

enabling self-determination
to lead a life of potential



2014-15 annual 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 Victoria and NSW.

annual report objectives

This report provides a record of annecto's activities and achievements during the 2014-15 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.

traditional owners

annecto respectfully acknowledges and honours the past and present traditional owners and custodians of NSW and Victoria, 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.



contents

	page
who we partner with	1
snapshot of our work	2-3
strategic direction	4
president's report	5
CEO Report	6-7
financial summary	8-9
2014-15 highlights	10
how we performed	11-13
growth	14-17
culture	18-22
real stories – Jackie Ross	19
community	23-27
real stories – Afram	24
real stories – Vince Alicastro	26
organisational chart – corporate	28
CEO, board and senior staff	29-31
financial statements	32-33
acknowledgements	34
real stories – Dot Jenkinson Tournament	34
with thanks and annecto awards	35
glossary and index	36
valé – Ron Locke	36
how to find us	37

our purpose

Connecting individuals and communities to realise an inclusive society.

annecto is a *not-for-profit* social purpose organisation working for an inclusive society, providing advocacy and practical assistance for children and adults with a range of cognitive, physical and social abilities and their families to realise their full potential. We do this by connecting people with others who will help them achieve what's important to them.

2014-15 ANNUAL REPORT THEME

Autonomy is an individual's capacity for self-determination. annecto is working with multi-disciplinary internal teams and actively engaging internationally with governments, businesses, research organisations and communities, among others, to ensure an holistic environment that is capable of enabling self-determination for people to live a life of meaning and potential.

our principles

HUMANITY

We listen, respect and celebrate the human rights of all individuals and their choices, hopes and dreams.

INTERDEPENDENCE

Our relationships are based on a collaborative common ground and collective wisdom shared between the individual, community and society.

AUTHENTICITY

We express our integrity by holding ourselves and others accountable for doing our very best.

EMERGENCE

We learn and adapt to the complexities of life so that the transformed whole is larger than the sum of our interactions.

who we partner with





snapshot of our work

Building resilience

Committed and **structured fortnightly training and reflective practice sessions** were held for front-line staff with both internal trainers and guest practitioners from peak bodies and university researchers.

Building capacity

Worked with Mildura Specialist School to **build capacity of adolescents** during school hours and preparing them for **transition to employment** after leaving school. IST Service management and improvement projects delivered to **industry best-practices**.

Review of Individual Plan software.

Successfully readied our **client management and rostering system** for the CDC environment.

Facilitation of accredited and non-accredited training programs by community partners.

Art exhibitions challenge and **expand the skills** of resident artists.

Worked with Disability Recreation Australia; around 30 people with disability increased their fitness and health each week through playing soccer, cricket

or football team sports – **building interpersonal skills** such as sharing, supporting, encouragement and responsibility to others, as well as **embedding cognitive and technical skills**.

Partnerships

annecto co-located with Babana Aboriginal Men's Group in the Glebe Justice Centre NSW sharing a number of key community activities.

Urban Neighbours of Hope (UNOH) and annecto shared a **partnership in Mt Druitt and Bidwill** in Western Sydney.

annecto and the Kinchela Boys Home Aboriginal Corporation (KBHAC) have an **established partnership** which includes delivery of Ability Links (Aboriginal) in NSW. KBH men; Uncle Richard Campbell, Uncle Michael Welsh and Uncle Lester Maher visited Melbourne to learn more about annecto's Victorian operations and assist in the development of our cultural awareness.

annecto take part in **key community activities including KBHAC 90th commemoration in Kempsey** attended by Estelle Fyffe, Mark McMillan, Adam Carozza,

Mike Hercock, Himanshu Singh. **NAIDOC Week and Reconciliation Week** with annecto CEO Estelle Fyffe laying a wreath at the **Coloured Digger March** on Anzac Day this year.

Strategy and sustainability

Client management system now fully CDC compliant and staff training delivered across annecto.

Significant **upgrade to Wide Area Network bandwidth** and further enhancements to server infrastructure in **readiness for growth and mobile workforce demands**.

Developing **strategic Fundraising** plan to assist in diversifying income through untied funds, increasing development of sponsors, volunteers, and strengthening donor relationships.

Sector leadership

annecto CEO Estelle Fyffe's **strong and valuable leadership role on the NDS Board and as Victorian State Chair**, provided guidance and advice in the launch of the NDIS, participating in many sector activities in preparing the field for the full scale implementation over 2016-17.

annecto staff provided **leadership in the following committees:** NDS Board and as Victorian State Chair, NDS National Accommodation, NDS Ageing and Disability Advice, NDS Sector Reform (Transport), NDS Workplace Health and Safety, NDS Research Advisory Group, ADEC Board, Industry Advisory Board member for RMIT Disability Studies and Deakin University School of Psychology, Wynnum Aged and Disability Qld, LASA-Vic Marketing Reference, Marketing Institute of Australia (MIA) State Advisory, MIA Emerging Marketers Mentor, MIA judge for 2015 Marketing for Excellence Awards.

Practice and quality

The new Intranet was deployed with **improved access to quality documentation** for staff.

Review of back-office business processes led to **process improvements** and identification of the need for integrated software solution. This will be rolled out in 2015-16.

Recertification was achieved in November 2014 for AS/NZS ISO 9001:2008 – Quality Management System and annecto are working towards achieving certification for

our services in Sydney and OFW for these International Standards at the end of 2015.

Participated in Quality Reviews and External Audits and **achieved compliance with positive results** and reports with DSS and AACQA. Home Care Package (HCP) Case Managers across all annecto offices met monthly to **discuss new guidelines, trends, opportunities, challenges as well as provide peer support.**

Innovation

Innovative new social media recruitment ads and copy for delivering services in Broken Hill appeared on Facebook, Twitter and LinkedIn. Facebook 13,500 views, 362 clicks, to a mostly female audience aged 39-65 yrs.

Quarterly Volunteer Training provided volunteers with a forum to **connect with staff, management and fellow volunteers to share ideas**, discuss issues and concerns and to help find solutions.

Enterprise Mobility Management project articulated annecto's vision for a truly ICT-enabled mobile workforce. Implementation for 2015-16 will measure workforce

efficiencies, client satisfaction and client acquisition.

Advocacy

Speakers Bank members continued to **advocate for the rights of people with disabilities** through their presentations to a wide range of groups, including school and TAFE students, service club members and students from a range of university courses such as town planning, nursing and medicine. Partnership developing with the Able Movement, a platform to bring about change in communities.

Support Worker Communities of Practice held **bi-monthly reflective practice meetings** on: Supporting people with complex behaviours, Difficult Conversations, Ethical Practices, Grief and Loss.

annecto sought to **scope the needs and cultural barriers of older Aboriginal people in NSW** who are not accessing community aged care packages in the transition to Community Directed Care (CDC). Set up future Aboriginal Aged Care Community consultations in 2015-16 with the Prime Minister's Indigenous Cabinet Advisors.

strategic direction

Delivering on inclusion through community, culture and growth

annecto is exploring how people who use our services, volunteers, staff, partners, Board and community members are a diverse community –

contributing to social impact through linking into social, civic and economic opportunities in Australia.

annecto's Strategic Direction describes purpose, principles, focus and broad goals of annecto.

The Strategy underpins plans to achieve goals and to ensure that as an organisation made up of many individuals, we continue to have a common purpose — inclusion.

We do this through a networked approach using cross-organisational teams and practice which engages people's stories, dreams and goals to effect social inclusion. Inclusion is at the heart of all we do.

Figure1.1 Strategic direction 2015-20

community
connections, relationships, partnerships, organic, transparent, inclusion outcomes, social return on investment, influence, impact.

🔍 SEE page 23-27

inclusion

growth
Growth agenda broadly defined as ... building and promoting our strengths, sustainability, scale/size, depth, quality, impact, diversity, influence, financial independence.

🔍 SEE page 14-17

culture

Driving annecto's practice ... human rights, participative leadership, learning and innovation, self direction, creativity, accountability, evidence based.

🔍 SEE page 18-22

Our strategic focus

- By **aspiring to astonishingly good practice**, we consider the best outcomes for people. 🔍 SEE page 24
- By **identifying valued products** we ensure we are catering to the needs of our clients. 🔍 SEE page 18
- By **creating partnerships**, we can explore and collaborate. 🔍 SEE page 22
- By **being ahead of the curve**, we are striving for the best results. 🔍 SEE page 27
- By **adapting and using resources** to the best of our ability, we think creatively. 🔍 SEE page 25
- By **securing the future**, we know we can continue to plan and grow to assist more people by remaining sustainable. 🔍 SEE page 16

president's report

The theme of annecto's annual report for 2014-15 *enabling self determination to live a life of potential* captures the focus of annecto's work during the year.

The annecto Board met monthly as a full board to oversee the governance, strategy and risk management of annecto, participated in a strategic planning retreat in November 2014, and maintained three standing committees.

Following considerable consultation with stakeholders, the Board finalised annecto's strategic direction statement for 2015-20: *The way forward, delivering on inclusion through community, culture and growth*, with broad goals of Growth and Diversity; High Quality Outcomes; and Sustainability. Another major focus of the Board was to review and update the organisation's constitution, with assistance from Russell Barnier, Solicitor, and commence a process to review Board policies and related documents.

The Executive Committee met monthly with the CEO to discuss strategic and operational matters. This committee also carried a portfolio for Board Development.

The Sustainability and Finance Committee reviewed finance and risk reports prior to their consideration by the Board, and commenced the development of an investment strategy. The Culture Committee sponsored ongoing development of annecto's diversity strategy and developed a process to increase and maintain the Board's depth of understanding of the life experiences of people and communities connecting with annecto, by embedding consultation by the Board, including sharing of stories.

Several changes occurred in the Board membership over the course of the year. Wendy Dunn and Roger Chao joined the Board in October and November 2014 respectively. Due to pressure of their respective other commitments there were three resignations, Michael Nazzari in November 2014, and Stephen Duns and Mark McMillan in June 2015. All had made an outstanding contribution to annecto in a range of ways. As Chair, Stephen had led cementing of a human rights approach, and meeting the challenges necessary to secure annecto's future in the changing environment.



Michael Johns
President

In leading the strategy, governance and culture of annecto, the annecto Board is committed to adding value to the organisation and through this to the lives of the people who seek support and services or are involved in other ways with annecto.

Mark contributed insights as a member of the Cultural Committee, raising cultural and Indigenous awareness, and contributed to the partnership with KBHAC.

Board members have worked diligently and passionately to this end, and I thank all who have served on the annecto Board in the last year for their contributions. On behalf of the Board, I also commend the diverse contribution of the people who constitute the annecto community; people who use the services, staff, volunteers, donors and other supporters.

Michael Johns
President

CEO report

This last year has been a year of achievement, challenge and change as annecto continued developing as a community organisation for social-purpose and impact. This direction commenced with consultations during 2012-13 when we invited over 800 annecto stakeholders to tell us what they wanted annecto to do.

Since then considerable work has also been undertaken on developing practice, products and services that are holistic, flexible, person and community centred. This included ongoing roll out of a diversity strategy, an inclusion planning framework and a planning tool, to measure meaningful outcomes for people, and continuous quality improvement alignment.

Stakeholder consultation is ongoing.

Refocussing as a 'community-inclusion' organisation opened new opportunities and approaches.

➤ **SEE Real Stories** in this report.

annecto continued our work with people with a disability, senior citizens and their families, building increased capability in working with people with autism, dementia and dual/multiple diagnoses, and in community development. We increased the depth of our work with culturally and linguistically diverse communities,

including LGBTI, and indigenous communities, operating across metropolitan, regional, rural and remote locations, and continued to take a supporting role with advocacy groups on a national scale.

➤ **SEE pages 14, 25, 34**

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annecto grew presence and diversity in services in the Victorian southern and western metropolitan regions, Western Sydney, based in Glebe and Mt Druitt, and in rural/remote Orana Far West NSW, working from Broken Hill and Mildura. This contributed to the 10.7% increase in total revenue over the previous year.

~~~~~  
The disability sector enquiries commenced by the Senate of the Australian Parliament, the Victorian Ombudsman and the Victorian Parliament were a reminder that no-one should ever be complacent about the potential for abuse and neglect, and to promote the importance of culture and practice that encourage mutual respect, speaking out and accountability.

What has been learnt has informed the *annecto strategic direction 2015-20*. ➤ **SEE President's Report**

Several strategic action priorities were identified to implement the broad goals of annecto's strategic direction:

→ *The annecto way* (annecto's practice, products and services), underpinned by our purpose, principles/values and culture; recognises the importance of human rights, of people living lives of potential in a way that is chosen by them, and how these; and measures of social, economic and civic inclusion can drive practice, products and services for valued roles and better outcomes. This includes access to appropriate housing, specialist support, health care, employment, finances, relationships, meaningful interests, building or maintaining skills and independence, and being included as a member of a community.

→ Measuring how *the annecto way* contributes to annecto's strategic directions in growth, diversity, delivery on quality outcomes and sustainability into the future, and our value proposition in delivering *the annecto way* which will engage with community expectations and current government reforms in aged care, the National Disability Insurance Scheme (NDIS), and general social services are ongoing questions.



Estelle Fyffe
Chief Executive Officer

- Compliance and Viability; with Continuous Quality Improvement, Information Systems and Technology, Risk Management and Clinical Governance
- Finance; budget development and financial performance.

A major project was undertaken to review organisation design.

🔗 **SEE page 20**

On a personal note I continue to be inspired by the contributions, achievements, courage and stories of the many people involved with annecto and to be deeply appreciative of the Board and staff for their ongoing commitment to the journey.

Estelle Fyffe
Chief Executive Officer

→ Transitioning home care packages funded through the Australian Government Department of Social Services (DSS) to a CDC (consumer directed care) model was accomplished by 30 June 2015, simultaneously completing some of our preparation for the roll out of the NDIS.

→ *annecto David House Learning Hub*: The first phase of work to identify future opportunities around the Learning Hub commenced with consultations with members, current service users and local community.

→ *Tele-support and smart technology*: With the focus on innovation, we expanded the successful annecto After-Hours and continued involvement in the application of assistive technology in accommodation settings, notably alternatives to nursing homes for young people.

→ Establishing, maintaining and building robust partnerships that complemented annecto's purpose and strategy at many levels of the organisation. To illustrate, we were honoured to continue our relationship

with KBHAC and to be invited to attend the 90th anniversary commemoration event of Kinchela Boys Home at Kempsey NSW in October; and also to be a founding member of The Able Movement.

→ *Building capability of our information and technology systems*: The annecto intranet was successfully upgraded incorporating document management through Sharepoint and providing annecto email addresses to all support workers. Following extensive research and process mapping, it was decided to integrate annecto's finance, human resources, customer and stakeholder relationship and business intelligence systems. This major project will be conducted in 2015-16. 🔗 **SEE page 16**

→ Building management capability: Continuing the practice of participative leadership, 22 senior staff participated in a Steering Council maintaining management oversight of:

- Strategy and Implementation; creating cross functional teams to lead development and monitoring of strategic action plans and projects

financial summary

annecto conducts operations across metropolitan Melbourne, the Grampians, Western Sydney, Loddon Mallee and Orana Far West and during the year derived 87% of its annual revenue from Government grants (2014 – 84%), 12% from fee income (2014 – 15%) and 1% from interest and other income (2014 – 1%).

Total revenue was \$31,778k which is an increase of 11% over the 2014 result mainly due to annecto being successful in securing 132 additional home care packages (awarded in late 2014) across the Eastern and Southern metropolitan regions of Melbourne, the Western metropolitan region of Sydney and the Orana Far West region in NSW.

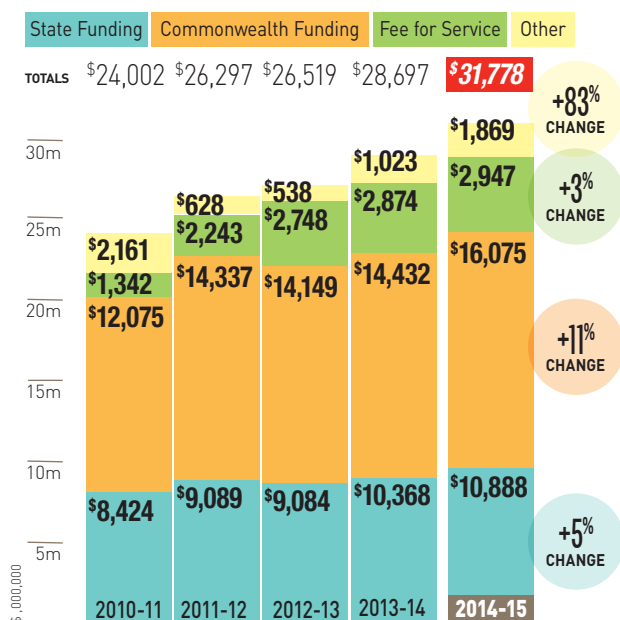
annecto expended \$30,179k which represents an increase of 7% over the previous year with major increases being experienced in salaries and employee benefits (2%) and other expenses including client costs (16%).

The operating surplus for the year was \$1,599k (2014 \$535k). Major events during the year that had a material impact on the result included:

- The preparations for the commencement of the Consumer Directed Care (CDC) model including upgrading of information technology systems and associated staff training
- The first full year of Sydney operations
- The first full year of Orana Far West (NSW) operations
- New aged care packages gained in Melbourne, Sydney and country NSW.

annecto also completed a revision of its unit costs to ensure that it was fully prepared for the CDC model and to put in place further strategies that will allow a smooth transition to the forthcoming National Disability Insurance Scheme model.

Figure 1.2 Revenue sources



Our pricing strategies, which are based on the information gained from the unit cost review, are structured to ensure that annecto remains competitive whilst still delivering a quality service to all our clients.

It is as a result of those strategies that annecto is able to fund a forthcoming major upgrade to its IT operating platform. This change will introduce a Technology One solution to such important aspects as Finance and Finance Reporting, Budgeting, Human Resource Management, Payroll, Stakeholder Management and Business Intelligence. [SEE page 16](#)

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

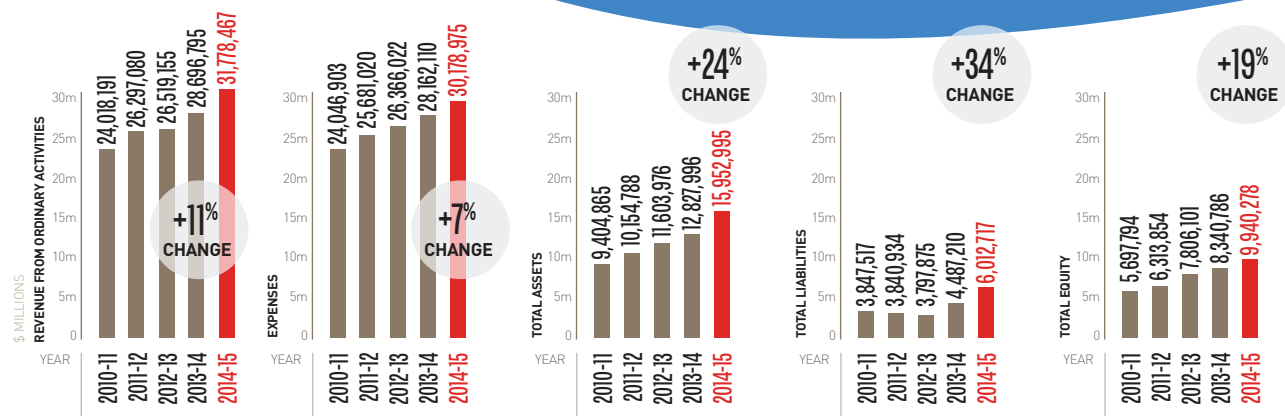
- Preparations for the NDIS and engagement with NDIS roll-out
- Implementation of the Technology One IST solution.
- Research on future opportunities for the David House Learning Hub.

annecto's accounts were audited by DFK Kidsons. Consolidated financial statements are listed.

[SEE page 32-33](#)

A full report is available on our website under "about us" link or contact the corporate office.

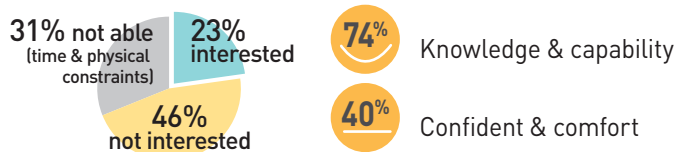
Figure 1.3 Five year trends



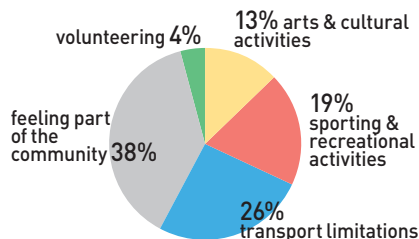
2014–15 highlights



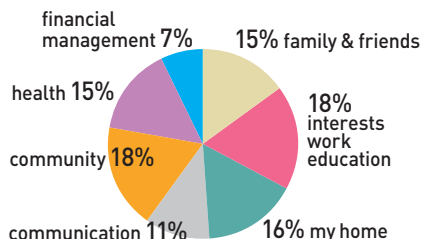
CDC survey to carers and consumers:



Life areas: % of people using disability support plans who rate these Life Areas as being the most important in their lives.

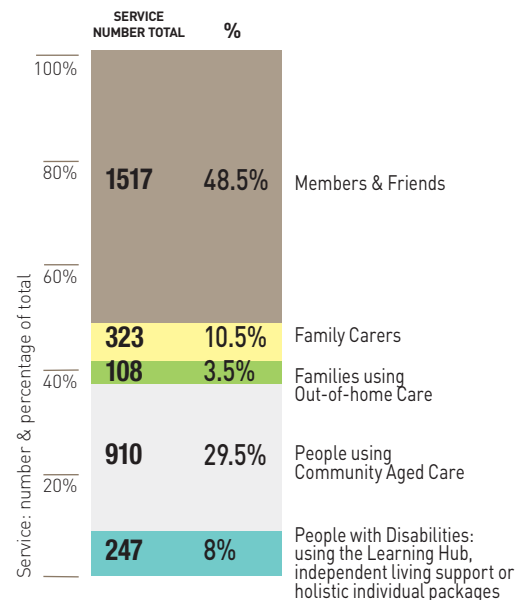


Community indicators: % of people using aged care support plans who rate these indicators as being the most important in their lives



People connected through annecto

Figure 1.4 annecto community



During the year, **After-Hours** assisted 24 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.

how we performed

Legend

ongoing ●●●

achieved ✓

Table 1.1 Strategic alignment

STRATEGIC FOCUS	WHAT WE SAID WE'D DO	WHAT WE DID	PROGRESS
Astonishingly good practice	Establish sound and consistent management practices with respect to annecto's service agreements with brokerage services.	Implemented centralised contract management systems and grants tracking system – 60% complete. Enhanced reviews/audits of external suppliers.	●●●
	Planning Framework integration and coaching to consolidate consistent practice, measure outcomes, increase data retention, move staff beyond basic personal care and support work mentality.	Developed tools, resources and processes. Consulted, prototyped, and trialled in two regions and reflected on learnings. Next steps: implementation in staff planning, E-learning opportunities, integration into other IT and People Systems, developing new products, Reporting & Data Collection and Wellbeing Indicators.	✓ ●●●
	Revise recruitment tools including implementation of Group Interviews inviting clients and staff from across all regions to participate in the process.	Provided an interactive and inclusive experience for staff, clients and potential employees with reduction in time during recruitment and selection. Around 90 per cent of clients were very satisfied with the opportunity to choose their own support staff.	✓
	Inclusion of HSW requirements in Purchasing Goods and Services Procedure.	Development of Procurement Guidelines – Health and Safety Considerations. Next steps are to progress implementation of the guidelines.	✓ ●●●
	Building capacity for both front-line staff and volunteers through regular communities of practice, training and reflective practice.	Committed and structured fortnightly training and practice sessions with both internal trainers and guest practitioners from peak bodies and university researchers. Topics included: Health and wellbeing, Dementia and Alzheimer's, Mental health, Autism, Supporting people with complex behaviours, Personal care, Ethical practice boundaries, Difficult conversations, Nutrition and lifestyle.	✓ ●●●
Valued products	annecto's partnership with TAC's RIPL project and with Summer Foundation proved increased independence, feelings of safety, confidence and goals reached.	Ensure that people had greater opportunity to direct everyday choice making—eg getting up or going to bed, choosing support staff, frequency and autonomy in homemaking and social activities. annecto are now exploring how the TAC's RIPL project findings in Abbotsford can benefit those currently living in supported accommodation.	●●●
	Identify older clients with disability transitioning to embrace a slower pace using their funding to be supported holistically.	Planning with twelve older people with disability (6% of our current western region clients) to transition to a more relaxed pace of life while engaging socially. SEE page 19	●●●
	Quarterly Volunteer Training connects volunteers with staff and management to share ideas and issues and to help find solutions.	Training topics included: Roles, Rights, Responsibilities, OH&S information, Understanding what a client plan is, Understanding what disability is, DHS Core Principles and Human Rights.	✓

how we performed

Table 1.1 Strategic alignment continued

STRATEGIC FOCUS	WHAT WE SAID WE'D DO	WHAT WE DID	PROGRESS
Collaborative partnerships	annecto co-locates with Babana Aboriginal Men's Group in the Glebe Justice centre where we share a number of key community activities.	Participation in the Aboriginal Men's Monthly Circle, NAIDOC week, Reconciliation Week, Coloured Digger March. Regular collaborative sessions on issues including: housing, employment, legal matters, aged and disability.	✓
	Urban Neighbours of Hope and annecto share a partnership in Mt Druitt and Bidwill in Western Sydney.	Development of the Aboriginal Ability Links in Northern Metro Sydney. Held community consultations.	✓ ...
	annecto and the Kinchela Boys Home Aboriginal Corporation (KBHAC) have an established partnership which includes delivery of Ability Links (Aboriginal) in NSW.	Formalised partnership to deliver all levels of Home Care Packages in NSW. annecto employed an Aboriginal Liaison Officer (ALO) who assisted with building KBHAC's profile through media profiling and in a community context. The ALO worked with KBHAC and annecto's marketing and communications team to develop a communications strategy for the Ability Links program.	✓
	KBHAC and annecto – 'getting to know you' meetings within Melbourne Offices to further consolidate relationship.	KBHAC elders travel to annecto David House to 'meet and greet' key staff with four working group consultations over two days to assist the development of annecto's cultural awareness. SEE page 22-23 for more on this partnership.	✓
Ahead of the curve	Consumer Directed Care Research Project: to understand consumer's needs, and to identify the challenges clients and carers face in directing their own care.	Survey to 44 participants with a median age of 81 found that the majority were not interested or not able to physically get involved in self-managing their CDC package.	...
	Provide a future model for learning and development processes within annecto and a framework for building capability.	Established an L&D consultative framework to ensure more creative and targeted solutions are mapped as current against industry standards to ensure successful outcomes. SEE page 21	...
	Messaging, operational alignment to the aged care and disability support reforms and customer-oriented staff roles to ensure the best fit and flexibility for our clients.	Refining an integrated model for delivering annecto service offers, using defined complementary roles of customer-facing annecto staff. SEE page 15	...
	annecto's Absolutely Everybody radio show on JOY 94.9 delivered annecto's Purpose and Principles aligned with organisational culture, human rights and inclusion.	Purpose: developed a forum for discussion, and raised the profile of Social Inclusion through the lens of diversity, including LGBTI. 33 Shows, 12 volunteers and staff, 46 organisations on the show, 145 Facebook likes and comments.	✓
	Review of organisation design and senior team roles to ensure best fit with annecto strategy implementation.	Review undertaken leading to new roles for the senior team while maintaining participative leadership and cross functional team work. SEE page 20	✓

how we performed

Table 1.1 Strategic alignment continued

STRATEGIC FOCUS	WHAT WE SAID WE'D DO	WHAT WE DID	PROGRESS
Adapting and using resources creatively	Develop the Volunteer Strategy informed by future requirements including the aged and disability reforms guidelines.	Stage 1 of the strategy – the Volunteer Management Policy has been developed. SEE page 22	...
	Client focussed communications (brochures, documentation – handbook review and branding).	Consumer Directed Care Handbooks levels 1&2 and 3&4 – printed and distributed. Client communication – mailed and complete.	✓
	Support Worker Communities of Practice meet bi-monthly.	Topics for conversation and reflection included: Supporting people with complex behaviours, Difficult Conversations, Ethical Practices, Grief and Loss.	✓
	annecto David House staff training conducted by Amaze, covered two modules: Support individuals with Autism spectrum disorder (ASD), and Plan and provide advanced behaviour support, to support 40 people with ASD.	Trained staff were armed with the knowledge and skills to develop and implement plans and strategies to reduce challenging behaviours, and to increase positive adaptive behaviour responses across a variety of environments. More training for more staff to be rolled out over the coming year. SEE page 18	✓ ...
Securing the future	Intranet moved to SharePoint 2013 platform with emphasis on ability to search and find Quality documentation.	Phase 1 complete. Outcomes to be measured with a user survey and SharePoint analytics.	✓
	Searching the market place for the best-fit integrated software solution for annecto.	Signed up with Technology One to implement in late 2015. SEE page 16	✓
	ERPM – to replace our current Accounts and Finance system, Payroll system and Budgeting system, implementing new HR information systems and Stakeholder Management functionality.	Back-office business process analysis completed. Fully integrated software solution project – launching early in new financial year will include Financials, Purchasing, HR and Payroll, Enterprise Budgeting, Stakeholder Management, Business Intelligence plus full integration with Carelink+. SEE page 16	...
	Enterprise Mobility pilot study completed.	This project will deliver the most appropriate ICT tools to annecto field workers.	...
	Implement robust Service Desk System.	Service Desk System completed, followed by Maintenance Service requests system completed. Next stage is to set up Administration Service Requests.	✓
	Development of organisational Incident, Injury (Hazards, Incidents, Injuries, Near Misses) Reporting Policy and Procedures. Review, update annecto's Risk Management Framework, Risk Matrix and Risk Assessment Template in compliance with the AS/NZS ISO 31000 – Risk Management.	Successful implementation of policy and procedures and Risk templates. The development of the communication and training plan for roll-out of procedure across annecto is underway. SEE page 17	✓
	Establishing Fundraising infrastructure through relationship-based activity.	Twenty-two staff and Board attended Alan Clayton's Revolutionise two-day workshop in August 2014. annecto Fundraising Governance Group established. Foundation preparation work on: legal compliance, products, messaging, systems, channels, internal change management and human resources.	✓ ✓ ...

growth

The annecto way

annecto's strategy aims for growth in outcomes and influence. annecto is transforming from a service-based organisation to a community-inclusion and solutions-based organisation. Our inclusion and results-based practice framework facilitates staff to work with people and communities to link into social, civic and economic opportunities. A key priority for annecto this year was to progressively refine *The annecto Way*; person-centred, self-directed and managed, evidence-based, innovative and flexible practice. We considered our work in the context of rapid changes through the government aged care and disability reforms [Consumer Directed Care (CDC) and the National Disability Insurance Scheme (NDIS)] to determine how annecto's practice might enable us to operate for social purpose in a market environment.

Our immediate challenges in 2014-15 were how to address individual agreements, plans and budgets, co-contribution, unit cost and price, staff/client engagement, the changing roles of staff – such as our case managers, and the impacts on the annecto culture and practice.

Fortnightly annecto Leadership Forums consolidated the core activities to enable delivery on these areas which included the development of:

- articulating the practice framework and community indicators to ensure the best clients, family and community outcomes
- automated individual statements and financial tracking [SEE pages 9](#)
- financial guidelines for, and timely communications to clients [SEE pages 9](#)
- the learning management system and transitional requirements for front-line staff [SEE pages 21](#)
- client and staff tools and marketing collateral through consumer and staff forums across all regions
- the centralisation of intake, and data collection for future decision-making [SEE box at right](#)
- customer-oriented operational alignment and customer journey mapping and the stakeholder management framework [SEE box at right](#)
- annecto's Recruitment and Retentions Strategy, which saw the Workforce Planning Report completed, the recruitment calendar established and recruitment metrics developed.

Being truly customer-centric

annecto engaged MESH Communications and Brandway Consulting to assist in developing consultative processes and data gathering to better understand how customers/clients experience annecto through our systems and people, what is valued, and how we can strengthen our value.

Forums, interviews and workshops with clients, families and staff were held over 18 months, including:

- the development of the customer journey model for both community aged care and disability support
- integrating customer-relations roles; specifically the key roles and responsibilities for customer-facing staff. [SEE back cover](#) on the way staff reflect on their engagement with clients and families
- exploring assumptions about customer service costs and cost-recovery objectives at each step of the customer journey
- Through centralisation of intake – capturing stakeholder information about clients, families and supporters that builds from first contact to engage meaningfully throughout the life of the relationship.

growth

Flexibility into the future

annecto identifies need, plans responses and measures success through outcomes-based personal and community wellbeing and inclusion indicators supported by measures of sustainable business and financial performance. Working teams within annecto are exploring community needs and opportunities; ICT-enabled mobile workforce management, alternative housing, supports and accessible technology, as well as innovative products, workforce roles and customer engagement.

annecto is moving from a services focus to a solutions focus, requiring robust data systems and efficient business processes.

Following extensive research into software options by annecto's ERPM (Enterprise Resource Project Management) team, annecto is

implementing Technology One's 'One Community' software solution modules; Financials, Purchasing, HR and Payroll, Enterprise Budgeting, Stakeholder Management, Business Intelligence plus full integration with Carelink+. Success will be measured by quality of business intelligence and consistencies and efficiencies in business processes and scalability for future growth. The anticipated benefits include full costs analysis for each product and service; managing complex financial requirements within a fee-for-service environment; provision of a single source of authority for information; eradication of inconsistent and manual reporting and complex multi-system interfaces; and upgrading of Human Resources Information and Stakeholder Management Systems for better content and metrics.

Figure 1.5 Staff gender diversity by function

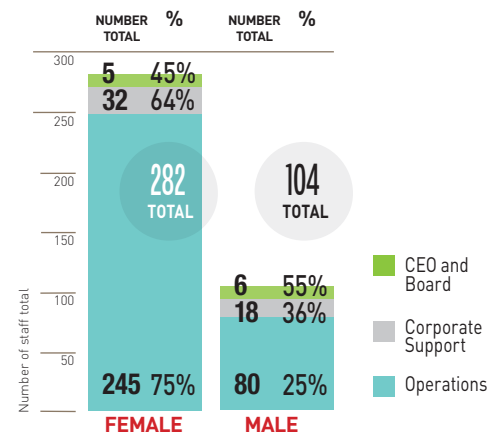
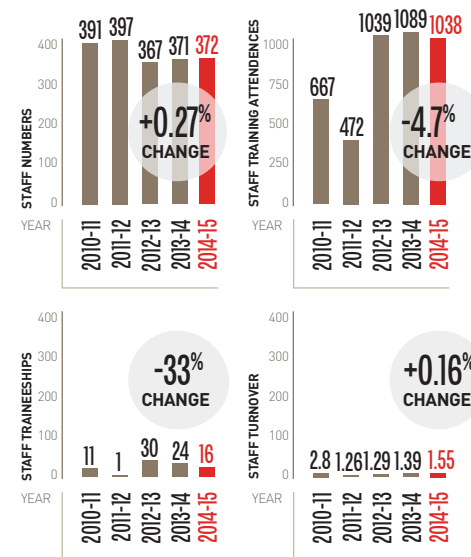


Figure 1.6 Staff sustainability



annecto invested 2014-15 staff training attendances into specialised and intensive ASD training as a priority. The Traineeships cycle of learning was completed in the last financial year with no new staff traineeships available. annecto's approach has been to recruit for and employ higher-qualified workers.

growth

'Risk' is the effect of uncertainty from all factors to the extent on which an organisation's objectives will be achieved or exceeded. Effective risk management contributes to the achievement of these objectives. annecto's Steering Council (Compliance and Viability) oversaw the framework integrating risk

management into annecto's overall governance, strategy and planning, management, reporting processes, policies, values and culture.

annecto sought stakeholder feedback to help monitor and review risk and the risk-mitigating controls. The past 12 months have seen the development of safety critical procedures and practices consistent with annecto's risk management framework which ensured annecto met OH&S legislative compliance

nationally. Further reviews of the 2016-19 Health, Safety and Wellbeing (HSW) Action Plan are in process.

During the 2014-15 year annecto reviewed and implemented:

- a consistent approach to incident reporting
- organisational Incident, Injury Reporting Policy and Procedures
- Risk Management Framework, Risk Matrix and Risk Assessment Template in compliance with the AS/NZS ISO 31000 – Risk Management
- The Home Safety Risk Assessment (HSRA) across all regions

→ a standard and consistent approach to hazard and risk management through the roll out of Elumina database training across regions, development of operational risk and asset registers and audit inspection schedules

- Site Security Assessment and workplace inspections
- the articulation of the Health Safety Representative's (HSRs) purpose, and the role of HSW Committee
- establishment of the Emergency Planning Committee (EPC).

annecto also identified stakeholder inclusion as an essential component of corporate strategy, and developed the framework for the risk-based stakeholder mapping and segmentation of stakeholders important to annecto's work.

Table 1.2 staff presentations during 2014-15

What	Who	Where
<i>Community Radio and Inclusion</i>	Jodie Henry, Media and Communications	LASA-Vic Marketing Reference Group
<i>Creating Informed Demanding Consumers, The need for a new organisational paradigm</i>	Glenn Lawless, Research and Strategy	Keys to Success Conference The Able Movement Board
<i>Transitioning to a Community Inclusion Organisation</i>	Ruth Crawshaw, SEMR Case Manager	Vintage Men – LGBTI Seniors Support Group
<i>annecto in the mix</i>	Jackie Ross; Helen Kowalyk; Mimi Laurilla; Karan Verma, annecto David House	Waring Park; Jackson; Sunshine; Rosamond; Yarraville, and Port Phillip Special Development Schools
<i>Women's health, Carers, Living with disability, Mental Health, Working with diverse young people, Using assistive technology</i>	26 Speakers Bank speakers	Universities, schools, training centres, hospitals, community health centres, service clubs, radio broadcast
<i>Capacity of home care packages and maximising transitional care plans</i>	Russell Banks, SEMR Case Manager	St Georges Hospital, Kew Aurrum Aged Care, Healesville



culture



x7 staff awarded
2 ASD training competencies

Making sense

Autism spectrum disorder (ASD) can affect how people perceive, experience and respond to their environment, through what we see, hear, taste, smell, feel through touch and sense of spatial orientation and movement.

As around 40 people participating in activities at the annecto David House Learning Hub experience autism spectrum disorder; annecto sought specialised assistance from psychologists, psychiatrists and occupational therapists and organised specialised staff training. Occupational therapy students from Deakin University worked onsite with individuals with ASD whose sensory processing adversely impacted on their well-being and participation.

Staff training conducted by Amaze, covered two modules: Support individuals with Autism spectrum disorder, and Plan and provide advanced behaviour support. Both modules gave staff the knowledge and skills to work with specialists, individuals and their families to develop and implement plans and strategies

to assist communication, reduce challenging behaviours, and increase positive adaptive behaviour responses across a variety of environments in the community and at home.

For example staff developed a room with preferred colours and textures to provide a safe and quiet place for a young woman. Staff also worked with a young man who would become very distressed when leaving the centre at a particular time. Staff helped him identify his concerns and to make a choice in leaving at a different time than had been scheduled. annecto staff found that an increased knowledge and understanding of a person's sensory experiences enabled a better informed approach, more adaptive communication and behaviour, physical ability and co-ordination and social and emotional development. For individuals and their families; seemingly subtle, but often hard to identify changes enabled greater independence and better opportunities in learning, seeking new experiences, and improved relationships.

Linking with diversity

Through linking with the Afghan Australian Association of Victoria; annecto SE region staff met Afghani community members to share information about community aged care and home care packages.

The group sought more information on community support options and eligibility, identifying feelings of isolation, loneliness and financial restraints, the need for transport to get out into the community as many did not drive, and the difficulties when speaking English.

The group were keen to learn more about the CDC model of support which would enable greater control with the services they receive and how they can be better connected within the community.

The meeting proved to be successful – providing a solid understanding of the Afghani community's main concerns and needs, and the way that annecto staff could assist.

culture

People need to feel connected...

Transitions to a good retirement

A visit to an older client's home was the catalyst for one staff member to make improvements in the way annecto transitioned older people with disabilities.

After observing the way Robert – a former client – responded to ceasing day activities support; Western Region Coordinator Jackie Ross wondered if we weren't missing a few steps in our practice.

"If I were in my 70s, I'm not sure I would want to get up at 7am five days a week to be ready to start activities at David House at 9am,

year after year and then suddenly have this stop", explains Jackie.

Jackie implemented a plan whereby three days a week; Robert was encouraged to wake up slowly, at his own pace to spend time at home. On the other two days, a support worker collected and accompanied him to activities that suited his age and desires; such as shopping, visiting the museum, attending a cooking class, or seeing friends.

Robert's manner has improved dramatically with the new plan, and he's very happy with his new arrangement.

Jackie now works with several people, to find the right balance for them and their family to make sure that any decrease in time at the day service, is balanced with the right care and social support needs at home. "People need to feel connected, engaged and stimulated when it suits them. Ensuring they have the opportunity to slow down the pace a bit without stopping them from engaging altogether is the aim of this program," explained Jackie.

Total quality

annecto continued to work on continuous quality improvement across our systems and processes for improved outcomes for people we assist, their families, our members, our funders, and our partners.

The annecto Board monitors and reviews the annecto Continuous Quality Improvement framework which is compliant with AS/NZS ISO 9001:2008, and the annecto Risk Management Framework, which is compliant with AS/NZS ISO 31000:2009 Risk Management.

The Steering Councils: Strategy and Implementation, Compliance and Viability, and Finance and Budget provide the framework to identify and monitor quality and compliance.

annecto achieved the following certification and maintained accreditation for 2014-15:

→ AS/NZS ISO 9001:2008 – Quality Management Systems (Recertification) Certification for DHHS – Human Services Standards (Certification)

→ Meeting of all expected outcomes for the Home Care Common Standards, DSS for Aged Care Services HCP and NRCP, and across all Victorian annecto sites

→ annecto conducted rigorous auditing of our 209 service sub-contracts, maintained legislative and regulatory compliance and participated in quality reviews and external audits and achieved compliance with positive results and reports with DSS, DHHS, Global Mark and AACQA.

culture

annecto is working towards certification in:

- National Disability Services Standards, Rainbow Tick Standards and National Volunteer Standards

- AS/NZS ISO 9001:2008 – Quality Management System certification for the new services in NSW (Sydney and Orana Far West)

annecto's external auditing bodies include:

- Global Mark
- Australian Government Department of Social Services (DSS)

- Victorian Government Department of Health and Human Services (DHHS)
- NSW Government Department of Family and Community Services
- Australian Aged Care Quality Agency AACQA.

Organisational alignment

Considerable work was undertaken with assistance from the global management consulting firm Hay Group in operationalising priorities to implement the annecto strategic directions, and review organisational design and senior roles.

The process was consultative and included the analysis of demand – supply, innovation, business development, operations, compliance, change management and capability. We identified room for improvement in clarity of accountability and delegations in general and in shared projects, along with the need for more strategic investment in building capability of systems and people.

Initial changes are being made to establish the following senior roles:

- Reposition the HR department to facilitate change and capability building

- Chief Financial Officer; managing finances; property, facilities and assets; business and organisational performance reporting and project management. (David Broom)

- Strategy Advisor; research to inform strategy, co-ordination of tendering and grant applications, and partnership development. (Glenn Lawless)

- A new senior role to consolidate Business Improvement, Practice and Quality, facilitate major organisation-wide changes such as CDC and NDIS readiness and manage the Accommodation and Support, Child and Family and Western Sydney teams. (Adam Schickerling)

- All metro Victoria regions and After Hours to come under the one operations manager. (Lando Antonelli)

Work will continue in 2016 to build capability in senior roles to better

enable annecto to deliver on its strategy and to move from being a services focussed organisation to a solution focussed organisation.

At the time of the consolidations the annecto Leadership Group explored through a series of workshops, the question of clarity, transparency and collaboration.

What is the one thing you will commit to that will meet the agreements?

Be conscious and respectful of opposing opinions

Know what my part is... and what it isn't...

Keeping positive conversations that result in solid measurable results

Consult with all aspects of the organisation as best I can

culture

Better leadership through workforce development and communication

annecto invested in building capability and change management. Not for Profits in the aged care and disability sectors experienced funding constraints during this period of government reforms, while under enormous pressure to deliver key services and innovative business models with great change, opportunities and risks. Research indicated that a key strategy lay in improving the knowledge, skills and abilities of our employees and having the tools and results-based evidence to address societal needs.¹

annecto engaged the Universal Improvement Company (UIC) to embed a framework for building staff capability in strategy implementation, project management and process improvement. Initial work with UIC has focussed on building capability in staff and systems in IST, HR and Finance. Future work with UIC will promote improved business planning and outcomes measurement. This includes

alignment of activities such as work-force planning, performance management, supervision, coaching, participative leadership, practice and planning framework, to support a learning culture that meets internal and external accountability expectations.

annecto also partnered with Learning Seat; Australia's largest provider of online compliance training, to implement Learn Connect – an online learning management software (LMS). This dynamic online system called 'Navigating annecto', connects staff to the annecto way of work, practice and culture, and accesses off-site and onsite accredited and non-accredited training. In 2015-16 the roll out will further improve the way annecto delivers, monitors and reports on staff learning.

Engaging staff

To strengthen culture, annecto staff, students and volunteers need to be engaged and connected to annecto's purpose, values and practice to work toward the same outcomes. With teams

working across multiple sites and in metropolitan, regional, rural and remote locations; sound internal communication and engagement practices are being implemented. Staff meetings and practice discussions increasingly occur using video technology. Also, 'Intranecto' – annecto's communications and information portal was launched, with an all-staff email log-in, providing the platform for all staff to access and share information and expertise as part of the larger annecto team.

Further work on a sustainable strategy for staff communications and engagement across annecto will continue in 2016, an extension of the Marketing and Communications strategy, aligned with practice and staff development. Work being developed includes staff surveys and management engagement to strengthen the communications feedback loop through dedicated channels.

¹ Learning for Purpose: Researching the Social Return on Education and Training in the Australian Not for Profit Sector. University Western Australia Centre for Social Impact. <https://drive.google.com/file/d/0B1--xR9XdxCEZ0lRaGZ1S1BHT2c/view?pli=1>

culture

Strengthening inclusion and understanding through volunteering

More than six million Australian volunteers contribute their time, talents and goodwill in building stronger local communities, and is one of the hallmarks of inclusion – providing meaningful participation that strengthens our sense of belonging and engagement with diversity. For the first time however, the June 2014 release of the ABS General Social Survey data

highlighted a decline in volunteering rates,² and the sector generally are finding difficulties in recruiting and retaining volunteers.

For annecto, this challenge to increase our current 72 volunteers is a key priority; developing ways to engage people of all ages in meaningful volunteer work, and using technology as a means of connecting innovatively with them.

Through the development of the

Volunteer Strategy, annecto will implement the following strategies to underpin greater volunteer acquisition going into 2016:

- effective volunteer management
- clarify roles, responsibilities and rights
- formalise practice, values and culture, and
- ensure sustainable continuity into the future.

² www.abs.gov.au/ausstats/abs@.nsf/

Linking to inclusion

Over the past 18 months, annecto have cemented existing relationships and formed new partnerships in NSW. annecto's ongoing valued relationship with Kinchela Boys Home Aboriginal Corporation (KBHAC) has seen increased access to community based aged care services for people associated with KBHAC and establishment of Ability Links (Aboriginal) in communities in the Sydney region, specifically Liverpool, Bankstown, Canterbury, Fairfield, Strathfield, Ashfield and Burwood LGAs.

KBHAC has employed two Aboriginal 'Linkers' to work alongside Aboriginal community members to ensure individuals with disability remained at the centre of their decision-making and increased their capacity to participate in their community.

The KBHAC-annecto Ability Links program developed a working group and a shared governance arrangement that ensured the operational and strategic activities of the service produced the desired outcome for those participating in the community.

KBHAC hosted a significant commemorative event to mark the 90th anniversary of the opening of the home. Coinciding with National Reconciliation Week, annecto supported the commemorative activities held in October, which included a film screening from the KBH Survivor Recording Project. Kinchela Aboriginal Boys Training Home, near Kempsey, operated between 1924 and 1970 where NSW authorities incarcerated 500 Aboriginal children, many of whom were subjected to poor treatment and abuse. National Reconciliation Week (27 May-3 June) celebrates historic reconciliation milestones

community

including the successful 1967 constitutional referendum and the 1992 'Mabo' decision.

Synergies in purpose

annecto's co-location with Babana Men's Aboriginal Group and the move to the Glebe Justice Centre in NSW is enabling Babana, annecto and KBHAC to support one another — working on the questions and challenges facing families, including housing, employment, legal matters, ageing and disability.

A synergy between the organisations and their shared vision for an inclusive whole of family and whole of community approach is evident.

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annecto's first Aboriginal Liaison Officer

annecto's partner organisations, KBHAC and Babana Men's Aboriginal Group (the lead event organiser with Harbour City Ferries) commemorated two NAIDOC week events in July 2015. annecto was invited to take part in the Harbour City Ferries ceremony at Circular Quay in July and an Elders Lunch in Glebe the following day, which



NAIDOC Week celebration in Sydney with The Glen Dancers.

was a great opportunity to officially introduce annecto's first Aboriginal Liaison Officer, Paulette Whitton.

Paulette, from the Yuwaalaraay and Gamilaroi peoples in North West NSW, joined annecto to raise cultural awareness and educate people in the workplace and across communities.

"As an organisation at the frontline of working with communities, I see my role with annecto as a way of building cultural knowledge and capability to enable annecto to walk alongside Aboriginal and Torres Strait Islander people".

As the daughter of Uncle Paul Whitton, a KBH man, Paulette brings insights into the journey for Stolen Generation families. Paulette is leading the development of annecto's Reconciliation Action Plan.

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community

Listening and learning in Far Western NSW

The Far Western NSW region is home to around 46,000 people, with one in four over 55 years of age. With a new office in Broken Hill, 15 new staff members and a range of new Aged Care and Disability Support services, annecto's Orana and Far Western team have been working closely and listening carefully to the local community.

Understanding where the service gaps exist in local communities has encouraged innovation when undertaking individualised planning with people. Through annecto's My Support program, patients returning home from a stay at Broken Hill Hospital received domestic assistance, personal care, shopping assistance, meal preparation and transport to and from medical appointments. This short-term support service for older people provided additional support to help them adjust to being home again quickly and safely.

annecto's Loddon Mallee team has been integral in helping the Far West NSW team establish strong relationships with community

Afram and his family – proudly Australian

Afram, a former doctor in Basra, his wife Dorette and daughter Ban experienced unfathomable persecution in their homeland and eventually left war-torn Iraq in 2009 for Australia.

Arriving in Melbourne as refugees and settling in an outer suburb, Afram quickly became depressed. He experienced terrible nightmares of his experience in the war, slept all day, and was disconnected from the outside world. With the help of their GP, Afram was introduced to annecto, and their case worker, Rebecca. "Rebecca is very kind".

organisations in NSW, and was the key to hitting the ground running. Relationships included the local HACC service, Department of Health, Dubbo Community Neighbourhood Services NSW, Ageing Disability and Home Care, Wentworth and Broken Hill Hospitals, Trio, Vision Australia, Regional Information and Advocacy Council (RIAC), Aboriginal Home Care, Murray House, and Dareton Primary Services.

real stories

...I am happiest now...

I am happiest now that Rebecca and annecto help me," explains Afram. Afram says it is his faith in God, his family and annecto's help that has helped him heal.

When asked what the future holds, Afram smiles. "I am happiest here in Melbourne. Wherever we go (before) there was war." Now Australian citizens; Afram and his family live a quiet life with their daughter and their three grandchildren, and feel happy, safe and relaxed.

Afram's passion now is gardening. Their home is teeming with potted plants. "These are my patients now", Afram laughs.

Interagency meetings have enabled these partnerships to prosper, and discussion and planning at meetings provided a rich assortment of services, programs and events accessible to annecto clients. For instance annecto clients participated in a range of different activities including the Department of Health's Self-Defence for older women program, learning how to remain safe in and out of their homes. There were also the very

community

popular Move to Music program, which enabled older people to enjoy music and dance, and a carer's support program where carers were encouraged to drop into the office and have coffee and engage in pre-planned activities.

Speakers Bank:

Our stories, our words, our voice

Auspiced by annecto and in its fifth year of operation; Speakers Bank gives people living with disability the opportunity to share their stories, and for the wider community to gain an appreciation of their resilience and ingenuity. All speakers are trained in public speaking and are assisted to develop engaging talks that educate the broader public in the sorts of things people with disabilities can do, instead of what they can't do.

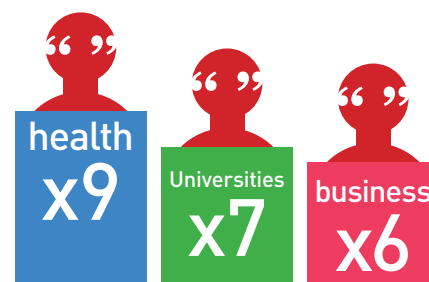
"Speakers Bank gave me the opportunity to combine my university learning and my experience as a disabled person in a meaningful and productive way," Rufus Uulf.

With 36 speakers on the books, approximately 37 speaking and media events per year, and with ten speakers actively engaged at any one time, people want to hear from speakers with interesting stories and we match the speakers to the audience. Universities, TAFEs, schools, service clubs and health providers are currently the biggest users of the service.

Increasing interstate requests meant that Speakers Bank needed to be more accessible online – with the potential to engage a national and international audience. The Speakers Bank new website went live in July 2015. The site will eventually profile and include a video presentation for each speaker so that people can see the type of talk they will get and enabling event organisers the option of screening digital talks as part of their event, if for some presenters, the option of travelling to a venue is not available.

To obtain funding for the new digital strategy, Mimi Laurilla, Speakers Bank Project Manager successfully pitched to Seddon Bendigo Bank's Community Pitch Event, winning \$1450 and a new iPad while increasing their Facebook community to around 300 followers.

Last year speakers spoke to audiences from the following sectors:



"Louise engaged her audience from the outset. There were too many questions for the time allocated, a sign she had made a positive impact. She was very well prepared, and I would recommend her to other organisations" John Illot – Rotary Club of Melbourne.

Speakers benefit hugely from being involved in the Speakers Bank. The experience gives them the opportunity to share their story, improve their communication skills, enhance their self-confidence and educate the general public. www.speakersbank.org.au

community

Turning the life you desire into reality

The annecto Pindari Respite House in Melbourne provides planned respite for up to 50 adults with a disability and their families, so carers can take a short term break – from overnight to two weeks respite, depending on the families' needs. Pindari Practice Leader Esmee Uulf set up a parent's consultation forum to have open conversations about what parents and respite staff could do to move towards the reality of a better life.

Vince Alicastro comes from a large Italian-Australian family all living in the Irymple area, Victoria. Vince at 46, now lives in a nursing home after being diagnosed with Multiple Sclerosis in the 90s and surviving a stroke in 2013. While he is well-supported there; at times Vince felt "a little out of place" amongst the older residents.

Vince and Lael Power, Vince's Support Coordinator, worked together to ensure his social connection goals were achieved. Vince chose to accumulate unused support per week to participate in longer outings and socialise with younger people with whom he has things in common.

At its best, what would life look like for you and your family?

- To live in a safe environment; to develop as individuals with healthy family relationships
- This would strengthen parent's relationships, to take time-out.

What worries you the most about the future of your family?

- Providing ongoing support and care in the future
- Obtaining independent information and quality accommodation
- Enabling strong sibling relationships after the parents had died.

What will it take to turn the good and meaningful life you desire into reality?

- Greater individualised strengths-based services, life style choices and independent financial advice
- Transparent information, and greater accountability to ensure success in implementing plans, strategies or projects.

Where to from here?

annecto staff are:

- building people's independent skills to enable greater social connections
- reviewing how and what client information is gathered to network with families and community services to provide a more holistic assistance to strengthen individuals and increase opportunities to move out of the family home.



real stories

Vince Alicastro in Mildura.

For Vince's sister and primary carer Maria; annecto's part in assisting in the planning and coordinating activities was very welcome and there has been a marked difference in his communication. "My brother's more positive – enjoying life in the community, and is now focussing hard to formulate sentence

structure rather than replying in singular words".

Lael linked Vince to a men's group who meet monthly for outings. "Finding Vince accommodation that is specifically designed for younger people would be a priority for us. He is too young to be in a nursing home".

community

Sharing stories as a catalyst for change

Working through the lens of humanity and authenticity, annecto's Diversity Strategy cultivated positive change toward broader social inclusion. The Diversity Strategy assisted us to increase, and sustain customer relationships with diverse populations, and to streamline recruitment efforts – essential to a proactive approach to growth.

A key element in our practice and culture is in respecting and valuing all aspects of a person including their gender identity or expression, race, language ethnicity, sexual orientation, religion, elder status, clan, family structure, culture, subculture, self-expression, identity and self-identification. Through researching compelling stories and statistics, annecto committed to advancing LGBTI ageing through information-sharing and profile-raising advocacy initiatives to encourage understanding of the particular challenges facing older people identifying as LGBTI.

Objectives in sharing LGBTI stories and experiences included:

→ Inclusive LGBTI-integrated print, online and social marketing collateral to encourage those needing support to come forward to receive supports.

→ Tailored L&D LGBTI training to all staff encouraging discussion in using peoples' different perspectives to improve business outcomes, reflective practice, and sharing information.

→ Sponsorship and production of the weekly radio show – Absolutely Everybody on LGBTI radio station JOY 94.9 to over 330,000 people in Melbourne and internationally via podcasts.

→ In advancing the annecto diversity strategy, the show provided:

1. a forum for discussion, sharing of stories and research.
2. a successful social venture in training and skilling 10 volunteers over 18 months of programming.
3. over 500 streamed podcasts over a three month period.
4. speaking highlights included: TedEx sensation Ash Beckham, presenter, journalist and disability advocate Stella Young, Healing Foundation's Richard Weston, former Disability Commissioner Graeme Innes, and community advocate Rhonda Galbally.
5. promotional highlights included: Midsumma display (100,000+ visitors), Global Aids Conference, Vintage Men

presentation, Gender Centre NSW–LGBTI Metro NSW Interagency, and a Seniors Week special program, partnering with Switchboard on JOY 94.9.

LGBTI Standards

Standard 1 – Access & Intake process so that LGBTI consumers experience messages of welcome.

Standard 2 – Consumer Consultations & Participation so that LGBTI consumers are engaged in the planning, development and review of the service.

Standard 3 – LGBTI Cultural Safety to identify, assess and manage risks.

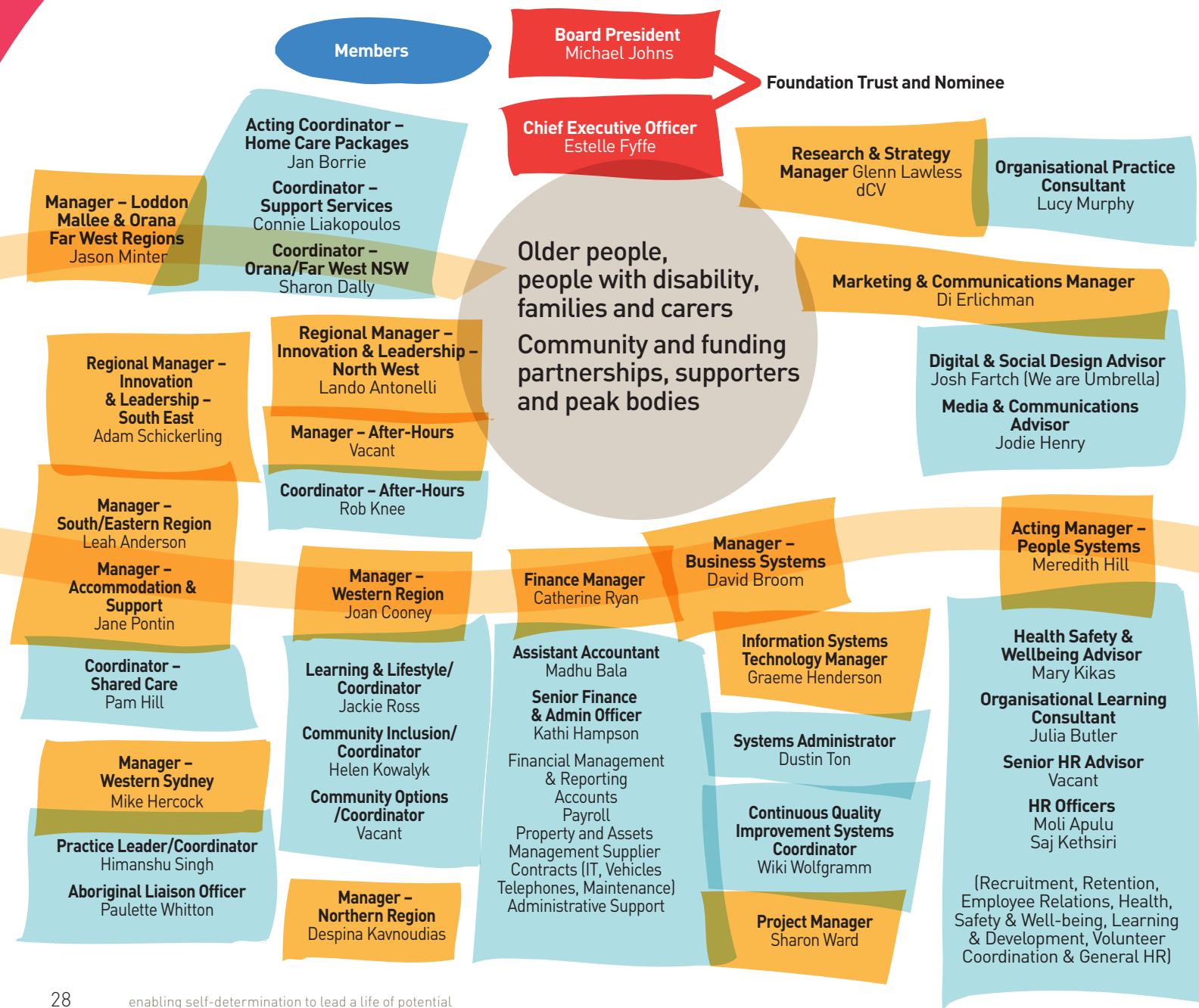
Standard 4 – Disclosure & Documentation so that LGBTI consumers feel safe in providing personal information, knowing privacy systems are in place.

Standard 5 – Professional Development to ensure all staff are confident about LGBTI sensitivities and their responsibilities.

Standard 6 – Organisational Capacities to embed LGBTI inclusive practice and continuously seeking opportunities for improvements.

organisational chart

as at June 30 2015



CEO, board and senior staff



Estelle Fyffe: CEO

M.A.(Psych.), Dip Ed., M.Applied Science(Management), MAPS., MAHRI., GAICD.

Estelle has extensive experience across the community, health and education sector settings. She holds postgraduate qualifications in psychology and management, with particular interests in Innovation and Human Systems. She is a Director of Active Community Housing, Chair of the Victorian State Committee for National Disability Services, and a member of the Australian Psychological Society, the Australian Institute of Human Resources Institute, and the Australian Institute of Company Directors.



Stephen Duns: President

(concluded mid-June 2015)

Stephen is an experienced coach and mentor with a passion for helping individuals, organisations and communities. Stephen's career includes several CEO, management and consultancy roles in the government, health and community services in Australia and the UK.



Michael Johns: President (Vice-President to mid-June 2015; commenced as President July 2015)

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



Roger Chao

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



Wendy Dunn: Vice President (commenced as Vice President - July 2015)

Wendy is the Clinical Director for Residential Aged Care at Mercy Health, and is responsible for the operational model of Mercy Health Residential Aged Care. 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 health sector to the challenges of aged care.



Ross Joyce: Secretary, Chair Sustainability

Ross has substantial experience across diverse sectors and environments including NFPs, government, SMEs covering member services, business as well as community business areas delivering strategic results. He has operated at Board, CEO, and executive management levels within these complex sectors and in substantial change management environments.



Jennifer Burrows: Chair Culture Committee. (People, practice and innovation)

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



Vivien Beer FCA: 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.

CEO, board and senior staff



Kim Jordan

Kim is a Principal consultant and manager of the Stakeholder Solutions group with GHD, a major Australian consulting firm. Her work has a focus on community and stakeholder consultation including facilitation, negotiation and change management.



Mark McMillan

(concluded August 2015)

Mark is a Wiradjuri man from Trangie, NSW. He joined the faculty of Melbourne Law School as a Senior Lecturer in 2011; the first Indigenous Australian to be appointed to the faculty. He has a passion for making sure all people's right to dignity is realised in all aspect of our lives.



Michael Nazzari

(concluded November 2014)

Michael has an extensive background in people, association and education management, most recently as GM for the Institute of Chartered Accountants (Victoria and Tasmania). He is a graduate in economics, commerce and arts and experienced in community work and as a municipal councillor.

The Sustainability and Finance Committee's main focus was in overseeing annecto's financial health and viability, adherence to best practice safety, compliance and effective risk management. The Committee further focused on the development of a new investment strategy and an integrated information technology platform, to be implemented before 30 June 2016. The Culture Committee's focus explored how the Board might consistently use the lens of culture on their considerations such as goal-setting and decision-making, and exploring what it means to embed the Practice Framework within Leadership.

Senior Staff

Leah Anderson – SE Metropolitan Region. Leah led the SE Team in commencing the delivery of new EMR consumer directed Homecare Packages, and the SMR establishment of annecto services and profile representing a 30% growth of people supported. In the SE region Leah has focussed on strengthening relationships with the community, staff and people supported.

Lando Antonelli – NW Regional-Innovation & Leadership. Lando expanded and consolidated the After-Hours service and led the development and expansion of annecto's CDC model and community aged care into the Western and Grampians Regions. Lando has also worked on the Planning Framework Project team, and has taken a lead role with annecto's CQI and HSW committees.

David C Broom – Business Systems. Sustainability and Financial Analysis Committee. David joined annecto to review and develop leading edge business systems across the organisation and oversight continuous quality improvement, information systems and financial analysis.

Julia Butler – Organisational Learning. Julia led the design, development and implementation of organisation wide learning, leadership strategies, and programs. Her extensive experience in facilitation, team development and graphic recording promotes a positive learning environment and culture within the annecto community.

Senior staff

Adam Carrozza – Business Innovation (to March 2015). Adam implemented annecto's general and growth strategy, leading management of teams preparing major tenders, facilitating services, exploring emerging partnerships and representing annecto with peaks, key partners and other external bodies.

Joan Cooney – Western Metro Region. Joan led the growth of the Learning Hub at David House by developing partnerships with tertiary, TAFE and Community members. Joan supported her team to be CDC and NDIS ready by providing innovative, evidence-based service models that are sustainable and will strengthen outcomes for people we support.

Di Erlichman – Marketing & Communications. Di managed the development of the customer-focus service design, and the First Point of Contact as key components within a robust business intelligence system, and was responsible for overseeing digital and social design, communications and stakeholder engagement. Di contributes to the LASA-Vic and AMI advisory groups.

Joshua Fartch – Digital & Social Design. Working within the M&C team, Josh has been instrumental in strengthening community inclusion and building capacity through design and communication, with a focus on digital strategy and social enterprise development.

Graeme Henderson – Information Systems & Technology. With extensive experience in corporate IST Graeme focused on implementing a business-aligned IST strategy delivering projects to maximise ROI, delivering state-of-the-art ICT infrastructure and building a strong, professional IST team.

Jodie A. Henry – Media & Communications. Jodie led internal and external communication. Her approach to integrated strategic communications is through the lens of social justice, advocacy and innovation – working with diverse communities to share stories and promote social inclusion.

Mike Hercock – Western Sydney. Michael partners with key sector leaders to work with complex need clients and families across LGBTI, Homeless, and Aboriginal communities living in Western Sydney. Michael took a lead role in the establishment of Sydney annecto aged care packages, the partnership with Kinchela Boys Home Aboriginal Corporation and the successful Aboriginal Ability links tender.

Meredith Hill – Human Resources. Meredith brings broad-based industry experience in management and operations within government, NFP and community services sectors including health, aged care and disability. She is responsible for delivery of contemporary Human Resources practices including Recruitment and Retention, Employee and Industrial Relations, L&D, Equal Opportunity, HS&W.

Mary Kikas – Health, Safety & Wellbeing. Mary has used her extensive experience in health, aged care and community OHS and Risk Management across annecto. Mary is a qualified and registered physiotherapist, ergonomist, OHS professional and a certified OHS Associate Auditor, and an active member of a number of committees including the NDS and LASA-Vic OHS Committees.

Despina Kavnoudias – Grampians and Northern Metro Region.

Despina has qualifications in Psychology, Social Work, Counselling and Business, and engages with key partners/networks to ensure optimal consumer outcomes. Despina is a member of the HCP Statewide Steering Committee and chairs annecto's HSW committee, and contributes to organisational policy development regarding staff wellness and retention.

Glenn Lawless – Research and Strategy. Glenn has established the foundation for annecto's government relations, donor and friends development, environmental strategy and international perspective, also the background research for annecto's Inclusion Planning Framework, and strategy, with a focus on Social Return on Investment.

Jason Minter – Loddon Mallee/Orana Far West. Jason has managed the expansion of respite, user-pays and carer and community initiatives in rural and remote Loddon Mallee region with a key focus on development of social inclusion strategies including being a key founding member of the Sunraysia Communities of Practice.

Lucy Murphy – Organisational Practice. Lucy has led the project team developing and embedding the annecto Planning Framework. This has included the design of tools, workshops, resources, and coaching. She has been instrumental in embedding the practice of Participatory Engagement and Story Strategy across annecto.

Jane Pontin – Accommodation & Support. Jane managed annecto's six shared supported accommodation houses across Melbourne. Jane's focus has implemented Person Centred Active Support across all houses enabling the people we support to be meaningfully engaged in their lives with maximum choice and control.

Catherine Ryan – Finance. Catherine identified areas needing improvement and introduced new practices so the finance team and management accounts can better support organisational decision making. This review and improvement work continues. It informs preparation for the new accounting system.

Adam Schickerling – SE Regional-Innovation & Leadership.

Adam has led the expansion of annecto services into the Southern Metropolitan Region including CDC Homecare packages. He has led in the design, implementation and evaluation of innovative evidence-based service models to strengthen sustainability, outcomes and strategic positioning and reform readiness.

Terrie Seymour – People Systems. Terrie has brought her substantial HR, IR, ER and general management experience in the health, aged and community sectors to key initiatives including; employee recruitment and retention, job redesign, development of the annecto Workforce Capability Framework, HSW/OHS Strategy with WorkSafe, research on integrated HRIS and implementation of the Modern Awards.

Sharron Ward – Project and contract management. Sharron manages the contractual requirements for external providers, to ensure that all external providers meet not only annecto's requirements but also the government funding bodies. Sharron also manages annecto's projects in relation to our strategic direction.

Wiki Wolfgramm – Continuous Quality Improvement. Wiki has coordinated and supported annecto to achieve and maintain certification and compliance with various standards and external bodies. Wiki's extensive experience and Quality qualifications in the health, community and disability sector assisted her role in continuous improvements at annecto.

financial statements

Income Statement consolidated

\$AUD	2015	2014
Revenue from ordinary activities	31,778,467	28,696,795
Less expenses		
employee benefits	18,060,566	17,693,682
office costs	4,177,278	2,755,997
client costs	6,188,876	5,702,470
depreciation	176,024	178,454
transport costs	664,562	966,804
other costs	911,668,46	864,703
Profit from ordinary activities	1,599,492	534,685
Changes in asset revaluation reserve		0
Comprehensive Result	1,599,492	534,685

Balance Sheet consolidated

\$AUD	2015	2014
Current assets		
cash	7,434,305	3,173,186
other	784,463	1,763,573
Total current assets	8,218,768	4,936,759
Non current assets		
property, plant & equipment, intangibles	7,573,872 160,355	7,891,237
Total non current assets	7,734,227	7,891,237
Total assets	15,952,995	12,827,996
Current liabilities		
payables	3,258,695	2,089,865
other	2,336,822	2,017,167
Total current liabilities	5,595,517	4,107,032
Non current liabilities		
employee benefits	417,200	380,178
Total non current liabilities	417,200	380,178
Total liabilities	6,012,717	4,487,210
Net assets	9,940,278	8,340,786
Equity		
reserves	4,176,644	4,176,644
retained profits	5,763,634	4,164,142
Total equity	9,940,278	8,340,786

Cash Flow Statement consolidated

\$AUD	2015	2014
Cash flow from operating activities		
Cash receipts in the course of operations	33,331,094	28,847,770
Interest received	82,582	64,418
Cash payments in the course of operations	-28,593,774	-28,344,004
Borrowing costs	-9,402	-10,212
Net GST (paid to) from the Australian Taxation Office	-481,457	-403,440
Net cash provided by operating activities	4,329,043	154,532
Cash flow from investing activities		
Proceeds from sale of motor vehicle		
Payment for property, plant and equipment	-11,999	-122,626
Payment for intangibles	-55,925	-19,735
Payment for investments	-1,069,503	-300,000
Net (used in) / from investing activities	-1,137,427	-442,361
Net increase in cash held	3,191,616	287,829
Cash at beginning of financial year	2,873,186	3,161,015
Cash at end of financial year	6,064,802	2,873,186

The summary of financial information **on pages 8-9** and these pages 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 2015 annecto Annual General Meeting will be held on Friday 23 October 2015. For more information please see www.annecto.org.au

Our financial service providers

Auditors:

DFK Kidsons
Accountants and Business Advisors
Melbourne Vic

Solicitors:

K & L Gates
Melbourne Vic
Moray & Agnew
Melbourne Vic

Insurance brokers:

AON
Melbourne Vic

Bankers:

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

acknowledgments

annecto acknowledges and thanks the following government departments for their support:

→ Australian Government Department of Social Services; including aged care, NRCP

and HACC (CHSP and HCP) programs; → Victorian Government Departments of Human Services and Health. → NSW Government Department of Family and Community Services: Ageing Disability and Home Care.

annecto acknowledges and appreciates the networking by members of parliament, and partnerships with councillors and local council staff across Victoria, and New South Wales on a number of capacity building projects. These relationships are essential to the good work and outcomes for the people and the communities we work with.

Winners Jean Belt and Lee Harris from the Bendigo Bowls Club proudly display the cheque from annecto LMR Manager Jason Minter with Mildura City Councillor Mark Eckel.

Connecting older women in regional communities

For 18 years, the Dot Jenkinson Ladies Pairs Bowling Tournament has honoured the memory of the late Dot Jenkinson, considered the **greatest ever** Australian female bowler. Now in its tenth year of annecto sponsorship; the tournament is instrumental in bringing together older regional women attracting 164 players across Victoria, South Australia and New South Wales. For many older women, some now living on their own, the sport keeps them



fit, happy, healthy and connected to their community.

Dot Jenkinson Committee spokeswoman Sue Nichols believes that women's bowling does not have as high a profile as men's bowling.

"As a consequence, women's bowling does not get the financial gains. annecto's sponsorship brings

rural women together and profiled. Without this support we would find it difficult to continue the event each year", explains Sue.

The tournament is held across the Loddon Mallee Region with matches played at Irymple, Merbein, Mildura, Red Cliffs and at Workingman's bowls clubs, over two days.

real stories

with thanks

to the members, students, volunteers, sponsors, community partners, donors and to the people who have given the gift of their story: we thank you. The annecto community sustainably benefits from your willingness to impart your stories and personal experience, knowledge, skills, and physical and technical resources.

ADEC	Evan Bichara	Fragapane Farms	Linda Bliak	Nathan Slachter	Spirit West Services
Aidan Moses	Bunnings Altona	Glen Howie	Loretta Martin	PC Mobile Welding	Spotlight
Altona Fresh Foods	Bunnings Werribee	Heather Boreham	Lynne Glennon	Peter Doull,	Stan Cash
Amart	Chateau Gjomakaj	Judi Cooper	Maddocks Lawyers	Peter Hitchener	Storm Robbins
AMAZE	Christine Williams	Justin Tassone Butchery	Make Lakatani	Professional	Stuart Davey
Amy Tingay	David House	Kaiser Kraft	Marian Giannakis	Advantage Rajith	The Photo Shop
Anne Hutchinson	Mother's Group	Kakoschke Transport	Mary-Anne Cosic	Perera	Port Melbourne
Bonnie Gardens	Daniel Giles	Kathryn Beaton	Masters Paints	RMIT University	Tracey O'Sullivan
BOQ Werribee	Deakin University	Kelsey Crimmins	Melbourne University	Room44	Valspar Paints
Brenton Alford	Delia Portluck	Ladee Luck	(MBS)	Rufus Uulf	Victoria University
BSA Earthmoving	Di Natale family	Hairdressing	Michael Burrowes	Seagulls Football	Wear for Success
Equipment	Effie Meehan	La Trobe University	Mini Lekas	Club	Williamstown Craft
	Fiona Ransley	Leigh Kennedy	Mx Newspaper	Sheena Mathieson	Market
				Simon Burchill	

annecto awards

Craig Goesch Scholarship: Jade Threlfall; Artist. Awarded for facing many challenges in continuing her dynamic and vibrant art practice. Delia Portlock; who has a long history advocating for the rights of people with an Acquired Brain Injury.

Inclusion Award: Amy Tingay; Human Rights Advocate. Awarded for her commitment to inclusion and volunteering as a presenter on annecto's Absolutely Everybody radio show.

Ron Cahill Award: was made possible by the family of Ron Cahill. Jon Clarke; Photo Journalist. Awarded for his commitment to supporting people to tell their stories, and who flourish as artists and photographers in their own right.

Staff Award: is to acknowledge staff members who model, demonstrate and coach others in applying annecto's values in

their work thus achieving positive outcomes for others: Amanda Longley, Beverley Martin, Lucy Murphy, Saj Kethsiri, Tony Bugeja, Dianne Smythe, Jane Roddy, Samantha Borrie, Lauren Rohde, Larissa Stephens, Kym Stanley, Joanne Haynes.

Student Award: recognises the student's outstanding contribution with annecto delivering on inclusion: Kate Frost.

Volunteer Award: recognises the outstanding volunteer contribution to assisting annecto in delivering on inclusion: Bonnie Gelman, Marian Giannakis.

Long Service Awards:

10+ years: Cheryl Kirwood, Carole Camilleri, Sunita Budhiraja, Trevor Jones, Susan Cooper, Noelene Knight, Leeanne Yates, Robert Whitson, Van Hoang.

15+ years: Lucy Murphy, Robyn Andrusiw, Pamela Jolley.

30+ years: Mark Gregson.

EXTERNAL AWARDS:

HESTA Aged Care Awards

Individual Distinction Award (nomination): Tanya Sheen.



2015 Australasian Reporting Awards:

Silver award for the 2013-14 Annual Report.

Dot Jenkinson Ladies Pairs 2014 Winners:

📍 **SEE page 34**

Jean Belt and Lee Harris.

glossary and index

TITLE	PAGE
AACQA: Australian Aged care Quality Agency	20
ADEC: Action on Disability within Ethnic Communities	3
CDC: Consumer-directed care	3, 7, 8, 14 ++
DHHS: Department of Health & Human Services	10, 12, 20
DSS: Australian Government Department of Social Services	7, 20
ERPM: Enterprise Resource Project Management	13, 16
HACC: Home and Community Care	24
HR: Human Resources	16
HSW: Health Safety & Wellbeing	11
LGBTI: Lesbian, Gay, Bi-Sexual, Transgender, Intersex	6, 27
IC/ST: Information Communications & Systems Technology	2, 3, 9, 21
ISO: International Organization for Standardization	3
NAIDOC: National Aboriginal and Islander Day Observance Committee	23
NDIS: National Disability Insurance Scheme	9, 14 ++
NDS: National Disability Services	3
SEMR: South & Eastern metro region	17
TAC RIPL project: Transport Accident Commission Residential Independence P/L	11
VALiD: Victorian Advocacy League for Individuals with Disability Inc	14



Ron Locke with Rachel and Merle.

Valé

Ron Locke's daughter Rachel participates in activities and support services through annecto David House. Ron, with his wife Merle (dec); was an integral member of the David House parent group over many years. He was on the committee of management at Westraid and President at WiN Support Services (both organisations, with others, merged to become annecto) and a tireless worker and leader at working bees and fundraising through the David House Annual Bazaar.

Ron was a life member of the Altona Lifesaving Club and in his later years was an avid boat restorer with the Hobson Bay Men's Shed. It was important for Ron that Rachel, with advice from annecto staff, had recently chosen and moved into her new home where she could continue to have the autonomy and independence encouraged by her family.

Ron's visionary leadership and steadfast contribution was valued by many, and he will be sadly missed.

how to find us



www.facebook.com/annectonetwork



www.twitter.com/annectonetwork



www.linkedin.com/company/annecto-the-people-network

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.

Contact annecto:

1 annecto Footscray

81 Cowper Street
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t: (03) 9687 7066
e: theteam@annecto.org.au
After-Hours
E: art.manager@annecto.org.au
w: www.annecto.org.au

2 annecto Southern and Eastern Melbourne

41-43 Ringwood Street
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e: eastern@annecto.org.au

3 annecto Northern Melbourne

215-217 Sydney Road
Coburg VIC 3058
t: (03) 9386 5686
e: northern@annecto.org.au

4 annecto David House Community Hub and annecto Western Melbourne

Little David Street
(entry via Kingston Street)
PO Box 29
Yarraville VIC 3013
t: (03) 9314 0988
e: davidhouse@annecto.org.au

5 annecto Werribee Business Centre

Unit 25, 2-14 Station Place
Werribee VIC 3030
t: (03) 9314 0988
e: theteam@annecto.org.au

6 annecto Loddon Mallee

161-163 Langtree Avenue,
Mildura VIC 3502
t: 03 5021 5456
e: mildura@annecto.org.au

7 annecto Western Sydney NSW

Glebe Justice Centre,
Level 2, 37-47 St Johns Road
Glebe NSW 2037
t: (02) 8047 0909
e: westernsydney@annecto.org.au

8 annecto Far West NSW

41-79 Crystal Street
(PO Box 288),
Broken Hill NSW 2880
t: (08) 8087 9794
e: farwestnsw@annecto.org.au
After-Hours 1300 487 183

1 disAbility Connections (Vic)

t: (03) 9687 7066
e: dcv@annecto.org.au
w: www.disabilityconnections.org.au

annecto inc. annecto is a registered Australian body with ASIC, and a registered charity with ACNC, and have DGR Status
| Registration No. A 0037 563 T | ABN 69 045 491 808 | ARBN: 145 208 000 | annecto annual report 2014-15 Editor: Di Erlichman
| Design: Josh Fartch (annecto), Lisa Minichiello Room44 T: (03) 9530 8873 | Stock: KWDoggett's Hanno Art (cover) & Sun Offset (text)
| Printing: Bambra Press.



Our paper and printing choices are clean and green.
Donations \$2 and over are tax deductible – annecto Nominees Inc.

What's important to you? annecto's unique Purposeful Practice and Conversations Forums bring staff from all regions together regularly to share reflective practice discussions and build staff skills to facilitate sustainable change, inclusion outcomes and self-determination in a person's life.

'The coaching has given me the **tools and confidence** to give a louder voice to the people I have worked with in how they want their life to be'.

‘After the coaching and mentoring there has been a **transitional shift in thinking** with families about the person they care for – with conversations on **exploring possibilities and seeing the evidence** in this person’s growth and capacity’.

'In planning with the individual – I'm using the **Life Areas** at meetings now and preparing questions with much more **intention and focus** on future obtainable goal setting'.

annecto staff focus on the enabling power of collective involvement – to provide the best possible service, to develop the best evidence-based practice with a commitment to individuals to achieve what's important to them.

Figure 1.7 Purposeful Practice and Conversations Word Cloud Words with a larger point size reflect the increased number of occasions staff used each word.



**We're looking for people who want to be part of the team.
If you're keen – then we'd like to hear from you!**



For all enquiries call 03 9687 7066
www.annecto.org.au

get involved!



annecto
the people network