

**achieve**  
australia

building extraordinary lives



# Annual Report 2020

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







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Our Passion is social  
inclusion for people  
with disability.

Our Purpose is building  
extraordinary lives through  
being well, having a home,  
choosing a career and  
enjoying a full life.





# Chairman & CEO Welcome

**We are pleased to share Achieve Australia's 2019-2020 Annual Report. This year, alongside many of our colleagues in the sector, there have been some difficult challenges for our organisation to face. Despite adversity, there have also been new opportunities and initiatives to encourage hope for a brighter future.**

To begin, our thoughts go to everyone in the community who was impacted, and who may be still rebuilding, as a result of the tragic bushfires and floods from the summer of 2019. Now more than ever before, there is vital work being done by governments and industries to consider the health and wellbeing of people who may be more vulnerable during times of such crisis, which is reassuring to see.

In 2020, the COVID-19 pandemic rapidly changed how we all live, work and connect with one another. With many clients at Achieve Australia living with complex health needs and disabilities, it was critical that our response to COVID-19 was swift and measured. We highly commend the unwavering resilience shown by our frontline teams who worked tirelessly to help protect the health and wellbeing of clients, families and the community. Our gratitude and thanks also go out to all our healthcare workers across Australia supporting the community to stay safe during the pandemic.

In the face of such adversity there have also been stories of triumph and hope, of new opportunities and of

people learning to connect in different ways. While services were closed during COVID-19, our team introduced an innovative new program called My Life at Home to help clients stay engaged and socially connected.

Led by our skilled team of Social Educators, My Life at Home takes activities inspired by our day programs directly into the homes of clients. The ongoing schedule of activities includes literacy and learning, reading, baking, art, games, gardening, music, gentle exercise, and much more. It has been wonderful to see the benefits of the program and joy the initiative has brought to many of our clients and employees in these sometimes difficult and isolating times.

Alongside our response to COVID-19, a significant initiative for Achieve Australia has been the launch of Inclusive Housing Australia (IHA) in partnership with Leftfield Social Housing Pty Ltd. IHA has been created to help address the current gap in the supply of Specialist Disability Accommodation (SDA) and to provide more fit-for-purpose housing for people with disability across Australia. In addition, Achieve Australia has since joined the IHA Advisory Committee to help guide and advise IHA's Board on best practice models of housing and services to meet the emerging needs of the community in the future.

In partnership we were also proud to join forces with Ability SDA to deliver Supported Independent Living (SIL)



services at brand new developments in Sydney. The integrated developments are located in the suburbs of Guildford and Villawood, providing purpose-built SDA apartments peppered throughout residential dwellings, to help create more inclusive communities. The apartments provide the latest in accessibility and technology for people with disability in locations with better access to public transport, community services, supermarkets, medical services, and more.

Our collaborative work continued with the support of corporate volunteers from PricewaterhouseCoopers (PwC) as part of the literacy program Positive Partners. The program came to a close with the special release of the book *Seven Inspired Tales: A Collection of Short Stories*. The collection of short stories is the result of the second phase of the program, which saw seven program participants take part in a personal creative writing journey. With encouragement and help from the volunteers, the program focused on developing the creative writing and storytelling skills of each individual. The new authors explored not only how to develop memorable characters and plots, but also how to edit their stories for publication. Congratulations to all the authors, volunteers, and the team involved in creating the program, for producing such a wonderful outcome.

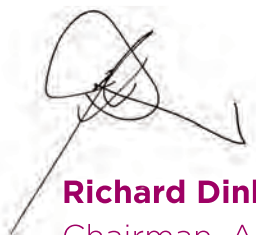
As we look forward to the future, the organisation's new Strategic Plan for 2020-2023 will soon launch. The plan will set the direction for Achieve Australia over the next three years, building on the important work to date.

A key element of the plan will be the launch of The Achieve Foundation to provide the opportunity to build on evidence-based practices through innovation and research. Together with our launch of IHA, we continue to invest in innovative initiatives to enhance the lives of the people we support.

Finally, we extend our thanks to the Board of Directors and Executive Team at Achieve Australia for your leadership and guidance ensuring we can support more people with disability in the community to live a full life.

We would like to acknowledge the resilience, innovation and commitment demonstrated by our employees at Achieve Australia. Many have worked through difficult times while continuing to care and support others during this time. We sincerely thank you for your vital contribution and the tremendous value you provide to our organisation every day.

Thank you also to our donors, supporters and volunteers for championing our work and for sharing our passion of social inclusion for people with disability.



**Richard Dinham**  
Chairman, Achieve Australia

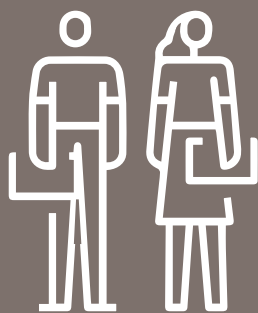


**Jo-Anne Hewitt**  
CEO, Achieve Australia

# Our year in review



# My Career



**67**

Supported  
**employees**



**31** Business  
**customers**



**42 Volunteers** at  
The Sewing Basket

**15,260**

Volunteer **hours**  
at The Sewing Basket



# My Life

**124 My Life**

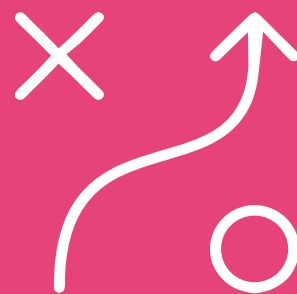


Community  
& Lifestyle  
Services

**clients**



**82** Community and  
Lifestyle **Programs**



**270**

My Life at Home  
**activity plans**  
created







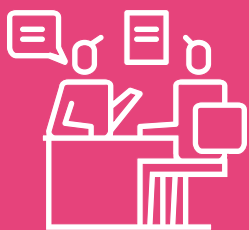
Accommodating  
**280 people**  
with disability.....



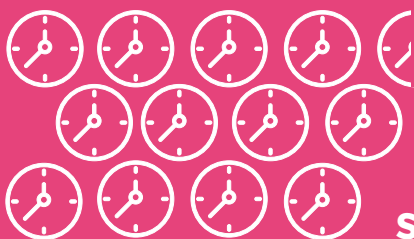
**1,495**  
nights of  
**STAA**  
provided



**My Home**



**17** Support  
Coordination  
**clients**

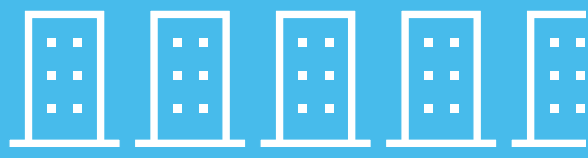


**2,465**

Support Coordination  
**service hours** provided

**Support  
Coordination**

# Homes

 **49**  
Apartments

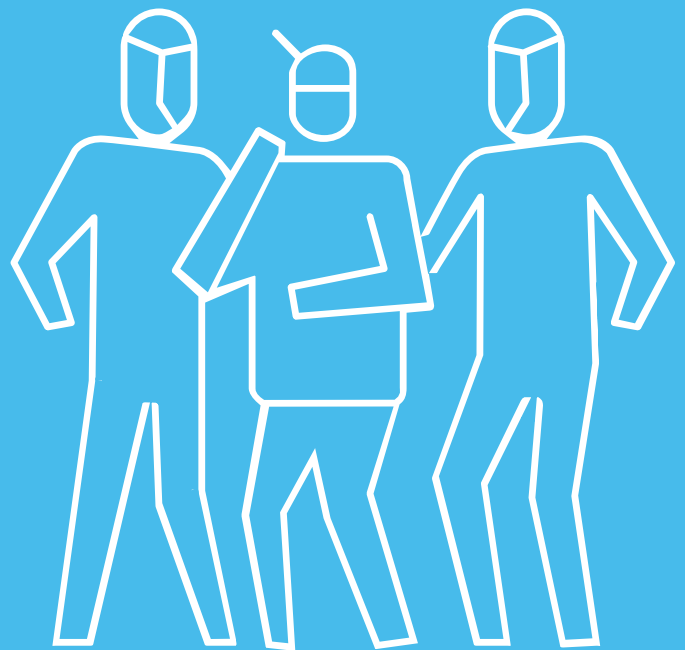
 **51**  
Community  
homes

**1** Short Term  
Accommodation Centre 



# Workforce

**1,254**  
Achieve  
Australia  
**Employees**



# New venture to drive supply in Specialist Disability Accommodation

**In February 2019, Achieve Australia announced a partnership with socially minded property fund manager, Leftfield Social Housing Pty Ltd, to launch Inclusive Housing Australia (IHA) to address the current gap in supply of Specialist Disability Accommodation (SDA).**

Achieve Australia's Chairman, Richard Dinham, said this gap in supply in the residential housing sector requires substantial investment combined with expertise in disability services to meet the emerging need.

"With a vision to transform lives, this progressive and strategic initiative will make a real difference in the provision of fit-for-purpose accommodation for people with disability in Australia," Richard said.

CEO of Achieve Australia, Jo-Anne Hewitt, explained that we are aware of the challenges people are facing in securing appropriate, accessible and high-quality SDA across Australia.



After more than 65 years of providing disability accommodation and services to people in NSW, we are acutely aware of the need to address the gap in supply with fit-for-purpose accommodation, embedded in local communities," Jo-Anne said.

"We are delighted to announce our venture with Leftfield Social Housing to create Inclusive Housing Australia, which will present expanded accommodation options for people with disability."

Leftfield Social Housing is a privately owned subsidiary of the Paramor Group. Chair, Greg Paramor, said





Leftfield's collaboration with Achieve Australia is another way of delivering more housing for people with disability which encourages independence and quality of life.

"The creation of IHA coincides with the philosophy of the National Disability Insurance Agency, which supports separating accommodation from support services to enable more choice and encourage greater accountability, clarity, specialisation and responsiveness from accommodation and support service providers," Greg said.

The launch of IHA is an exciting venture which will pave the way for the growth in the design, supply and management of a new age of inclusive housing for people with disability in Australia.



**[inclusivehousing.com.au](http://inclusivehousing.com.au)**

**[achieveaustralia.org.au](http://achieveaustralia.org.au)**

**[leftfieldgroup.com](http://leftfieldgroup.com)**

# Responding to COVID-19

**Across the country Australia's response to the global COVID-19 pandemic has been comprehensive, with a combination of lockdown measures, testing, contact tracing, and quarantine and border closures helping to control local transmissions. In comparison, many other countries around the globe have experienced wide-spread local cases and tragically loss of life has been high.**

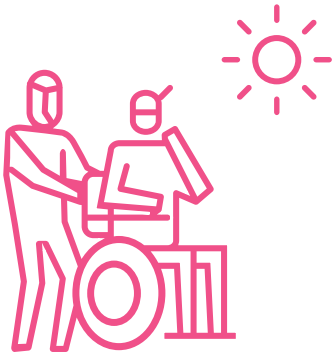
At Achieve Australia, several of our homes and sites support medically vulnerable people. A swift response, as well as unwavering resilience from our teams on the ground, has been vital in responding to COVID-19. In March 2019, when the first traces of the virus were detected, Achieve Australia worked rapidly to put new measures in place to help protect the health and wellbeing of clients, employees and the community.

Despite a lack of early intervention in the disability sector from governments and regulators, Achieve Australia was quick to respond. "In the early days of COVID-19, we didn't have much direction or guidance as a sector," said Chief Operating Officer at Achieve Australia, Daniel Kyriacou. "We had to adapt quickly, take action and respond as best we could to protect the people we support."

Achieve Australia was one of the first disability or aged care organisations in the country to set up a 24/7 on-call nursing support team to respond to outbreaks and took immediate action to close sites at high risk of transmission.

## **In addition, our frontline management team:**

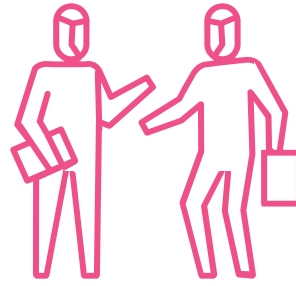
- assembled an internal COVID-19 working party of skilled operations and nursing staff to provide monitoring, advice and guidance on how to plan, prepare and respond in the event of an outbreak
- created detailed COVID-19 response plans, policies and procedures
- purchased Personal Protective Equipment (PPE) with no additional funding
- provided additional training for staff in infection control and the use of PPE
- adopted new workforce and rostering strategies
- collaborated and communicated openly with clients, families and carers at each individual site.



## Supporting clients at home

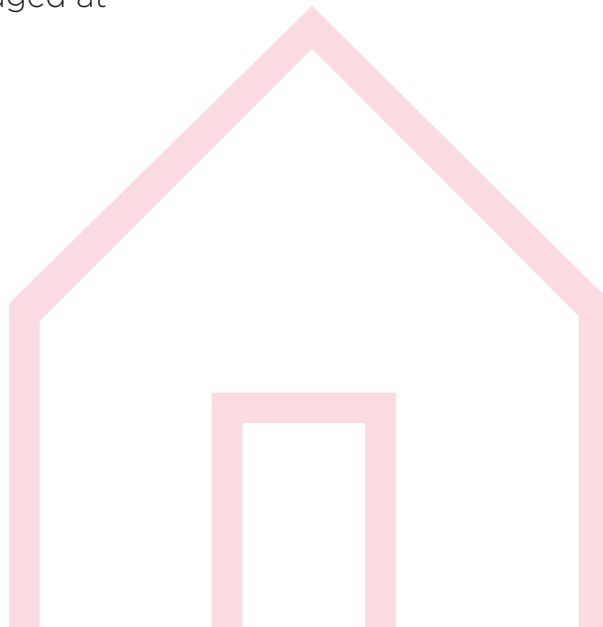
To support clients during COVID-19 lockdowns and restrictions, teams introduced an innovative new program called My Life at Home, to help maintain and encourage greater engagement and connection at home. With community and lifestyle day programs closing across the sector to keep everyone safe, My Life at Home brought a wide variety of activities directly into Achieve Australia's homes.

The ongoing monthly program includes activities such as literacy and learning, reading, baking, art, virtual travel, gardening, music, gentle exercise, and much more. Led by our skilled team of Social Educators, the program is today still supporting clients to keep active and engaged at home on a daily basis.

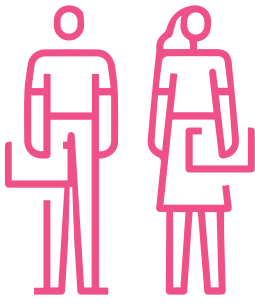


## Supporting our teams

Throughout the pandemic, it has been imperative to work closely with and support our frontline staff to maintain their own health and wellbeing. New employee initiatives were introduced, including further training and access to important COVID-19 information and resources, additional mental health and wellbeing supports, special COVID-19 leave, flexible work arrangements, and access to a central stockpile of Personal Protective Equipment (PPE) as required.







## Supporting our colleagues

Achieve Australia's COVID-19 response plan also assisted other service providers in the sector and our work continued with Alliance20, a collective of Australia's largest disability service providers.

Since the start of the pandemic, Achieve Australia has been meeting regularly with disability and aged care organisations from across the country to:

- share knowledge, training and resources
- explore learnings
- discuss best practice
- distribute policies and procedures
- assist smaller providers.

Alliance20 continue to meet regularly with the Minister for Disability and a Disability Advisory Group to help ensure people with disability, their families and carers are included when key decisions are being made at a national and state level.

As COVID-19 restrictions ease, our teams have been working on the gradual and safe reopening of our services, social enterprises and homes in line with NSW Government advice and guidelines.

We continue to closely monitor community cases and local hotspots.

Current policies and procedures that remain in place across Achieve Australia during COVID-19 include:

- staff and visitor declaration forms for symptoms and potential exposure
- infection control, cleaning and hygiene practices
- temperature checks and the use of PPE
- maintaining physical distancing, where possible while providing supports
- mandatory staff training of new policies and procedures
- staff shortage and employee mobility policies
- special leave during COVID-19
- visitor strategy.

Our thoughts are with everyone who has been impacted by the COVID-19 pandemic. During this time, it has been the many stories of hope and inspiration that remind us all of our resilience and our connection to one another.

## In memory of Brian

In early April, we were saddened to report the passing of one of our clients, Brian, aged 61 years. Brian lived in an Achieve Australia community home and was being treated in hospital for existing medical conditions when he contracted COVID-19.



Brian is sadly missed by his two brothers, sister and everyone who knew him. He was very close to his housemates and enjoyed visiting the beach and parks with them. Brian also loved music and was known for singing his favourite songs to brighten other people's day.

Our sincere condolences to Brian's family and friends and to our Achieve Australia colleagues who are deeply saddened by this loss.

# My Life at Home



**In March during the COVID-19 pandemic, social distancing and lockdown restrictions meant that Achieve Australia had to close three My Life day program hubs to protect the health and wellbeing of our clients, staff and the community. With other services closing and almost 250 of our clients now spending the majority of time at home, our team came up with a creative way to provide engaging activities at home.**

“With our day programs closing, we knew it would be difficult for many of the people we support and their families,” says Regional Manager, Karen Moore-Evans who helped create the program alongside Achieve’s My Life team. “Coming up with the new My Life at Home program meant that people could still be engaged and connected through a wide range of hands on activities.”



The My Life at Home program includes a weekly schedule with three different activities each day. The schedule comes complete with plans, templates and step-by-step instructions for staff and clients to follow. There are eight program areas, including:

- Creative workshops – Art, painting and craft activities
- Achieve active – Physical Education with Joe and gentle exercise
- Home skills – Baking, cooking and general household skills
- Literacy and learning – Reading, learning and improving your skills
- Music – Playing, listening to and discovering different types of music
- Explore your senses
  - Experience and learn about the world around you
- The great outdoors
  - Going for a walk outside and gardening activities
- Be connected – Supporting meaningful connections with family, friends and neighbours



**The best way to ensure people are engaged is to provide ‘active support’ where people are not spectators of their lives, and everyone has the chance to learn and interact during the activity,” explains Karen.**

**“We’ve been doing lots of cooking and people are realising how easy it is to cook. It might take a little extra time for everyone to be involved in making dinner, but becoming part of that daily routine in the home is really important.”**

Since the program began in March, our teams have provided more than 100 activity plans to our homes. For Mother’s Day, clients made handmade cards and then took a walk to the post box to send off their cards to mum or someone special.

A client who usually goes to the gym daily was unable to do her routine. She loves craft activities and was supported by staff to collect items from outdoors to make a colourful wall hanging. At Summer Hill House for the Neighbourhood Window Walk, a large rainbow of hearts was created for everyone to enjoy on their daily walks.

With the success of the new program more activities are currently being scheduled that will include cultural days, Aboriginal art and crafts, additional Neighbourhood Window Walk projects, baking competitions, and more.

We look forward to continuing to support our clients at home during this time and, as restrictions ease, getting back to being involved in more activities within the local community.



“

Every morning when I would come to work, I would find our clients waiting eagerly for me, asking what they will do today.

“

I liked making the birthday calendar. Now I know when my family's birthdays are and I can send cards.





“

Makes me feel good  
and I like staff coming  
and helping.



“

Birds have come to  
the garden, I like that.



**My Life at Home**

# Seven inspired tales



**1**

## **Vivian Fung**

Vivian enjoys everything to do with zombies and loves to write stories about them. She often shares her creative tales with Achieve staff, her family and friends. As part of the Positive Partners Program, Vivian enjoyed being around all the friendly people who helped out and would love to take part in the program again one day.



**2****Ben Lin**

Ben has a great sense of humour and had a lot of fun taking part in the Positive Partners Program. He liked the puzzles and enjoyed writing his story, Action Hero. Ben also enjoys attending the Gardening Program at Achieve Australia.

**3****Robyn Sherwood**

Robyn enjoys being creative and liked coming up with story ideas for the book. She also liked being with her friends in the Positive Partners Program and taking part in all the interactive activities. Robyn likes living at Crowle Estate in Ryde and, in her spare time, she enjoys puzzles and watching Home & Away and House Rules.

**4****David Wetzler**

As part of the Positive Partners Program, David really enjoyed travelling to the city to attend sessions and he was inspired by the creative writing process. In his spare time he likes doing photography, walking to the park and vacuuming. David lives at Crowle Estate in Ryde with his roommate and attends a TAFE program.

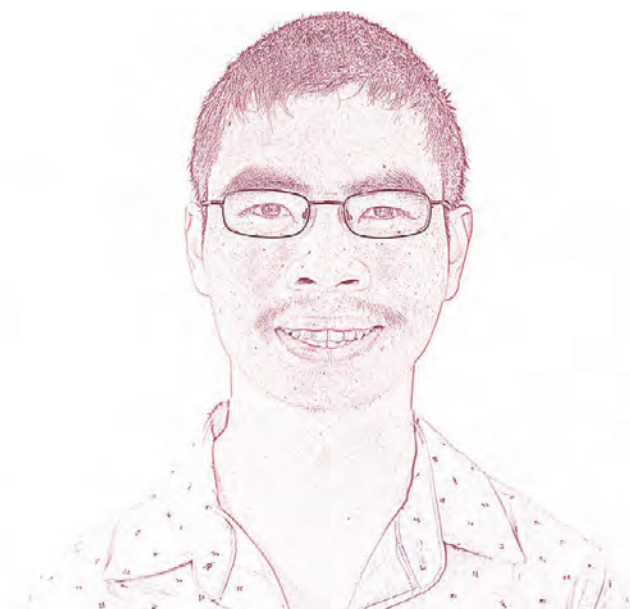


**5****Felix Wong**

Felix has been attending lifestyle programs at Achieve Australia since 2006. He draws creative inspiration from his love of animals and he was excited to take part in the Positive Partners Program so that he could write some new stories. Felix lives in North West Sydney with his family and also likes gardening and computers.

**6****Paton Su**

Paton enjoyed all the activities that were part of the Positive Partners Program. He loves reading and going to Epping library to read books on animals and different topics. Paton also enjoys watching television and has a love of cars. Paton is self-driven, enjoys a challenge and has a positive outlook on new projects.

**7****Alex Dawe**

During the Positive Partners Program, Alex really enjoyed going to the city for the sessions and was inspired to write a happy story. She loves music and singing and is also a member of the signing group The Achieve Wishes. Alex is taking part in a variety of other creative projects as part of Achieve Australia's TAFE Art Program.







# Inspired tales released

**Seven Inspired Tales: A Collection of Short Stories has now been released as an online eBook following an official launch at Achieve Australia's Araluen hub. The book is the result of Positive Partners, a program which helps to build on the literacy skills of people with disability.**

"The Positive Partners program encapsulates social inclusion, life skill development, creativity and exercising choice and control," says previous program developer and My Life Coordinator at Achieve Australia, Rachael Ross at the recent book launch.

The official book launch, held in September 2019, was a celebration for all program participants, families, staff, and corporate volunteers from

PricewaterhouseCoopers (PwC) involved in the program. At the event, Alex Dawe presented a reading of her story, Spiderman and His Friends, and participants signed copies of the book for guests, enjoyed a special lunch and took photos with friends and family.

When asked what she enjoyed most about the Positive Partners Program, Alex says it was going to the city to take part in the sessions at PwC. "It was fun going to the city and I wanted to write about happy things," she says.

As part of the two-phase program, which began in 2018, corporate volunteers from PwC were matched with a participant from Achieve Australia whose skills, hobbies and interests matched their own.





Above, signing books to keep mementos for the future, below, the Sherwood family with PwC's Deanna Blanchette, pictured second from the left.







Felix Wong and David Wetzler at the book launch

This helped to establish a connection and form a working relationship over the course of the literacy program.

Commencing in February 2019, the second phase of the program focused on developing creative writing and storytelling skills. Seven participants worked closely with their partners to develop memorable characters and plots, and to edit their final stories ready for publication.

“It’s wonderful to see literacy programs like Positive Partners making a difference to the lives of the people we support and to see this happen in collaboration with the business community,” says CEO of Achieve Australia, Jo-Anne Hewitt.

Vivian, who wrote a zombie-inspired tale, says that it was the people who made an impact on her. “I enjoyed writing about zombies and working with the friendly people that helped out,” says Vivian.

It’s not only the program participants who enjoyed the experience, but also the team of corporate volunteers involved in the project from PwC. “Every PwC volunteer that has had the opportunity to get involved with the Positive Partners Program has been touched deeply by the experience,” says Senior Accountant at PwC, Deanna Blanchette.

# New services and innovative design in Specialist Disability Accommodation (SDA)

**Achieve Australia has proudly partnered with Ability SDA to deliver Supported Independent Living (SIL) services at newly built Specialist Disability Accommodation (SDA) located in two locations in Sydney. The integrated developments see purpose-built SDA homes peppered throughout residential apartments to create a more inclusive communities, improved access to services and greater independence and choice for people with disability.**

In September 2019, SIL services commenced at the new apartments in Guildford following a successful tender process to support 11 clients with high physical support needs. The new homes offer life-changing benefits for people who have been living in aged care facilities at a young age or who have been living alone and isolated in community housing without suitable supports and adequate funding for their needs. Some individuals with

significant physical disabilities were also struggling to maintain their emotional wellbeing and were experiencing a decline in health and mobility prior to moving into their new home.

Today, clients have access to the latest in assistive technology, open plan living, natural lighting, wheelchair-accessible kitchens, an outdoor terrace, and purpose-built bathrooms.

In addition, an accessible rooftop terrace at Guildford includes barbeque and communal areas for entertaining with views over the local area.

The location of the apartments also provides easy access to public transport, community services, shopping precincts as well as Parramatta CBD. With many of the apartments offering two or more bedrooms, individuals can spend more quality time with their families and children while still receiving the high care and support they need.



In May 2020, following the delivery of new services at Guildford, Achieve Australia commenced SIL services at another new SDA development with Ability SDA. This time located in Villawood, 11 more people with disability would also have the opportunity to live in a fully accessible home in an inclusive community setting.

“We are excited to once again partner with Ability SDA to offer independent living services and supports for people with disability,” said CEO at Achieve Australia, Jo-Anne Hewitt. “It is wonderful to see more and more opportunities becoming available for the people we support to access contemporary, accessible accommodation that is designed with inclusive communities in mind.”

To meet growing demand for SDA accommodation in the community, more people can now have greater choice and control in their lives.

“Some of the people who we will be supporting have been in hospital for an extended period of time due to a lack of appropriate SDA accommodation,” said Jo-Anne. “We know it can be a big adjustment moving into a new home, but we will be there every step of the way to support our clients and their families as they settle in.”

As everyone settles into their new homes, we will be working closely with our clients, their families and carers, Ability SDA, and on site staff to support each individual in this exciting new chapter.

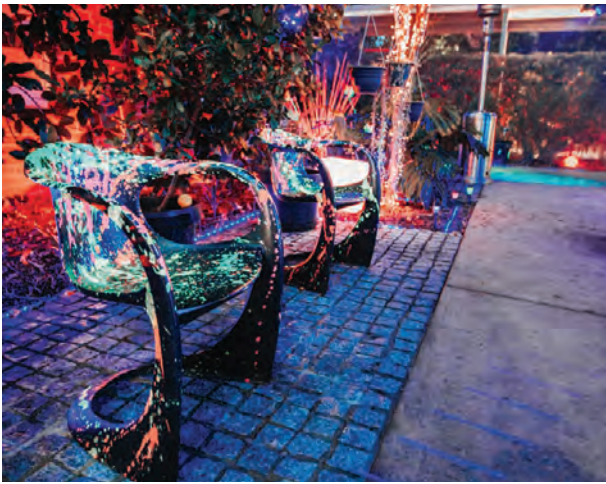




# Summer Hill House lights up young lives







**Achieve Australia's Summer Hill House garden and courtyard came alive in winter 2019 with interactive lighting displays and sensory activities set in an enchanting mythical rainforest theme.**

Inspired by the spectacular light shows of Vivid Sydney, which attracted two million visitors that year, the displays at Summer Hill House included a large glowing mural, garden lights and sculptural displays, an interactive kaleidoscope tunnel, and a scented fog machine.

Summer Hill House provides Short Term Accommodation and Assistance (STAA) services for people with an intellectual disability, high physical support and/or complex health needs. The accommodation options provide a fully furnished 'home away from home' with qualified nursing staff on duty 24 hours a day, 365 days a year.

During the week of activities, families and clients of Summer Hill House were invited to attend a special glow party to come together and enjoy the light show and entertainment. There was also glow in the dark face painting and accessories to add to the fun on the night.



“

Our families and clients really enjoyed the interactive displays and the chance to experience something different from the everyday,” says then Summer Hill House Manager, Naomi Fraser.

“Some families weren’t able to attend Vivid Sydney this year and they loved that we brought a touch of the festivities to them,” says Naomi. “It was also an opportunity for families to socialise with other clients and their families.”

The light up event at Summer Hill House ended an exciting few months at the short term accommodation and respite centre, which hosts an ongoing calendar of activities and events for the people and families we support.

# Financial summary

For the year ended 30 June 2020

	2020 \$	2019 \$
<b>REVENUE AND INCOME</b>		
Service revenue	96,185,094	84,309,480
Commercial sales revenue	912,939	854,017
Donations and fundraising	96,145	56,973
Other income	827,529	4,238,791
<b>Total revenue and other income</b>	<b>98,021,707</b>	<b>89,459,261</b>
<b>Expenditure</b>		
Employee benefits expense	79,405,825	75,206,379
Client support services	529,653	570,812
Depreciation & amortisation	2,488,146	979,084
Rent expense	459,845	1,472,386
Motor vehicles expense	381,990	1,440,585
Consulting and professional fees	2,264,402	1,394,986
General operating expenses	7,364,444	7,368,825
Agency expense	5,103,032	2,704,622
Interest expense on lease liability	148,497	-
<b>Total expenditure</b>	<b>98,145,834</b>	<b>91,137,679</b>
<b>Deficit for the year</b>	<b>(124,127)</b>	<b>(1,678,418)</b>
<b>Other comprehensive income</b>		
(Loss) on re-measurement of defined benefit liability	(296,947)	(327,851)
Gain on asset revaluation	2,030,015	-
<b>Total comprehensive income/(loss) for the year</b>	<b>1,608,941</b>	<b>(2,006,269)</b>

## For the year ended 30 June 2020

	2020 \$	2019 \$
<b>ASSETS</b>		
<b>Current assets</b>		
Cash and cash equivalents	20,057,045	17,050,074
Trade and other receivables	1,294,829	2,351,038
Contract assets	2,592,335	4,095,210
Assets held for sale	14,786,544	-
Other assets	490,312	241,851
<b>Current assets</b>	<b>39,221,065</b>	<b>23,738,173</b>
<b>Non-current assets</b>		
Property, plant and equipment	7,751,416	21,750,660
Intangible assets	308,411	468,771
Other non-current assets	49,212	55,648
Financial assets	4,812,611	4,531,212
Right of use assets	3,028,690	-
<b>Non-current assets</b>	<b>15,950,340</b>	<b>26,806,291</b>
<b>Total assets</b>	<b>55,171,405</b>	<b>50,544,464</b>
<b>LIABILITIES</b>		
<b>Current liabilities</b>		
Trade and other payables	6,457,283	5,847,289
Provisions	13,748,219	12,869,625
Lease liabilities	1,375,161	-
Contract liabilities	7,895,898	9,477,514
Borrowings	-	178,466
<b>Total current liabilities</b>	<b>29,476,561</b>	<b>28,372,894</b>
<b>Non-current liabilities</b>		
Provisions	2,846,240	2,328,735
Borrowings	-	337,694
Lease liabilities	1,734,523	-
<b>Total non-current liabilities</b>	<b>4,580,763</b>	<b>2,666,429</b>
<b>Total liabilities</b>	<b>34,057,324</b>	<b>31,039,323</b>
<b>Net assets</b>	<b>21,114,081</b>	<b>19,505,141</b>
<b>Funds</b>		
Accumulated funds	19,084,066	19,505,141
Asset revaluation reserve	2,030,015	-
<b>Total funds</b>	<b>21,114,081</b>	<b>19,505,141</b>

# Our Board of Directors



**Richard Dinham**  
Chairman



**Dr Georgina Reynhout**  
Director



**Robert McKimm**  
Director



**Professor Patricia O'Brien**  
Director



**Jennifer Gardiner**  
Director



**Colin Westman**  
Director



**Doug Reid**  
Director



# Our Executive Team



**Jo-Anne Hewitt**  
Chief Executive Officer



**Wally Phillips**  
Corporate Services Executive  
(CFO)



**Daniel Kyriacou**  
Chief Operations Executive  
(COO)



**Lorraine Salloum**  
People, Performance &  
Culture Executive (CHRO)



**Laura Ramos**  
Customer and Market  
Engagement Executive (CMO)

# 2019 Performance and Culture Excellence (PACE) Award winners

## **2019 Employee of the Year**

Kirsty Davis,  
Enrolled Nurse, Llandillo

## **Delivering on our Passion**

Winner: Nillam Pudasaini,  
Community Support Worker,  
Norton Road

Runner up: Jessica Costa, Customer  
Experience & Events Manager

## **Delivering on our Purpose**

Winner: Tracey-Lee Lewry,  
Social Educator, Lismore

Runner up: Geoff Tyson,  
RUNM, Llandillo

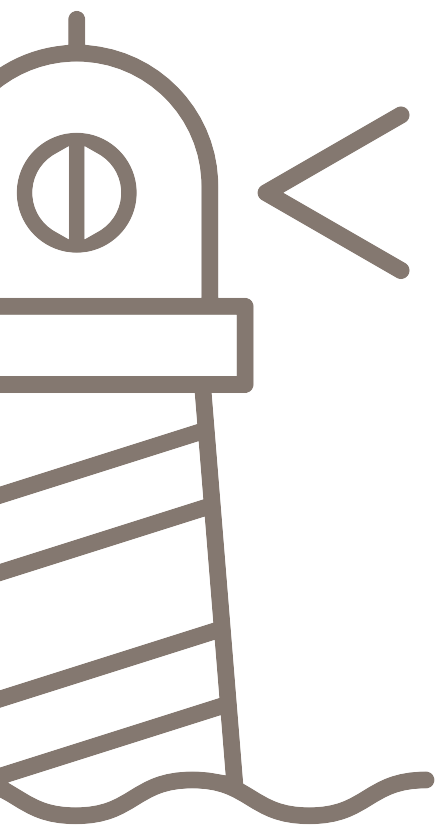
## **Living our Values**

Inclusiveness: Raphael Dyke,  
Social Educator, Kellyville Ridge

Stewardship: Melek Cevik,  
Team Leader, Eastview

Extraordinary outcomes: Myline Regino,  
A/Team Leader, Kellyville Ridge

Ethical practices: Julie Foster,  
General Manager, Finance



# With thanks to our partners and supporters



## 2019 Annual Golf Day

### Hole Sponsors

ADMATIC  
Austbrokers  
Count Charitable Foundation  
Prolegis Lawyers

### Drinks Cart Sponsor

Abbotsford Family Pharmacy

### Donors

Brosnan Golf  
OCM  
Captain Cook Cruises  
Quilt NSW  
Ezybidz  
Strathfield Golf Club  
Jenolan Caves  
Sydney Roosters  
Michael and Rhonda Mulcahy  
Taronga Western Plains Dubbo Zoo

### Entertainment

Ben Howard

### Golf Advisory Board

Jeff Dawes  
Mike Crook



## Achieve Stakeholders

Dyss Events  
Sense 2  
Printforce  
Fab Fun Entertainment  
TAFE NSW  
AccessPay  
Riverside Business Chamber

## Volunteers

PricewaterhouseCoopers (PwC)  
+  
All volunteers at The Sewing Basket  
and individual volunteers who have  
donated their time and efforts this year.

## HEAD OFFICE

### North Ryde

Suite 1.01, Level 1  
1 Epping Road  
North Ryde NSW 2113

**1300 22 44 38**

**[info@achieveaustralia.org.au](mailto:info@achieveaustralia.org.au)**  
**[achieveaustralia.org.au](http://achieveaustralia.org.au)**

## REGIONAL OFFICES

### Epping

2 Brigadoon Court  
Epping NSW 2121

### Seven Hills

Suite 8  
197 Prospect Highway  
Seven Hills NSW 2147

### Newington

Unit 5, 2 Holker Street  
Newington NSW 2127

### Casino

The Chambers  
98 Walker Street  
Casino NSW 2470

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australia

building extraordinary lives