

beyond the horizon



annual report 2017–2018

beyond the horizon

With the social and community services landscape changing, annecto is looking beyond the horizon. The theme for this year emphasizes our focus on the future.

By understanding the future needs of clients, communities, partners and government authorities, we're able to constantly re-shape our organisation to meet those needs.

Our purpose

Connecting individuals and communities to realise an inclusive society.

Who we are

annecto is a profit-for-purpose community-inclusion organisation. We're best at building relationships and creating connections; helping people define their own goals to realise their full potential.

What we do

We connect older people and people with disabilities, as well as their families and carers, with others who will help them achieve what's important to them.

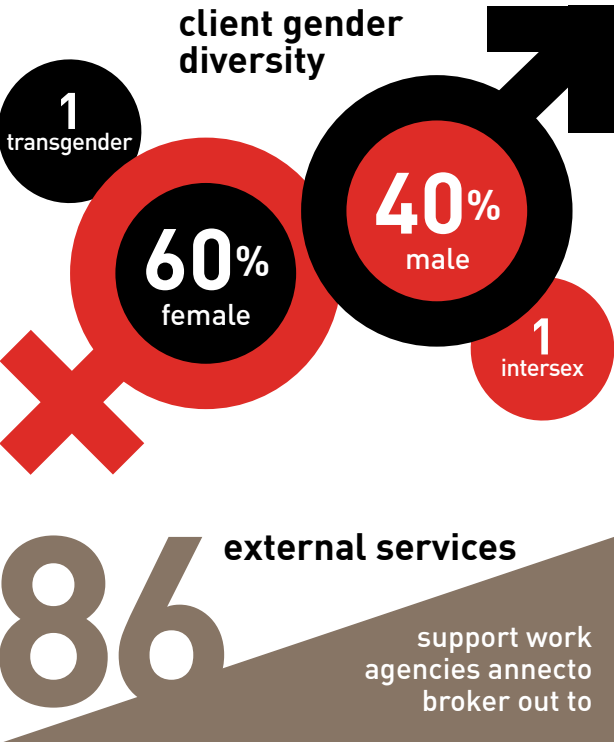
Why we exist

We advocate for a truly inclusive, supportive and connected community that maximises inclusion outcomes for all.

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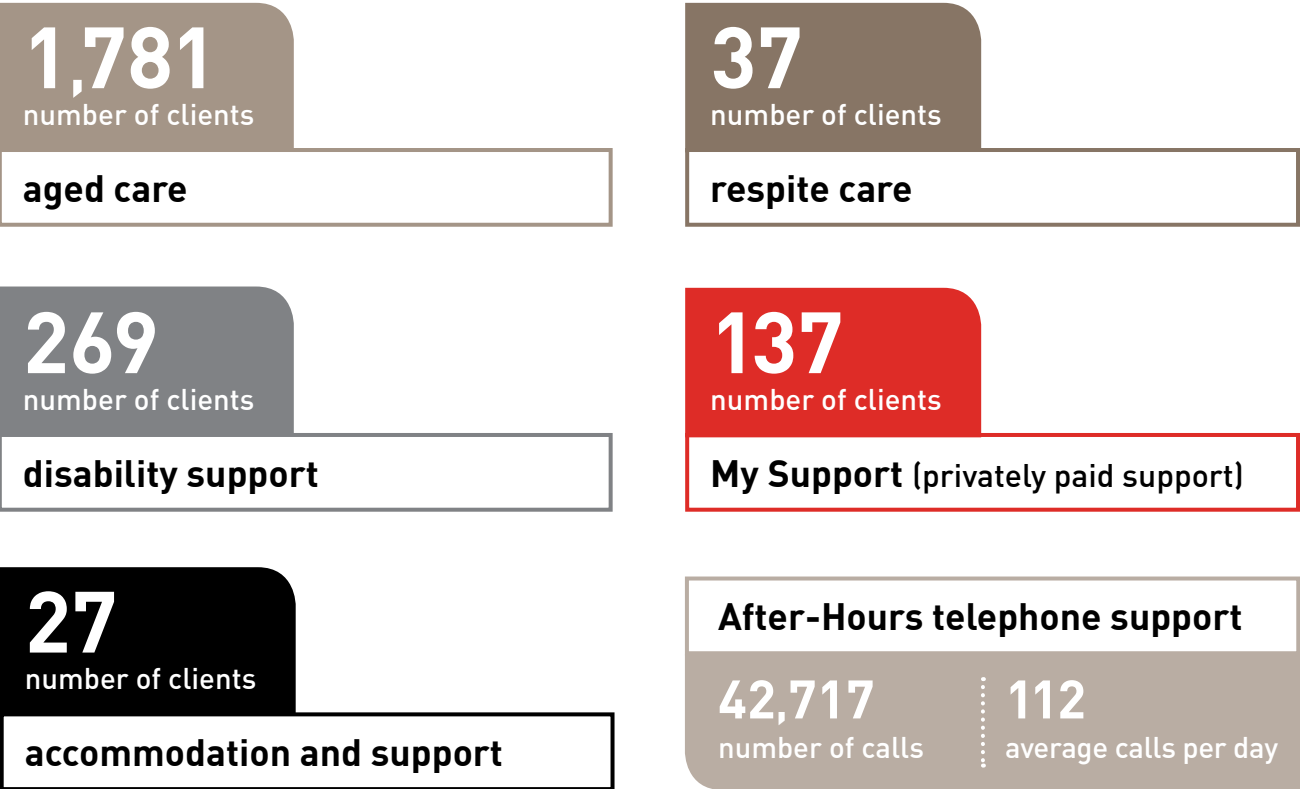
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service stats 2017-2018



All numbers listed here are approximate figures.

summary of active clients supported by annecto (by service type) in the 2018 fiscal year



strategic direction

As an organisation made up of many passionate people, it's vital we have a focused strategy for the important work we do. By having a common purpose, and clear objectives, we're protecting the rights of the individuals we work with and creating a more inclusive society for all.

Our strategic goals

Growth and Diversity

Explore and build relationships and partnerships with communities across Australia.

Outcomes

Provide high quality assistance to people with complex needs wanting to get more out of life.

Sustainability

Grow and develop a diverse base that will enable us to improve policy and program design to facilitate inclusion and meet the requirements of people with disability, older people and their families and carers.

Our 2018 strategic priorities

The annecto Compass – annecto's purpose, principles, culture and practice – will continue to inform the annecto way of doing things. The following are our priorities for action as of June 2018.

- 01** To ensure that people using annecto's services continue to experience the best possible support through the current social services reforms especially in aged care and in the roll out of the National Disability Insurance Scheme, our service models will continue to develop:
 - flexible, person-centred 'packages'
 - support for people to live in their own home
 - pathways to employment
 - community partnerships
 - effectiveness and efficiency in our business systems
- 02** Continue to strengthen our work with people with complex needs and across diverse communities.
- 03** Grow and diversify our established services to provide people with choices of supports and options.
- 04** Continue to explore partnerships that will contribute to our strategy.

annecto recognises that people with disability and older people want what all people want: to contribute meaningfully in the community, to make informed choices in their life, to experience and enjoy being in communal places such as restaurants, educational institutions and workplaces, to be respected and to feel a sense of belonging.

annecto nurtures people's potential to help them achieve these things. We also support their families, friends, carers and communities as they support their loved ones.



why annecto?

annecto is one of Australia's leading community inclusion not-for-profit organisations. Operating from a social inclusion and human rights perspective, annecto assists all Australians with a disability, older people, their carers and families to engage and participate in the community with the aim of living good lives in a home of their choice.

annecto has a strong commitment to people with dementia, intellectual disability and acquired brain injury.

annecto offer flexible, person-centred packages supporting what is important to the person, social inclusion and connections. We are working towards a national presence whilst maintaining our close community networks and partnerships. By committing to a holistic approach, annecto is able to present clients with the best options for their requirements and to live a meaningful life.

annecto provides **Home Care Packages** and other services to older Australians to help them remain living safely and comfortably at home, connected to their family and friends and active in their local communities. We provide respite for carers to allow them time to re-energise so they can continue to support their loved one.

We also assist people to identify the life goals that are important to them, help them to plan and design a range of individually tailored services and connect them with networks and organisations that will help them remain connected with their community.

In doing so, we try to match our staff to the client so they share a common language, interests or outlook in life.

In addition to our Home Care Packages, annecto offer clients the support they need to transition into their home of choice.

Housing & Support will not only assist with the move, but settling in and establishing connections in the community.

annecto's **After-Hours Response Team (ART)** specialises in providing a unique comprehensive non-medical after-hours service operating 365 days of the year. This service includes access to a multilingual language line and Auslan interpreters outside of the hours of 9am and 5pm weekdays, weekends and public holidays. Assistance is also provided via the Emergency After-Hours Response Service (EARS) to eligible people with disability, older people and their carers living in the Eastern, Northern and Western Melbourne Metropolitan and Grampians regions.

Available in Victoria is the **David House Learning Hub**. It offers various activities and courses, designed to assist people with disability to get involved in their community and to increase learning and independence.

The learning opportunities and activities are offered both on and off-site and are based on personal interests. Courses range from using iPads and general computer skills to gardening, exercise, health and wellbeing for adults and the creative arts. The courses may assist people with disability to develop skills that lead to employment or new interests and hobbies.

Through the **Speakers Bank**, annecto supports and encourages older people and people with disability to have opportunities to talk publicly about their personal experiences and to become confident public speakers.

They have addressed community groups about barriers to inclusion and experiences relating to work, social, and recreational pursuits. Speakers Bank raises awareness, acceptance and understanding of people with disability and older people through the power of communication.

All Speakers Bank presenters are trained in public speaking and are eager to share with the community the story of their lives, experiences and challenges.

annecto recognises the value of community leadership and cultural safety by supporting Kinchela Boys Home Aboriginal Corporation (KBHAC) with the **Ability Links NSW** disability service. Our aim is to develop sustainable opportunities for Aboriginal and Torres Strait Islander organisations and communities to create solutions that are culturally safe and connected.

Ability Links NSW Coordinators, known as Linkers, work closely with people with disability, their families and carers to support them to fulfil their goals, hopes and dreams. Whether their goal is to participate in sport, education, volunteering, or other activities, the service user remains at the centre of decision making about how they want to lead their life.

KBHAC deliver Ability Links NSW across a number of Sydney suburbs: Bankstown, Liverpool, Canterbury, Ashfield, Burwood, Strathfield and Fairfield.

In recent months, annecto has relaunched **Job Connections** which assists people with a disability or who are broadly disadvantaged, to find and maintain employment in the open market. Through contracts with the Department of Employment and Work Place Relations (DEWR), Job Connections is part of the Federal Government's disability employment network.

We are focused on remaining a high quality provider of disability employment services, achieving our objectives during a time of continuous changes occurring as part of the government's Welfare to Work reforms.

Partnerships with related services such as schools and health service providers has increased the awareness of our activities and engagement with the broader community, the people we support, their families, employers and related professionals.

annecto is a registered provider of the **National Disability Insurance Scheme (NDIS)** and can assist new and existing clients transition onto this scheme.

At annecto, we believe that at any stage of your life, you might want some support to do the things you need at home or in the community. You want the right people to take the journey with you, as little or as much as you want, to experience what is important to you.



how we performed

Strategic focus

What we planned to do 2017–2018

measurable outcomes for people with complex needs at the core of our work

Strengthen partnerships through annecto's practice and continue to build capability in working with diversity and diverse communities, with people with dementia, mental health and complex needs.

Continue to integrate practice and quality; increase knowledge and application of practice framework and inclusion indicators at individual, organisation and community development levels.

Digital, data and knowledge management strategy; improved business intelligence. Scoping phase to gain overview insights into annecto's current practices, issues and desired outcomes that will more fully align approaches with the organisations strategic directions and sound organisational practices.

establish and grow a national presence, brand, influence and impact

Maintain ISO accreditation and extend to new services.

Continuing negotiations with partners on governance, business frameworks, functions, roles, resources and alignment.

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

Develop brief for e-market platform feasibility research.

Internalisation of the workforce on track to achieve 80/20 compliance across all regions.

Continuing to develop the diversity strategy and plan including the Rainbow Tick accreditation and developing LGBTI inclusive aged care service benchmarks.

Identify and document the processes, options, roles and responsibilities of social enterprise and new entity structures. Make recommendations as to best way to proceed.

Evaluate annecto Finance (TechOne) and Client Management (CL+) systems and services staff for NDIS claims and payments processes.

What we did in 2017–2018

Working within Aboriginal and Torres Strait Islander communities and various CALD groups, annecto have worked closely with grassroots organisations and networks to inform, educate and help navigate the maze that the aged care assessment and referral system has become. annecto staff in Kempsey work with older people from the Aboriginal community and doubled the number of people supported in the community, with another 20 people on the waiting list. Our partnership with the Men's Shed has allowed us to support a number of men with complex needs to learn new skills and to make lasting friendships in their community. Melbourne's Western Metropolitan Region continues to build on their partnerships with the Deakin School of Psychology and Occupational Therapy, RMIT Department of Disability Studies and a number of local secondary schools. The partnerships aim to help build internal capability in the allied health sectors and local community.

We continued to design systems using the annecto Compass to inform all policies, procedures, training and practices across the organisation. During the year the New Initiatives Framework was developed that enables a thoughtful and intentional approach to new work ensuring that it delivers on the annecto purpose and organisational strategy.

A project is underway designed to investigate annecto's business intelligence requirements and identify and deploy a state of the art business analytics solution. Work that will clearly articulate annecto's digital and knowledge management strategies is also in progress.

Achieved accreditation by transitioning from ISO 9001:2008 to ISO 9001:2015 along with DHHS recertification. annecto also participated in the pilot of the NDIS Standards Audit.

annecto now has more offices outside Victoria than within. Recent growth affords many challenges and opportunities. The Board and CEO are currently reviewing the governance structures required to ensure we thrive into the future structure. Several board members also attended a presentation on the financial benefits associated with mutualisation or co-operatisation.

annecto researched the feasibility of operating within an electronic platform environment. Additional work has now begun to establish cost and price models applicable to an e-market application.

Over the past 12 months annecto has increased its internal workforce across HCP and Disability Services to 71%. All regions and departments continue to work towards building a connected workforce.

Continued to implement the RAP plan, developed and conducted cultural training for all office based staff across annecto.

annecto remains committed to the establishment of social enterprises. It is expected this work will be considered within a broader organisational context.

A project was initiated to scope the requirements of the NDIS pricing and claiming process. The project provided annecto with a more efficient system to claim Government payments. This process ensures participants are better able to manage their plans and achieve their planned goals.

Further review of Tech One system resulted in annecto utilising more of its capabilities enabling annecto to generate accurate and timely reports.

CEO's report

In last year's report, I said the level of disruptive change being experienced in social and community services called for transformation; and for growth in the capabilities of individuals, communities, organisations and society.

Yet, despite the challenges, notably in aged care reforms and the roll out of the NDIS, this period of transition has an upside.

annecto's strategy remains a rights-based approach driven by the idea of inclusion and guided by the annecto Compass (our purpose, principles, culture and practice).

Throughout the 2018 fiscal year, we continued to work towards three broad strategic goals:

- **Outcomes** – to provide high quality assistance to people with complex needs wanting to get more out of life
- **Growth and Diversity** – to explore and build relationships and partnerships with communities across Australia
- **Sustainability** – to grow and develop a diverse base that will enable us to improve policy and program design to facilitate inclusion and meet the requirements of people with a disability, older people, their families and voluntary carers.

As mentioned in the President's report (on page 10), annecto is committed to adopting leading practices of being proactive in addressing the problems of tomorrow, person-centric services delivery, technology, effectiveness as the driver of economy and efficiency and policy being considered concurrently with operations.

Policy and operations are being considered concurrently. In the annecto context that means establishing internal and external feedback loops to better understand people's goals, service models and internal and external policies.

With a view to addressing the problems of tomorrow, and in the pursuit of greater effectiveness, a project management office was established in the IST team, which resources the management by the Executive Leadership Team of projects of major impact.

Most of these projects were concerned with transforming annecto's business systems and practices. They included redesigning client statements, reviewing several data entry processes, engaging with the NDIS portal and establishing strategic data requirements for business intelligence.

To ensure people using our services continue to experience the best possible support during the social and community services reforms, we reviewed our service implementation priorities and identified four 'streams' for service provision. The annecto Compass, annecto After-Hours and EARS are all integral to the success of each of these streams.

1. Flexible, person-centred packages supporting what is important to the person, social inclusion and connections.

Such packages have been a large part of annecto's work for some years and our ability to work this way has prepared us well to assist people through the aged care reforms and the NDIS roll out, to commence the delivery of Veterans Home Care, and to obtain registration with DHHS for child and family services.

2. Housing and support for people to live in their own home, whether rented or owned, whether alone or shared with people they choose to live with.

We are proud to have assisted more than 50 people to move into their own home during the 2018 fiscal year. And we're excited to be commencing two alternative housing projects with developers (Active Community Housing and Guardian Living). However, despite high interest, the challenges of securing SDA funds through the NDIS are currently higher for these alternative housing models than for established group homes.

Other partnership developments include our involvement with Ability First Australia, a national network of fourteen organisations providing disability services, and the exciting work that is well underway towards Merrimu, a long-established disability support service operating in Bacchus Marsh, Melton and Ballarat, joining annecto. Merrimu's culture has much in common with annecto and a decision is anticipated by the Boards in October.

Technology One is now fully operational for financial and human resources management, and a Mitel phone system is being rolled out across the organisation. annecto's New Initiatives Framework is providing guidance for decision making regarding new opportunities.

As you will read in the Finance Report on pages 24-27, economy and efficiency have exceeded expectations. annecto is well prepared for the next set of challenges in technology and government reform.

3. Pathways to employment.

Employment means meaningful activity, which encompasses creative, educational and community activities, student placements, voluntary and paid employment, social enterprise, micro businesses and job creation. This stream is at an early stage in development and builds on the work at David House, Yarraville, Speakers Bank and the reincarnation of Job Connections (Disability Employment Service) in Ringwood, ACT and Queensland.

4. Community partnerships.

We are working towards a national presence through networking, partnerships and initiatives of national significance. We aim for services delivered in local communities and in partnership with communities of association. We are also developing the most effective models of achieving these aims. Our partnership with Kinchela Boys Home Aboriginal Corporation and our community work in Kempsey, on NSW's mid-north coast, are examples of our community partnership work.

annecto's integrated quality management system continues to maintain a high standard of quality accreditation. The Quality Team has increased the focus on cultural safety and awareness in the Reconciliation Action Plan (RAP). As part of the RAP implementation, Uncle Lyall Dennison, Paulette Whitton and Mike Hercok conducted sessions right across annecto where staff heard stories of Australia's First People and then got to share stories from their own culture.

The 2019 fiscal year will see annecto engaging with person-centric service delivery, researching co-operative and mutual governance structures, and self-managed and community based service models.

In closing, I thank the Board and senior staff for your focus at this time of government reform, opportunity and change. To the people using annecto's services and our staff, volunteers and supporters, I thank you for your engagement on the annecto journey.

Estelle Fyffe
Chief Executive Officer

president's report

The 2018 financial year has seen annecto continue to thrive. We worked through major government reforms in aged care and the National Disability Insurance Scheme (NDIS), reviewed and transformed business processes, and all while maintaining annecto's commitment to social purpose and outcomes.

The Board continued to lead annecto's strategy for High Quality Outcomes, Growth, Diversity and Sustainability. In November 2017 and April 2018, we participated in intensive workshops facilitated by KPMG's Liz Forsyth, titled: Growing and Transforming to Meet New Opportunities.

As part of the November workshop, the annecto Board, senior staff, and representatives of Kinchela Boys Home Aboriginal Corporation (KBHAC) and Babana Aboriginal gathered on the Tribal Warrior on Sydney Harbour and on Rodd Island. They shared stories, enjoyed performances by Descendance and Yidaki Yulugi and watched a film made by KBHAC.

On behalf of KBHAC, CEO Tiffany McComsey presented annecto with a copy of the publication, *Unlocking the Past to Free the Future*.

The Board revised implementation priorities to increase annecto's focus on community partnerships, cultural awareness and safety across many cultures.

This also involved adopting leading practice for human service organisations, including being proactive in addressing the problems of tomorrow, people-centric services delivery, technology and effectiveness as drivers of economy and efficiency, and with policy being considered concurrently with operations.

The Board also commenced an in-depth review of governance models, Board roles, composition, structure and operations.

In addition to strategic review and its usual governance functions, the Board oversaw three standing committees: the Executive Committee working with the CEO on strategic and key operational matters; the Finance and Sustainability Committee chaired by Vivien Beer overseeing annecto's financial performance; and the Culture Committee with chair, Jennifer Burrows, commencing a review of the work and future direction of this committee. Ross Joyce also participated in the annecto/Kinchela Boys Home Corporation working party, and in the annecto Reconciliation Action Plan Committee.

The Board also received and endorsed a major report on the potential for the David House site in Yarraville to be redeveloped as a community service precinct. It met with thought leaders Karthik Venkata and Barbara Hyman on data science and on culture and change respectively. It revised the Corporate Governance Manual, and it progressed with the appointment of Evans & Partners as investment partners.

A major item has been the work undertaken towards the exciting proposed merger of Merrimu Incorporated with annecto.

And finally, we welcomed Kirsten Mann and Michael Nazzari to the Board and farewellled David King due to the pressure of other commitments.

In closing, I once again express appreciation to my fellow Board members and to the many people who are involved with annecto and who put their trust in us – our members, service users, staff, volunteers, students and partners.

Michael Johns
President

achievements growth and diversity

annecto is committed to growth and diversity within the organisation. To help meet this strategic goal, we are constantly improving the ways we work, our skills and our relationships with communities across Australia.

Real Stories

Changing the future of support

For the last seven years, annecto has been part of a La Trobe University research project called *Living the Good Life: Embedding Active Support and Practice Leadership*.

The longitudinal study is looking at people living in residential group homes and aims to identify the organisational factors associated with good active support.

Put simply, active support is a person-centred approach to ensuring people with disability have the support they need to engage more, and more meaningfully, in their daily life.

Lucy Murphy, General Manager Performance Development and Change at annecto says, "The hypothesis is that a lot of people living in group homes are disengaged, meaning they spend considerable time doing nothing."

As part of the study this year, researchers observed staff from 14 industry partners, including annecto, working across 89 group homes. They were observing how support staff engage with residents to find out what's working and what's not.

"When you are engaged," Lucy says, "you're learning more, you're included more, you have a more meaningful life."

Researchers also began looking at the influence group home culture has on service provision. Initial findings suggest the better the culture the higher the quality of active support. And higher the quality of active support the more engaged residents become.

We foresee these findings will change the way the industry trains its staff. There will be emphasis on wellbeing and effective team leadership to help improve culture.

According to Lucy, the project has produced other surprises as well. "There is a lot of sharing of information that goes on between industry partners involved in the study. And we're actually starting to use that information to help redesign what the support model looks like. For example, we're now looking at adopting a model with more coaching and mentoring components for group home managers and supervisors."

Better culture, better training and improved active support all translate to happier, more fulfilling lives for the residents of group homes. That's what everyone involved in this project is already seeing. And it's not over yet.

achievements growth and diversity

Speakers Bank

Speakers Bank launched its monthly podcast entitled Speakers Bank Podcast: Our Voices, in February 2018 by doing a live show at the VALID Conference in Geelong, Victoria. The team of podcasters are Storm Robbins, Kathryn Tomkins and Nathan Slachter. YouTube is currently used as the platform to broadcast the show. Each month we discuss a topic of interest. Episodes are often recorded from the Werribee Office.

Some of our speakers use Facebook and Youtube as a means to vlog their views about topics of interest. We use online media to supplement the messages that we share through our face-to-face gigs.

Nathan Slachter who is one of our podcasters recently moved to Queensland to study a Bachelor in Communication majoring in Radio Broadcasting.

We initially linked Nathan up with contacts at Joy FM, where annecto used to have a radio show called "Absolutely Everybody." Nathan wanted to learn the ins and outs of hosting a show and began volunteering. This was good experience to supplement his public speaking activities.

When "Absolutely Everybody" came to an end, Nathan secured another radio broadcasting role at GET CEREAL, a breakfast show for the youth at SYN FM. When the segment ended for the season, Nathan suggested we do a Speakers Bank podcast series together with some of the other members and this is how "Our Voices" came to life.

annecto continue to support Nathan to deliver more public speaking gigs in the Queensland, as he wants to continue working for Speakers Bank and extend our services interstate.

In addition to our podcast, Speakers Bank deliver story telling workshops for seniors residing in retirement villages and nursing homes, in conjunction with our participation at the Wyndham Seniors Festival. This is our 4th year participating in the Seniors Festival, giving seniors an opportunity to share their life experiences and capture it on video.

Speakers Bank continues to grow through our generous partnerships:

CASEY FM

We have a monthly speaking gig at CASEY FM in Cranbourne. CASEY FM services the Eastern suburbs of Melbourne. We have partnered with a show called "Hot Topics With Rita" hosted by Rita Hartney who is a local influencer in the area.

WEAR FOR SUCCESS

Our partnership with Wear for Success, a not-for-profit organisation that provide quality clothing to those in need. They have provided us with appropriate attire that the speakers use for their gigs. What is fantastic about this partnership is that WFS have stylists who assist in deciding the best outfits for our speakers. They also provide additional support such as skills to build confidence and resumé creation.

PETER DHU

Peter Dhu is a public speaking expert, who is a great example of a person with a disability turning what used to be a weakness as his main strength. Peter helps facilitate our public speaking training sessions.

We continue to receive grants from local Councils and this enables us to deliver special projects that benefit the community.

Real Stories

Cultural Awareness training

As part of the implementation of our Reconciliation Action Plan, annecto has been delivering training to staff around Australia titled; Introduction to Aboriginal and Torres Strait Islander Cultural Sensitivity and Awareness.

Led by Aboriginal Liaison Officer, Paulette Whitton, the training has been designed to help all annecto staff gain a better understanding of Australia's First Nations people and how best to work within Aboriginal and Torres Strait Islander communities. To date, it has been delivered in each of the regions in which annecto works in and has reached approximately half our staff.

Paulette says the way the training is delivered is based on the oral tradition of story telling. "Our people get around the campfire and that's how we learn. So we try to arrange the seating in a circle and replicate the setting of a campfire and yarning. I tell people it's fine if they want to take notes but this training is more like a discussion. I think that shocks a lot of people. Some have said it didn't feel like training. It's a good way of learning."

The training includes a screening of an animated film about the notorious Kinchela Boys Home (KBH), which operated in Kempsey, NSW, until 1970. Produced by Kinchela Boys Home Aboriginal Corporation, the film is narrated by survivors of KBH and reveals their experiences as young boys and how those experiences have impacted upon their adult lives.

Paulette says participants watching the film are struck by the treatment endured by this group of Stolen Generations survivors. "They had their identity taken and were referred to as a number. They went through physical, sexual and psychological abuse, either directly or indirectly. It was an incredibly dehumanizing experience. And that trauma has been passed on to subsequent generations as well."

Uncle Lyall Dennison, annecto's Cultural Advisor to the Board, helps deliver the training by sharing his personal experience as an Aboriginal person and the wealth of knowledge he's gathered over the last 35 years working with Aboriginal communities.

He believes bringing Cultural Awareness training to all annecto staff, including Aboriginal staff members, is important. "Just because you're Aboriginal," he says, "doesn't mean you know it all about Aboriginal people."

At our Kempsey office, where the majority of staff members are Aboriginal, the training became a two-way street. "We were learning from them how they dealt with Aboriginal people in their community," he says. In other regions, it was the first time some staff members had met Aboriginal people. "It was a new environment for them," he says. "That was a really good thing."

"I think annecto has done a wonderful job putting together the Cultural Awareness training and the Reconciliation Action Plan. Once you have the full support of the Board and the CEO, the training couldn't go wrong."

Paulette Whitton isn't expecting annecto staff to learn everything about Aboriginal and Torres Strait Islander people in one day. "The training is part of people's journey to becoming better at working with our communities. It's a step in the right direction for staff to be more sensitive to issues they may encounter when trying to connect with our peoples and create partnerships with their local Aboriginal and Torres Strait Islander Elders, organisations and individuals."

"Ultimately, what we're striving for is to have a positive impact on the lives of our Elders, Aboriginal and Torres Strait Islander peoples with disability, their families and carers by supporting them to live a full and dignified life. If this training can help do that then I think that's fabulous or, as we say, that's deadly."

achievements outcomes

Everything we do is strategically focused to produce positive outcomes for the people we support.

By providing high quality goods and services, we're supporting people to experience richer, more fulfilling lives.



Real Stories

Food for the soul

Our David House Learning Hub offers activities and courses that enable people with disability to get involved in their community and increase their learning and independence. Filippo Signorelli has been taking part in the cooking classes and participates in the annual Passata Day.

The smell of a delicious meal can evoke memories and stir emotions. Perhaps a certain dish makes us remember a loved one who cooked it, or reminds us of a special time in our lives.

For Filippo, traditional Spaghetti Bolognese signifies his mother's love. In 2018, he was able to show how much his mum and her recipe meant to him by taking part in Hobsons Bay City Council's "Life On A Plate" book project. People from the area contributed recipes that represented their family and their culture, and those recipes were published in a wonderful cookbook.

Filippo enjoys creating delicious meals with his friends at David House and when it's their turn to cook up bolognese, Filippo's childhood memories come flooding back.

Caterina, Filippo's mum, came to Melbourne in 1956, which is when she met Filippo's dad, Antonino. They married, settled in Moonee Ponds and started a family.

Filippo and his sister, Frances, grew up eating their mum's home-cooked Italian food – always with a pasta course first, followed by a main dish of meat.

The family's lifestyle was influenced by their Italian food traditions. Antonino was a keen gardener and maintained a large vegetable patch as well as fruit trees at home.

Both Antonino and Caterina kept up the tradition of Passata Day every year, where boxes of tomatoes were turned into sauce.

The dish that most strongly connects Filippo with his Italian heritage, and with his mum, is her Spaghetti Bolognese. He cooks the sauce for himself at home and it brings back wonderful memories. He's incredibly proud to have shared his mother's recipe with the community.

Real Stories

Overwhelming progress

Jayden Ladd is one of annecto's inspiring and highly skilled support workers.

One of Jayden's personal highlights of 2018 was the progress made while working closely with a client, Darvis, who'd had limited interaction with the broader community and rarely ventured outside his home.

While taking the time to understand some of his challenges, Jayden sensed his desire to reconnect with his community. He worked with him to identify, and take, the important and necessary steps required to commence the journey to reconnect.

Jayden vividly remembers the day when Darvis asked if Jayden could take him to JB Hi Fi to check out laptops. It was significant step forward.



Recently, Darvis has voiced his intention to return to school to complete his studies.

Seeing that kind of progress, and being on the journey with clients, is what makes the job so rewarding for Jayden and many other annecto support workers.

Celebrating the carers

While many people in their seventies are enjoying retirement, Sam Giardina, who turns 73 in December, supports his sister, Josie, who is living with Alzheimer's disease.

Sam is one of the many Australians annecto supports that care for a family member or loved one. We support Josie six days a week with some personal support, and twice a week for assistance with housework.

"It helps a lot," Sam says. "I do the cooking and the washing, things like that."

In reality, Sam does much more. He cares for Josie around-the-clock in the house they share at Robinvale, in Victoria.

"Things get a bit difficult sometimes," Sam says. "But taking care of her means she's looked after and fed well and all that."

This isn't the first time Sam has cared for his family. "In 2003, my father was 92 and got sick and passed away. At the same time my other sister got breast cancer and she passed away too."

When Sam's mother died in 2011, he had been caring for her for eight years.

"Sometimes things are not easy but we do the best we can. You can't go to pieces because that doesn't help you at all. You got to stay on top of it."

annecto celebrates Sam and the many other carers around Australia who give of themselves for the benefit of others. They are true inspiration for everyone working in society with families.

achievements sustainability

Changes within the community sector, more demanding consumers and changing government requirements mean annecto must continually evolve.

Throughout the 2018 fiscal year, we've been growing and developing in exciting ways to ensure we're meeting new challenges and delivering the highest quality support.

annecto Queensland is up and running

In just 20 months of operation, annecto has gone from zero presence in Queensland to having three very different programs and approximately 90 clients.

In this short amount of time, strong relationships have been built with My Aged Care Assessors, clients and a variety of local organisations in the aged care and disability sectors.

We work closely with clients to assist them and their family and friends to access My Aged Care services so they can lead happy, fulfilled and independent lives.

We support some clients who live so remotely the only person they see on a regular basis is their support worker. And they only venture into the local town when they have this support in place. For these people, annecto is often their only connection to their community.

We have received queries from clients and non-clients who are considering moving to Queensland. They have enquired about how annecto can support them and the services we offer.

Thanks to our dedicated staff network telling their clients about our additional services and promoting our name in such



a positive way, we have a client and employee base that is consistently growing.

Last year, the Queensland office phoned one of the other regional offices and they said, Who are you? Kim who? Where's your office? Queensland? Didn't know we even had an office in Queensland.

Well, we do now, and it's taking off!

Kim Crockford
Case Manager Sunshine Coast, Queensland

Transitioning to the NDIS

The implementation of the National Disability Insurance Scheme (NDIS) continues across Australia with a full roll out expected by 2020. By then, an estimated 460,000 individuals will have been participants of the scheme.

At 30 June 2018, there were 183,965 people on the NDIS Australia-wide, with 54,802 participants, almost 1 in 3, who had not previously received state, territory or Commonwealth funding support. annecto has continued to respond to the changes that the NDIS brings to the disability sector.

Over the past year, we have made considerable changes to our internal policy and procedures and annecto is committed to assisting new and existing clients to transition on the NDIS scheme, and provide guidance with planning their support. Extensive professional development has been offered to staff with regular NDIS modules offered through annecto online Learning and Compliance – Learn Connect.

We have also been delivering group and individual staff coaching, mentoring and training on working and achieving great outcomes for people with disabilities within the new NDIS framework.

annecto staff members have attended NDIS government forums and National Disability Services sessions, which increased their understanding of the complexity of the NDIS.

annecto has provided community information sessions to individuals, parents and families of current clients as well as to prospective 'participants', as they are known under the NDIS. We also attended many disability expos liaising extensively with the community about annecto services.

Great feedback was received from the information sessions and preplanning sessions were offered to assist people to prepare for the NDIS planning process or to assist with accessing the NDIS. With this preparation and liaison, we can look forward to increasing numbers of individuals choosing annecto as their NDIS service provider into the future.

It has been pleasing to witness the NDIS responding to feedback and advocacy from the disability sector and the community. This will result in a more positive and adaptable scheme in the years to come.

Michele Semmens
annecto NDIS Implementation Project Officer

Home is where the heart is

There is no better comfort than being in your own home. And that was the case for Rowena Melegrito.

Within a span of 12 months, Rowena suffered a stroke, her husband passed away and her daughter was placed with a foster carer. This was a challenging time, however Rowena stayed focused on her recovery and being reunited with her daughter.

The public hospital where Rowena was located, refused to release her stating she needed to live in a residential unit due to her limitations. Rowena wanted to return to the place she called home and began working with the Office of Public Advocate Department of Justice to lobby for her release.

It was at this point Rowena was referred to annecto. annecto worked alongside OPA to lobby for Rowena's release from hospital and arranged for her home to be modified to suit her requirements. With her parents relocating from the Philippines to provide additional support, Rowena was approved to move back into her home and her daughter now stays with her 3 nights a week.

annecto continue to provide care for Rowena, working closely with her parents and assisting with her transition to the NDIS. The outcome of returning Rowena to her own home was so successful that the hours of support required has been significantly reduced.

our people our culture

While working in the community services sector is incredibly rewarding, it's not without its challenges.

That's why annecto strives to create a culture that is open, honest, supportive and nurturing. We want our people to love their jobs and be proud of the organisation they work for and the services they provide. Judging by these two stories, we must be doing something right.

Real Stories

Career decision or lifestyle choice?

At 34 years of age, Tim has been an annecto support worker for 11 years. He has no desire to work anywhere else.

Tim wanted to be a nurse like his mum. After completing his Aged Care Certificate, he was supporting himself by working in accounts at Target Mildura. He noticed annecto staff kept coming in to buy a variety of different products, until and he finally decided to ask what annecto was all about. It was after that conversation that Tim applied to be a support worker – and got the job.

For Tim, the most rewarding part of his job is when he walks into a client's home and they are feeling down and he is able to put a smile on their face. "You really feel appreciated by the clients," he says.

"My friends don't think I have a job, they think I have a lifestyle! Always taking people to lunch or on a trip."

However, like most people, Tim doesn't share the hard parts of being a support worker, like dealing with illness or death.



In order to have a balanced life, Tim makes sure he plans trips away with his partner, often to watch his AFL team, St Kilda, play. Tim also enjoys travel and is really looking forward to his next overseas trip to Vietnam.

Tim says annecto is his employer of choice, because they offer the best service, are the most caring and go above and beyond to support clients.

Real Stories

A matter of principles

Fay Layton, who joined the annecto team during 2018, is an employment consultant working in the DES Job Connections program in Belconnen, ACT.

Having previously worked for a number of organisations in out-of-home care, Jobactive and DES roles, I was immediately surprised and impressed, by the fact I was offered induction in the first week of my employment.

My first week at annecto was nothing I had ever encountered before. I was introduced to other new employment consultants I would be working alongside. I was introduced to head office employees – and learned their roles. And at the induction I met more employees.

I was made to feel very welcome with a morning tea and generally felt taken care of by our team leader, Toni Amos, and the staff at head office.

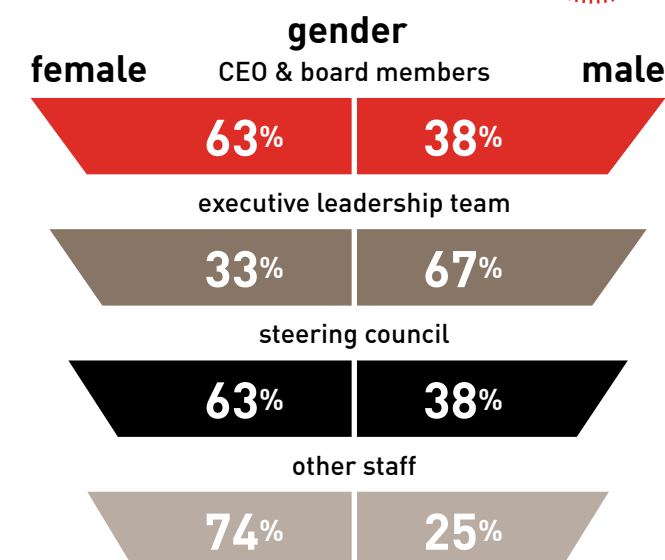
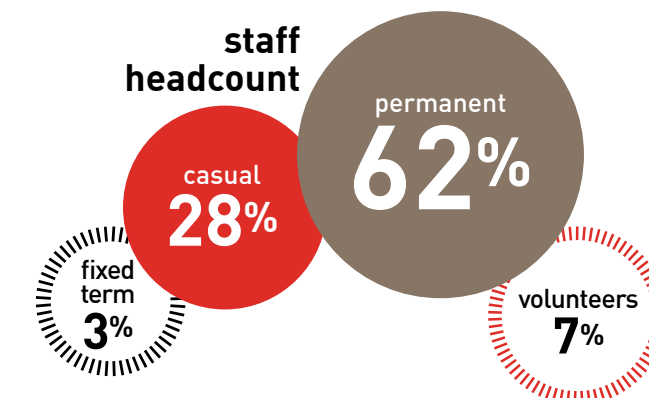
annecto management and the induction team introduced the DES team to the Guiding Principles and we discussed, at length, why those principles were chosen and how they came to be. I have not had to question the sincerity of annecto's principles or the annecto Practice Framework because, I am happy to say, I believe this is an organisation that stands by everything they believe in.

I left at the end of that week feeling I had made the right choice by choosing annecto over other employment options.

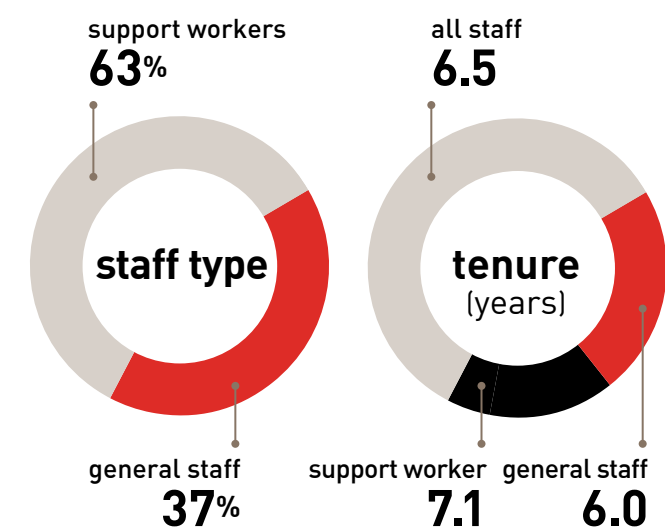
Fay Layton
Employment Consultant
Belconnen, ACT

 **jobconnections**
a program of annecto

Staff Snapshot (30 June 2018)



27 total languages spoken by our support workers



CEO and board



Estelle Fyffe **CEO**

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



Michael Johns **President**

Michael is a Partner in the insolvency and restructuring team at Maddocks Lawyers and has broad legal experience in banking, financial services, insolvency and general commercial issues. He has undertaken secondments with ANZ Corporate Portfolio Management and ANZ Lending Services (Institutional). Michael is also responsible for Maddocks' Securities, Managed Investments and Financial Services team.



Wendy Dunn **Vice President**

Wendy is the Executive Director Aged Care and Seniors Living, Mayflower. Previously, Wendy was the Operational Director of Werribee Mercy Hospital (WMH), an acute medical surgical hospital providing acute mental health services, palliative care, maternity and emergency services. Wendy has a Bachelor of Nursing, Graduate Diploma Child & Family Health Nursing, Graduate Diploma Health Administration and Graduate Certificate Leadership & Catholic Culture.



Viv Beer **Treasurer, Chair**

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



Jennifer Burrows **Chair, Culture Committee**

Jennifer has a range of professional experience in industry training and change management, and is working with Melbourne Polytechnic providing higher education academic development. She has postgraduate qualifications in both Change Management and Organisational Analysis and Leadership. Jennifer is a member of Group Relations Australia and the International Society for the Psychoanalytic Study of Organizations.



Ross Joyce

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



Michael Nazzari

Michael is a consultant for strategic development in the sector. Previously he was General Manager for Victoria and Tasmania with the Institute of Chartered Accountants and held senior positions with the Victorian Institute of Secondary Education and other educational organisations. He is a Certified Association Executive member of the American Society of Association Executives. He was awarded the Order of Australia Medal in 2016 for his considerable honorary work in the business, education and not for profit sectors with which he was associated.



Kirsten Mann

Kirsten helps organisations become customer and people-focused, creating product and service experiences which meet real needs and achieve commercial outcomes. Kirsten has spent more than 25 years in the tech industry, focusing on the disciplines of product management, user experience, customer experience and product development. Throughout this time, she's collaborated with executive teams to drive business and people-centered processes through organisations.



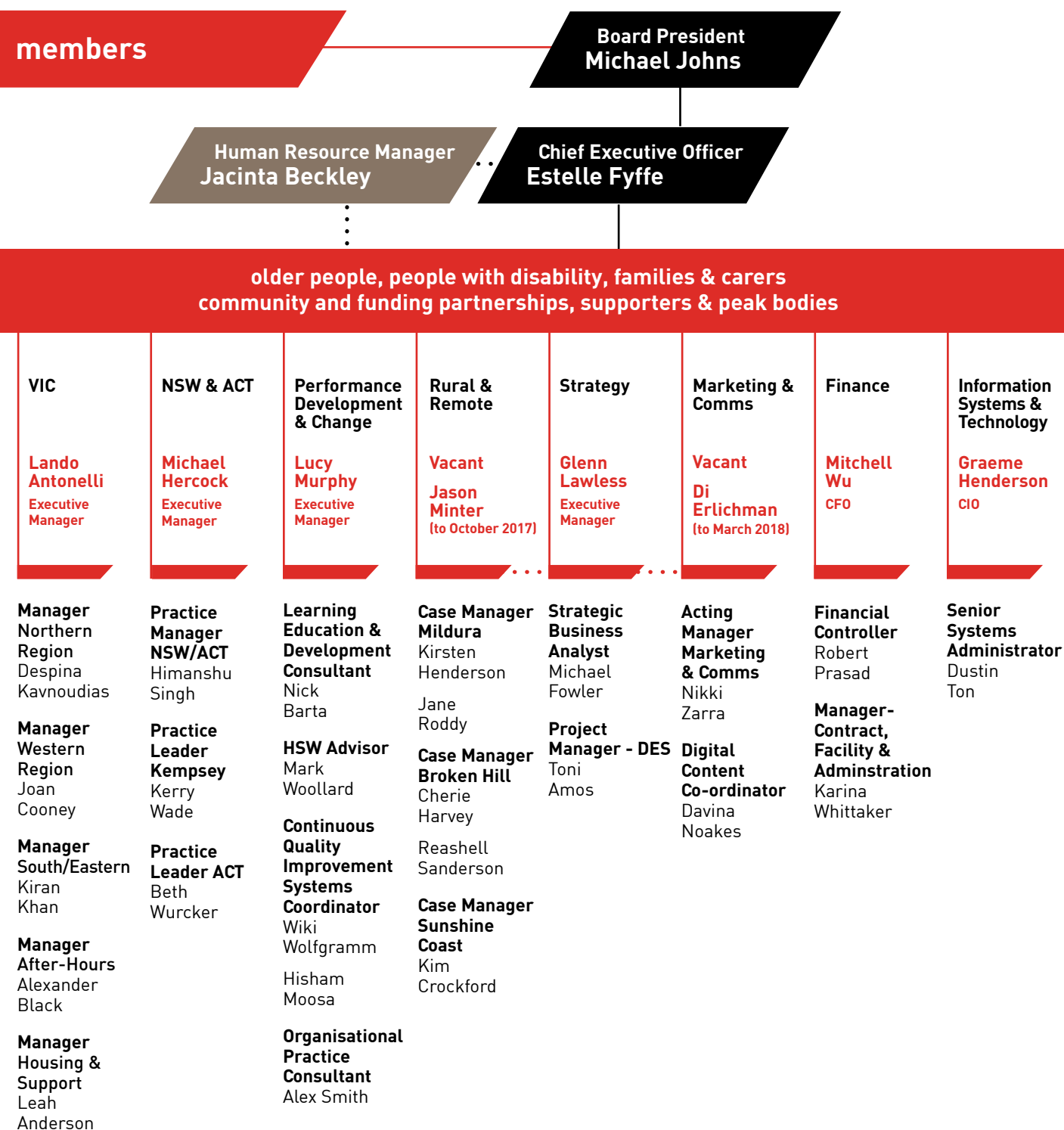
Uncle Lyall Dennison **Cultural Advisor to the Board**

Uncle Lyall is a Kamilaroi man, born in Moree and raised on a mission. He is now retired from the NSW public service after spending his working life on wide ranging projects involving Aboriginal communities throughout New South Wales such as drug/alcohol and housing programmes; anti-discrimination and employment in police/corrective services and community services. Lyall is a board member of Babana Aboriginal Men's Group and Wyanga Aboriginal Aged Care Service.

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

Culture Committee: chaired by Jennifer Burrows, the committee sponsored reflective management practice and activities to facilitate Board members to maintain a depth of understanding of the life experiences and stories of people and communities connecting with annecto.

organisational chart



While this chart represents level CE1 & CE2 reporting only, annecto acknowledges the importance of almost 500 staff.

award winners 2017

annecto Inclusion Award

Victoria Houchin (Autism Spectrum Australia/Coles)

In the first quarter 2017; Victoria Houchin and Autism Spectrum Australia conducted trials of autism-friendly supermarkets for one hour each week at two Coles supermarkets in locations across Melbourne's Eastern region, and invited families with children with autism to shop there during specific time periods.

Victoria and her team collected feedback from these shoppers about experiential triggers including intensity of lights, sound level, signage, colour, and other controllable environmental elements to ensure that children and families experienced a better shopping experience, less trauma for the child, and more relaxed shopping for busy parents.

The research will contribute to developing inclusive supermarket practices to make shopping time less uncertain and stressful for families with a child with autism.



Craig Goesch Scholarship

Paulette Whitton
(annecto Aboriginal Liaison Officer)

Paulette is annecto's Aboriginal Liaison Officer and she has significantly contributed to advocacy, carers and families.

Paulette is a proud Aboriginal Woman who has pioneered new pathways in providing culturally appropriate supports for her Elders across NSW, her tenacity, courage and conviction in advocating for her Elders in often difficult and marginalised settings is an inspiration to those of us who have the privilege to walk alongside her.

Ron Cahill Award

This award is given to individuals who are dedicated to improving the lives of people with a disability, focussing on ageing and dementia, specifically associated with annecto David House in Yarraville, Victoria, and who have a desire to further develop their personal skills, knowledge and services in areas of specific needs for people with a disability.

Sponsored by the Cahill Family, this award is in memory of Mr Ron Cahill, a longstanding committee member of 'David House' prior to the formation of annecto, and a founding member of annecto.

This year the Cahill family have decided to make a donation towards a project increasing understanding and capability in working with people with Downs' syndrome disability and early onset dementia.



financial overview

annecto conducted operations across metropolitan Melbourne, Sydney, Loddon Mallee (Victoria), the Grampians (Victoria), Kempsey (NSW), Orana Far West (NSW), ACT and Sunshine Coast (Queensland).

During the year annecto derived 92% of its annual revenue from Government grants (2017 – 91%).

Fee income made up 8% of income (2017 – 9%).
Other income made up 0.4% (2017 – 0.4%)

Total income was \$40,318,945 which is an 11% increase on the 2017 result. This increase was mainly due to increase funding obtained under the CHSP programme.

annecto expended \$37,195,928 which represents an increase of 4% over the previous year. Major increases occurred in salaries and employee benefits (3%) and client costs (7%)

The operating surplus for the year was \$3,123,017 (2017 – \$617,521).

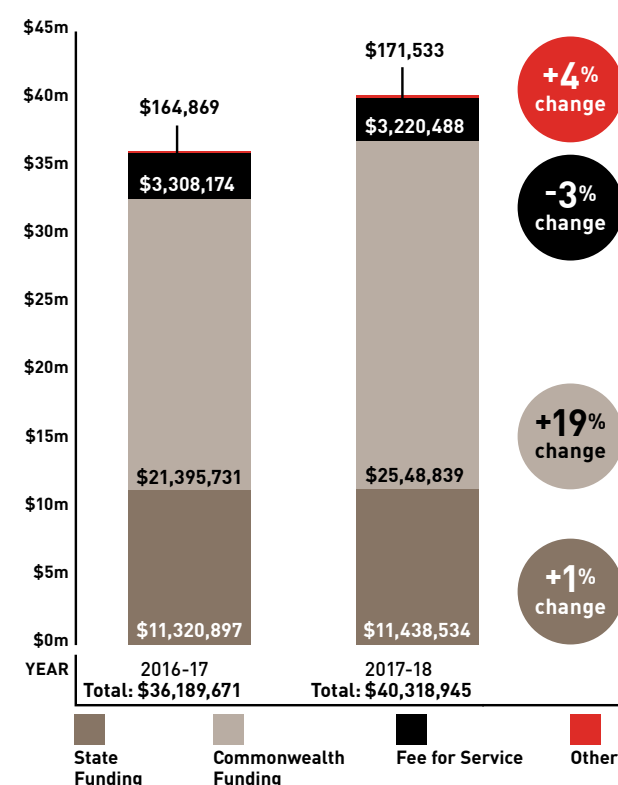
The 2017/18 financial year was the first full year of home care package portability and the year in which funding for people who have been using annecto's disability services for some time commenced to roll across to the NDIS. There will be increasing engagement with the NDIS in 2018/19 as the funding for services for approximately 300 current clients moves from DHHS to the NDIS.

The experience of NDIS rollout across many organisations has been a drop in income and major delays in government payments, affecting cash flow. In addition the government reforms across aged care and disability make it an imperative to invest heavily in technology.

With annecto managing through both aged care and NDIS reforms, the surplus achieved in 2017/18 positions annecto to manage through the expected increased NDIS roll out in 2018-2019 and continue to invest in technology, staff and systems capability, marketing and brand awareness, change management, potential administrative efficiencies and David House Learning Hub.

The major initiatives in which annecto invested during 2017–2018 were:

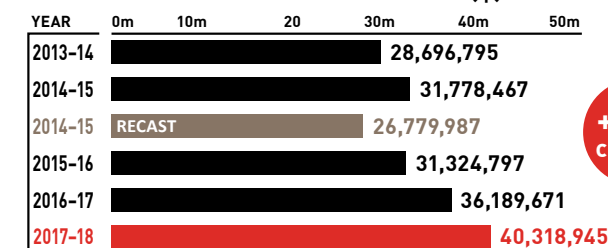
- Embedding the Enterprise Resource, Planning and Management System – Technology One
- Software upgrades to redesign client monthly statements and to enable interface with NDIS, Transport Accident Commission and Department of Veteran Affairs portals.
- Commencement of roll out of Mitel phone system to increase connectivity and staff communication across all sites, also to support a national annecto number for general enquiries.
- Development and evaluation of new models of housing and support and community partnerships also New Initiatives Framework to assist and assess growth opportunities.
- Change Management, leadership, management and general staff capability building



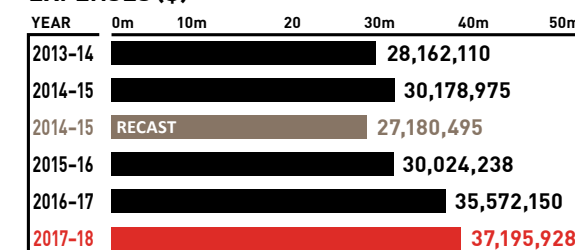
Statement of profit or loss and other comprehensive income for the year ended 30 June 2018

\$AUD	2018	2017
INCOME		
Revenue from operating activities	40,147,412	36,024,802
Other income	171,533	164,809
TOTAL INCOME	40,318,945	36,189,671
EXPENSES		
Depreciation expense	171,639	205,956
Amortisation expense	262,171	313,521
Salaries and employee benefits expense	24,441,972	23,487,146
Other expenses	12,320,146	11,565,527
TOTAL EXPENSES	37,195,928	35,572,150
SURPLUS FOR THE YEAR	3,123,017	617,521
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	3,123,017	617,521

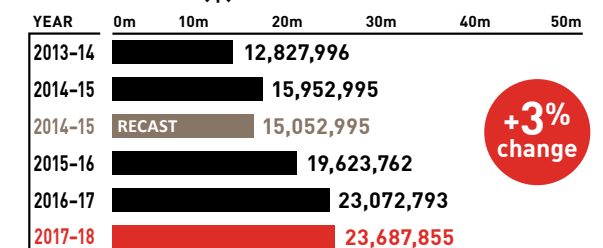
REVENUE FROM ORDINARY ACTIVITIES (\$)



EXPENSES (\$)



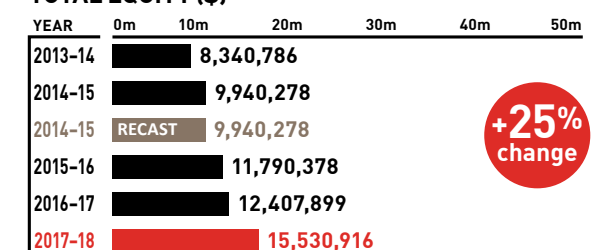
TOTAL ASSETS (\$)



TOTAL LIABILITIES (\$)



TOTAL EQUITY (\$)



financial overview

Total comprehensive income for the year

\$AUD	2018	2017
CURRENT ASSETS		
Cash and cash equivalents	10,928,878	10,857,902
Trade and other receivables	1,626,455	1,178,229
Other assets	141,428	100,933
Financial assets	2,435,966	2,126,078
TOTAL CURRENT ASSETS	15,132,727	14,263,142
NON-CURRENT ASSETS		
Property, plant and equipment	7,948,499	7,998,648
Intangible assets	606,629	774,811
Trade and other receivables	–	36,192
TOTAL NON-CURRENT ASSETS	8,555,128	8,809,651
TOTAL ASSETS	23,687,855	23,072,793
CURRENT LIABILITIES		
Trade and other payables	1,896,740	2,686,555
Other liabilities	2,744,303	4,632,276
Provisions	3,267,876	3,022,906
TOTAL CURRENT LIABILITIES	7,908,919	10,341,737
NON-CURRENT LIABILITIES		
Provisions	248,020	323,157
TOTAL NON-CURRENT LIABILITIES	248,020	323,157
TOTAL LIABILITIES	8,156,939	10,664,894
NET ASSETS	15,530,916	12,407,899
EQUITY		
Reserves	4,397,541	4,397,541
Retained earnings	11,133,375	8,010,358
TOTAL EQUITY	15,530,916	12,407,899

Cash flow from operating activities

\$AUD	2018	2017
CASH FLOW FROM OPERATING ACTIVITIES		
Cash receipts in the course of operations	37,913,049	37,823,351
Interest received	99,561	89,988
Cash payments in the course of operations	37,302,836	33,769,442
Net GST paid to the Australian Taxation Office	122,021	329,151
NET CASH PROVIDED BY OPERATING ACTIVITIES	587,753	3,814,746
CASH FLOW FROM INVESTING ACTIVITIES		
Payment for property, plant and equipment	122,052	212,061
Payment for intangible assets	93,989	165,886
Net proceeds from/(payment to) term deposits	309,888	902,633
Proceeds from disposal of fixed assets	9,152	–
NET CASH USED IN INVESTING ACTIVITIES	516,777	1,280,580
NET INCREASE IN CASH AND CASH EQUIVALENTS HELD	70,976	2,534,166
Cash and cash equivalents at beginning of financial year	10,857,902	8,323,736
CASH AND CASH EQUIVALENTS AT END OF FINANCIAL YEAR	10,928,878	10,857,902

acknowledgements

annecto acknowledges and thanks the following government departments for their support and assistance during the year: Victorian Government Department of Health and Human Services, NSW Government Department of Family and Community Services - Ageing, Disability and Home Care, Australian Government Department of Social Services, DES, Government Department of Jobs and Small Businesses, Australian Government Department of Health; and the statutory bodies the National Disability Insurance Agency, the Transport Accident Commission and the Department of Veteran Affairs. annecto acknowledges and appreciates the close relationships and partnerships with members of parliament, with councillors and local Government staff across Victoria, NSW, ACT and QLD on a number of projects which are essential to the good outcomes for the people and the communities we work with.

annecto acknowledges and thanks the members of the Reconciliation Action Plan Working Group, led by Paulette Whitton (annecto Aboriginal Liaison Officer): June Riemer - Deputy Chief Executive Officer First Peoples Disability Network (Australia), Ray Minniecon - representing Babana Aboriginal Men's Group, Mary Day - representing Torres Strait Islander community, Uncle James Michael Widdy Welsh - representing KBHAC, Auntie Loretta Tupou, Uncle Lyall Dennison - Cultural Advisor to the Board, Estelle Fyffe - annecto CEO, Ross Joyce - annecto Board representative, Lucy Murphy - annecto Performance Development & Change, Michael Hercock - annecto NSW/ACT.

annecto acknowledges and thanks the members of the Client Council: Diane Brook, Meegan Pride, Robert Gerard, Tony Merola, Chris Silcock, and Maggie Worsley.

annecto acknowledges and thanks the members of the Culture Committee led by Jennifer Burrows: Ross Joyce, Estelle Fyffe, Lucy Murphy, Glenn Lawless and Andrew Loader. The committee has been undertaking a process of renewal over the year. The committee members applied a method called Project Investment Logic to consider the key issues facing annecto at this time, and what the Board and annecto is needing from the Culture Committee. Based on this analysis the committee clarified its purpose and the type of work it should be doing to support the annecto purpose and core value propositions. This was described in an Actions Matrix where both the organisational and committee work in relation to the annecto culture was identified.

annecto wishes to make a special acknowledgement for one of our life members, Mrs May Burandt, who sadly passed away this year. Mr Burandt was previously the president of David House and Mrs Burandt was heavily involved with fundraising and the organisation of the annual bazaar.

contact us

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annecto Yarraville
Little David Street
(entry via Kingston Street),
Yarraville VIC 3013
(03) 9314 0988
davidhouse@annecto.org.au

annecto After-Hours

(5pm-9am) Non-medical after hours support 1300 487 183
art.manager@annecto.org.au

annecto My Support

This is a user-pays service for anyone who needs support in the home, respite or to get out in the community. You can use it to top up your current government funded package or to purchase as you need it. Call your local annecto office for more information.

Speakers Bank

(03) 9314 0988
speakersbank@annecto.org.au

disAbility Connections (VIC)

81 Cowper Street,
Footscray VIC 3011
(03) 9687 7066
dcv@annecto.org.au

1800 annecto (1800 266 328)
enquiries@annecto.org.au
annecto.org.au

annetonetwork



annecto-the-people-network



annetonetwork



annetonetwork



annecto Inc

ABN 69 045 491 808

Registration No. A0037563T

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

annecto Nominees Incorporated

ABN 91 305 082 403

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

annecto Foundation

The Foundation was established under a Trust Deed to raise and receive money and donations of goods and services from the public for distribution to annecto Inc in order to enable it to assist people with a disability or otherwise disadvantages, or to further its purpose and principles.

annecto Trust

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

annecto is a registered Australian body with ASIC, and a registered charity with ACNC, and have DGR status

Registration No. 0037 563 T

ABN 69 045 491 808

ARBN 145 208 000

Donations \$2 and over are tax deductible – *annecto* Nominees Inc.

Design by Susan Greenshields

