard-working volunteers in the Vintage and Value Enterprises proudly accepted this award. This was wonderful recognition of our volunteers' tireless commitment to Achieve Australia.

Volunteers Week Afternoon Tea

To celebrate the contribution of our volunteers at Achieve Australia, we hosted an afternoon tea at Crowle Home during National Volunteer Week (9 - 15 May 2011).



Workability International Photography Competition

Achieve Australia was awarded third prize in the 2011 Workability International Photography Competition. Taken by Murray Harris from Murray Harris Photography, the photo was one of 38 international entries and has been used for our marketing collateral and website.



JUN

Every Australian Counts Campaign to Commuters

Achieve Australia staff volunteered at Eastwood train station to promote the Every Australian Counts campaign to commuters and build support for a National Disability Insurance Scheme (NDIS).

2nd Annual Employee Conference

We held our second Employee Conference at Waterview Conference facility in Homebush Bay. As MC, our Ambassador, Duncan Armstrong ensured the smooth running of the event, which included presentations by our CEO Anne Bryce, Executive Team and external guest speakers.



“I CREATE”
ANDY TAYLOR

ACHIEVING GROWTH AND EXTRAORDINARY OUTCOMES

**ACHIEVE AUSTRALIA
MADE SOME HIGHLY
SIGNIFICANT
ACHIEVEMENTS IN
2010/11. HERE IS A
BRIEF SNAPSHOT.**

STAFF

43

employees have been recognised with anniversary presentations.

456

Total employees at Achieve Australia as of 30 June 2011.

DAY PROGRAMS

92

participants attended our Day Programs.

114,792

Total hours of Day Program participation.

ACCOMMODATION

5

people transitioned from Crowle Home into Community Living.

129

Number of people in Community Living across our Northern Region (Hornsby), Western Region (Parramatta) and Southern Region (Ryde).

164

people supported in Residential and Community Living.

609,950

Total hours of support across Accommodation.

72

Average hours of direct support per person every week across Accommodation.

ACHIEVE EMPLOYMENT

187

participants on the books at Achieve Employment. Up from 80 participants in 2009/10 financial year.

12

Number of job industries that our workers are employed in.

COMMERCIAL ENTERPRISES

102

people with disability in supported employment with our Commercial Enterprises.

365

Days per year the Marrickville Factory is open.

FINANCIAL

78%

Achieve Australia's reliance on Government funding. Down from 80.4% last year.

SUPPORTERS

11

sofas were donated to the Parramatta Service, thanks to 'By Dezin' in Auburn.

VOLUNTEERS

74

volunteers at the 55th Annual Crowle Fete.

40

volunteers at the Annual Crowle Needlecraft Sale and Grand Bazaar.

29

student volunteers spent time with our Day Program participants.

41

corporate volunteers assisted with various garden makeovers.

9,000

Approximate number of hours contributed by volunteers in 2010.



ACHIEVE AUSTRALIA STAFF

OUR DRIVING PRINCIPLE is to support people with disability to learn and maintain life and work skills, develop relationships, make choices about their lives and participate in community activities. Our services are flexible, follow our person-centred philosophy and encourage independence.

Annual Achieve Australia Employee Conference

On 30 June 2011, we held our second Employee Conference at Waterview Conference facility in Homebush Bay.

As MC, Achieve Australia Ambassador, Duncan Armstrong ensured the smooth running of the event, which included presentations by our CEO Anne Bryce, Executive team and external guest speakers.

Hannen Abdallah and actor, Gerard O'Dwyer, spoke to us about overcoming barriers to achieve their dream careers, despite their disability. We also heard from Daniel Kyriacou on behalf of the Every Australian Counts campaign and fitness coach Ariel Gonzalis who helps people with disability to improve their health and overall wellbeing. Another highlight from the day was the presentation by Professor Simon Darcy from University of Technology, Sydney who talked about tourism and the current lack of accessibility for people with disability who wish to travel.

Thank you to all of our external speakers as well as our suppliers HESTA, St George Eastwood, Access Pay, Bright Sky and OzMates Travel, who contributed towards an informative and insightful conference.

STAFF

456

employees across Achieve Australia as at 30 June 2011.

Staff Committed to Making a Difference

Forty-three employees have been recognised with anniversary presentations to acknowledge their five, 10, 15, 20 and 30 years of working with Achieve Australia and its predecessor organisations.

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

5 Years

- Darren Abbott
- Ope Adebumowa
- James Chan
- Monika Czaplarska
- Stephen Faulks
- Katalin Hollai
- Christopher Lesui
- Vita Luketic
- Magdalena Maciejczyk
- Duncan McIlwraith
- David McLintock
- Yelena Mullins
- Usha Neupane
- Nathalie Neveu
- Caroline Peyroux
- Nhi Quach
- David Rafferty
- Israel Sanchez Cid
- Jeremy Swales
- Ravi Upadhye
- Kelmeny Walker
- Teresa Walton
- Karen Waterson

10 Years

- Michael Duke
- Sharren Evans
- Narelle Grocott
- Angela Kneale
- Matthew Montgomery
- Vera Slavicek

15 Years

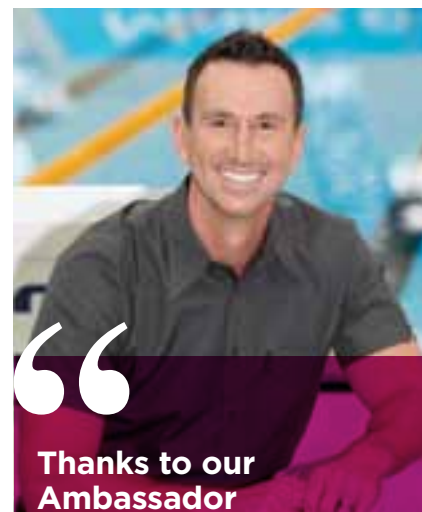
- John Byrnes
- Christopher Edwards
- Christine Hyland
- Ross Madden
- Gregory Moseley
- Daniel Shields
- Heidi Smith
- Dianne White

20 Years

- Louise Colnan
- Oscar Gacitua
- Ai-Qi Lu
- Jeannette Ray
- Julie Walker

30 Years

- Georgia Ellul



Thanks to our Ambassador

We are very grateful for the ongoing contribution of Duncan Armstrong, Achieve Australia's dedicated Ambassador. Duncan has flown down from sunny Queensland on numerous occasions, hosting our corporate luncheons, Member's opening night at Araluen and our second annual employee conference. He also assisted at our 55th annual Crowle Fete.

Last financial year, Duncan Armstrong became a Member of Achieve Australia.



PROFILE CARMEL BUGGY

An established artist, Carmel Buggy has had many of her artworks sold and displayed in exhibitions over the years, with her art being featured at prominent places such as NSW Parliament House.

Specialising in weaving, collages and wall hangings, Carmel has been attending Studio ARTES Northside with the support of Northern Region (Hornsby) Community Living for about 12 years.

What makes Carmel's artworks so exceptional is that she has had a visual and hearing impairment since birth. However, this has not impaired her dreams of becoming an artist.

Carmel's beautiful artworks are inspirational to both the staff at Achieve Australia and Studio ARTES Northside.

“ I INSPIRE ”
CARMEL BUGGY



OUR SPECIALIST SERVICES

team, including a Social Networker, Registered Nurses, Communication/Skills Development Coordinator and Behaviour Support Coordinator play an integral role in Achieve Australia's vision.

The core of their work is engagement in a person-centred approach when managing the often complex social and medical needs of people with disability. In the past, the team has provided guidance and expertise to all areas of the organisation with the primary focus resting on Community Living and Residential. However, due to needs identified over the last 12 months, there has been an increase in the level of involvement in Day Programs and Employment.

In collaboration with both internal and external stakeholders, the team has continued to support people with disability to achieve their goals and improve their quality of life through expanding social networks and forming valued relationships, gaining new skills, ensuring optimum health and assisting with behavioural needs.

Throughout the year, notable achievements have included:

- A push to assist people to access vocational settings, such as TAFE and community colleges, to further enhance their opportunities and improve their education.
- Successfully supporting people with highly complex medical needs to continue to live and flourish in their own homes.
- Encouraging positive behavioural change when challenging behaviours have jeopardised continued access to services.

The team is looking forward to some exciting changes in the near future that will reflect the dynamic nature of the provision of Disability Support Services and the growth of Achieve Australia.

OUR DAY PROGRAMS

support 92 people to maintain and further develop their life skills, numeracy and literacy as well as assist them to pursue their interests, such as art, photography, drama, music and sports.

Interacting with Students

Students from St Ignatius College, Lane Cove and Ryde Secondary College were involved with Day Programs over the past 12 months.

- St Ignatius College visited in July 2010 for their school Service Day to mingle with the people we support, help with gardening and prepare a barbecue lunch.
- Ryde Secondary College was involved with Day Programs once a week for Term 4 2010 and Term 1 2011. They got involved with activities such as shopping, scrapbooking, computers, bushwalking and organising afternoon tea.

Day Program participants really enjoyed the experience and expressed their enthusiasm and delight when the students returned each week. The students were equally as positive about the program.

Opportunities to Build Skills

Internal Courier Service

An internal courier service commenced at Achieve Australia in February 2011 to enable staff from different locations to transport mail between worksites.

Apart from fulfilling a need within the organisation, it has also given Day Program participants the opportunity to take on a valued role in the running of the service.

Sailability

Due to popular demand, 'Sailability' days were reintroduced for people we support. 'Sailability' participants had the opportunity to join Manly Yacht Club volunteers for the invigorating experience of sailing on Sydney Harbour once a month.

During the one hour session, passionate volunteers taught our sailing enthusiasts one-on-one about putting on safety vests correctly and operating a dingy. They then took participants out for a sail on the waters near Manly Wharf.

The sessions were a great opportunity to get to know people in the sailing community over a supplied lunch and socialise with other participating groups.

The "Dreaming Process" Begins

In February 2011, a multi-disciplinary team came together to create a vision for an innovative program.

The "Dreaming Process" was facilitated by Lisa Rouse, who assisted the team through the journey and articulation of the vision. The aim of Araluen is to become a vibrant community hub where people can pursue their dreams and develop their skills while meeting their needs and wants.

The Purchase of Araluen

In April 2011, Achieve Australia finalised the purchase of Araluen in Epping in an effort to relocate the Day Programs to more suitable premises.

The purchase initiated the review of Day Program practices and service delivery model. Araluen is now being modified to be fully accessible and functional for its new purpose before the official opening in late 2011.

NEXT STEPS

Our next step is to live the dream and truly mould Araluen to our vision.

1. **Person-centred approach** - Listen closely to the program participants to ensure we meet their dreams.
2. **Enhance the programs** - The overall program structure will encompass vocational activities, including volunteering and working as well as skill development, health and wellbeing and the pursuit of hobbies.
3. **A seamless transition to Araluen** - Ensure all of the Day Program participants experience a smooth transition from Crowle Home to Araluen.



LIVING

LEARNING & ACHIEVING



PROFILE

FOWZIA ELSAGE

Over the past year, Fowzia Elsage has become increasingly involved with activities outside of her usual Day Programs.

Since the inception of an Internal Courier Service in February 2011, Fowzia has taken on the valued role as courier on Monday mornings. By assisting with the delivery of items across the organisation's various worksites, Fowzia has slowly overcome her shyness and shown an increase in confidence. Fowzia is now involved with a weekly paper run in the local area as well.

Fowzia also volunteered to assist Achieve Australia staff at the Community Information Expo in Eastwood Plaza by handing out information about our organisation.

Overall, Fowzia is showing much more independence and is always eager to assist where she can; during her Day Programs and beyond.

“

I'M INVOLVED

FOWZIA ELSAGE

A young woman with dark hair tied back, wearing an orange safety vest over a black t-shirt, is smiling and looking towards the camera. She is holding a yellow envelope. In the background, another person is blurred, working at a desk. The word "SOLVED" is written in large, bold, blue capital letters across the lower part of the image, followed by a large white closing quotation mark "’".

SOLVED ’



“I LIVE IN THE COMMUNITY”

PROFILE

ROBERT WOODS

After living at Crowle Home for almost 50 years, the world of living in the wider community was opened up to Robert Woods in April 2011.

While he was hesitant about the life-changing move at first, Robert soon became very excited about the moving-in process after visiting his new home in Beecroft and getting comfortable with his surroundings.

Robert has a close bond with his housemates and takes great pride in doing chores in his new home. He works two days per week at Meadowbank Factory and apart from attending Day Programs, Robert now attends a drama course, line dancing and music classes. On the weekends, he enjoys playing tenpin bowling and bocce.

Overall, Robert is happy and settling into his new lifestyle very well.



ACCOMMODATION

Residential

Throughout this past year, Residential has continued to provide support to 36 people with disability.

Five people transitioned into Community Living.

In line with the NSW Government's Stronger Together Phase Two initiative to close all Large Residential Centres (LRC) by 2017/18, Achieve Australia continued the process of moving residents into alternative accommodation. Individual Transition Planning meetings have commenced with people we support and their families to capture details about the person's needs and plan for the transition to a new home.

Next year, we will continue to uncover the needs of residents to find alternative housing arrangements in the community.

Other highlights from the service include:

- Unit D was closed due to the decreased mobility of ageing residents.
- We approached the company 'First Five Minutes' to provide comprehensive fire and emergency response procedures and training to reduce the risk of tragedy.

Community Living

Community Living enables people with disability to live and participate in the community with varying degrees of independence. People are supported to learn and maintain life skills, develop relationships, make choices about their lives and participate in community activities.

We offer a range of accommodation options including drop-in support based on individual needs, co-residency arrangements with non-disabled housemates and around-the-clock assistance in shared community households.

Community Living currently covers a large area of metropolitan Sydney and up until this year had been called the Hornsby, Parramatta and Ryde Service areas. As the regional area of coverage continues to expand, each area has now been renamed to Northern, Southern and Western Regions.

Northern Region (Hornsby)

This region provides support and services to 48 people living in the Beecroft, Warhoonga and Gladesville areas, with the majority living in Hornsby and Waitara.

The highlights of the Northern Region include:

- Two people were transitioned from Residential to Northern Region Community Living.
- Two people started studying courses at Hornsby TAFE for their own self development. Neither individual had studied since leaving school 15 years ago. Both are finding their return to study a very enjoyable and rewarding experience.
- One person celebrated her 80th birthday with a party for family and friends in her home.
- Two women moved into a new townhouse in December 2010 and soon became inseparable friends. It was a very significant move for one woman as it was the first time she had lived away from her mother. The two new friends decided to travel to The Whitsundays together in early 2011.

Western Region (Parramatta)

This region provides support and services to 35 people living in the North-West areas of Sydney including Greystanes, Wentworthville, Bella Vista, Glenwood, Stanhope Gardens, Beaumont Hills, Kellyville Ridge, Ermington and Rydalmere.

The highlights of the Western Region include:

- Three people experienced impressive health improvements over the year.
- One person transitioned from part time to full time work at our Meadowbank Factory.
- Two people transitioned to Day Programs three days a week.
- One person relocated to a different house. The woman had high support needs and was living in a home that was no longer suitable. She now lives in a purpose built home with wheelchair access, a bathroom renovated to accommodate personal care needs and is able to access the community more often.
- Eleven sofas were donated to the Western Region, thanks to 'By Design' in Auburn.
- Due to terminations of leases, five properties moved to Kellyville Ridge, Glenwood, Stanhope Gardens and Beaumont Hills.

Southern Region (Ryde)

This region provides support and services to 46 people living in the Ryde, Eastwood, Carlingford and Meadowbank areas.

The highlights of the Southern Region include:

- Three people transitioned from Residential to Southern Region Community Living.
- One person had the holiday of a lifetime when he travelled to The Bahamas to visit his sister who he hadn't seen for many years. Supported by Achieve Australia staff, the trip allowed him to spend quality time with his sister and brother-in-law and get to know his nieces who were very young when he last saw them.
- Two people enjoyed a wonderful three week tour of the United Kingdom and Europe. Starting their tour in London, they spent some time in England before hiring a car to continue their tour of Europe. They visited France, Germany and Italy, flying back to Sydney from Rome. Plans are already underway for their next holiday to Scotland.

Leaving Care

Leaving Care assists young people between 18 and 25 to transition from the care of NSW Government Family and Community Services of Ageing, Disability and Home Care (formerly DoCs) to independent living.

This year, we found day placements for one young person.

Through Leaving Care, we provide stable accommodation along with flexible support to help each person live as independently as possible. This may involve mentoring if required and assisting them to find employment. We also provide support to their families.



“I CONTRIBUTE

MICHELLE KEARNES
& JOHN MCALPINE”





“I AM **ROBYN SINDEL**
EMPLOYED

”

ACHIEVE EMPLOYMENT

supports people with disability, injury or health condition to find and keep paid employment as well as broaden their educational experiences and qualifications.

Job Categories

Automotive
Child care
Departments
Fisheries
Gardening
Greenkeeper
Hairdressing
Hospitality
Office work
Printing
Retail
Warehouse

For the last 30 years, we have been the provider of choice in the Northern Employment Services Area as a specialist service to find employment for jobseekers with disability, injury or health condition. Achieve Employment is accredited and has maintained the Quality Assurance required to meet the existing standards of Australian and New Zealand Standard Industrial Classification (ANZSIC) – 1993.

In addition, our employment team has been successful in completing 70 Ongoing Support Assessments (OSA) and 60 Supported Wage Assessments (SWS).

Major Growth

In March 2010, the Department of Education, Employment and Work Relations (DEEWR) introduced a new Disability Employment Services structure to deliver more effective employment assistance for jobseekers with disability. As a result, there has been a major increase in the number of people accessing our services to find and stay in employment.

Within 12 months, Achieve Employment has grown from 80 to 187 participants. To keep up with the demand, we now assist and support jobseekers with more diverse needs.

Over this financial year, Achieve Employment has:

- Retained jobs for 57 people in open employment.
- 130 jobseekers on the books.
- Workers between the ages of 18-55 years old.
- Jobseekers between the ages of 18-65 years old.
- Employed a group of diverse and highly qualified employment consultants who have an education and psychology background.
- Moved to new premises in Ryde and Parramatta offering public exposure, modern facilities and technology.

Once again, we have succeeded in maximising each jobseeker's potential to participate in employment or further education.

Transition to Work (TTW)

is a two year program to prepare school leavers for the workplace. We assist with developing industry related skills and personal development through work experience placements and training courses.

- Two people moved from the Transition to Work program to Commercial Enterprises at our Meadowbank Factory.
- One person moved into Achieve Employment. They have now been successfully placed in an office position with Wise McGrath.
- Work experience was undertaken at Franklins, The Salvation Army, Reef River Reptile Aquarium and The Fred Hollows Foundation.
- We have been continuously developing relationships with schools and offering places in the Transition to Work program to school leavers. A new participant commenced in July 2011 and another participant is expected to be registered later in the year.



PROFILE JACQUELINE MCDONALD

As one of our jobseekers, Jacqueline Macdonald had expressed interest in working at her local Woolworths store at Lane Cove. Not only was she a regular customer there, but the location of the store was perfect since it was within walking distance from her home.

With the assistance of the National Disability Recruitment Coordinator (NDRC), Achieve Employment advocated on Jacqui's behalf to obtain employment in her desired job. Her consultant helped her to prepare for the group assessment and then supported her at the session to ensure the best possible outcome.

Jacqui was successful in gaining employment at Woolworths and is now responsible for the presentation of items in each aisle.

“**I WORK
LOCALLY**”
JACQUELINE MCDONALD



PROFILE

Dylan Landers*

Dylan joined Achieve Employment in early May 2011 seeking assistance in achieving his goal of working in sales and marketing. He had gained some previous experience in this area and had even run his own online business.

With assistance, Dylan updated his resume and cover letter showcasing his experience and was soon attending interviews in his chosen field. Within a few short weeks, Dylan was successful in gaining a position as a NSW & ACT Sales Representative. His responsibilities include participating in regular sales meetings and training.

Before long, Dylan was given the opportunity to apply for a Team Leader position. Despite only being with the business a short time, Dylan applied and successfully gained the position.

He now leads a small team to be one of the more successful sales team within the business.

*Name has been changed



The Commercial Enterprises team at Achieve Australia worked with us to overcome some recent storage and labour supply challenges – they never say never!

HARVEY CRABTREE

CEO, SYDNEY BISCUIT COMPANY – MANNA FROM HEAVEN



OUR COMMERCIAL ENTERPRISES

provide supported employment across a number of workplaces for 102 people with disability.

We currently operate three different streams of employment including:

- Two Packaging and Light Manufacturing Facilities at Marrickville and Meadowbank.
- Seven Enclaves located within business premises across Metropolitan Sydney.
- Complete Party - our retail shop based in West Ryde.

Achieve Australia's Commercial Enterprises are Australian Disability Enterprises (ADE) and certified in both Hazard Analysis Critical Control Point (HACCP), the food handling certification and Disability Employment Services Quality Assurance (DESPA). After independent audits in the first half of 2011, the successful renewal of these Quality Assurance certifications is a credit to the hard work and dedication of our Commercial production teams and support staff.

Packaging and Light Manufacturing Facilities

This has been a challenging year of change, renewal and growth, particularly in our operations at Marrickville and Meadowbank.

Marrickville Factory

- The progressive analysis of our operating processes and procedures by Factory Manager, Leanne Larche and her team resulted in improved operating efficiencies and increased production capacity. This has benefited existing customers and allowed the introduction of new customers and new contracts.
- Our Marrickville Factory has experienced significant growth through its HACCP packaging work over the last 12 months. From a four hour per day operation we now run for 365 days a year, often for two shifts per day, to keep up with product demand from our customers.
- We have entered into a strategic relationship with Sydney Biscuit Company – Manna From Heaven to introduce a night shift at the factory. This agreement has provided our customer with the means to turnover a wider range of products and expand the services they provide to their customers – a win-win outcome.

- We further refined our relationships with a key group of customers. Through Alpha Food Services we are now servicing more airlines in our cutlery packaging division than ever before, including; China Southern, Virgin and Jetstar. Our relationship with QANTAS continues to grow with packaging work for the NSW and QLD domestic markets.

Meadowbank Factory

- The Meadowbank Factory layout was redesigned by Factory Manager, Stephen Lightfoot and his team to implement a range of Occupational Health and Safety improvements in order to ensure the best possible working conditions for employees.

These changes included:

- Work zones on the production floor separating the storage and forklift traffic areas. The additional storage space resulted in improved efficiency of stock movements.
- Dedicated walkways with bollards and safety chain clearly marking out safe pedestrian access.
- Additional pallet lifters, trolleys and anti-fatigue mats.

All Achieve Australia staff, including supervisors, blend in well with our staff at SOS Print+Media. Seeing their enthusiasm to reach set goals day after day is inspiring.

IAN STEPHENSON

FACTORY MANAGER, SOS PRINT+MEDIA

- Over the last 12 months, we have invested in new capital equipment. This has been an essential element in the revival and growth of business and has allowed us to offer larger and more varied packaging services.

The new equipment acquired includes the following:

- State-of-the-art bundle-wrap machine.
- An inline industrial inkjet printer.
- Semi-automatic pallet wrapper.
- Motorised and gravity conveyors.

This investment has resulted in greater operational flexibility and productivity gains. For example, there was a 75% increase in production over the first four weeks of the new Bedford Industries contract – a major achievement. Also, a packaging task for Unilever, which originally took several weeks to complete, can now be completed in four days.

The high volumes of product and the Quality Assurance job requirements placed new demands on our production team, requiring a huge leap in the level and sophistication of production. However, it had an immediate beneficial impact on moral and viability of the factory.

The new items of equipment have a multitude of applications and will be instrumental in attracting work from new customers in the future. The machinery can also be operated by our supported employees, with several receiving operational training. Overall, the progression from simple mail outs to more production based packaging now provides our supported employees with a wider opportunity to try a variety of roles.

- We increased our operating hours from 5.5 hours to 7 hours per day. This change brought the Meadowbank Factory in line with other Australian Disability Enterprises and enabled us to meet increasing production quotas and time bound contractual obligations as well as improve the viability of the operation.
- The production of Curly Girl stainless steel scourers has continued to operate at the Meadowbank Factory and has maintained its customer base over the last year.

Complete Party

Complete Party employed three people with disability last year in what proved to be a very difficult and ultra competitive market.

Enclaves

Our seven Enclave sites have reported with positive feedback on the progress shown by our supported employees over the past 12 months.

The Enclaves provide a great opportunity to gain a variety of work experiences and we would like to thank the following organisations for their continued support;



Goals for the Future

- Extend our HACCP accreditation at the Meadowbank Factory to meet increased customer demand and diversify the commercial base of this operation.
- Work with other Australian Disability Enterprises (ADE) to offer a broader range of services, allowing us to target larger contracts and tenders. We are also exploring government tender opportunities with the National Disability Service (NDS).
- Continue to update and extend our management and Quality Assurance systems and incorporate the sales, warehouse and production modules of the new Navision software into all aspects of our commercial operations.
- Grow our Commercial Enterprises into a profitable and viable business which offers 110 supported employees a chance to work and learn a variety of new skills through interaction with our team of staff and casual workers, ensuring we offer a diversified and productive workplace.





**“ I LEARN
NEW SKILLS ”**

**PETER DUDDING AND
CHRISTOPHER MORRIS**



PROFILE

Emily Fogarty

Back in early 2009, Emily Fogarty was a recent school leaver and enthusiastic to learn about the workforce.

Over the next two years, Emily built employability skills through the Transition to Work program by working at Target, The Fred Hollows Foundation and Franklins. She showed excellent attention-to-detail and organisational skills and proved herself as a punctual, reliable and honest employee who took pride in her appearance and work.

In January 2011, Emily accepted a job offer with our Commercial Enterprises at the Meadowbank Factory. She now works five days per week and her responsibilities include managing the bubble wrapping machine and Curly Girl stainless steel scourer products.

Emily is always willing to ask questions, learn new things and assist others where possible. She has become a great asset to the team.



PROFILE

ELSA GILLEPSIE

Being with our organisation for five years, Elsa Gillepsie has always shown eagerness to work and develop her job skills.

In 2006, Elsa began working with Eastwood Cleaning at the Achieve Australia head office for three nights a week, later extending to five days after becoming more confident in the role.

Earlier this year, Elsa actively sought further opportunities to improve her skills within our Commercial Enterprises. She was soon found work placement at the enclaves at Dunlop Foams and SOS Print + Media. Despite taking on new workplace experiences, Elsa was determined to continue her duties at Eastwood Cleaning during the evenings.

In June, Elsa decided to cease working nights in order to take on daytime work at SOS Print + Media. She also requested the opportunity to work at the Marrickville Factory where there is a larger group of co-workers.

From July 2011, Elsa started working three days at SOS Print + Media and two days at the Marrickville Factory.

Elsa's pro-activeness to gain skills through a variety of work is inspirational to both her co-workers and Achieve Australia staff.

“**I PRINT**
ELSA GILLEPSIE”



“I COUNT,”

FUNDRAISING

MARKETING & COMMUNICATIONS

Fundraising Events

With thanks to our hardworking and dedicated volunteers and staff, Achieve Australia was involved with some fantastic fundraising events in 2010/11.

- **The Sun Herald City 2 Surf** (August 2010) - Nine Achieve Australia staff participated in the 2010 The Sun Herald City 2 Surf, raising \$800 for our organisation.
- **Annual Golf Day and Dinner** (October 2010) - Eighty golfers enjoyed a day of beautiful weather at Avondale Golf Course, followed by a relaxing evening of dinner, entertainment, presentations and auctions. The event was successful in raising \$36,000.
- **55th Annual Crowle Fete** (November 2010) - Special guests John Alexander MP, Federal Member for Bennelong, and Artin Etmekdjian, City of Ryde Mayor, attended for the official proceedings, with Victor Dominello MP, State Member for Ryde, visiting at lunchtime. The wet weather was a challenge but loyal customers helped us to secure over \$30,000 on the day.
- **World's Greatest Shave** (March 2011) - The Meadowbank Factory team raised \$200 for the Leukaemia Foundation's World's Greatest Shave by having a barbecue and colouring their hair.

- **Eastwood Patchwork Quilters Exhibition**

(March 2011) - Achieve Australia was chosen as the nominated charity for the quilt raffle proceeds at this event. The raffle was highly successful with \$8,000 being raised for our organisation.

- **Annual Crowle Needlecraft Sale and Grand Bazaar**

(May 2011) - Thanks to over 40 volunteers and staff members, we raised over \$13,000 from this event.

Marketing

Every Australian Counts

To show our support for the 'Every Australian Counts' campaign for a National Disability Insurance Scheme (NDIS), a group of our staff volunteered to promote the NDIS to commuters at Eastwood train station in June 2011. Similar activities were undertaken nationwide and resulted in many more Australians joining the campaign. A link to the 'Every Australian Counts' website appears on the Achieve Australia homepage.

Corporate Lunch Series

This year we established a series of corporate luncheons where Achieve Australia had the opportunity to share our vision and latest developments with locally based businesses. As a result we have developed many mutual relationships, leading to opportunities for fundraising support, open employment placements and commercial contracts.

Communications

The Fundraising and Marketing team expanded to three members this year, with the appointment of a Communications Officer in October 2010. The new role was created to improve the effectiveness of internal and external communications across various mediums.

This included the following:

- Re-design of the quarterly communication, Achieve News, which transitioned from a newsletter format to a 16 page glossy magazine.
- Re-design of the Achieve Australia website.
- Re-design of the marketing brochures.
- Establishment of social media, including Twitter, Facebook, LinkedIn and Achieve Blog.



ACHIEVE VOLUNTEERS

It's been a very busy year for volunteers, with many corporate, student and long-serving volunteers working with Achieve Australia over the past 12 months.



Vintage and Value Enterprises

Our Vintage and Value Enterprises at Crowle Home are social enterprises and fundraising initiatives run by dedicated volunteers.

The volunteers work very hard every Monday and Friday, as well as the first Sunday of the month, to sell a vast array of specialties from needlecraft, fabrics, books, plants and pre-loved clothing. The proceeds of goods go straight back into the organisation to fund services and programs for people with disability.

Apart from the Annual Crowle Fete and Annual Crowle Needlecraft Sale and Grand Bazaar, there were also some other events held throughout the year:

- **Garage Sale** (August 2010) – This was a successful event with customers streaming in before the gates were open!
- **Australian Sewing Industry Guild** (October 2010) – Hosted by volunteers from the Vintage and Value Enterprises, this event was attended by over 100 sewing guild members from all over Australia.

Corporate and Student Volunteers

Participation levels of student and corporate volunteers increased this year, and we received very positive feedback from everyone involved.

- **St Ignatius College, Lane Cove** (July 2010) – As part of their school Service Day, 11 students and two teachers from St Ignatius College, Lane Cove participated in our Day

Programs, helped with some gardening and prepared a barbecue lunch. A surprise visit from a fire truck on the day added to the experience.

- **Ernst & Young** (August 2010) – Ten corporate volunteers from Ernst & Young undertook a garden makeover at one of our Hornsby residences. Ernst & Young also offered a \$700 donation to purchase pots, plants and equipment for the garden.
- **Marist College Eastwood** (November 2010) – A group of students helped us to set up stalls for the 55th Annual Crowle Fete in Belmore Street, Ryde.
- **Ryde Secondary College** (2010 & 2011) – For Term 4 2010 and Term 1 2011, students from Ryde Secondary College volunteered at our Day Programs as part of the school's 'Social Justice' program. Students were involved with shopping, scrapbooking, computers, bushwalking and organising afternoon tea with Day Program participants. They also hosted a Christmas Party for their new friends.
- **Novartis Australia** (April 2011) – Thirty-one corporate volunteers from Novartis Australia volunteered with Achieve Australia for the international 15th Novartis Community Partnership Day. Participants were assigned across Crowle Home and two homes of people we support in Eastwood and Waitara to assist with gardening, painting and overall household maintenance.

Volunteer Forum (February 2011)

Facilitated by media personality, Julie McCrossin, the Volunteer Forum brought together volunteers and management from across the organisation to discuss the current volunteer experience, ways to improve and expand our volunteer activities and how to strengthen our volunteer programs in line with the National Standards for Involving Volunteers in Not-for-Profit Organisations.

The panel had great representation of the volunteering sphere, including Lynne Dalton, Chief Executive Officer for the Centre for Volunteering, Claire Vernon, Chief Executive Officer at Jewish Care and George Mavros, long-serving Achieve Australia volunteer.



OCCUPATIONAL HEALTH & SAFETY (OHS)

Occupational Health and Safety (OHS) continues to be a high priority with the passing of the new Work, Health and Safety Act 2010 by the NSW Government.

Coming into effect on 1 January 2012, the new Act will initiate a harmonised set of Workplace Health and Safety rules and laws across Australia, enforcing a higher level of responsibility for all workers.

For Achieve Australia, this means that we need to review all OHS workplace policies, procedures and practices to ensure that we meet the high standard of safety levels expected under the new Act.

We have been working towards the development of a Safe Workplace Manual with the focus that every job will have a Safe Workplace Method Statement (SWMS) and an accompanying Safe Operations Procedure (SOP). As of 30 June 2011, over 200 SWMS had been developed.

2011 has also seen the introduction of the Tool Box Talk to facilitate workplace training on the job. This training is individualised and conducted at the workplace to ensure those undertaking the tasks receive the highest level of support, thus fulfilling Achieve Australia's OHS philosophy of Working Together - Working Safe. By the end of the 2010/11 financial year, over 640 Tool Box Talks had been completed.

Injury management has also been a feature of success in the 2010/11 financial year. Following the introduction of a dedicated Return to Work Coordinator, huge savings have occurred with workers compensation premiums. This is directly attributed to the employment and effectiveness of in-house case management.

Last financial year, the organisation made an outstanding effort in reducing workers compensation premiums by over 60% on previous estimates. This was the result of continued implementation of claims management and effective OHS policies.

Another area of change has been the format of the OHS Committee, which has moved from a large generalised workplace committee to smaller individual committees located onsite. This allows for OHS matters to be identified and managed in a more meaningful, timely and direct manner with the workers they affect the most.

Overall, the outlook for OHS and Workplace Injury Management is sound with 98% of injured workers being able to return to full pre-injury duties. Combined with the introduction of workplace SWMS, SOPs and Tool Box Talks, an overall improvement in workplace safety has been the immediate result.

It is expected that further reductions in Workers Compensation Premium will again be a highlight at completion of the next financial year and a higher level of workplace safety will be assured.



HUMAN RESOURCES & TRAINING

Human Resources (HR) supports Achieve Australia Strategic Plan through the creation of change management and human resource strategies and tools. In particular, we focus on the people in the business and work structures to ensure everyone delivers according to the Strategic Plan.

Major HR outcomes from the 2010/11 financial year include:

- The introduction of the Big Splash e-recruitment system. This enabled managers to deal with candidates directly in order to fill vacancies. They could then communicate with the successful applicants.
- A strong focus on working with operational managers to track staff performance and exit poor performing employees.
- Initiation of the “Dreaming Process” exercise in regards to the transition of Day Programs from Belmore Street to Araluen. Day Programs staff were taken offsite for a day to realise the

potential of the new facility and reassess the work they do with program participants. This involved developing a person-centred plan for themselves, before creating similar plans with people with disability.

- We have been working with Community Living managers to refine systems and processes, with a large focus on the people we support.
- Commercial Enterprises initiated the ‘Parachute Initiative’, which aimed at refocusing managers and staff in regards to practical OHS issues. Managers were trained in the deployment of Safe Operating Procedures along with Safe Work Method Statements. This initiative has provided a significant uplift to safe work practices. It was later rolled out to our Accommodation service.

For the next financial year, Human Resources will continue

the development of learning and growth initiatives, with a strong focus on management training and skills for Social Educators.

We also aim to strengthen our employment relations through the development of strategies, supporting the current legislated Industrial Relations environment and operations.

FINANCE OVERVIEW

ACHIEVE AUSTRALIA

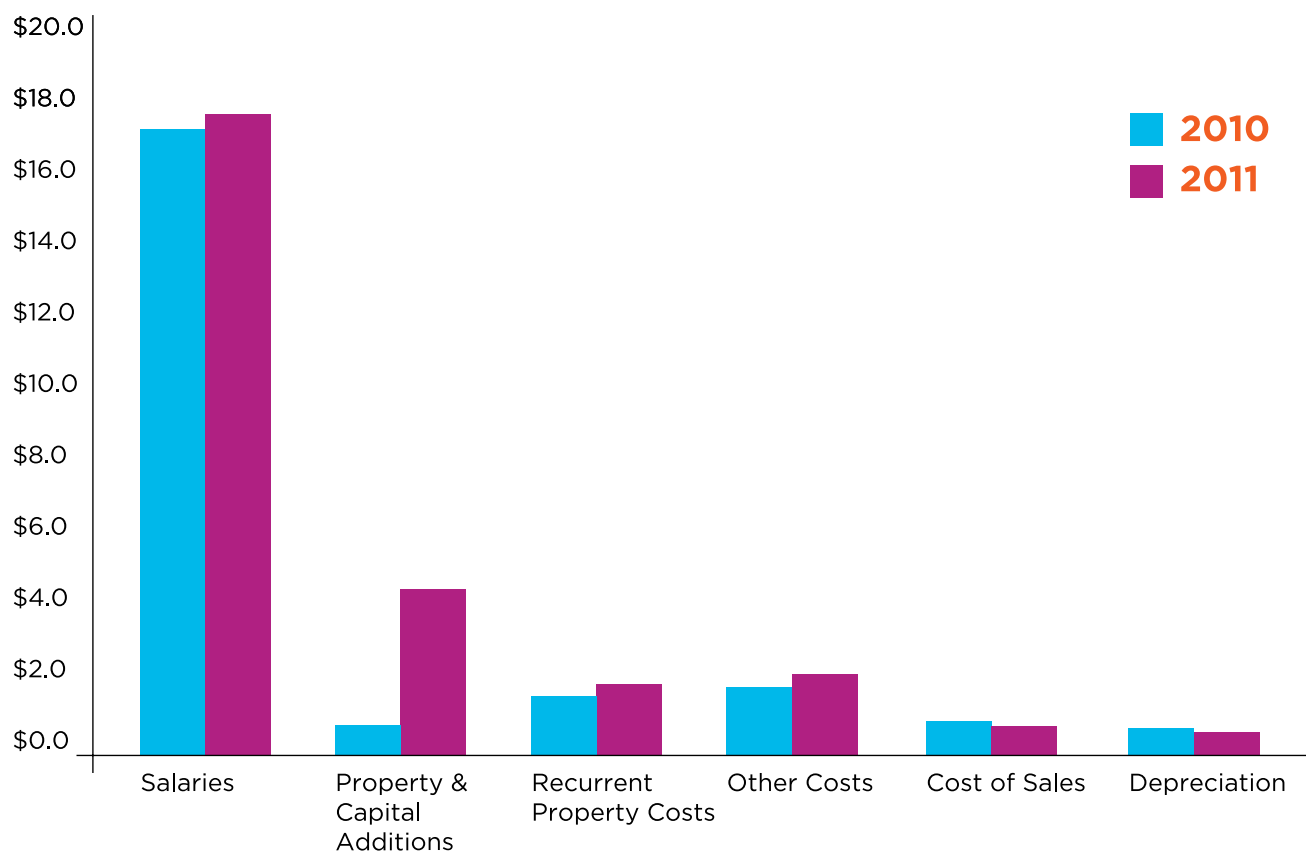
enjoyed a strong financial return with a profit for the year of **\$539,047**, as a result of greater than expected income from donations and one-off bequests. In 2010, we finished at a **\$2,254 loss**.

This year's profit contributed towards the reduction of the organisation's reliance on Government funding to **78%**, down from **80.4%** last year.

While the budget leading up to June 2012 is forecast to be in line with the traditional breakeven position, we continue to investigate ways to improve the returns from Achieve Australia's assets to grow the level of financial independence for the organisation even further.

APPLICATION OF FUNDS

Millions



YEAR	SALARIES	PROPERTY CAPITAL ADDITIONS	RECURRENT PROPERTY COSTS	OTHER COSTS	COST OF SALES	DEPRECIATION	TOTAL IN MILLIONS
2011	\$17.4	\$4.5	\$1.7	\$2.2	\$0.8	\$0.6	\$27.1
2010	\$17.1	\$0.8	\$1.4	\$1.8	\$0.9	\$0.7	\$22.7

KEY FINANCIAL INFORMATION

YEAR	PROFIT/ (LOSS)	TOTAL ASSETS	PROPERTY & PLANT	CASH EQUIVALENTS	LIABILITIES	BORROWINGS	RESERVES IN MILLIONS
2011	\$0.5	\$16.8	\$14.5	\$2.3	\$5.1	\$1.6	\$10.6
2010	-	\$14.1	\$10.4	\$3.8	\$2.9	-	\$10.1

FUNDERS, ACCREDITATIONS AND PROFESSIONAL ASSOCIATIONS

FUNDERS

- Australian Government – Department of Education, Employment and Workplace Relations (DEEWR)
- Australian Government – Department of Families, Housing, Community Services & Indigenous Affairs (FaHCSIA)
- NSW Government - Family & Community Services – Ageing Disability & Home Care

ACCREDITATIONS & PROFESSIONAL ASSOCIATIONS

- Australasian Housing Institute
- Australian Disability Enterprises (ADE)
- Fundraising Institute of Australia
- Hazard Analysis Critical Control Point (HAACP)
- National Disability Insurance Scheme (NDIS) – Every Australian Counts
- National Disability Services (NDS)
- NSW Registered Community Housing Provider
- Philanthropy Australia
- SAI Global
- Workability International

BOARD OF DIRECTORS

2011/12

Jill Macnaught:

Chair of Board of Directors until January 2011 - resigned May 2011. Member of Audit, Risk & Compliance Committee, Member of Governance Committee.

John Cameron:

Chair of Finance Committee (Asset Investment & Finance), Member of Audit, Risk & Compliance Committee.

Jan Carey:

Chair of Governance Committee - resigned April 2011.

Dina Hayes:

Chair of Audit, Risk & Compliance Committee, Ethics & Clinical Governance Committee.

Philip England:

Member of the Board - resigned February 2011.

Ian Rutter:

Member of Finance Committee (Asset Investment & Finance Committee).

Ian Richmond:

Chair of Property Taskforce, Member of Asset Investment & Finance Committee, Chair of Property Component June 2011.

2011/12

Ian Rutter:

Chair of the Board and Governance Committee.

Ian Richmond:

Chair (Property Component) of Asset, Investment & Finance Committee.

John Cameron:

Chair (Investment & Finance component) of Asset, Investment & Finance Committee.

Dina Hayes:

Chair of Audit, Risk & Compliance Committee, Ethics & Clinical Governance Committee.

Patricia O'Brien:

Director since September 2011. Member of Ethics & Clinical Governance Committee.

Peter Smith:

Director since September 2011. Member of Audit, Risk & Compliance Committee since September 2011.

OUR DONORS AND SUPPORTERS

Avondale Golf Club	Fire Frogs Guesthouse	Professor Simon Darcy
Able Liquid Waste	Five Ways Pharmacy	Rebel Sport - Top Ryde City
Access Pay	Freedom Furniture	Retravision Eastwood
ALLMARQUE	G T Connellan	RJ Goons
Ann O'Dwyer	Garry Ward	Robert England
Ariel Gonzalez	Geoff Penney	Robert Oakley Wines
Austbrokers Sydney	Gerard O'Dwyer	Rotary Club of Eastwood
Barbara Cummings	Hannen Abdallah	Rydalmere Central Bowling Club
Bendigo Bank	HESTA	Ryde Furniture Freighters
Benjamin J Davis	Hornsby RSL Pipe Band	Ryde Secondary College
Bright Sky	Hunter Holden	Sabrina Ng
Bryopin	Hunters Hill Quilters	Slavro Vojnovic
C L Edwards	I & C Gale	Sodexo
Cablewake Park Penrith	Icon Global Solutions	Sorenzo Restaurant
Cameron Sadigh	Ingham Enterprises	St George Bank Eastwood
Cane-it Tees	Inspired Creative Design	St Ignatius College, Lane Cove
Carati Jewellers	International Wines	State Member for Ryde, Victor Dominello MP
Cartoscope Pty Ltd	Ivor Trapman	Sunshine Holidays
Cecile R Ferguson	J & N Dawe	Sydney Bridge Climb
City of Ryde Mayor, Artin Etmekdijan	J Edwards	The Trocadero Bldg & Invest Co P/L
Claire Vernon	J Pui-Chun Lee	The Union Hotel, North Sydney
Coles Express	Jemma Holdings	Top Ryde City Shopping Centre
Count Financial	Julia Earl	Waugh Estate
Custom Audio Services	Julie McCrossin	Woolworths Supermarkets
D Murray	King of Glass	
Daniel Kyriacou	Longueville Sporting Club	
Daryl Gardiner	Lynne Dalton	
David Earl	M De Paoli	
Design & Colour 2	Marie Quinn	
Duncan Armstrong OAM	Marist College Eastwood	
E Gay	Matt Nichols	
Eastwood Evening Garden Club	McGrath Real Estate	
Eastwood Patchwork Quilters	Michael Irvine	
Elaine Musgrave	Mobi-Fridge Hire	
Epping Annex of TAFE	Murray Harris Photography	
Ernst & Young	Nestle Foods Australia	
Estate of Joan Elizabeth Corbridge	Novartis Australia	
EWB Food Services	Numero Uno	
Federal Member for Bennelong, John Alexander MP	OzMates Travel	
Festival Hire	P M Clark	
	Peter Sasse	
	Powerhouse Museum	

HOW YOU CAN HELP

MAKE A DONATION

To make a tax deductible donation to Achieve Australia, simply visit www.achieveaustralia.org.au and click on the 'Donate Now' button.

You can donate by credit card, or cheque as well as BPay. A tax deductible receipt will be issued within minutes and your donation will start making a difference to the lives of people we support.

BECOME A VOLUNTEER

Achieve Australia has a variety of opportunities for volunteers to get involved throughout the year.

- **Fundraising events** – Join a fundraising committee or help out on the day.
- **Vintage and Value Enterprises** – Become part of the fabulous team at our Needlecraft Emporium, Fabric Cave, Laurel Grove, Folly Nursery, Pre-loved Clothing or Second-hand Bookshop.
- **Corporate volunteers** – Offer your time on an annual, monthly or weekly basis to volunteer with a group of colleagues from your organisation.
- **School or university students** – Spend time with our Day Program participants on a weekly basis or become involved with an exciting project.
- **Be a buddy** – Form a close companionship with someone we support by taking them shopping or having a weekly casual chat over coffee.

If you would like to get involved, visit the 'Volunteering' section on our website and complete the interest form.

PURCHASE OUR GOODS OR SERVICES

All proceeds from sales are channelled back into Achieve Australia to help us continuously improve our provision of services to people with disability.

- **Vintage and Value Enterprises** – Open Mondays, Fridays and 1st Sunday of the month. Entry via Porter Street, Ryde. Call 02 8878 3353 during opening hours.
- **Complete Party** – Open 6 days. 1039 Victoria Road, West Ryde. Call 02 9804 8533.
- **Merchandise** – Caps, t-shirts and copies of the book Paul: His Story by Wendy Cosier available for purchase. Call 02 9034 1600.
- **Commercial Enterprises** – If your organisation requires high quality packaging and assembly solutions, contact us on 1800 106 661.

IN-KIND DONATIONS

Donations of goods and services that can be auctioned or raffled at our fundraising events are most welcome. Donors will receive appropriate recognition and acknowledgment of their gift.

Supply your unwanted cut fabrics, needlecraft supplies, clothes, books, plants and household items to the Achieve Australia Vintage and Value Enterprises.

BECOME A CORPORATE PARTNER

Achieve Australia seeks the support of the business, commercial and community sectors willing to build a relationship with us and become a partner in supporting mutual objectives.

You will also be making an investment in supporting and providing services for people with disability.

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. It 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.



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FOLLOW US ON SOCIAL MEDIA

Achieve Blog

www.achieveaustralianews.org.au

Twitter

www.twitter.com/AchieveAus

Facebook

www.facebook.com/AchieveAus

LinkedIn

www.linkedin.com/company/achieve-australia

YouTube

www.youtube.com/user/AchieveAus

For further information email
info@achieveaustralia.org.au,
contact the Communications Officer on
02 9034 1600.

or visit our website

www.achieveaustralia.org.au

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