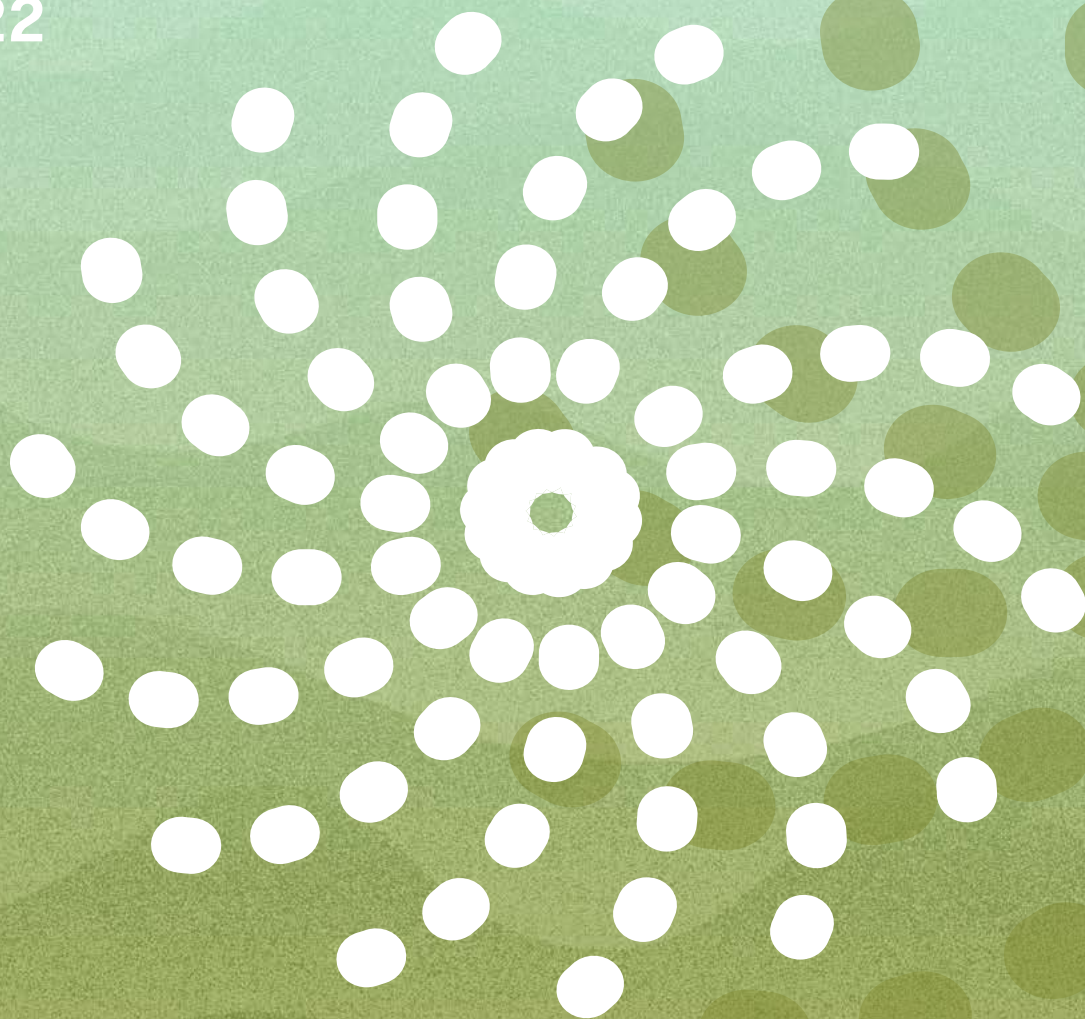


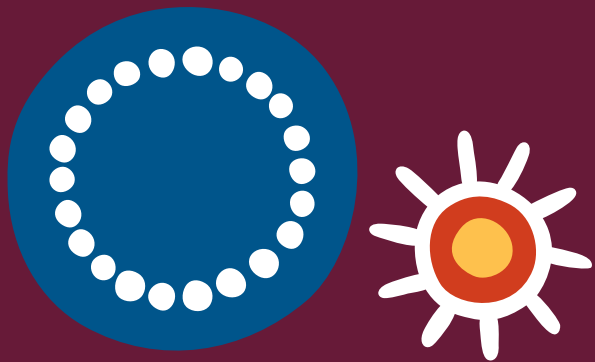
# Emergence

Annual Report  
2022



Annecto

Support to live your life



# Acknowledgement of Country

**No matter where you are in Australia, you live, work, play and travel across Aboriginal and Torres Strait Islander lands and waters. Annecto would like to acknowledge the traditional custodians of the lands upon which we work on mainland Australia.**

Annecto pays its respects to Elders both past and present from all of these Aboriginal nations, and we acknowledge their traditions, cultures and ongoing connection to country, both lands and waters, of mainland Australia.

We recognise all Aboriginal and Torres Strait Islander peoples, whatever nation they may come from, who have made their home in one or more of these homelands of Australia's First Peoples, upon which Annecto provides its aged and disability services.

We also honour the strength and resilience of Aboriginal and Torres Strait Islander peoples who have been forcibly removed from their lands, such as the Stolen Generations and many others who were also forced to relocate from their country to missions, reserves or other communities without having a choice in doing so.



Wurundjeri people where our Footscray headquarters, Forest Hill, Coburg, Melton and Bacchus Marsh (north of the river) offices are based.



Bunurong people of the Kulin nation where our offices in Yarraville and Mornington are located.



Wadawurrung people where our Western VIC offices operate in Bacchus Marsh (south of the river) and Ballarat.



Latji Latji people of Mildura, as well as the custodians of the surrounding regions that are the Paakantji (Barkindji), Ngayampaa, Kureinji, Mutthi Mutthi, Wemba Wemba, Tati Tati and Barapa Barapa.



Darug nation where our Sydney office operates from Mount Druitt.



Wiradjuri peoples, geographically the largest Aboriginal nation in NSW, where our Dubbo office provides services.



Ngunnawal and the Ngambri peoples of the ACT where our Mawson staff work.



Kabi Kabi (Gubbi Gubbi) nation where our Coolum Beach office is located on the Sunshine Coast of QLD.



Dunghutti nation is home to our Kempsey office.

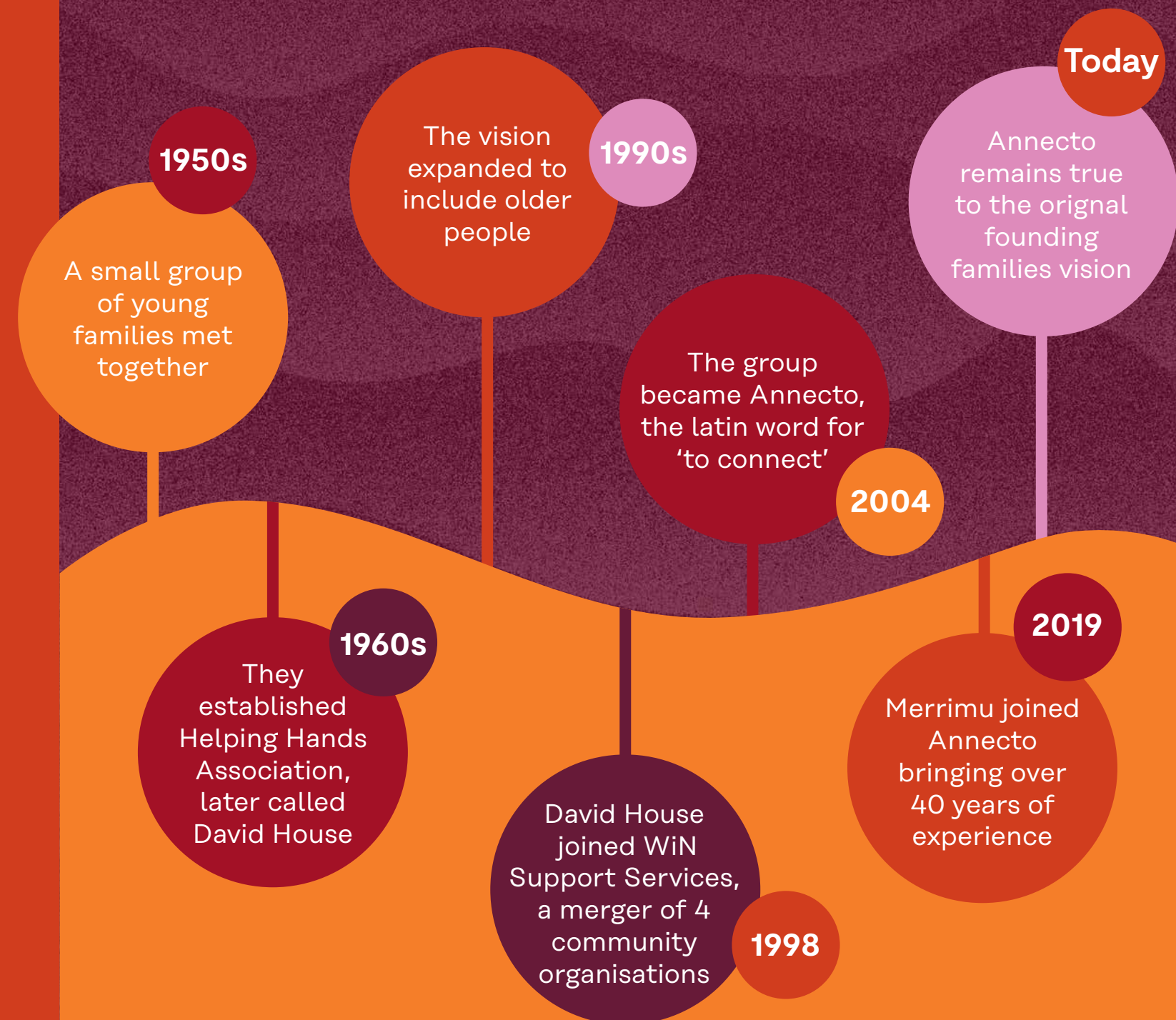




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# It started with hope

A small group of young families came together with a vision of a more inclusive world. They raised money and used their own resources to create a community where no one was left behind.



Annecto has grown beyond anything the founding families could have imagined, now operating in VIC, NSW, ACT and QLD. Just as in the early days of Annecto, community is at the heart of what we do. We celebrate real people, in real communities, with real stories.



# Emergence

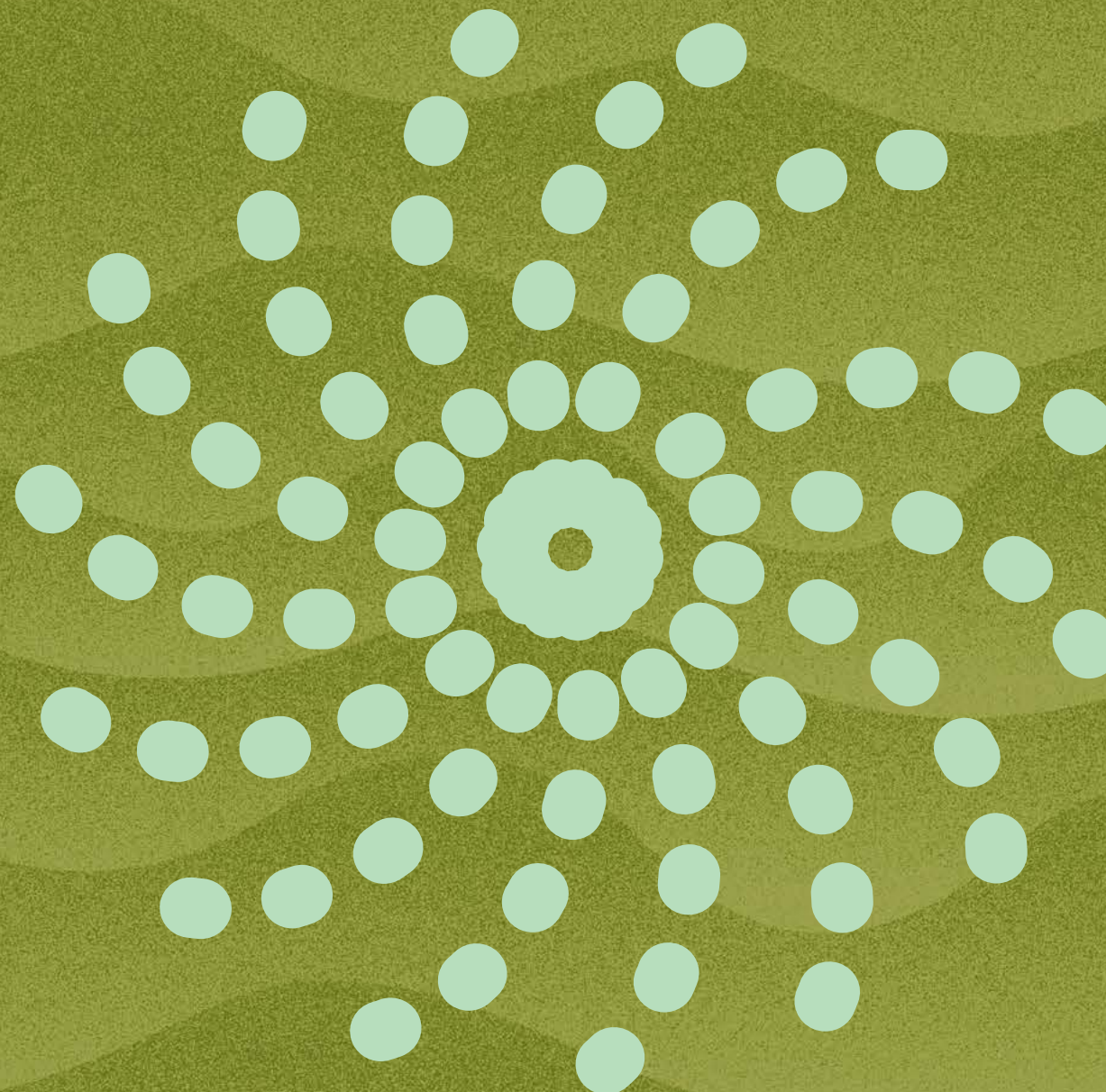
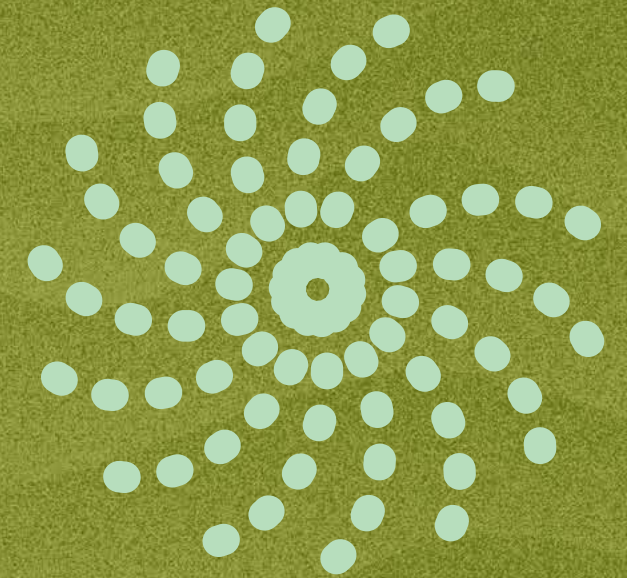
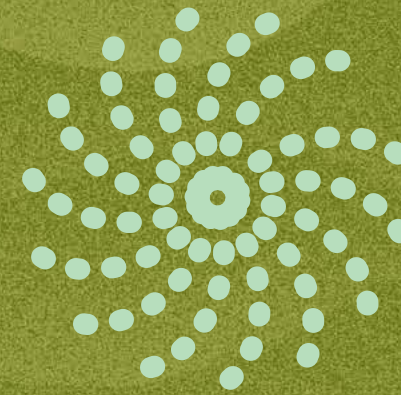
After many changes to the way we live and work in recent years, we are still hopeful. As Annecto continues to learn and grow, we aim to evolve and adapt.

For guidance, we look to emergence, one of the principles of Annecto's practice framework.

We cherish the emergence of new and innovative ideas, rather than clinging to the tactics of the past. We're dedicated to finding the right solution, even if it isn't quite what we had pictured in the beginning.

We walk alongside the people and communities we support, so that we can share our skills, knowledge and ideas.

Emergence gives us the brightest solutions to complex problems.



## Our vision

A society where everyone has the opportunity to live with equality and purpose.

## Our purpose

Connecting individuals and communities to realise an inclusive society.

## Our value proposition

Annecto works alongside you to stay connected to what's important and live the life you want.

## Our principles

The principles we believe in and live by:

- Humanity - every story matters
- Interdependence - you and community
- Authenticity - say it, do it
- Emergence - find a way.





# Living independently at 98, and “no problems”

**As we park outside the old farmhouse in country Victoria, we are greeted by friendly barks and a wagging tail. Snowy the golden dog is keeping watch for his owner, Joan.**

Cindy, one of Joan's support workers, opens the property gate for us and leads us inside. Joan is patiently waiting for us in her favourite armchair by the fire she lit that morning.

Joan is 98 years old. She lives in the same house that she and her late husband Graham bought 60 years ago. Recently, Snowy found his way to her, and the two of them have been living happily together. Snowy watches the driveway in exchange for a taste of every meal Joan has.

A couple of years ago, Michael, Joan's younger son, got in touch with Annecto to support his mum to keep living independently in her home. It was important for Joan, her family and Annecto to find the right support worker for her. The right person turned out to be two people. Sisters Jenn and Cindy are Annecto support workers who were born and raised in the Grampians region.

“When you come from the country too, you sort of understand what's important to country people, the importance of the fire for example. Older people in the country love their fire. Most days, Joan's got the fire going first in the morning before I get here,” Cindy explains.

“Joan is very easy-going. She knows what she wants and she tells you, she is really straightforward. She tries to do as much as she can.”

Jenn and Cindy take turns throughout the week to visit Joan twice a day.

They support her with cleaning around the house, meal preparation and personal care.

While Joan likes to keep to herself, she is always in touch with her children, grandchildren and great-grandchildren. Graduation, wedding and sports competition photos, along with portraits of each one of them are proudly displayed all over the house.

They often call or visit and assist her with mowing the grass, gardening or cutting wood for the fireplace. It's “no problem”, Joan says, “I am lucky to live like I do.”

And while she cannot move around as much as she used to, Joan still likes to keep up to date with what is going on in the world. She proudly shows us her “wireless” on the table next to her. The radio allows her to follow the news, but also to keep track of the horse racing and footy results.

“I used to barrack for South Melbourne but they shifted to Sydney, so I don't barrack for them anymore”, Joan explains with a smile. “So, I just go along and I pick out one and barrack for them! I do a picking job, it's no problem!”

**“I try to keep up with everything because that's what keeps me going. If you don't keep up with what's going on, you're not with it.”**

– Joan





Our vision is a society where everyone has the opportunity to live with equality and purpose.

### 1. Recognisable brand

Annecto is a highly recognisable brand sought by communities, partners and governments for its delivery of quality services in building connection, cohesion and inclusion.

### 2. Sustainable national presence

We have a sustainable national presence with expansion into new areas and products where Annecto contributes to the wellbeing of the community.

### 3. Community development

We have established models of community development in multiple locations that are measured against economic and social participation, human rights, self-determination and leadership.

### 4. Empowered workforce

Annecto's culture enables the workforce to be empowered and resourced at every level to lead our work with individuals and communities.

### 5. Informed business decisions

Annecto utilises accurate, timely data, both operational and predictive, to inform business decisions, the customer journey and our impact.





# Chelsea's story

**After she graduated from high school, Chelsea knew she wanted to get involved in the local community and do something meaningful. When she was just 18 years old, she started a work experience placement at You Want You Should.**

You Want You Should (YWYS), an Annecto enterprise, is a gift shop in Bacchus Marsh that encourages people with a disability to engage with the community and learn important life skills. Guided with warmth and encouragement by support workers, YWYS participants work and learn in a fun and energetic team environment.

The placement at YWYS has given Chelsea the opportunity to gain experience in retail and customer service. Over time, Chelsea's sense of independence thrived. She has emerged as a self-assured, multi-skilled worker, taking on each aspect of the retail role with enthusiasm.

In addition to opening and closing the store with minimal support, she completes transactions using the cash register, conducts stocktake, uses eftpos and balances her float at the end of her shifts. Chelsea has a keen eye for a good bargain, and enjoys getting to know regular customers. One of her favourite tasks is unboxing deliveries to the store and getting the first look at new stock.

Chelsea with  
Support Worker  
Michelle Farrugia

Loran Cressey, Practice Coordinator in the Western and Grampians Region, recently found herself filling in for a staff member at YWYS, having not worked there for many years. Chelsea was able to guide her through the morning team meeting, counting the till and setting up the store for the day.

"When I turned on the radio, [Chelsea] commented that I was not allowed to change the station or make it any louder as it was loud enough!" Loran smiles. Loran was impressed with Chelsea's confidence and ability to take the lead in showing her the ropes.

Chelsea is now looking at the next steps in her life and career, as she moves on

from Annecto. In parallel to working at the store, Chelsea completed a Certificate I in Education and Support. She wants to continue working or volunteering in retail, ideally in an art and craft supply store. Her experience at YWYS has given her a strong foundation from which to look to the future and explore new opportunities.



# Annecto enterprises



## After Hours

**After Hours** is a service that offers on-call telephone support and response outside standard business hours to Annecto customers and staff. We also provide the Emergency After Hours service, delivering emergency, non-medical support to vulnerable people in the Melbourne Metro and Grampians regions. This service is also offered to external organisations.

External organisations that After Hours supports, covering VIC, TAS, NSW, ACT, and QLD

25

63,811  
Total cases

5,713  
Total Annecto cases

**Speakers Bank** is a public speaking program for people with a disability and older people, aimed at raising awareness and acceptance through the power of communication.

**You Want You Should** is a gift shop in Bacchus Marsh that encourages people with a disability to engage with the local community and learn important life skills.

**Front Door Recycling** (FDR) is a clothing collection initiative in Ballarat offering real-life work experience to adults with a disability. FDR provides collection services for pre-loved clothing and textiles, providing a complete solution to recycling and taking care of everything from collection through to distribution.



Uncle Roger Jarrett with his Aboriginal Elders Support Sticks at the Coolamon Arts Hub in Kempsey



Coolamon

**Coolamon** is a network of culturally safe and trusted businesses working together to empower and elevate Aboriginal and Torres Strait Islander businesses across Australia. Coolamon brings together Aboriginal and Torres Strait Islander businesses, and non-First People businesses, to incubate, accelerate and celebrate Aboriginal and Torres Strait Islander organisations and small business.



# After Hours without borders

**The COVID-19 pandemic has required many of us to rethink the way we work. Organisations and individuals have had to find solutions to be able to keep delivering 'business as usual'. For many, this process has resulted in lasting changes that have provided opportunities for unexpected lifestyle shifts.**

Chloe McGlone and Jacob Oates are Assessment and Response Officers (AROs) at After Hours. They work outside of standard business hours, providing phone support to Annecto's customers and staff, and to external organisations that use the After Hours service.

When they started working at Annecto's Head office in Footscray, they lived in the area, so the commute to the office was minimal. Lockdown made it non-existent.

**"Chloe and I are both from Devonport on the North West coast of Tassie. Lockdown in Melbourne was isolating enough, even when you were able to drive 5km, we weren't able to just go see our mums. That was challenging. So we made the decision to move back home." - Jacob**

Jacob and Chloe both resigned from After Hours. At that time, they didn't think working so remotely from head office was a possibility. Several months after leaving Melbourne, however, they received a call from After Hours' Manager, Alexander Black, wondering if they'd be willing to help out with a project.

"I'm certain he was saying this tongue-in-cheek, but Alexander did ask the question if we had internet in Tasmania," Jacob laughs.

By the time After Hours' busiest period, Christmas, rolled around, Chloe and Jacob were asked to continue in their former roles as AROs. They found the transition to working from home in Devonport seamless. By that time Annecto, as well as the other organisations After Hours provides services to, had adapted to the 'new normal'. AROs were now able to take calls remotely and teams were being set up to communicate with each other online.

"I could be trying to resource a carer for emergency respite in Port Macquarie, and whether I'm doing that from Footscray or Devonport, the distance doesn't matter when technology allows us to do it from anywhere," Jacob says.

But working remotely can sometimes be isolating. So, Jacob and Chloe have employed a 'fly-in, fly-out' strategy, working in the Footscray office on multiple occasions, to avoid isolation and to feel more integrated into the team.

A major advantage for Chloe and Jacob is the ability to be present at home as they welcome their first child into the world.

"Being a new dad, you might get the two weeks off and then off to the office you go, and you might miss out on a lot of stuff," Jacob explains, "Now, I'll be working hard on shift, but you know, if he's taking his first steps, I could probably turn my head and see that and that's going to be a huge benefit!"

Right: Jacob works from home  
Below: Jacob and Chloe





# The emergence of a vocation

**Career changes can be daunting, but the outcome is often worth the risk. At Annecto, we want to support people to achieve their goals. Isac, Eleni and Dave are Annecto support workers who have completely changed their career paths to follow their new vocation.**

Isac Israel used to work as a technician in the aviation sector. From a young age, he knew his calling was to work with people, but the opportunity to do so came later, when he decided to leave aviation to pursue a role as a support worker.

Isac says that the skills he developed in his previous job are still helpful for him now. One of them is the ability to look for new solutions. He also enjoys the creativity that his new job offers. He gets to explore his passion for the arts as he teaches pottery to people with a disability.

"Sometimes my students surprise me with their creative ideas," he says, enthusiastically.

Sometimes a new vocation emerges from an unexpected opportunity.

A couple of years ago, Eleni Lekkas resigned from her role as Head of Technology Delivery at a bank, to take care of her mother. After her mother

passed away, she became a support worker. Despite being told by some that she was overqualified for the position, Eleni explains that she has never felt more fulfilled, and that her skills and dedication have finally found a purpose.

"I could deliver a \$20 million project in my previous work, and the bank would be 'ok, good job'. But now, I see the pure joy in these women's faces, and I think, I never got that from my career before. I would not change that... I love what I do, my job now has a purpose."

Dave Anner's story is very similar. After the factory he used to work at closed down, he started working as a gardener. Establishing meaningful connections with his customers motivated him to explore community work and study aged care. Dave now works as a disability and aged care support worker at Annecto.

"Working as a support worker changed me personally," Dave says.

"Now, I live for the day, I am more relaxed and patient. I don't look too far into the future, I live in the moment."

By finding the courage to pursue something new, these support workers transformed their stories and found a new purpose for their abilities.

Customer Marie with  
Support Worker Eleni



**"Now, I live for the day, I am more relaxed and patient. I don't look too far into the future, I live in the moment."**

**- Dave Anner, Support Worker**



# Our customers

# 856,878

Total service hours  
delivered to our customers

My Support **13,205**

\* Housing and Support **162,965**

\*\* Aged Care **275,722**

\*\*\* Disability Support **404,986**

\* Housing and Support  
includes Respite

\*\* Aged Care includes HCP,  
CHSP, VHS and STRC

\*\*\* Disability includes NDIS,  
CoS and TAC

“50 languages spoken by our  
customers at home

**English, Italian, Greek, Macedonian**  
are the top four languages spoken  
by our customers at home



Customer Shaun with  
Support Worker David

# Our staff



**947** employees  
across **18** sites



**18** first  
nations  
people



**77**  
nationalities

“**59**  
languages  
spoken

We're dedicated to learning,  
growing and applying best  
practices to our work.



learning  
modules  
completed  
**660**



**100**  
emerging leaders  
in the new  
leadership course

**809**  
participants  
in external  
training



**Our longest-standing  
employee has worked at  
Annecto for 38 years!**



# CEO's report

## Cheryl De Zilwa

**This year's theme of Emergence really sums up the year for Annecto; 2021-22 has seen the development of an organisation that is transforming for the future.**

We are maturing as a provider of disability and aged care services, and building stronger foundations in our national approach to community development.

The Executive Leadership team changed its structure in line with our strategic plan, and our regional operations have formed into a cohesive and coordinated national team, with the appointment of a Chief Operating Officer.

In the last 12 months, we have grown significantly despite the continued impact of the pandemic, with 24% growth in revenue and 20% growth in the number of people we support. This year, we also completed an operational dashboard that gives us real time data on productivity, service hours, and the relationship with staff and customer outcomes. This allows us to predict monthly results, identify areas for improvement, and monitor key performance indicators in a timely manner.

A greater focus on clinical governance has also been a theme for the last 12 months with the changing nature of our support, increase in complexity and volume of service hours. We still have a way to go but the development of sound monitoring tools and business intelligence is helping us to create a robust system.

One of the most exciting developments has been our investment in leadership. In the past year, we focused on our Steering Council, which comprises over 30 leaders in the organisation. We completed a series of workshops, shared insights into our behaviour and preferences, and built a

culture code for the group. Being part of such an impactful activity has been transformative for all. This year the focus is on supporting the capabilities of another 100 people who are our emerging leaders.

We have continued to support the optimisation of business systems and processes to ensure a nationally consistent approach to service administration. With the ongoing changes to business rules for both aged care and disability, efficient and timely adaptation has been a requirement across the organisation - and a challenge we have met with determination.

Finally, we set ourselves an ambitious target for the year against the strategic plan, and even though we spent a considerable amount of our capacity and resources in managing the implications of the pandemic, we have nevertheless achieved 75% of our targets.

**This ability to manage unexpected circumstances – while staying on track within the 5-year strategic plan – is a testament to the strength of our mission.**

I want to thank everyone at Annecto for stepping up when we needed you during some of the most difficult days and months. You helped us through vaccine mandates, lockdowns and significant staff shortages. Thank you for staying focused on keeping people safe in extraordinary circumstances.

# President's report

## Ross Joyce

It's been a really strong year for Annecto. With five new Board members commencing last financial year, much of the first part of the year was spent inducting Directors and building our new Board team.

We changed the way in which we conduct our meetings, continually improving on the balance of reporting and debate. We introduced a space at meetings to discuss the 'big questions', which helps to contextualise our strategy, and support the Board's understanding of the future focus. Those questions included whether the current model of Incorporated Association was the right one for a growing national entity, and what Annecto should be striving to achieve beyond the important delivery of disability and aged care services. Our place in the communities we serve is an ongoing discussion, including how we can contribute to their social and economic development.

**The following is a summary of the governance work over the last 12 months.**

The Business Committee tackled the development of key performance targets with a focus on the balanced scorecard. That is, ensuring the financial health of the organisation balances with indicators of health and well-being of the people we support and our staff. We improved the understanding and integrating of risk management across Annecto, and our process for reporting is one of continual improvement. While both budget outcomes and our growth strategy were impacted by the ongoing nature of the pandemic, particularly with reduction in face-to-face services, we were still able to achieve considerable success across all strategic measures.

We worked to secure a plan for the future for all our facilities, and in particular, the

Yarraville precinct including the original David House. This has been an ongoing conversation to ensure we celebrate the rich history of the organisation alongside the needs of our current and potential extended community. We are proud to dedicate the care and investment that is worthy of a place supporting those in the community living with disability.

The Culture Committee focused on raising the voices of both the people we support and of our staff. In creating a positive culture that encourages inclusive practice, we first sought to define what cultural behaviours and attitudes we want to see at Annecto. The Committee monitored the ongoing response and priorities identified through our staff engagement survey, and the review of our feedback and engagement strategy for customers and care recipients. In addition, the Culture Committee reviewed our systems for complaint management, identifying areas for improvement, particularly ensuring that Annecto makes it easier for people to give timely feedback.

With the addition of 'fresh eyes' from our new Directors, we established a Governance Committee to look at continuous improvement of our own processes, and ensure we discharge our duties as Directors of Annecto in the most responsible manner.

I would like to sincerely thank our Directors for their support and ongoing contribution, as our new team continues to form and develop, each of you have been a real asset to our governance and strategic role. I particularly want to congratulate our CEO, the Executive Leadership team, our management team and, most importantly, all of our dedicated Annecto staff, including the incredible support workers, for another successful year.





# Cheryl De Zilwa

## CEO

Cheryl has spent the last 30 years in community and health organisations and joined Annecto in 2020. Her recent roles include COO and Executive General Manager Zenitas Healthcare Limited. During Cheryl's time at Zenitas, the company acquired a number of health and community organisations and moved from a publicly listed entity to private ownership. She has also worked as CEO/National Director with Calvary Community Care, CEO of Windermere Child & Family Service, and held senior leadership roles in Health Promotion with the National Heart Foundation (NSW). During Cheryl's varied career she has played a lead role in quality improvement and capacity building of community based services across Australia. Cheryl has a diverse academic background, which includes General Nursing, a Bachelor of Education and a Masters of Management.



# Ross Joyce

## President

As an Annecto Director since 2014, Ross has provided long-term governance and strategic oversight through several challenging periods (including COVID-19) and more recently a period of strong growth and development. With an unwavering commitment for the empowerment, inclusion, and equality of all individuals in every aspect of our society, he offers over forty years' experience, building and delivering proven strategic results across diverse sectors in substantial change management environments. This includes small business, local government, primary health care, disability, aged care and community services. Ross is currently the CEO of the Australian Federation of Disability Organisations, a National Peak Body representing people with disability and families across Australia and internationally (Asia Pacific Region).





# Our Board members



**Michael Johns**  
**Vice President**

Michael is a lawyer in private practice with over 30 years' experience across a range of areas, including commercial advice and transactions, restructuring, insolvency and resolving complex disputes. Michael's time on the Board of Annecto has included periods as President and Vice President.



**Michael Nazzari**  
**OAM, Treasurer**

Michael has held senior positions with the Victorian Institute of Secondary Education, been a General Manager at the Institute of Chartered Accountants and has also been a Chair in a charitable not-for-profit organisation. His expertise includes marketing, governance, risk management and financial management. He is a Certified Association Executive member of the American Society of Association Executives, and was awarded the Order of Australia Medal in 2016 for his considerable honorary work in the business, education, and not-for-profit sectors.



**Jennifer Burrows**

Jennifer has a range of professional experience in industry training, higher education academic development, and change management.

She is the Higher Education Quality Assurance and Enhancement Lead for the National Institute of Organisational Dynamics Australia (NIODA). She has postgraduate qualifications in both Change Management and Organisational Analysis and Leadership. Jennifer is a Director of Group Relations Australia and a member of the International Society for the Psychoanalytic Study of Organizations (ISPSO).



**C Moore**

C is a passionate disability and LGBTQIA+ rights advocate living in Ngunnawal Country (Canberra). They have a background in community advocacy, having held positions in the Australian National University and Canberra Institute of Technology Students Associations, and Women with Disabilities ACT. C currently works in mental health policy. They have experience in not-for-profit governance, community engagement and systemic human rights advocacy. C is a member of the Disability Leadership Institute.



**Professor Mark Evans**

Professor Mark Evans is Pro Vice-Chancellor (Enterprise Learning) at the University of Technology Sydney. He is an experienced senior manager, with over 15 years in higher education leadership. He has a demonstrated history of working with organisational change and building strong organisational cultures. Mark has worked extensively in

international spheres and has developed an array of international partnerships for joint-curriculum and research initiatives. Mark is an internationally recognised researcher who has authored or edited seven books.



**Fran Raymond**

Fran has significant Board and Committee experience in a range of government, finance industry and for-purpose entities. Fran is currently Chair of Defence Bank and a member of its Risk and Compliance, Remuneration and Governance, Audit and Nominations Committees. Previously, Fran was a Director of UN Women (Australia) and Chair of its Finance and Risk and Public Funds Committees. Fran also has significant experience as a senior executive in government in Chief Financial Officer and Chief Operating Officer roles.



**Pastor Ray Minniecon**

Pastor Ray Minniecon is an Elder Indigenous statesman, and a descendant of the Kabi Kabi nation and the Gurang Gurang nation of South East Queensland. He is also a descendant of the South Sea Islander people from Ambrym Island. He graduated in Arts from Murdoch University, Western Australia, and since has been a distinguished local and international Indigenous leader through his successful advocacy for the self-determination of Australian Indigenous culture and law. He has also been a driving force in

the movement to recognise Indigenous contributions to the Australian armed forces. In 1995, he made an intervention at the UN in Geneva on behalf of Indigenous Peoples at the first hearing of the Draft Declaration of the Rights of Indigenous peoples.

He is a Director of Bunji Consultancies, which supports leadership, business initiatives and community development projects. He is a current Board Member of NAIITS: An Indigenous Learning Community, an accredited international Indigenous University, and is a council member of St Andrew's Cathedral School. In the Anglican Diocese of Sydney, Ray is the Pastor of Scarred Tree Indigenous Ministries at St. John's Anglican Church, Glebe NSW. He is currently working locally and internationally on climate advocacy issues on behalf of Indigenous and Torres Strait Islander peoples.



**Colleen Furlanetto**  
**OAM**

Colleen Furlanetto OAM is the Founder and Director of 'Respect Matters', and a noteworthy advocate in the fields of disability and inclusion. She boldly and authentically embodies the principle that 'Diversity is a fact, inclusion is a choice', carrying that concept into all her volunteer and business endeavors. Colleen is a person living with disability and identifies as a woman, but refuses to be defined by any inherent social prejudice. She chooses to live a life of service, advocating strongly for connection, support, and inclusion for people with a disability.



# Our organisation



## Our support workers

708 of Annecto's 947 staff are support workers, delivering aged care and disability services to individuals and their communities. Our support workers are the heart of our mission towards a more inclusive society.





# Financial summary 2022

The 2021/22 financial year was another challenging one for Annecto. A fresh wave of COVID arrived, coinciding with the beginning of the new financial year.

The state of Victoria was in lockdown for a total of 12 days in July 2021 and 77 days between August and October 2021. New South Wales spent a total of 107 days in lockdown during the same period.

Unlike the previous financial year, the government scaled back and wound up the Job Keeper support program and Annecto, like many other businesses, had to navigate through the pandemic on the back of the resilience of its staff and the confidence and trust from its customers.

Despite the challenges Annecto recorded total income of \$65.1M, an increase of 10% over the prior year. The result was underpinned by the growth in NDIS revenue of 21% mainly from the Western Grampians Region under the EI (Complex and General) programs and higher SIL revenue under Housing and Support.

Home Care Package (HCP) income increased by 16% over the prior year; net HCP numbers grew by 12% or 126 packages.

After a slow start due to COVID, the Commonwealth Home Support Program (CHSP) grew by 40% from prior year with an utilisation rate of 80%.

The drop in other revenue from last year was due to Annecto having received Job Keeper support payments in the 2020/21 financial year. Annecto was not eligible for the payments this financial year.

Expenses increased by 13% to service the revenue growth.

In June 2022, a revaluation of Annecto's Land and Buildings was conducted by Collier's International, resulting in an increase in the book value of the asset by \$1.9M.

For the year ending 30 June 2022, Annecto recorded total comprehensive income of \$1.8M, an increase of 44% from last year.

Revenue from operating activities	FY21	FY22
Home Care Package	19,313,044	22,463,019
NDIS & DHHS Disability	25,651,853	31,030,008
CHSP & STRC	5,527,126	7,729,849
Other	8,608,754	3,830,076
<b>TOTAL REVENUE FROM OPERATING ACTIVITIES</b>	<b>59,100,777</b>	<b>65,052,952</b>

## Statement of profit and loss

\$AUD	FY21	FY22
Revenue from operating activities	53,122,150	64,673,863
Other revenue	5,978,627	379,089
<b>TOTAL INCOME</b>	<b>59,100,777</b>	<b>65,052,952</b>
Depreciation expense	(1,535,684)	(1,495,536)
Amortisation expense	(582,731)	(636,474)
Salaries and employee benefits expense	(45,793,143)	(51,877,161)
Other expenses	(9,920,475)	(11,112,225)
<b>TOTAL EXPENSES</b>	<b>(57,832,033)</b>	<b>(65,121,396)</b>
Surplus/(loss)	1,268,744	(68,444)
Other economic flows	-	1,900,861
<b>TOTAL COMPREHENSIVE INCOME</b>	<b>1,268,744</b>	<b>1,832,417</b>

	FY21	FY22
Total liabilities	20,132,288	22,034,858
Equity	16,828,592	18,661,009
Total assets	36,960,880	40,695,867
Expenses	57,832,033	65,121,396

## Balance sheet

\$AUD	FY21	FY22
Total current assets	25,006,564	25,583,478
Total current liability	18,472,481	19,065,662
Net assets	16,828,592	18,661,009
Total equity	16,828,592	18,661,009
Cash & Cash Equivalent	12,296,447	11,206,687



# 2021 award winners

## The Annecto Inclusion Award

The Annecto Inclusion Award celebrates individuals, groups or businesses who have demonstrated, through their actions and leadership, the importance of inclusion as a vital aspect of what we achieve as a community.

### Winner: Ruby Barber-Pritchard

Ruby embodies the ethos of the company and is a walking ambassador for Annecto. In the past year, Ruby has facilitated the Stay Connected program, which connects people to their community and the community at large through the use of an iPad. Ruby's work went above and beyond to include materials that were suitable for multicultural contexts, which enhanced inclusion for groups with different needs.

Honourable mentions go to Janine Howard, Jayde Taulien, Vicky Britten, Maree Jackson, Suman Bhusal, Tracie Hartley, Judith Stewart, Kylie Borger, Rhodora Brooking, Sharon Coffee, and Lynn Betts, who were each nominated under this award category for their outstanding contributions to inclusion throughout the year.

## The Annecto Empowerment Award

The Annecto Empowerment Award honours individuals or organisations who have demonstrated achievements in advocacy, particularly for carers and/or people with acquired brain injury. This award is sponsored by the Annecto Board and is in memory of Craig Goesch, a previous director of Annecto, who was a staunch advocate for these groups.

### Winner: Abdul Mohamed

Abdul is a great advocate and strives to support tenants to be included and participate autonomously in their communities. His passion and commitment provides tenants with the confidence that their wishes and goals are front and centre of his work practice.

## The Cahill Award

The Cahill Award honours individuals who are dedicated to improving the lives of older people with a disability, associated with David House in Yarraville, Victoria. They have shown a desire to further develop their skills, knowledge and services, with a focus on ageing and dementia in people with an intellectual disability.

Sponsored by the Cahill family, this award is in memory of Ron and Nellie Cahill, longstanding committee members of David House prior to the formation of Annecto, and founding members of Annecto.

### Winner: Loran Cressey

Loran is the Practice Coordinator at Bacchus Marsh, Melton and Ballarat, and has worked for Annecto for nine years. Loran has always supported people in a way that they need and always considers the person's potential and their dreams and goals.



Customer John  
with Loran Cressey



# Quality and accreditation

**Annecto is dedicated to providing high quality services and outcomes for the people we support and their families. Our commitment to quality and continuous improvement includes conforming to a range of standards embedded in our integrated ISO accredited quality management system such as:**

- Accreditation to the International quality standard AS/NZS ISO 9001 for services delivered in VIC and NSW.
- Certification against the NDIS Practice Standards for the NDIS services that we deliver.
- Certification against the Department of Human Services Standards (VIC) for applicable DFFH funded services delivered in VIC.
- Undergoing regular compliance audits by the Aged Care Quality and Safety Commission who audit our aged care programs.
- Annecto's external quality auditing bodies include:
  - Global-Mark who audits Annecto to ISO 9001, NDIS Practice Standards, National Standards for Disability Services and Department of Health and Human Services Standards (Victoria).
  - Aged Care Quality and Safety Commission who audits Annecto's aged care programs.

Annecto acknowledges and thanks the following government departments and statutory bodies for their support and assistance during the year:

Australian Government Department of Health, Australian Government Department of Social Services, Australian Government Department of Veterans' Affairs, Australian Government Department of Education, Skills and Employment, the National Disability Insurance Agency, Victorian Government Department of Families, Fairness and Housing, Transport Accident Commission (VIC) and the NSW Government Department of Communities and Justice.

Registered NDIS Provider

**abilityfirst**



# Acknowledgements

Annecto acknowledges and appreciates the close relationships and partnerships with members of parliament, councillors and local government staff across VIC, NSW, ACT and QLD on a number of projects that are essential to the good outcomes for the people and the communities we work with.

Annecto is pleased to acknowledge significant partnerships including those with AbilityFirst Australia, Services NSW, Kinchela Boys Home Aboriginal Corporation (KBHAC), Babana Aboriginal Men's Group and Children of the Bomaderry Aboriginal Children's Home (CBACH).



## Acknowledgment of Country

### About the artwork

This artwork, called Emergence, was developed for Annecto. It depicts a constellation of glittering stars in a night sky representing creativity, innovation and limitless possibilities. Brightly coloured circles represent the different regions and business units within Annecto. Each circle is distinct, yet connected through a collective aspiration to make a difference and create an impact. Small abstract seedlings demonstrate growth and continuous learning through collaboration and innovation.

### About the artist

Charmaine Mumbulla is a Kaurna and Narungga woman from Point Pearce, SA, with family ties to the Gumbaynggirr people of the NSW Mid North Coast. Together with her partner she runs an Aboriginal creative agency called Mumbulla Creative. Charmaine is passionate about working on projects that support social justice and works closely with organisations to tell their stories through her art.



# Our locations



## VIC

### Head office

81 Cowper Street  
Footscray VIC 3011  
Wurundjeri Country  
(03) 9687 7066

### Bacchus Marsh

2 Bacchus Street  
Maddingley VIC 3340  
Wadawurrung Country  
(03) 5366 3000

### Burwood

Level 1/351 Burwood  
Highway  
Forest Hill VIC 3131  
Wurundjeri Country  
(03) 9876 0122

### Coburg

215-217 Sydney Road  
Coburg VIC 3058  
Wurundjeri Country  
(03) 9386 5686

### Forest Hill

Shop 280, Forest Hill  
Chase Shopping Centre  
270 Canterbury Rd  
Forest Hill VIC 3131  
Wurundjeri Country  
(03) 9876 0122

### Kurunjang

Cnr Kurunjang Drive &  
Walsingham Crescent  
Kurunjang VIC 3337  
Wurundjeri Country  
(03) 9971 2100

### Melton

114 McKenzie Street  
Melton VIC 3337  
Wurundjeri Country  
(03) 9971 2118

## Mildura

Shop G-021, Mildura  
Central, Cnr 15th Street &  
364 Deakin Avenue  
Mildura VIC 3500  
Latji Latji Country  
(03) 5021 5456

### Mornington

Bentons Square Shopping  
Centre, 210 Dunns Road  
Mornington VIC 3931  
Bunurong Country  
(03) 5947 4899

### Yarraville

1 Little David Street  
Yarraville VIC 3013  
Bunurong Country  
(03) 9314 0988

## NSW

### Dubbo

83 Wingewarra Street  
Dubbo NSW 2830  
Wiradjuri Country  
(02) 6875 6277

### Kempsey

2/33 Smith Street,  
Kempsey NSW 2440  
Dunghutti Country  
(02) 6562 4993

### Mount Druitt

6/15 Cleeve Close  
Mount Druitt NSW 2770  
Darug Country  
(02) 8047 0909

## ACT

### Mawson

Southlands Shopping  
Centre, 71 Mawson Place  
Mawson ACT 2607  
Ngunnawal and Ngambri  
Countries  
(02) 6174 4883

## QLD

### Sunshine Coast

21 Heathfield Road  
Coolum Beach QLD 4573  
Kabi Kabi (Gubbi Gubbi)  
Country  
(07) 5341 8208

## Annecto enterprises

### After Hours

81 Cowper Street  
Footscray VIC 3011  
Wurundjeri Country  
(03) 9687 7066

### Coolamon

2/33 Smith Street,  
Kempsey NSW 2440  
Dunghutti Country  
(02) 6562 4993

### Front Door Recycling

2A Michaels Drive  
Alfredton VIC 3350  
Wadawurrung Country  
(03) 5366 3029

### Speakers Bank

81 Cowper Street  
Footscray VIC 3011  
Wurundjeri Country  
speakersbank@annecto.org.au

### You Want You Should

Shop 2/2 Graham Street  
Bacchus Marsh VIC 3340  
Wurundjeri Country  
(03) 5366 3020

## Annecto locations coming soon...

### VIC

Broadmeadows  
Greensborough  
Wendouree

### QLD

Stockland Birtinya  
Shopping Centre





### **Annecto Inc**

ABN 69 045 491 808  
Registration No. A 0037 563 T

Annecto Inc is the main trading arm of Annecto; responsible for delivering all of our current services. Its broad purpose is to provide advocacy, practical assistance and to build capacity for self-determination and inclusion for children and adults with a range of cognitive, physical and social abilities and their families.

### **Annecto Nominees Incorporated**

ABN 91 305 082 403

The purpose of Annecto Nominees Inc is to assist Annecto Inc in the achievement of its purpose and principles. Annecto Nominees Inc is also the Trustee for Annecto Trust and the Annecto Foundation.

### **Annecto Foundation**

The foundation was established under a trust deed to raise and receive money and donations of goods and services from the public for distribution to Annecto Inc in order to enable it to assist people with a disability or otherwise disadvantaged, or to further its purpose and principles.

### **Annecto Trust**

The Trust is a capital preserved trust that provides money, property and benefits to and for Annecto Inc.

Donations \$2 and over are tax deductible.

Annecto is a registered Australian body with ASIC, and a registered charity with ACNC, and has DGR status.

Registration No. A 0037 563 T  
ABN 69 045 491 808  
ARBN 145 208 000



**annecto.org.au**