

renaissance of customer-centricity



annual report
2015-16

“The future can be better
than the present. And I have
the power to make it so.”

our purpose

connecting
individuals and
communities
to realise an
inclusive society



what we do

annecto is a not-for-profit social-purpose organisation; providing advocacy and practical assistance for adults and children with a range of cognitive, physical and social abilities, and their families; to realise their full potential.

annecto recognises the person, and values their rights.

**This is what
sets us apart.**

We work within communities to listen to people's stories, and focus on their strengths and nurture their potential.

Through collaboration, communication and asking the right questions, we make a real difference to individuals and families to build relationships and create connections.

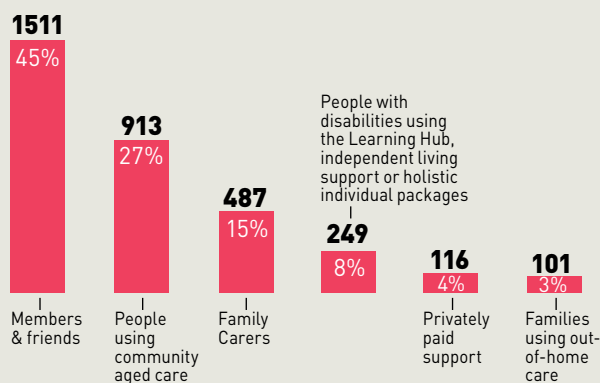
annual report 2015-16

who we partner with



people connected through annecto

Figure 1.1 annecto community
Service: number & percentage of total



2015-16:

After-Hours assisted 28 service providers through 43,500 calls, everyday from 5pm to 9am, 24 hours on the weekend and public holidays.


Emergency After-Hours Services (EARS) in the Grampians and Melbourne Metro area assisted 1,680 callers.

Members

Members participate meaningfully in organisational governance, and are responsible for electing our Board, providing cultural stewardship and ensuring our strategic focus accords with our purpose.

Friends

annecto's local, national and international Friends come from all walks of life; providing encouragement, insight and thought-leadership to staff, volunteers and the Board.

 **NOTE** This icon indicates additional information available on our digital format report

our audience

This annual report is intended for people of any age with a range of cognitive, physical and social abilities, their families and friends, annecto members and staff, volunteers and students, our community and business partners, our donors and our funding partners throughout Australia.

annual report objectives

This report provides a record of annecto's activities and achievements during the 2015-16 financial year. It also includes a summary of annecto's financial performance.

For the full financial statements see *About Us* section on the annecto website www.annecto.org.au/about-us

our principles

humanity



Recognising the individual, connecting the person and valuing the humanity, this is what we do at annecto. We see the strength and not the weakness. We encourage the potential and support the ability. We do this with patience, sensitivity and determination.

interdependence



Humans aren't designed to fly solo. Life is a group effort, happiness a complex condition. annecto starts each journey with a conversation. By listening to the individual and understanding the story we ensure goals are set, needs are met and obstacles overcome. By asking the right questions and finding the best solutions we unite people and enrich lives.

authenticity



We never shy away from the hard stuff at annecto. We encourage honesty and respect vulnerability. Life has its challenges and we're ready to meet them every day. We act on our promises and stand by our actions. With constant investigation, exploration and conversation we maintain the ability to examine what we think and improve what we do.



emergence

No two people are the same; no two life journeys are identical. Life changes, needs alter, priorities shift. At annecto we see change as the only constant. Curiosity, creativity, openness and flexibility are the things we rely on to ensure we find the best solutions, maintain the highest standards and support the best lives.

traditional owners

annecto respectfully acknowledges and honours the past and present traditional owners and custodians of this land for their contribution and care of the land and the role they play in the life of these regions. We also acknowledge the elders who have assisted us in our practice in Western Sydney, Broken Hill, Mildura, Ballarat and Melbourne, through their contribution to program design, communities of practice and individual client relationships.

2015-16 annual report theme

The quote on the cover is an excerpt from political and cultural commentator David Brooks. It draws on the character strengths needed for individuals to make choices in their lives that may be challenging and to learn to be confident in making decisions in a consumer-driven society.

president's report



Social services across Australia are undergoing major and rapid reforms, with annecto currently most involved in consumer directed aged care reforms and the roll out of the NDIS, or National Disability Insurance Scheme. With these reforms aiming to develop a market environment, the theme of annecto's annual report, the *renaissance of customer-centricity* reflects that individually and collectively we are determined to ensure that people have the power to make the future better than the present.

The annecto Board lead annecto's strategic direction of delivering on inclusion through community, culture and growth, with broad goals of High Quality Outcomes, Growth, Diversity and Sustainability. The Board held eight governance meetings, a two-day review and planning retreat, participated in site visits and events and maintained three standing committees.

The Board focussed on six priority areas that were identified at the Board planning retreat.

- assessment of future business opportunities
- reviewing and assessing best use of resources
- potential future business models and governance structures
- strengthening of board performance assessment mechanisms
- strengthening quality monitoring structures
- strengthening organisational brand.

The Executive Committee met monthly with the CEO to discuss strategic and operational matters and Board Development. Information about two Board Committees: the Sustainability and Finance Committee, chaired by Vivien Beer, and the Culture Committee, chaired by Jennifer Burrows, is included on ➔ **p13** of this report.

The Board welcomed a new member, David King, in October 2015. Due to other commitments Kim Jordan did not stand again for election in October 2015, but is acknowledged for her many contributions including her recent contribution in risk management.

I thank Kerrie McGough, KPMG, who facilitated the Board Review and Planning Retreat and a follow up Board session, and Peter Hitchener, chief news presenter for Nine News, Melbourne, who was an inspirational guest Chair for the annecto showcase conducted at the Melbourne Arts Centre on the same date as the annual general meeting of annecto members.

Thank you to the people who use our services, their families, staff, volunteers, students, donors and partners. Finally thank you to my fellow directors for their commitment to ensure annecto continues to challenge the status quo to enable inclusivity.

Michael Johns
President

CEO report



We continued to progress annecto's strategic direction and growth strategy with three broad goals, summarised below, and with more detail in other parts of this annual report.

Measureable outcomes with people and communities with complex support needs at the core of our work:

This involved inclusion-focussed practice, products and services that are consistent with the annecto purpose and principles.

Affordable, accessible housing has been a focus, and while annecto is not a housing provider, our work in this area has established crucial elements in the modelling of support delivered in partnership with housing providers.

📍 See **real stories** poster for more

We have continued to build on our established capability working with Culturally and Linguistically Diverse community (CALD), including the Australian Muslim Women's Centre for Human Rights, the Afghan Women's Organisation of Victoria, and rural and remote communities, and with people with special needs due to disabilities such as autism, with multiple disabilities and with dementia.

With the help of our partners Kinchela Boys Home Aboriginal Corporation (KBHAC) and Babana Mens Group we continued to work on increasing access to community aged care support, and for assistance for

aboriginal families with a daughter or son with a disability. 📍 See **real stories** poster for more

We continued to engage with universities, (e.g. longitudinal, cross agency Active Support research with La Trobe University School of Social Work and Social Policy) to benchmark (e.g. Australasian Reporting Awards) and upgrading our data systems to build business intelligence. ➔ See **p12 & 16**

Establish and grow a national presence, brand, influence and impact: Our emphasis is on impact, knowledge and quality, aiming for networks, partnerships, co-design, delivery on projects with a national impact and a national profile as a thought leader. We progressed with leading edge projects in innovative housing support, shared care, After-Hours and a Learning Hub with pathways to employment, social enterprise and ongoing education. During the year annecto increased our presence in Sydney, based in the Glebe Social Justice Centre and Bidwell Community Centre/ Mt. Druitt, and also in rural/remote Orana Far West NSW, working from Broken Hill. We are in the process of establishing in Dubbo, ACT, and Queensland.



Thought Leadership

annecto's participation on panels and in conferences over this past year has been with the specific objective to further contribute to thought leadership in specific areas developed through ongoing research:

- in the Australian Society for Intellectual Disability (ASID) conference focussing on conference participation using innovative technology to facilitate increased engagement for people with intellectual disability. 📍 See real stories poster or <http://bit.ly/2d9INW9>
- presented at the 9th Making Cities Liveable Conference 2016, on the importance of planning for inclusion, and solutions for increased participation with real economic benefits PTO

CEO report continued

CONTINUED FROM PREVIOUS PAGE

- presented at the **LASA-Vic and Tasmania State Congress on Customer Engagement priorities**
 - showcased our work at an individual, organisational and community level at the four-day **International Association for the Scientific Study and Intellectual Developmental Disabilities (IASSIDD)** conference, and the interplay between developing best practice and systemic change, and hosted delegates from the conference at our Yarraville site
- ➔ See our online Annual Report: <http://bit.ly/2cXIM50>



- with the **Inaugural Trade Delegation to Beijing China** to explore Australia's feasible participation in China's growing Senior Living Sector including an invitation to participate on a Panel during the 2017 Care Expo
- in the panel discussion with the 2016 Australian Industry Documentary Conference, on the value of creative partnerships to impact change and share story.

Over the year, annecto continued to establish relationships with organisations to increase our national presence. ➔ See p9

Scale up while remaining sustainable, securing the future and delivering quality outcomes and impact:

Engagement with reform in the aged care and disability sectors is fundamental to annecto achieving this goal. annecto accomplished the initial roll out of consumer directed aged care (CDC) in July 2016, improving how these packages were delivered, along with managing the changes in the Commonwealth Home Support Program, and preparation for the roll out of the National Disability Services Insurance Scheme (NDIS).

We conducted market research and other consultations to better understand customers' expectations and their current and potential journey with annecto. Considerable work has been undertaken on costing, pricing, individual budgets, contract management, co-payment and user pays options.

Building the leadership and management capability of our staff remained crucial, maintaining the annecto focus on connecting, participative leadership while moving into a more 'commercial market' environment. To this end, we established the Executive Leadership Team as annecto's key leadership, business development and accountability forum, supporting myself as the Chief Executive Officer and providing oversight of annecto's management, governance and associated steering councils, committees, working groups and project teams, developing and monitoring

strategies and outcome performance indicators to achieve annecto strategic goals.

With the assistance of Helen Scotts and Gautam Sethi (KornFerry/Hay) the newly established Executive Leadership Team developed agreed operating norms and mutual expectations that will strengthen culture and expectations of management across annecto. The Steering Council, comprising all direct reports to the CEO and their direct reports (25 staff) worked to focus the role to maintain engagement with and ownership of the implementation of annecto's strategy.

On a personal note I acknowledge the commitment of the annecto Board and staff and the inspiring stories of contributions, achievements, generosity and courage shown by the many people involved in their own and the annecto journey.

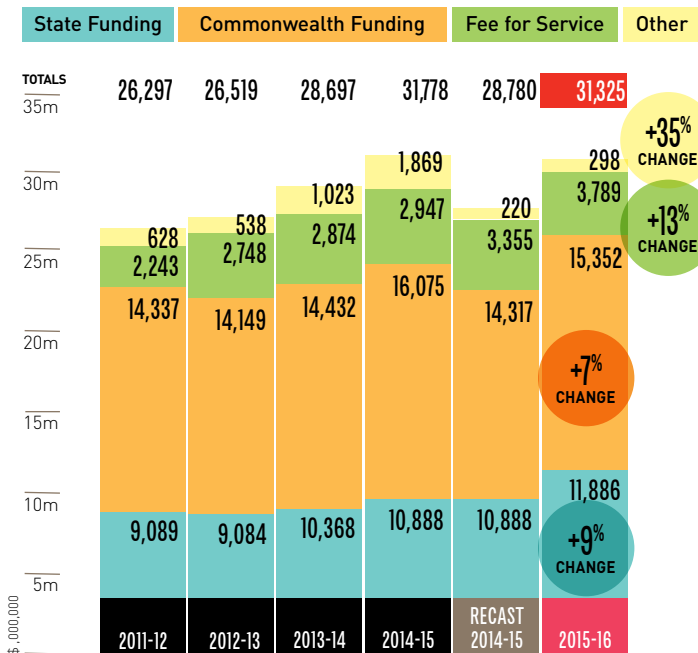
While the journey is not always easy, annecto and its stakeholders retain a commitment to participative leadership and 'a leader in every chair' as key to being an organisation that can work in partnership, facilitate inclusion and co-design, learn, innovate and change.

The theme for this report the *renaissance of customer-centricity* reflects that there are many ways in which leadership can be taken up in today's world, that the future can be better than the past and that people have the power to make it so.

Estelle Fyffe
Chief Executive Officer

financials summary

Figure 1.2 Revenue sources



Fee income made up 12% of income (2015-12%). Other income made up 1 % (2015-1%).

Total income was \$31,324k which is a 9% increase on the recast 2015 result. This increase is mainly due to the additional Home Care Packages, awarded in late 2014.

annecto expended \$30,024k which represents an increase of 10% over the previous year. Major increases occurred in salaries and employee benefits (9%) and client costs (30%).

The operating surplus for the year was \$1,300k (2015-\$1,599k).

Work to introduce the Enterprise Resource, Planning and Management system TechOne occurred during the year. The launch was delayed until September 2016 so as to allow extra time for staff to test and maximise organisational "fit" based on learnings as the project developed. As the organisation becomes familiar with TechOne, further administrative efficiency and business analysis are expected.

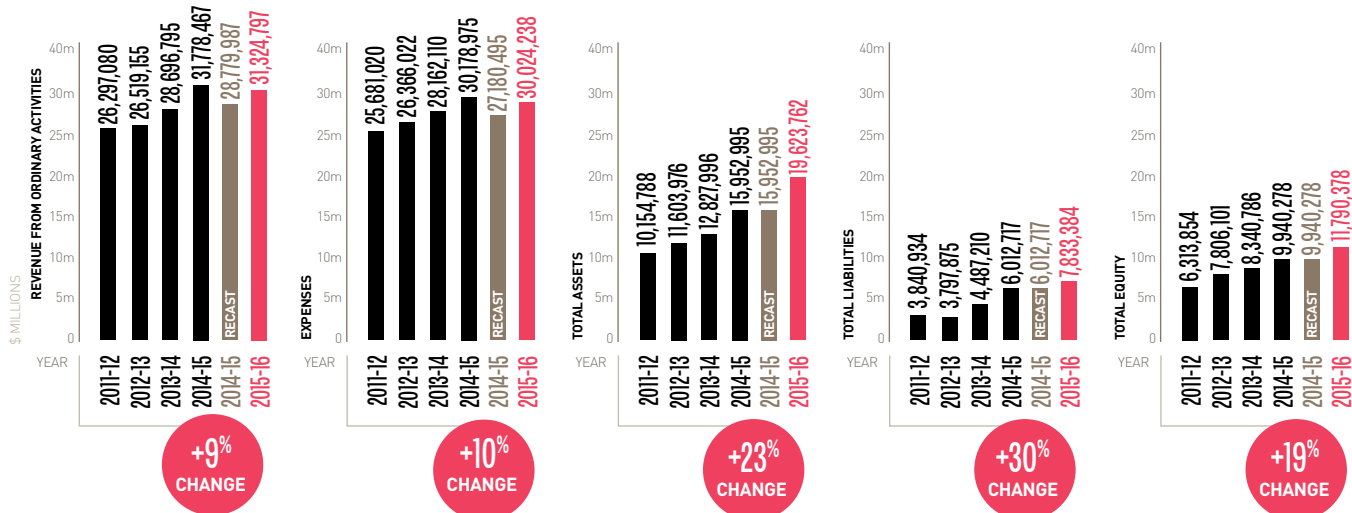
Major initiatives that are proposed to be commenced, progressed and/or completed in the forthcoming year include:

- establishment of annecto in Qld and ACT, and expansion in NSW
- preparation for the NDIS and engagement with NDIS roll-out
- implementation of TechOne and its business intelligence module
- review of the Carelink+ system used to record income, roster staff, and record purchases made with clients' packages
- further development of the Yarraville/David House Learning Hub
- change management, leadership, management and general staff capability-building.

annecto conducted operations across metropolitan Melbourne, the Grampians, Western Sydney, Loddon Mallee and Orana Far West. annecto also tendered successfully for additional Home Care Packages in NSW, Qld ACT and Melbourne awarded in 2016.

During the year annecto derived 87% of its annual revenue from Government grants (2015 - 88%). Government funding reform of aged care services has led to a change in the accounting treatment round the recognition of income for the 2015-16 financial year. As Home Care Package clients now have greater control of their package funds, only the portion spent within annecto is recognised as income. Last year's data in the graphs on pages 8 and 9 and the overview financial statements on pages 32 and 33 has been recast using the new accounting treatments so as to assist comparisons.

Figure 1.3 Five year trends



financial statements FOR THE YEAR ENDED 30 JUNE 2016

INCOME STATEMENT CONSOLIDATED \$AUD

	2016	recast 2015	2015
Revenue from ordinary activities	31,324,797	28,779,987	31,778,467
Less expenses			
employee benefits	19,687,115	18,103,093	18,060,566
office costs	2,140,478	2,307,722	4,177,278
client costs	6,110,124	4,705,102	6,188,876
depreciation	154,616	176,024	176,024
transport costs	889,191	819,819	664,562
other costs	833,873	1,068,735	911,668
Profit from ordinary activities	1,300,559	1,599,492	1,599,492
Changes in asset revaluation reserve	549,541		
Comprehensive Result	1,850,100	1,599,492	1,599,492

BALANCE SHEET CONSOLIDATED \$AUD

	2016	recast 2015	2015
Current Assets			
cash	8,323,736	6,032,650	7,434,305
other	2,352,137	2,143,694	784,463
Total Current Assets	10,675,873	8,176,344	8,218,768
Non Current Assets			
property, plant & equipment,	7,992,543	7,573,872	7,573,872
intangibles	922,446	160,355	160,355
Trade and other receivables	32,900	42,424	
Total Non Current Assets	8,947,889	7,776,651	7,734,227
Total Assets	19,623,762	15,952,995	15,952,995
Current Liabilities			
payables	4,928,705	3,258,695	3,258,695
other	2,499,392	2,336,822	2,336,822
Total Current Liabilities	7,428,097	5,595,517	5,595,517
Non Current Liabilities			
provisions employee benefits	405,287	417,200	417,200
Total Non Current Liabilities	405,287	417,200	417,200
Total Liabilities	7,833,384	6,012,717	6,012,717
Net Assets	11,790,378	9,940,278	9,940,278
Equity			
reserves	4,726,185	4,176,644	4,176,644
retained earnings	7,064,193	5,763,634	5,763,634
Total Equity	11,790,378	9,940,278	9,940,278

CASH FLOW STATEMENT CONSOLIDATED \$AUD

	2016	recast 2015	2015
CASH FLOW FROM OPERATING ACTIVITIES			
Cash receipts in the course of operations	32,371,869	31,116,113	33,331,094
Interest received	118,195	82,582	82,582
Cash payments in the course of operations	-29,099,247	26,420,347	-28,593,774
Borrowing costs	0		-9,402
Net GST (paid to) from the Australian Taxation Office	-405,755	-481,457	-481,457
Net cash provided by operating activities	2,985,122	4,296,891	4,329,043
CASH FLOW FROM INVESTING ACTIVITIES			
Proceeds from disposal of fixed assets	2,394		
Payment for property, plant and equipment	-26,703	-11,999	-11,999
Payment for intangibles	-815,725	-55,925	-55,925
Payment for investments	0	-1,069,503	-1,069,503
Net (used in) / from investing activities	-693,976	-1,137,427	-1,137,427
Net increase in cash held	2,291,086	3,159,464	3,191,616
Cash at beginning of financial year	6,032,650	2,873,186	2,873,186
Cash at end of financial year	8,323,736	6,032,650	6,064,802

The summary of financial information on [p7-8](#) provide an overview of the financial statements and highlights. This Annual Report and the complete audited financial statements are available on our website under 'about us' link.

Our AGM

The 2016 annecto Annual General Meeting will be held on Friday 21 October 2016. For more information please see www.annecto.org.au

Our financial service providers

Auditors

DFK Kidsons
Accountants and Business
Advisors
Melbourne Vic

Solicitors

Maddocks
Melbourne Vic
Moray & Agnew
Melbourne Vic

Insurance brokers

AON
Melbourne Vic

Bankers

Commonwealth Bank
of Australia
Australia and New Zealand
Banking Group Limited.

how we performed

Table 1.1 Strategic alignment

STRATEGIC FOCUS	What we did 2015-16	What we plan to do 2016-17
Measurable outcomes with people with complex needs at the core of our work.	Established the ELT, Purpose, KPIs and Terms of Reference. Drafted the Purpose of the Steering Council. Drafted the Communication Strategy working across the ELT, Steering Council and value-chain.	Embed participative and other leadership and management development to deliver on the annecto strategy.
	Built capability working with LGBTI, Indigenous, and Afghan communities; with people with autism and multiple disabilities; rural and remote expansion.	Embed continuing to build capability in working with diversity and diverse communities, with people with dementia, mental health and complex needs.
	Established Business Improvement team aligning practice and quality.	Continue to integrate practice and quality; increase knowledge and application of practice framework and inclusion indicators at individual, organisation and community development levels.
	Software upgrades undertaken to support business intelligence, including outcome data	Digital, data and knowledge management strategy; improved business intelligence.
Establish and grow a national presence, brand, influence and impact	Maintain ISO accreditation. ➔ See p10	Maintain ISO accreditation and extend to new services.
	Leveraged final ACAR funding round to build and establish interstate presence (NSW, ACT, Qld).	Take up new packages allocated in 2016. Connect with communities to strengthen engagement and base for leverage.
	Explored partnerships with potential for national presence including: <ul style="list-style-type: none"> the Shack in Nambour, Forge, University of Southern Queensland the Able Movement; an Australian Organisation committed to Thought Leadership in the Disability Space invited onto the Board of the Australian Disability Development Consortium, an organisation with a focus to influence Australia's adoption of Human Rights responsibilities through government contracts in other countries. 	Current negotiations with co-location partnerships in Dubbo NSW, and Canberra ACT.
	Research performed on 'Flagship' projects such as Telesupport; Shared Care; Learning Hub and 'Innovative' Housing Support. 📍 See real stories poster – Valley Carers	Develop, test, profile and grow products from flagship projects.
Scale up while remaining sustainable, securing the future and delivering quality outcomes and impact	CDC roll out accomplished 1 July 2015; Commenced work on new paradigms in aged care and disability with customer journey focus and investment in technology.	Trial new service delivery models for aged care (HCP) in ACT, Qld and NSW and modify models in Victoria. Engage with NDS roll out. Across all regions achieve alignment of demand and supply and engagement of current and prospective clients, staff and volunteers. Connect with communities to strengthen engagement and value proposition.
	ELT SWOT analysis workshops to explore growth – in existing markets and products, new markets and products, product development and diversification.	Research alternative entity structures, including social enterprise – to strengthen engagement and value proposition. Plan for each region: determine what market share annecto is targeting.
	Developed basics of user pays model; informal pilot of social enterprise; commenced first ever formal donor development and fundraising campaign. ➔ See http://bit.ly/2d6HwtE	Roll user pays model into regions; complete and evaluate current donor development/fundraising campaign to inform and commence next initiative; formal social enterprise model.
	Better understanding of price, cost and how to reduce percentage of fixed costs.	In depth internal analyses; external benchmarking.
	Platform development for mobile work force.	Project plan for mobile workforce and commence implementation roll out.
	Completed Western Region Planning Project and determined the concept, and commenced scoping for optimal use of the Yarraville site.	Engaged partners, secured financing options to progress implementation.

annecto entities

There are four entities that comprise the family of annecto. These are:

annecto Inc

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 for children and adults with a range of cognitive, physical and social abilities and their families.

annecto Nominee Inc

The purpose of annecto Nominee Incorporated is to assist annecto Inc in the achievement of its Purpose and Principles. annecto Nominee Inc is also the Trustee for the 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 provides money, property and benefits to and for annecto Inc.

evolving our capabilities



annecto's Strategic Direction 2015-2020: *delivering on inclusion through community, culture and growth*; has a strong focus on individual, organisational and community capability, and articulates our purpose in an evolving environment of government aged care and disability reforms.

Quality

The past year saw intensive work on continuous quality improvement activities that demonstrated our dedication to provide high quality care and improved outcomes for the people we support and their families. Our achievements for the year include:

- successful extension of scope for ISO 9001:2008 certification to include our two NSW sites at Western Sydney and Orana Far West, as well as maintaining our ISO 9001:2008 certification for our other sites and services
- successfully maintaining our certification to the Department of Health and Human Services Standards (Victoria) for our Disability services
- successfully meeting all requirements of the Home Care Standards during the Quality Review of the NSW sites for our Aged Care services
- achieving Third Party Verification to the NSW Disability Services Standards for the Kinchela Boys Home Aboriginal Corporation (KBHAC) - annecto Ability Links NSW (Aboriginal) program. Recognising the value of community leadership, annecto supports KBHAC to deliver the Ability Links NSW disability services. Our aim is to develop sustainable opportunities for Aboriginal organisations and community to create solutions that are culturally safe and connected.

annecto's external quality auditing bodies include:

- Global-Mark who audits annecto to ISO 9001:2008, Department of Health and Human Services Standards (Victoria), and NSW Disability Services Standards
- Australian Aged Care Quality Agency (AACQA) who audits annecto's aged care programs against the Home Care Standards.

Award-winning relationships

The great outcomes and the positive feedback that we received during our various audits underline our commitment to excellence and has been a major factor in enabling our success and steady growth. As a consequence of this commitment to excellence; annecto were honoured in winning the AACQA's Better Practice Award "Improving Accessibility through Cultural Safety".

The Better Practice Award acknowledges annecto's overall approach in creating meaningful relationships with Aboriginal and Torres Strait Islander Australians and in developing sustainable opportunities for Aboriginal organisations and community to create solutions that are culturally safe and connected.



See **real stories** poster for more on this story



Or go to our online Annual Report to read in depth:
<http://bit.ly/2dICKbJ>

keeping employees informed, safe, celebrated and engaged



Effective achievement of annecto’s goals depends on the capability, engagement and management of staff, volunteers, students, committee advisory groups and other stakeholders who collectively utilise best practice methodologies to support staff activities across all regions. The graphs and information below provide a snapshot of our employee profiles and training.

Table 1.2 Snapshot

Staff headcount	400	New staff	8
Perm & fixed term	341	Vacancies	8
Casual staff	59	Departures	3
Volunteers	49	Turnover	0.8%
Support workers	219	A/L liability	\$37,711
General staff	181		

Figure 1.4 Permanent/fixed term employees

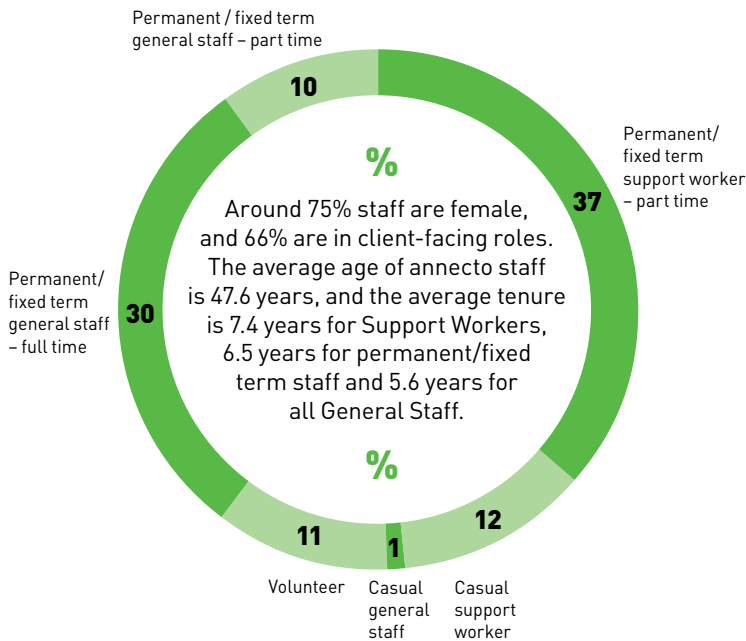


Figure 1.5 annecto’s staff by group

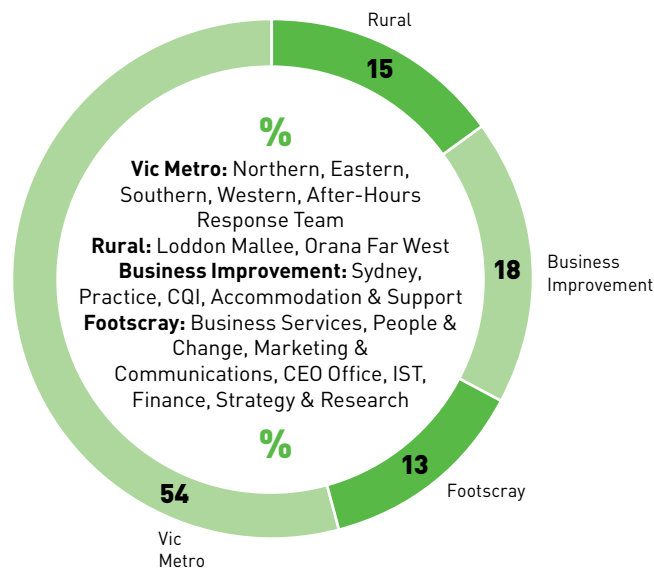


Figure 1.6 Gender

This year women in Senior Roles continued to grow with the Board sustaining 50% representation and 50% representation at CEO 1 & 2 levels.

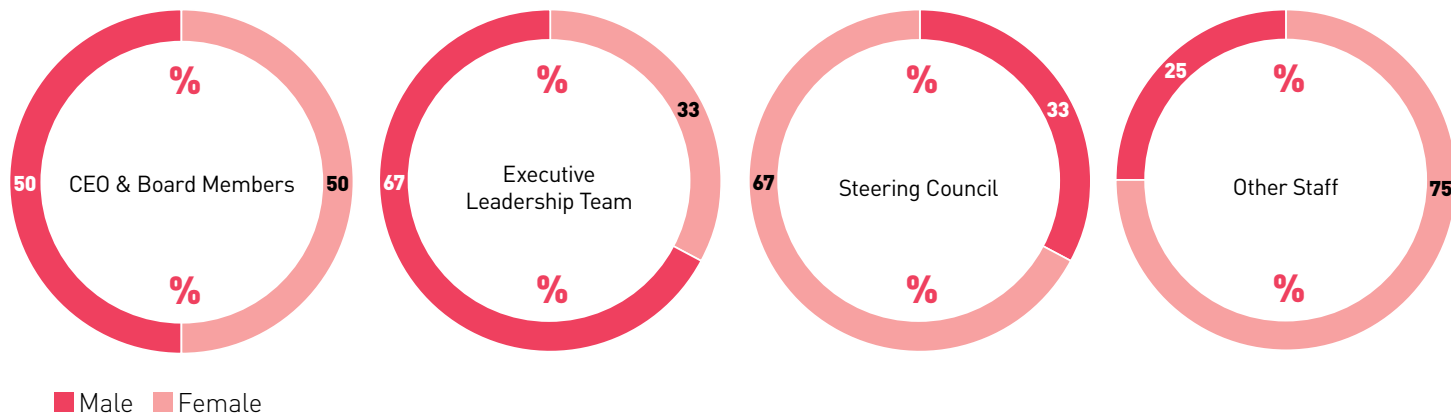


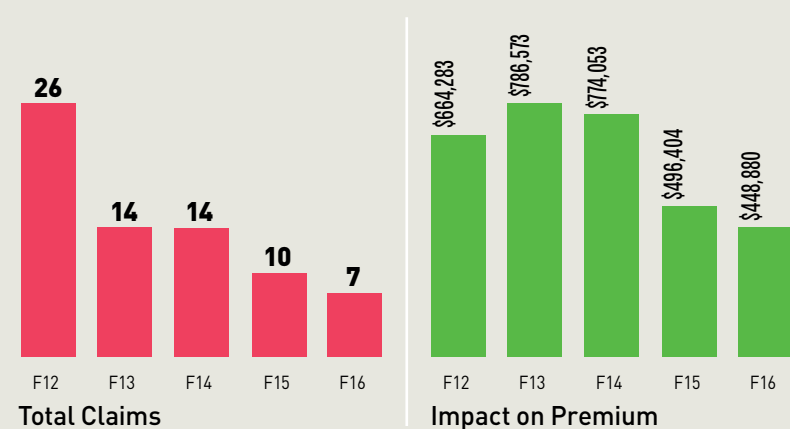
Table 1.3 Creating a Learning Culture

annecto continues to build on the capability and capacity of their staff with 609 hours dedicated to staff development and learning – covering compliance, leadership and management and general work skills. Learning and Development opportunities spanned

across a range of formal conferences, courses and seminars through to coaching, higher duties and work assignments based on the 70:20:10 philosophy, (70% learning from experience, 20% learning from others, 10% formal learning opportunities).

	2011-12	2012-13	2013-14	2014-15	2015-16	Change
Staff Number	397	367	371	372	400	+7.53%
Staff Training Attendances	472	1039	1089	1038	1366	+31.6%
Staff Traineeships	1	30	24	16	0	-100%
Staff Turnover	1.26%	1.29%	1.39%	1.55%	1%	-0.55%

Table 1.4 Creating a Healthy, Safe Work Environment



annecto continued its three year trend of creating a safer workplace and reducing WorkCover claims. This also reduced annecto's WorkCover premiums for the third year in a row. The injuries that did occur were in the musculoskeletal system, tendon, muscle and ligament injuries, and mental disorders. Main occupations included Welfare and Community workers, Special Care workers and Personal Care and Nursing assistance in the age group of 50+.

Being ahead of the curve

The Information Systems Technology priority projects included:

1. Centralise Administrative Tasks leveraging Technology One and Carelink+

This major project used Technology One's One Community ERP solution (Finance, Budgeting, Payroll, Human Resources, Business Intelligence modules with integration to Carelink+), and is on track to being completed in late 2016. This will set the foundation for annecto's integrated information systems and business intelligence platform.

2. Digital Strategy

Currently under development, the Digital Strategy will encompass annecto's plans for web-based and enabling technologies, assistive technology and the 'digital workplace'.

➔ **For more information; go online to read in depth:**
<http://bit.ly/2cv8U2S>

3. First Point of Contact System

The First Point of Contact (FPOC) project primarily explored first level enquiries about annecto's services from prospective clients seeking initial information for them or another person.

The objective was to provide real-time information to callers – to provide key information in an efficient and effective way, and to provide key information in a central accessible location. As a result, annecto purchased and set up annecto's 1800ANNECTO number, and is exploring the implementation (into early 2017) of the Carelink+ Enquiries module; staff training; and information capture - to ensure that the 'first contact experience' with annecto sets the standard for great customer experience.

4. Mobile Workforce Capability

With the pilot project completed; annecto's customer-facing staff will soon be set to using devices such as smartphones, tablets and laptops to provide best-practice customer service across all regions where work takes them. The technologies will help them not only access client information but amongst other uses; to print out forms and information for clients while onsite. annecto's opportunity to improve customer service, business efficiency and productivity is set for completion by early 2017.

organisational chart

As at June 30 2016



Members

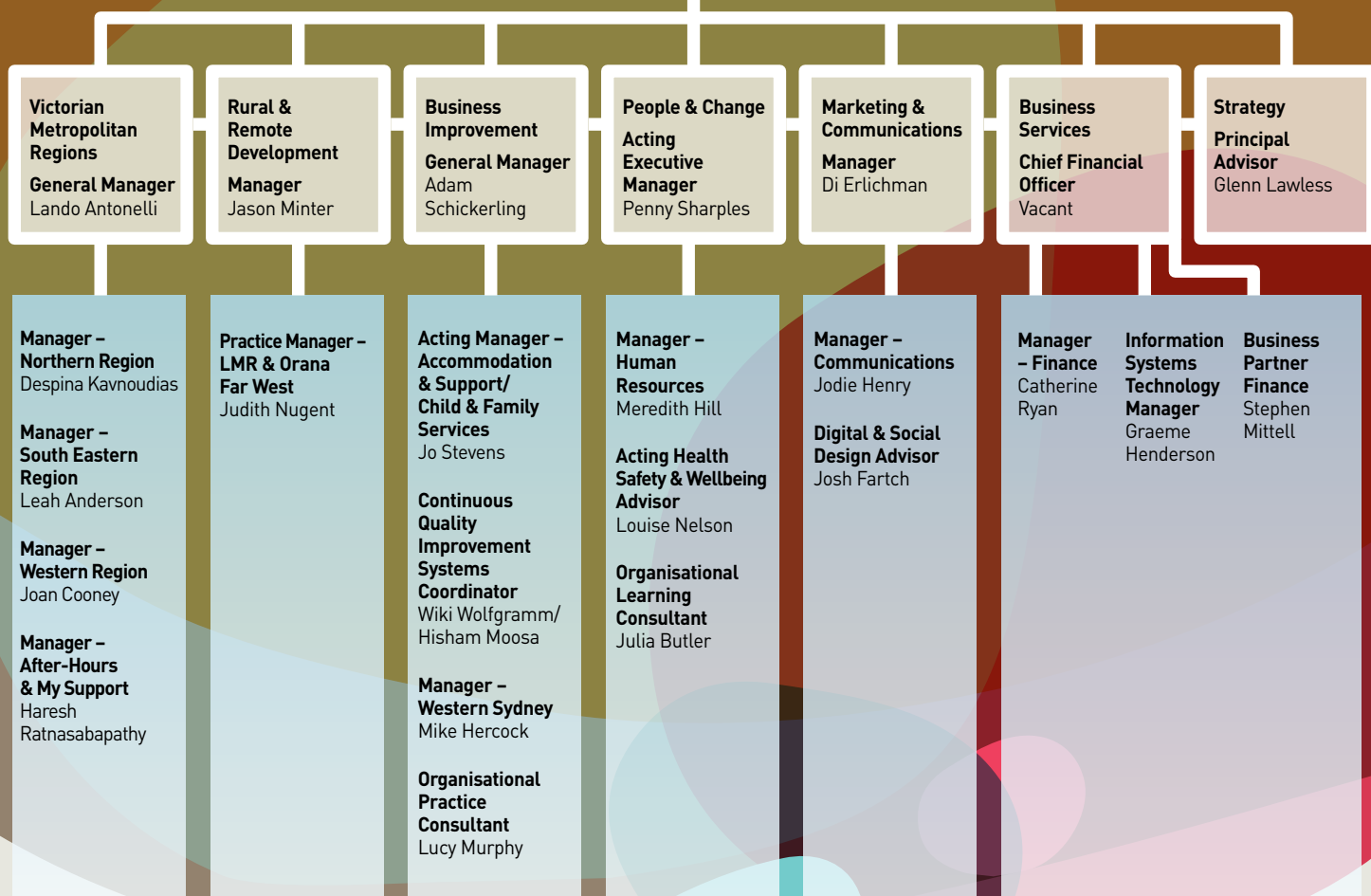
Board President
Michael Johns

Foundation Trust and Nominee

Chief Executive Officer
Estelle Fyffe



Older people, people with disability, families and carers
Community and funding partnerships, supporters & peak bodies



While this chart represents level CEO 1 & CEO 2 reporting only, annecto acknowledges the importance of over 400 staff in supporting this structure.



sustainability

Sustainability and Finance Committee: chaired by Vivien Beer, the committee reviewed finance and risk reports prior to their consideration by the Board, continued to develop the investment strategy, revised risk management reporting and added facilitation of fundraising strategy.

Culture Committee: chaired by Jennifer Burrows, the committee sponsored reflective management practice and activities to facilitate Board members to maintain a depth of understanding of the life experiences and stories of people and communities connecting with annecto. The committee also commenced work to sponsor measurement against indicators of culture and outcomes. Ross Joyce represented the Board on the annecto Reconciliation Action Plan working group.

CEO and Board

Estelle Fyffe **CEO**

Estelle Fyffe is the Chief Executive Officer of annecto - the people network and has worked across a range of community, health and education settings. She holds postgraduate qualifications in psychology and management, with particular interests in Innovation and Human Systems. She was the 2015 Chair of the Victorian State Committee for National Disability Services, and is a member of the Australian Psychological Society, the Australian Institute of Human Resources Institute, and the Australian Institute of Company Directors.



Ross Joyce **Secretary and Chair-Sustainability**

Ross has substantial experience across a number of diverse sectors and environments ranging from NFP's, Government, SME's (small to medium enterprises) covering member, services, business as well as community business areas delivering strategic results. He has operated at Board/CEO/ Executive Management levels, sometimes concurrently, within these complex sectors and in substantial change management environments.



Michael Johns **President**

Michael is a Partner with Maddocks Lawyers and has broad legal experience in banking, financial services, insolvency and general commercial issues.



Jennifer Burrows **Chair Culture Committee (people, practice and innovation)**

Jennifer has a range of professional experience in industry training and change management and is working with NMIT TAFE providing higher education curriculum development and implementation.



Wendy Dunn **Vice President**

Wendy has worked for over 30 years with Mercy Health, and is currently their Clinical Director for Residential Aged Care, and is responsible for the operational model of Mercy Health Residential Aged Care. Prior to this, Wendy was the Operational Director of Werribee Mercy Hospital. Wendy has a Bachelor of Nursing, Graduate Diploma Child and Family Health Nursing, Graduate Diploma Health Administration and Graduate Certificate Leadership and Catholic Culture. She brings many years of experience of managing change in the acute sector to the challenges of aged care.



Roger Chao

Roger has a strong background in social research, consulting, health and education policy and strategic planning. He has also held senior management positions in the health and education sector. As an experienced Director and Chair of many NFP Boards, Roger brings strong governance experience, commercial acumen and research skills combined with a passion for social capital and capacity building as a means of bringing about social change, justice and welfare. He has an MBA and has also completed the AICD Company Directors Course.



Viv Beer **Treasurer, Chair Financial Analysis**

Viv is a Fellow of the Institute of Chartered Accountants, with more than 30 years of experience in Chartered Accounting and the mining industry. In addition to Viv's great satisfaction in helping annecto in a strategic, financial and governance sense, her passion is golf and she has had many roles at a club, state and national level, including being the last President of Women's Golf Australia and on the first Board of Golf Australia.



David King

David is a director of EKM Legal, Commercial and Intellectual Property Lawyers. For over 30 years, he has practiced law in intellectual property and trade practices, undertaking both commercial and litigious matters. He has extensive experience in the commercialisation and licensing of technology and intellectual property rights as well as sports sponsorship and advertising law. He has provided legal advice to NFP organisations on issues including sponsorship, intellectual property protection, brand management and IT contracts. Over the last 10 years, David has acted as a board member of a number of not for profit organisations. In his leisure time, David is a keen golfer, avid reader and enjoys travel.



acknowledgements

annecto acknowledges and thanks the following government departments for their support and assistance during the year: Victorian Government Department of Health and Human Services, NSW Government Department of Family and Community Services - Ageing, Disability and Home Care, Australian Government Department of Social Services, Australian Government Department of Health.

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

annecto celebrates 10 years

real stories



Winners, Brenda McDermott and Glenda Holt from Bendigo East Bowling Club (centre) with annecto manager Jason Minter and CEO Estelle Fyffe.



"annecto celebrated its 10th year as the major event sponsor of the Tournament, and were proud of to be a big part of an event that *celebrates the importance of women ...*"

For more information; go online to read in depth: <http://bit.ly/2cHTVsz>

Over 300 women from across Victoria, NSW and South Australia converged on Mildura last October, to compete in the annual two-day Dot Jenkinson Ladies Pairs Bowling Tournament. Now in its 19th year, the tournament is considered the best ladies only pairs bowling tournament in Australia.

annecto celebrated its 10th year as the major event sponsor of the Tournament, and were proud of to be a big part of an event that celebrates the importance of women in sport and honours World Champion bowler Dot Jenkinson, considered the greatest ever female bowler.

During the tournament, annecto connects with older women living in rural and remote areas to talk about the kinds of supports available, and to identify the networks relevant to them.

Bendigo East duo Glenda Holt and Bronwyn McDermott took out the 2015 annecto Dot Jenkinson Pairs Tournament – with the pair last standing out of 124 pairs that hotly contested the annual event.

Jason Minter, Manager Rural and Remote Development believes events like the Dot Jenkinson Tournament are instrumental in bringing women together in the community. "Helping people stay happy and healthy in their homes as they age is the key aim".



Jackie Ross, winner of the Ron Cahill Award.

Channel Nine Chief News Presenter Peter Hitchener congratulates annecto Inclusion Award winners Mark Spinks (Babana Aboriginal Mens Group) and Uncle Michael Welsh (KBHAC).



Himanshu Singh, nomination for the HESTA Aged Care Award.

awards

Ron Cahill Award: **Jackie Ross.** Jackie provides a positive can-do attitude and energy, showing exemplary dedication to staff, volunteers and to people receiving practical assistance through services at annecto David House.

annecto Inclusion Award: **Babana Aboriginal Mens Group.** Babana established the ANZAC commemorations' Coloured Diggers March to honour Aboriginal and Torres Strait Islander (ATSI) servicemen and women and those who served in non-military support roles. annecto acknowledges Babana's spirit of genuine equality in the armed forces, and their invitation to all people from any cultural or political background to attend and commemorate this event.

annecto Inclusion Award: **Kinchela Boys Home Aboriginal Corporation (KBHAC).** KBHAC assists Kinchela men, their families and communities to recover their identity, dignity and well-being through reconnecting with their families, communities, culture and land. KBHAC's partnership with annecto assists us in developing culturally appropriate ways of working with members of the Stolen Generations and their families.

Staff Award: **Donna Bow, Kia Brusa, Kim Hensgen, Saj Kethsiri.** Acknowledges staff members who model, demonstrate and coach others in applying annecto's values in their work to achieve positive outcomes for others.

Volunteer Award: **Aiden Moses, Marianne Giannakis.** Recognises the outstanding volunteer contribution in assisting annecto to deliver on inclusion.

Long Service Awards:

10 years: Bernadine Mollica, Eseta Ilaoa, Fiona Cottingham, Gloria Jule, Ilinka Cipetic, Ivan Wadsworth, Jacqueline West, Janet Rennie, Lucy Ritskos, Nara Pernjak, Noel Dunne, Purvee Dave, Robyn Williamson, Shakuntala Michaelides, Susan Wilson.

15 years: Deborah Kurth, Diana Schille, Estelle Fyffe, Kathi Hampson, Kathleen Rayner, Lilian Sellick, Sylvia Ripple, Tony Bugeja.

20 years: Joanna Sergiou, Karen Vokoun.

External Awards:

HESTA Aged Care Awards Individual Distinction Award (nomination): **Himanshu Singh.** Through his work, Himanshu has improved the outcomes for many older Australians including Aboriginal and Torres Strait Islander peoples of Western Sydney by building strong relationships, identifying needs and facilitating connections between people and community.

NAIDOC's 2016 Agency Award: **Uncle Michael Welsh.** Uncle Michael Welsh is a Stolen Generations member, who has survived extensive personal trauma to become a 'deadly' role model, ambassador and leader who has played a significant role in the creation of new pathways to help in the healing of traumas suffered by Stolen Generations survivors and their families.

annecto pays our respects to Uncle Michael's work with Kinchela Boys Home Aboriginal Corporation (KBHAC) and his contribution to annecto's Reconciliation Action Plan Working Group.

Australian Aged Care Quality Agency Better Practice Award -Improving Accessibility Through Cultural Safety: **annecto Western Sydney team.** Recognises annecto's exemplary practice in creating meaningful relationships and developing sustainable opportunities with ATSI Australians, to create solutions that are culturally safe and connected.

2016 Australasian Reporting Awards: **Silver Award for the 2014-15 Annual Report.**



A Different Way Home's panel members:
L-R Commissioner for Senior Victorians
Gerard Mansour with actor Michael Dalton.



"While some of these themes are confronting, theatre is a positive way to explore the *value of support networks...*"

a different way home – a different way for many

Ageing Well forum responses

Deeper reflection about my life and others

The importance of family and friends

Has this play made you think differently about the choices you make now in order to age well?

A. Yes

36

Keep looking after myself

Live life to the full

Has this play made you think differently about the choices you make now in order to age well?

A. No

26

It's beyond my control

As part of 2015 Seniors Week, annecto sponsored a new theatre production, *A Different Way Home* at Chapel Off Chapel in Melbourne. The play attracted over 2,500 viewers and highlighted the importance of communication in families regarding the care of ageing parents. annecto's post-show Ageing Well forum explored with the audience questions about ageing and the role of carers.

A Different Way Home by Jimmie Chinn centred on a brother and sister who are both feeling vulnerable after the death of their mother. Their inability to communicate left them unable to reconcile their long-standing differences, even when faced with a family tragedy. The play explored a number of themes including prejudice against the elderly, the isolation of carers, fear of change, sibling rivalry, coping strategies in times of loss and grief and the resilient human spirit in challenging times.

Renowned actor, Michael Dalton played both major parts – the brother Leslie and his sister Maureen.

annecto General Manager of Services, Metro and Grampians, Lando Antonelli said the show's appeal was that it provided

the basis for discussion around the decisions facing those getting older and the commitment of those who choose to support a family member through ageing.

"While some of these themes are confronting, theatre is a positive way to explore the value of support networks and the importance of choice throughout life. Being the main community partner for this project also offered us several avenues to influence and engage with carers and older people particularly during Carers and Seniors Week," he said.

The Ageing Well forum, held after a performance, featured a panel that comprised the play's actor, Michael Dalton as well as the Commissioner for Senior Victorians, Gerard Mansour and Beyond Blue Older Adults project Manager, Marie-Anne Schulz.

The season of *A Different Way Home* and the Ageing Well Forum proved to be a powerful vehicle in reaching people to think more about their role in their family and considerations in living well as we age. Due to the season's success, annecto is currently engaging with actor Michael Dalton, and the Director Zoe Warwick to explore further performances and conversations about the caring role and ageing across regional Victoria and NSW.

Q. What is most important to you and your family member with regard to ageing well?



Q. What do you think you might need to age well?



a better practice award

improving accessibility through cultural safety



annecto is honoured to work with Aboriginal and Torres Strait Islander people to access aged care services in a culturally sensitive way. Now our work has been recognised with a 2016 Better Practice Award from the Australian Aged Care Quality Agency (AACQA).

The award acknowledges annecto's approach to service delivery that involves creating meaningful relationships with Aboriginal and Torres Strait Islanders.

Many Aboriginal and Torres Strait Islanders miss out on aged care because cultural barriers prevent them from knowing what services are available and how to access them.

"We held a number of yarns with older Aboriginals really listening to what they saw as their aged care questions rather than presuming we had the answers, we were then able to explore what they saw as their care supports and how we might overcome the barriers to assessment", annecto's Western Sydney manager, Michael Hercoc said.

"The response was that most Aboriginal seniors and their families did not know about the Home Care packages and the people who knew about it found the assessment process to be culturally inappropriate".

annecto explored the ramifications of cultural safety as the highest barrier for older Aboriginal people accessing aged care in urban regions, and adopted a grassroots approach to connect with Aboriginal communities beyond the current health care system. annecto now has direct relationships with the Sydney West Aboriginal Health Services, Wangary

Aboriginal Home Care Service, Kuringai Aboriginal Corporation, The Men's Shed Mt Druiitt, Marrin Weejal, the Kinchela Boys Home Aboriginal Corporation, the Babana Aboriginal Men's Group Sydney, and the Babany Aboriginal Corporation.

annecto also sponsored key cultural events ranging from a local Aboriginal Grandparents Day in Glebe through to NAIDOC cultural events such as Sorry Day and an Aboriginal specific NSW Seniors Festival.

Recent highlights included annecto's involvement with the Coloured Diggers March in Redfern, which honoured the Aboriginal ex-servicemen on ANZAC Day. We also supported a special Suicide Prevention and Awareness Day organised by the Babana Aboriginal Men's Group.

In 2015, annecto appointed an Aboriginal Liaison Officer, Paulette Whitton to work directly with clients to provide better care planning, and developed a Reconciliation Action Plan to ensure services were delivered in a meaningful way.

As a result, Aboriginal seniors' assessments and the take up of Consumer Directed Care packages for Aboriginal and Torres Strait Islanders have increased substantially. Seniors within the community have taken up the discussion and promotion of these care packages particularly amongst members of the Stolen Generation who have a

strong distrust and apprehension about government provided services.

In addition, annecto revamped the information materials about aged care packages to make them more culturally appropriate for Aboriginal people. We also organised several forums to lobby for the creation of an aged care strategy for older Aboriginal and Torres Strait Islander people.

Of particular importance is annecto's support for the Kinchela Boys Home Aboriginal Corporation. As a result of the partnership, the corporation has been accredited by Ability Links NSW to provide support to Indigenous people with disability.

Michael Hercoc says participating and supporting Aboriginal groups and cultural events builds a trust with older people who are unaware of how to access available support services. "Intergenerational historical fear and trauma has created a number of barriers for older Aboriginals to access suitable and much needed health services", he said.

annecto is committed to helping improve the lives of Aboriginal and Torres Strait Islanders through providing community based, culturally safe, best practice standard services, specifically in the area of aged care and disability.

"We held a number of yarns with older Aboriginals really listening to what they saw as their aged care questions rather than presuming we had the answers..."



This annecto-sponsored event promoted a new inclusion for the Aboriginal and non-Aboriginal community during NSW Seniors Week. Pictured here are the Glen Dancers with Jennifer Glen Collins, Glen Dancers Director, and Client Phyllis Haverfield.

Speakers Bank speaks

Four members of Speakers Bank feature in a series of short video spots detailing their challenges and triumphs. Speakers Bank Project Officer, Mimi Laurilla believes the videos will present a positive image of disability to the broader public.

Hosted by annecto, Speakers Bank is a group of more than 30 people – all with a personal experience of disability, who are trained in public speaking and engagement and who share the story of their lives with the community. annecto's hosting of Speakers Bank helps to raise the profile of people with disabilities in a positive way within society, to provide opportunities for people to learn about their resilience and solutions-focused skills, and to connect with other people, groups and organisations for better synergies.

Storm Robbins joined Speakers Bank to give people an understanding of what it's like to live with a disability. "I have cerebral palsy and this condition affects my ability to walk. I talk about my experiences of being bullied at school and rising up above that," he recounts in a video explainer about the Bank.

Brent Allford shares his experiences with disengaged teenagers, among others. "I made a few bad choices and had a serious accident that left me with a brain injury. Life is all about making a smarter choice to not rush into decisions", he says.

Kathryn Beaton says Speakers Bank has given her the opportunity to challenge people's perceptions.

For more information, go online to see our YouTube videos: <https://www.youtube.com/watch?v=cbsccTxBWIs>

"I am a legally blind archer with albinism, a guide dog, narcolepsy and I like to challenge the world!" she declares.

Graphic Designer Daniel Giles said that offering others a glimpse into his reality is important. "The audience [can get] a greater understanding of what autism looks like from an inside perspective".

Speakers Bank members are available for community, government, school, university and business network engagements. www.speakersbank.org.au

connecting with community

As a way of reaching out to older Australians, people with disability and their carers, annecto partnered with Melbourne's Kensington Neighbourhood House (KNH) to run a community consultation session to identify the needs of people with disability in the Inner Northern Cluster of Neighbourhood Houses.

To improve current services for people with disability as well as to get ready for the roll out of the National Disability Insurance Scheme, the consultation sought to find out how people with disability were connecting to their local neighbourhood house and the broader community, what program gaps existed and what the barriers to community access existed.

For this facilitation, around 40 people with disability shared stories about being excluded from community

life. KNH Further Education Coordinator, Rebecca Smith said the partnership with annecto was vital to increasing options to improve the daily lives of people with disability. "Using annecto's World Café facilitation, we heard about what people wanted and how to reduce barriers to services and encourage greater community participation," she said. "The World Café model captures all the different perspectives in the room. Our staff learned a great deal from the process and we will definitely use again in the future," said Rebecca.

annecto sees many reciprocal synergies in these partnerships and will continue to build links with neighbourhood houses to ensure vulnerable people have access to the services they need so they can stay involved locally and connected to family and friends.

Volunteer Filipa Signorelli seen here at the ASD Conference 2015 with annecto Organisational Practice Consultant Lucy Murphy.



sons of the West

"...the program was not only good for improving men's fitness but really important for their social life."

Greg Shuttlebotham was initially reluctant to venture out on cold winter nights to exercise, but annecto volunteer Darren Wright's enthusiasm and support motivated him. Greg took up the challenge to improve his health and fitness through the Sons Of The West program, making new friends along the way.

This year, the Sons Of The West extended the popular men's health program to people with disability, to take part with the mainstream participants of the program in an inclusive environment. Fitting well with annecto's purpose and principles, this Western Bulldogs Football Club initiative aims to tackle the poor health levels of the men who live and work in Melbourne's western suburbs. annecto's partnership with Sons Of The West aims to achieve better health outcomes for the men that annecto supports.

annecto matched Greg with Darren, who then volunteered to drive Greg to the local weekly meetings and stay to support him during the sessions. Darren said the program was ideal for Greg because it ensured that men with disabilities are not separated from mainstream participants, and that it catered for all levels of fitness.

"When we were correctly so, we showed Greg how to use the machines correctly so in future he'll be able to use them with a purposeful," he said.

The Sons of the West is a free program that includes motivational speakers for mental fitness, information about nutrition and interactive healthy cooking classes, and sessions are spread over five Western Melbourne locations. The use of football terminology such as pre-season training,

the full season and post-match review and celebrations helped keep the focus on football not on fitness.

"Sons of the West is a good for people to come along and make some good friendships. Greg was really fun to be around and spend time with and I learnt a fair bit from him", said Darren.

Coordinator of Community Inclusion at annecto Yarraville, and the initiator of the annecto partnership, Helen Kowalky said the program was not only good for improving men's fitness but really important for their social life. "Six men participated in the program this year and was so successful, we are expecting to build on that number", she said.



Barren Wright with Greg Shuttlebotham wearing their Sons Of The West medals at the graduation ceremony.

Valley Carers Accommodation members Hope White and her daughter Kalin attended the Valley Carers Forum to listen to one of the panel speakers Equitable Access Solutions Consultant Justin Hill (pictured on the left with Valley Carer panel member Betty) on innovative housing perspectives and to connect with over 100 other parents.

"I enjoy learning new things, and to be given an opportunity to make a difference ..."

building confidence

When Filipo Signorelli was approached by annecto to volunteer at the Australian Society of Intellectual Disability conference in Melbourne, he jumped at the chance.

"I enjoy learning new things, and to be given an opportunity to make a difference for other people with a disability – to feel that I was doing something important", he said.

"I loved my job at the conference – people listening to me, and being included as part of the annecto team and the conference gave me more confidence. After this, maybe other people with a disability will feel that they can do more, and that others will take more time to think about different ways that we can all be part of things".

Filipo was among 10 people with intellectual disabilities who annecto supported to volunteer at the conference in roles including managing microphones, filming vox-pop videos and catering. annecto also partnered with Golden City Support Services to pioneer innovative technology including the use of real-time and closed captioning of keynote

speakers addresses that was crucial in how the volunteers and delegates felt part of proceedings. Text of the presentations screened behind the speakers, helping to reinforce what they were saying, and the Zeetings app enabled people to use their smartphones and tablets to vote on live poll questions.

Pre-recorded videos dubbed Tell My Story enabled participants to speak about their own lives and experiences, and vox-pop interviews with conference delegates were also recorded and then relayed at the beginning of plenary sessions.

Involving more people with intellectual disability in these kinds of forums required thinking differently about how they are run and how learning takes place, and provided proof that people with disabilities can shape future research to reflect their priorities and to break down barriers.

finding new ways for young people to live independently in the community

Valley Carers Accommodation is a group of ten families in Melbourne who've pooled their time and resources together to investigate various housing models to suit the needs of their sons and daughters. With annecto's support, they're bringing together developers, council, parents, community housing associations and service providers to examine different ways to access properties for young people to live independently.

Spokesperson Catherine Van Wilgenburg says it's all about a partnership approach to getting young adults out of the family home and into the right housing arrangements for them. Catherine's son, Michael, 20, who is a runner, basketball player and coach, has just moved into annecto-managed, shared accommodation in Coburg with another young man.

"It's wonderful to have a more adult relationship with him. He tells me he's got a life, independence, and that he's making new connections and has a future", she said.

annecto Support Coordinator Lisa Sulinski says much of her work is in helping people build up networks in their new community and reach goals to increase confidence and stay self-directed and motivated. "It's important for people of all abilities to have the opportunity to choose where they live".

Exploring options include living independently, with another housemate, or in a larger shared home with various housing models, and having more of a say in how their households are run. They may also prefer to buy shared accommodation in familiar neighbourhoods to stay connected to local activities and friends. Not only is this a more democratic approach, but by pooling families' financial resources together means they can leverage more value for their money.

purpose

annecto gathers data at an individual level to create collective data that informs our strategic and intentional partnerships and community development activities that will support people to be more included within their community.

implementation

The Planning Framework focusses on inclusion outcomes for people linking individual goals to seven Life Areas and five Inclusion Indicators. This framework identifies individual gaps, goals and strengths that when combined with collective story and data; enables capability-building in a community context that maximises inclusion outcomes.

practice

The Practice Framework identifies what leadership practices are required at four levels: Individual, Program, Organisational, and Community to minimise the experience of exclusion.

This is informed by:

- living systems • human rights • story telling and catching • valued roles and person-centred principles

PRINCIPLE humanity

Recognising the individual, connecting the person and valuing the humanity, this is what we do at annecto. We see the strength and not the weakness. We encourage the potential and support the ability. We do this with patience, sensitivity and determination.

annecto COMPASS

The annecto COMPASS branding articulates annecto's true point of difference: our philosophy, our principles, our culture and our practice.

annecto recognises the person and values their rights.

This is what sets us apart.

We listen to people's stories, focus on their strengths and nurture their potential. We encourage honesty, respect vulnerability and offer creative and practical solutions.

Building relationships and creating connections is what we do best.

Together we help people create goals and achieve what is important to them. Through collaboration, communication, investigation and examination; we progress how we think and improve what we do - to make a real difference to individuals, families and communities.

PRINCIPLE interdependence

Humans aren't designed to fly solo. Life is a group effort, happiness a complex condition. annecto starts each journey with a conversation. By listening to the individual and understanding the story we ensure goals are set, needs are met and obstacles overcome. By asking the right questions and finding the best solutions we unite people and enrich lives.

PRINCIPLE emergence

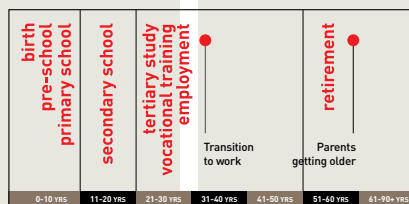
No two people are the same; no two life journeys are identical. Life changes, needs alter, priorities shift. At annecto we see change as the only constant. Curiosity, creativity, openness and flexibility are the things we rely on to ensure we find the best solutions, maintain the highest standards and support the best lives.

LIFE AREA INDICATORS



Seven Life Areas identify the things in life that all humans experience and develop as important to attaining and maintaining valued roles. annecto works with people to identify if these areas are meeting their needs, and what may be needed to shift or enhance experiences of valued roles, active participation and the sense of urgency that strengthens inclusion outcomes.

LIFE TRANSITION POINTS



annecto knows that from birth and throughout our life, we enter through transitional points that impacts on our opportunities for inclusion, or risk of exclusion. Together with the Life Areas and the Inclusion Indicators; annecto uses the Transition Points to guide the questions being asked so that pathways to inclusion are increased.

COMMUNITY INCLUSION INDICATORS



Five Inclusion Indicators identify things that enable individuals to feel more included and connected in their community. annecto uses evidence-based planning and action to address the issues identified as important to individuals, and the collective community. annecto's reporting enables tracking and communication to ensure individuals experience timely progression in achieving their goals and outcomes.

join us

annecto invites individuals, advocates, researchers, for-profit, and not-for-profit shared-value organisations to connect with us as partners, employees, volunteers, donors, advocates, annecto Members and Friends on the journey to inclusion.

PRINCIPLE authenticity

We never shy away from the hard stuff at annecto. We encourage honesty and respect vulnerability. Life has its challenges and we're ready to meet them every day. We act on our promises and stand by our actions. With constant investigation, exploration and conversation we maintain the ability to examine what we think and improve what we do.

making things possible



Here are some comments from staff about why they enjoy being part of annecto:

'my experience so far? It's a privilege to work with people. I appreciate life more. Every day with them is an amazing experience. It's timeless, priceless'.

Lucky Aigbokhaebho



See YouTube video
www.bit.ly/2bWrRex

'what I love most is seeing the joy on a client's face when they see you. People are so welcoming, so appreciative. It's the thanks and the reward you get – deep in the heart'.

Robyn Robertson



See YouTube video
www.bit.ly/2cGx8sz

We're looking for people who want to be part of the team. We value diversity and we're growing our teams across Australia to work locally in the community, supporting people who need a hand at home to make everyday things possible.

Join us. 1800annecto

'annecto embraces diversity from the top down. annecto is all about finding out what's important to 'you' as a person to help you meet those goals in your everyday life'.

Staasi Toulantas



See YouTube video
www.bit.ly/2cxHoD1

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