



Stories help us
to relate and
understand one
another. Stories
inspire, enlighten
and give us new
perspectives.

Sharing stories and
voices helps unify us.

Our purpose

Connecting individuals and communities to realise an inclusive society.

Who we are

annecto is a not-for-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, 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.

Acknowledgment of Country

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



We have offices that operate on the Aboriginal homelands of the:



Wurundjeri people of the Kulin nation where our Footscray headquarters is based along with our offices at Coburg and Werribee.



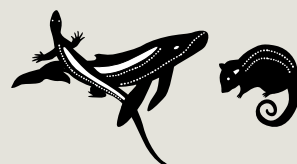
Kabi Kabi (Gubbi Gubbi) nation where our Buderim office is located on the Sunshine Coast of QLD.



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



Boonwurrung & Wurundjeri peoples of the Kulin nation where our offices in Ringwood and Yarraville are located.



Gadigal clan of the Eora/Darug nation and the Darug nation of western Sydney that our Sydney office supports from its base in Glebe.



Wilyakali peoples where our Broken Hill office operates.



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



Dughutti nation that is home to our Kempsey team.



Ngannawal and the Ngambri peoples of the ACT where our Belconnen staff work.

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

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

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



“All human beings have stories. Stories help us relate and understand one another.”

This year’s annual report has adopted a new approach. This report focuses on annecto’s Social Impact. A key part of this report and annecto’s impact is featured through the Stories and Voices of people engaged with annecto.

Stories inspire us, enlighten us and give us new perspectives. We tell each other stories to share a laugh, to persuade and to build relationships.

Voices represent expression - something we all do - even without verbal speech. So silence is a part of our voices, our expression. Stories connect the voices of the past, present and future. The written word and the spoken word are voices connecting us with different times, places and circumstances.

Sharing our stories and our voices helps unify us as a people.

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michael says

Stories and Voices, the theme for this annual report, resonates with annecto's purpose of connecting individuals and communities to realise an inclusive society.



Michael Johns

During the year the annecto Board has governed annecto to stay on purpose while navigating the continued social service reforms, and building capability in applying commercial business principles for social purpose.

In December 2018 Uncle Lyall Dennison, June Reimer (Deputy CEO, First Peoples Disability Network) and Uncle Lester Marr (Chair, Kinchela Boys Home Aboriginal Corporation) joined with the annecto board and senior staff in a planning workshop. Speakers at the workshop were Grant Corderoy (Stewart Brown) on government reforms and trends in Community Services and Blake Wilson (Business Council of Mutuals and Co-operatives and the National Health Co-operative).

annecto's strategy for quality outcomes, growth and sustainability, underpinned by cultural safety and the annecto compass, was further developed through strategic questions arising from this

workshop. These questions have led to further work sponsored by the annecto Culture Committee on annecto's role in working with Aboriginal and Torres Strait Islander partners; what annecto will say yes and no to, including new initiatives; how to evaluate success; whether Service Provision is the right name for everything that annecto does; and research on governance approaches to promote annecto's success into the future, including approaches to conducting Board meetings and exploring co-operative and mutual options. Senior management also worked with consultant Nancy Hogan to refresh the environmental scan and strategies for Growth, Digital Transformation, Flexible Packages, Housing and Support, Community Partnerships and Pathways to Employment. A Strategic Refresh Report was endorsed by the annecto Board in April 2019.

In January 2019 annecto was delighted to welcome Merrimu service participants, members and staff in the merger with Merrimu, an established disability support service based in Bacchus Marsh, Melton and Ballarat. The formal merger followed identification by both parties of compatible cultures, complementary capabilities, extensive due diligence and mutual belief that the merger would enable better outcomes. I take this opportunity to thank the outgoing Merrimu Board, President, Michael Wale, and CEO, Frances O'Reilly, and to welcome all to their new roles with the merged organisation.

Other changes relating to the annecto Board during the year have been Uncle Lyall Dennison accepting appointment as annecto's inaugural Ambassador, and the appointment of new Directors Andrew Loader and Leslie Cannold.

annecto has shown resilience and imagination in addressing the opportunities, risks and challenges of the past year. These include changing community expectations, digital disruption and national government reforms such as NDIS and Aged Care.

In closing, I express appreciation to my fellow Directors, annecto's CEO, Estelle Fyffe, and to the annecto members, service users, staff, volunteers, students and partners.

estelle says

annecto's challenge during 2018-2019 and into the future: staying on purpose, listening to stories, strengthening voices, while maintaining a healthy and resilient organisation, both culturally and commercially.



Estelle Fyffe

completed a reflect RAP, led by Aboriginal Liaison Officer Paulette Whitton, which included cultural awareness training and a deeper understanding of cultures and communities. In June 2019 annecto stepped out of the partnership with KBHAC for management of Ability Links, and KBHAC took on full contract management - a proud achievement by both organisations.

The work arising from strategic questions of the Board has also led to a project to measure social return on investment, (currently being scoped) and an emerging view of the centrality of empowerment and community economic development.

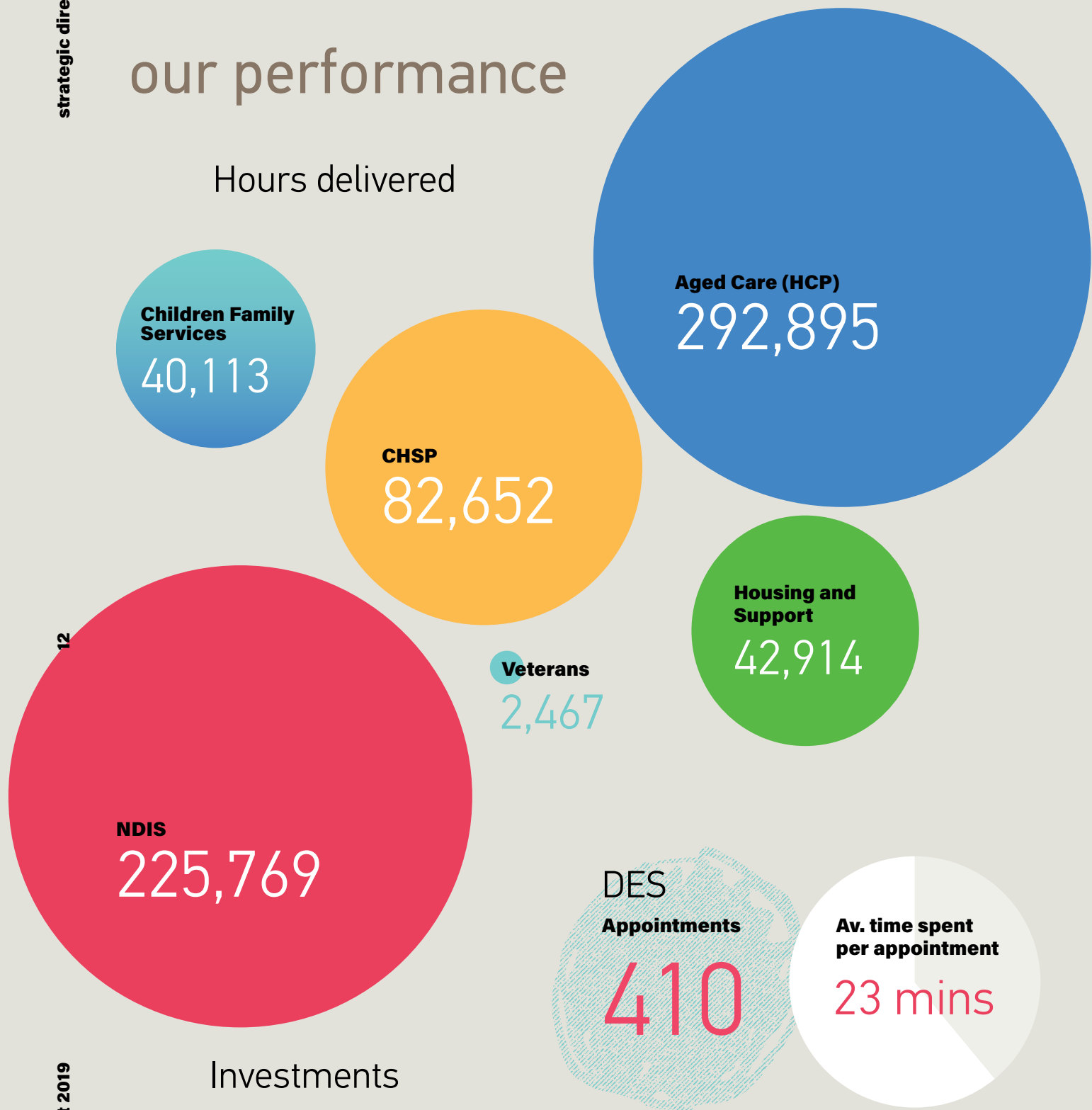
The Board's questions and the strategic refresh informed the development of organisational priorities to be led by the Executive Leadership Team as follows:

1. Review targets and thresholds for service delivery: The ELT and their direct reports workshopped a new approach to setting targets and critical thresholds for service delivery. This was based on an operating model aligning strategy, process, functions and activities that have been developed for annecto with assistance from the Korn Ferry Hay Group, Participative Technologies and development of the annecto project management system.
2. Digital Transformation: This includes knowledge management, business performance and management reporting and data to inform measurement of outcomes. Following considerable research, a proposal was put to the Board – and accepted – to invest in digital transformation for annecto.
3. Refine the value proposition for meaningful engagement: this relates to our approach to data collection for meaningful engagement of staff and people using annecto's services. In other words, stories and voices.
4. Measurement of outcomes and social impact based on the annecto compass and value proposition.

In closing I thank the Board, ELT and Steering Council for their commitment in leadership roles; annecto staff and volunteers for another year of accomplishment, with special mention for the Merrimu constituency; our partners; and the many people who place their trust in annecto for support.

our performance

Hours delivered



Investments

Nursing	\$57,757
Allied Health	\$379,169
Community Services	\$2,039,436
Support Work Agency	\$5,970,213

strategic direction

The strategic refresh completed in April 2019 was a timely reminder of the challenges and opportunities of the environment in which annecto is operating, and the progress made in the four service implementation streams identified in early 2018.

1. Flexible, Person-centred Packages

This is about supporting what is important to the person, social inclusion, and connections. Delivering these support packages to enable people with a disability and older people to achieve their goals and remain in their own home and community, continues to be central to annecto’s work in all locations, with many of these services delivered with government funding. It is in these services that the greatest impact is being experienced from government reforms across Aged Care and the NDIS.

Our many annecto staff, across large and small direct service delivery teams and in supporting roles, are to be commended for their focus on quality of services and support for 2303 people this year. All of this has been achieved while negotiating through the impact of government reforms on our systems and community expectations.

2. Housing and Support

For people to live in their own home – whether rented or owned, alone or shared. We are delighted that the first alternative housing project with Guardian Living, in Richmond, Victoria, opened during the year. The second with Active Community Housing in St. Albans, Victoria is close to opening, with more developments planned.

3. Pathways to Engagement and Employment

Our aim was to support emerging models for pathways to employment, which means meaningful activity: including creative, education and community activities, student placement, voluntary and paid employment, social enterprise, micro-business and job creation. Developments during the fiscal year have been with Speakers’ Bank; DES (Disability Employment Services) Job Connections exploring a niche in ACT, Sunshine Coast and Ringwood; You Want You Should (Merrimu gift shop in Bacchus Marsh); Front Door Recycling (Merrimu); volunteering educational and work experience offered through annecto Yarraville and Merrimu; and prototyping a community and economic participation model in Kempsey, NSW.

4. Community Partnerships

We continued working towards a national presence through networking, partnerships and initiatives of national significance. We also participated in several projects with Ability First Australia, and remained active members of NDS and LASA. Continuing operations with annecto After Hours, which is integral to the success of annecto, and other community organisations at both state and national levels, remain important partnerships for the ongoing delivery of support services.

our social impact

With annecto's purpose being connecting individuals and communities to realise a more inclusive society, and having developed the annecto Compass to underpin culture and practice, we are asking the question "What do we measure and how, and what is the impact?"

annecto was an early adopter of person-centred practices and consumer-directed care, and maintaining ISO quality assurance, meeting and exceeding government requirements. For some time, we have also been working to measure outcomes related to inclusion and personal goal attainment.

This work has led to recognition that inclusion outcomes for many people and communities will require more than individual support services. We have also been working to develop measures of social impact, increasingly recognising that social impact is central to all that we do. It is the reason annecto exists. So understanding our impact, measuring it rigorously and sharing what we find are essential to our impact. We are exploring how data, research and stories highlight the difference that can be made for individuals and communities.

There is urgency to create impact by focusing on families and communities, as well as on the individual consumer. It's impossible not to feel a sense of disquiet from the accounts among the various Royal Commissions and other enquiries into Australia's social services in aged care, disability, mental health, children and domestic violence. We live in a world where investment in social services needs to include measures to address loneliness and social isolation that blight the lives of many older people, people who live with disability, Aboriginal and Torres Strait Islanders experiencing generational trauma and people in poverty and unemployment.

Our first study into measuring Social Return On Investment

annecto delivers a wide range of services to assist older people in their own home and community, aligned to what is important to them. We are researching the Social Return on Investment (SROI) into these services. In doing this we are exploring the social value and financial costs and benefits from various perspectives, including that of employees and business partners, with the perspective of the service user being crucial.

Measuring impact and reporting on annecto's outcomes is partly to demonstrate annecto's commitment to delivering social value through our supports. In the initial phase, we are focusing on Aged Care, while highlighting the outcomes delivered for regions with predominantly Aboriginal and Torres Strait Islander communities. We have followed the principles set out for the

calculation of SROI as standardised by Social Value International. Particular attention was placed on the first principle – Involve the Stakeholders – by listening to our Elders and clients in prioritising outcomes.

The method of calculation involved reaching out to various stakeholders, understanding the outcomes we have delivered and aligning these with appropriate financial proxies.

Joanna Kitchen is a leading UK Social and Environmental Impact consultant, an academic from London's Middlesex University and a guest lecturer at UTS and UNSW. Joanna offered guidance to annecto while doing research on social impact with a focus on capturing the voices of our stakeholder beneficiaries. A driving reason for this shift is to align our measurement with our Principles and commitment to increasing social value.

Continuous Improvement

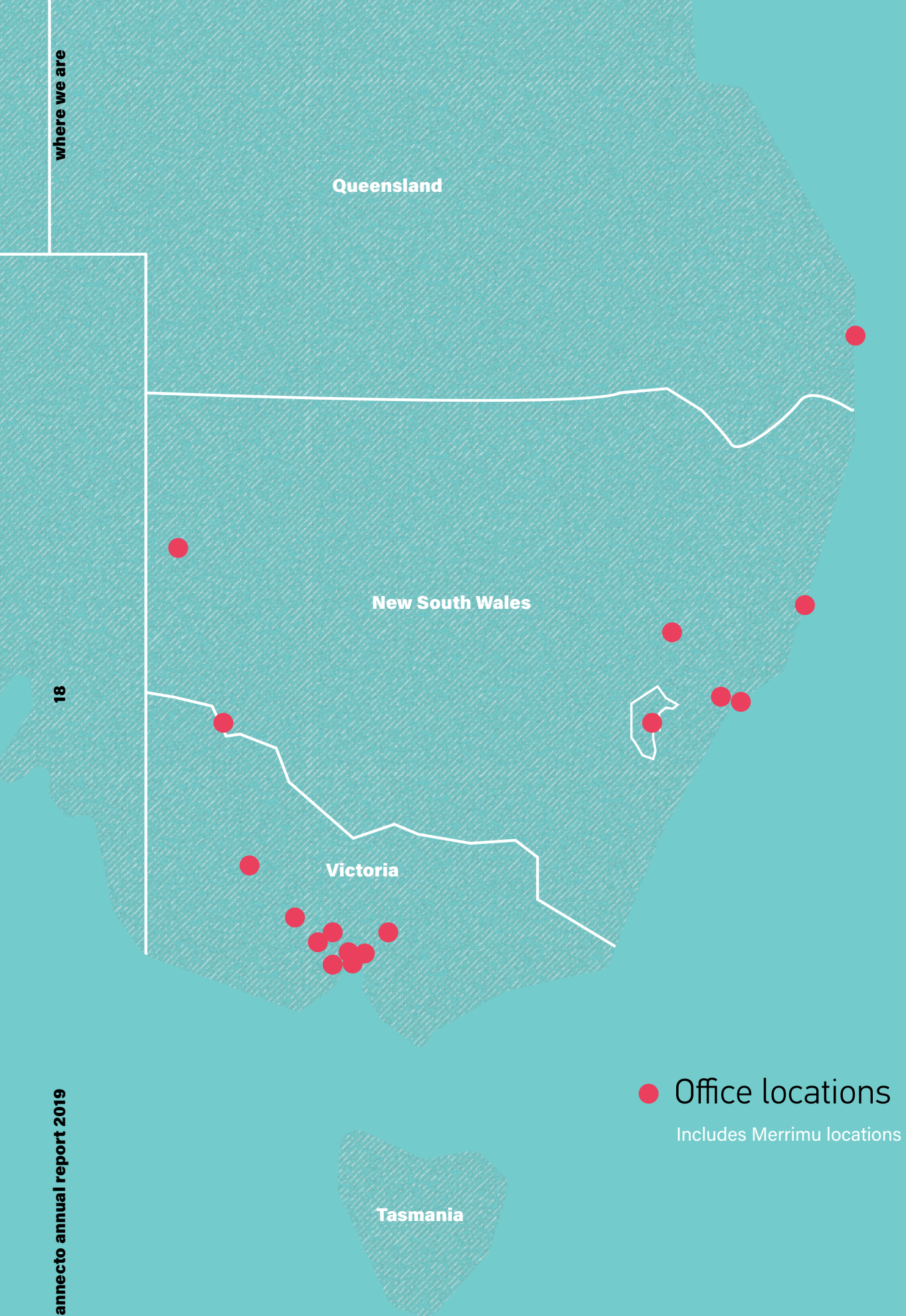
Good practice in social impact measurement is increasing in Australia and is constantly evolving. As a consequence, we want to review our approach continuously to provide a better window into the changes we've made. Each year we plan to revise our methods in three ways:

1. Exploring which new practices in impact reporting we can usefully implement.
2. Ongoing work to improve our data relevance and accuracy across all regions and services.
3. Applying what we have learned to improve our research questions.

a social impact story

A summary of annecto's first study into SROI





● Office locations
Includes Merrimu locations

our reach

Facebook likes

annecto

1,512

Speakers' Bank

372

Twitter impressions

annecto

26.7K

Website unique views

2017-2018

5,375

2018-2019

8,068

Enquiries

2018-2019

1,302



annecto and merrimu – a new chapter

annecto announces merger with Merrimu

Merrimu and annecto merged on 31 January 2019 due to the common interests, strengths and purposes of both organisations and the opportunity to provide better outcomes through community based services and support across the Western growth corridor in Victoria. Prior to the merger both organisations conducted stakeholder consultations and extensive due diligence.

For the past 40 years Merrimu has worked with children and adults with a physical, sensory or intellectual disability, along with their families and support people in Ballarat, Bacchus Marsh, Ballan, Melton and Werribee. Through planning, support and mentoring, Merrimu finds the pathways to achieve what is important to people in volunteering, education or skills-based learning, healthy lifestyles, and social activity.

Like annecto, Merrimu is a membership based not-for-profit organisation with a person-centred and community focus.

annecto has been operating since 2004 as the product of an amalgamation of five community organisations, three formed by people with a disability and their families, one formed by older people and their families, and one formed by people with disability to

victoria

give voice and policy advocacy. The oldest of these organisations started more than 60 years ago in Melbourne's west, when a group of young parents realised that getting together as a group was the best way to make sure their children with disability had a better start in life. Today annecto operates in the Melbourne metro area, the Loddon Mallee and Grampians regions of Victoria, Sydney metro, Mid North Coast and Orana Far West regions of NSW, Queensland's Sunshine Coast and the ACT. There are a number of great reasons why Merrimu and annecto joined forces. The consumer-led reforms within aged and community care and the introduction of the NDIS ensure greater inclusion and choice in the lives of people with disability and older people. Through this merger, opportunities will be increased for the people supported through the merged organisation.

These include:

- Pooling of resources, knowledge, practice and skills, governance arrangements and operational activities to improve the efficiency, quality and scope of the combined services.
- Access to new networks and markets for people needing support, enabling greater flexibility and responsiveness.
- Greater benefits for the people being supported and their families, by offering more value for money and increasing access to knowledge and 24/7 support.
- Ensuring continuity of supports and services, especially for those people living in the greater western growth corridor, regional centres and Western communities.

This merger also offers opportunities for current and additional skilled staff. If you would like to know more about job opportunities, please phone (03) 9687 7066.



victoria

Hours delivered

Student Placements

3,500

Community Options

89,419

Learning & Lifestyle

236,300

Aged Care

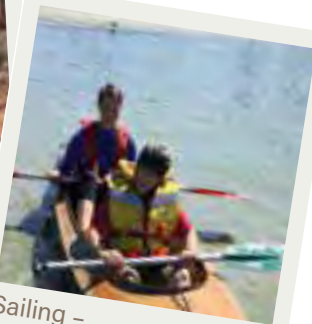
42,375

community engagement

- Cooking
- Gardening
- Gymnastics
- Photography
- Yoga
- Sports and Recreational
- Screen Printing
- League Bowling
- Sailing
- Swimming
- Travel Training for Public Transport
- Laundry Training
- Car Washing
- Music and Art
- Bush Walking



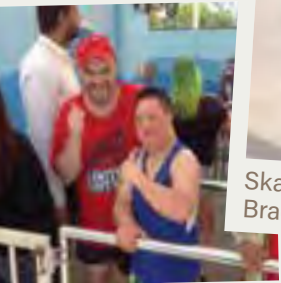
Outdoor Education - Harry Gnezda



Sailing - Joanne Youens



Skateboarding - Bradley Mollison



Swimming - David Graetz and Kim Long Bui



Trampolining - Nick Warlord



Gardening - Peter Crljer and Terry Wells



Screen Printing - Joanne Youens



Indoor Soccer - Bradley Mollison

“outdoors with harry

Sarah Gnezda is the mother of Harrison (Harry).
Harry attends David House.

Harry is a valued member at David House in Yarraville. He is practically part of the furniture now – people love seeing him around. He is engaging with others and is participating in the community more often. The limitations Harry faced meant he hadn’t experienced what it was like to partake in social settings and felt isolated. For the first time he has gained the confidence to be out in an open space and enjoy the community.

Harry has been attending a recreational program where they do different outdoor activities, like archery and zip lining, which he absolutely loves. He enjoys going out and taking daily morning

walks (he’s usually walking for about 4.6km).

Sarah said “My husband and I were quite nervous about it. Archery and zip lining? He won’t even put on a helmet to ride a bike! But it has been so positive for him. He’s burning off energy and he is out in the fresh air. He’s away from the smartphone and tablet screens and isn’t so isolated.

Harry trusts his support workers and is prepared to take risks and grow. For the Gnezda family, finding a place where Harry is valued and included is everything they have wanted.”





speakers' bank

an emerging leader storm says

Storm Robbins is part of the podcast team and a speaker for Speakers' Bank.



It's really important that we have a voice behind people with special needs, and that's what Speakers' Bank is about. It's also about giving the person with special needs the opportunity to create something they're really inspired to be.

I'd just finished school and I wasn't really doing much, but I knew I had a talent in public speaking and I wanted to be able to advocate for people with special needs. I tried finding similar organisations or volunteer groups that would do that for me and I couldn't find anything.

I stumbled on annecto and Speakers' Bank one day, just surfing the web for some sort of brochure. They interviewed me. They asked why I wanted to join Speakers' Bank, wanted me to tell my story, about what my disability is, how I've overcome it and what kind of story I wanted to have heard.

Speakers' Bank has given me the opportunity to open up to different kinds of people that I normally wouldn't be exposed to. It has given me a lot of independence and empowerment. It's given me the opportunity to meet and greet new friends – people from the same sector as me – and to create close friendships and better networks.

I'd say to anyone, if you really want to be a part of Speakers' Bank, go for it. There's nothing worse in life than thinking 10 years down the track, 'I wish I'd done Speakers' Bank but it's too late.' Don't live life with regrets.

When you're speaking to people, you don't have to think about your disability – you can just be yourself. When I'm on that stage and I'm talking about my story or my disability or whatever it is, I can just be Storm Robbins.

That's what is so special about it for me.





so many memories

This is the story of the Cahills, as told through the voices of Lee, Pam, and Sandy.

Back in the 50s, Mum and Dad brought our brother home after being told to turn their back on him. All we could see was our little baby brother, and he was beautiful.

Mum and Dad did the only thing they knew to do – love their son. We knew he looked different, but it didn't matter. He is lots of fun and we shared many laughs. Some people didn't understand us, they would just stare. So we would just stare straight back at them.

Our family, along with many others, helped create a place in Yarraville called David House. All the families were connected. Everyone worked for this cause so that initially their children could have somewhere to go instead of being taken away. David House brought us so much enjoyment. There were endless parties, fares, dinners and more. It was a great place for the whole family, not just Glen.

Many of the people, just like Glen, grew to live fulfilling lives. Glen certainly knew how to get his own way. He lived like a king and Mum and Dad wouldn't want it any other way. Living on the beach at Williamstown, Glen rode his bike for miles. It's little wonder he was so well known around Willy.

Months rolled into years, and though we were all getting older, our family's love remained. But with ageing comes the loss of loved ones. We lost our Dad in 2010. It was a difficult time for the family but we stuck together. Glen felt that after Dad passed, he was the boss of us. We knew he was protective of us and cared deeply for Mum.

But things started to change. We didn't know what it was, or what was happening, only that his personality was changing. Glen no longer rides his bike along the beach, he's not as patient and has become more demanding of us. We found ourselves spending a lot more time at our family home as it was getting harder every day. We did not understand this change in him.

When Mum decided to move from the family home into residential care, we all needed to think long and hard about what this meant for our family, including where Glen was going to live. The emotional side of it is really quite taxing because you are forced to make decisions. The processes required us to complete volumes of paperwork which included applying for Guardianship. But that's just the beginning. We were even required to appear in court to answer questions on behalf of Glen. We felt like criminals sitting in a row.

We just never expected that our lives would follow this pattern. We never dreamt that we would be forced to make decisions about where our brother would live, much less that



Left to right: The Late Ron Cahill, Nellie Cahill, Lee Ogden, Glen Cahill, Sandra Cane and Pam Morlang

it would be a Residential Aged Care facility. We made sure that we were all still living close to each other.

We didn't know how the transition would be for Glen, because we knew how much the family home meant to him. We all shared such beautiful memories there. We did not expect the transition from our home to a single room within a residential facility would occur with such ease. It has surprised us that it doesn't seem to matter where he lives, as long as Glen has his own room and is surrounded by his belongings. Since relocating, Glen only visits Mum once a week. Mum really misses him. We know he loves the family, but he also makes it very clear when he wants us to leave. This is not the Glen of old.

We now know Glen has early onset dementia, which has caused the changes we have noticed in him but did not understand. It was

our own research that led us to discover what was happening. We found there is almost no information available about early onset dementia, specifically relating to people living with disability. It's just not spoken about.

Our family has been blessed with many loving memories and a bond that can never been broken. Our extended David House family give us strength and inspiration for which we are grateful.

We wanted to tell our story as we know we are not the only family struggling with some of the challenges brought by early onset dementia. We wanted to start a conversation to help families experiencing similar challenges and know they are not alone.

All these memories are coming back and it feels good to talk about it.



murray loag & his peugeot

Murray is looking forward to getting the Peugeot back on the road

Murray Loag lives in the Mildura region and has long been passionate about his Peugeot car, which greatly excites his sense of fun. Regrettably, the Peugeot has been idle for a number of years as Murray faced some health challenges.

Upon realising the importance of the beloved Peugeot, annecto's Support Coordinator encouraged Murray support around the car, much to the delight of his wife and daughter.

With enthusiastic anticipation, in June this year the car roared into life once more. This process allowed Murray to build rapport with a support worker while they both worked on the car. This one-on-one interaction increased Murray's sense of value, by reigniting a long-held passion. As a result, Murray is looking forward to getting the Peugeot back on the road and exploring the possibility of getting his licence and driving it himself. This hope has provided significant encouragement to Murray as he now contemplates his future with his beloved Peugeot.

This is a major and beneficial change in how Murray is feeling about life.





nsw



security & independence

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Hi, I'm Evdokija Petrovski. My husband and I came to Australia in 1967. We have two children; a son and daughter. My husband was an engineer and I worked for Telstra. We worked hard and bought a place in Oatley, with a lovely backyard designed by my husband, where our children played. My dreams were coming true.

We have lots of memories in this house. It was a very happy life until my husband died. I see myself as a strong person, but realised without him I was finding it hard to do things. Struggling with little things, I asked others to do things for me, which wasn't ideal, but I had to. I wanted services to keep my yard clean, but thinking about safety and security, I hesitated hiring someone to work in my house. My children were helping me and compromising their time, but that felt like I was getting too dependent on them.

Not long ago annecto organised a Community Consultation Event about Home Care Packages with the Macedonian women's group 'Dobro Uttro' (which I attend). I wasn't sure about the service, but as the support was from the government, I thought it would be safe. So I enquired and set up an appointment with an annecto Case Manager. They came to me and explained Home Care Packages. Assistance was provided throughout the referral process, until the support came through. I know there's a long waiting list for Home Care Packages, but I was lucky at being able to receive it within six months. Now I'm accessing the service.

I'm so happy with annecto support, which is excellent. I don't need to rely on friends and family and I'm getting help achieving my goals. The services are safe and secure. annecto gave me my independence back.



nsw



mr & mrs hanna



Two movies in two hours plus snacks was the promise for a special Koori Film Night held by Sydney's annecto office in May to celebrate National Reconciliation Week.

One of the moviegoers, Mr Anthony Hanna, an annecto Sydney support recipient, was surprised with what he learnt from the films that were screened, which included *Babakiueria* and *A Fair Go: Winning the 1967 Referendum*.

"I was surprised to hear that Aboriginal people were not citizens until 1967," Mr Hanna says.

"Aboriginal people are the first peoples here. This is their country."

Mr Hanna arrived in Australia from his homeland of Egypt in 1964 three years before the referendum that gave Aboriginal peoples their Australian citizenship rights. In 1971 he married his lovely wife Josephine, which coincidentally was the same year Aboriginal peoples were counted in the first census after the historic event.

Forty seven (47) years may be a long time for a marriage but it's very little for

Aboriginal peoples and their citizenship rights!

Mr Hanna says it's important to learn about the real Australian story because Aboriginal history is Australian history.

"In Egypt all I knew about Australia was kangaroos!" he explains with a chuckle.

"I was given some books about early Australia when I arrived here and met Aboriginal people before when I lived and worked in Waterloo, but this is the first Aboriginal film I have seen."

The Koori Film Night was the first annecto event Mr Hanna has attended. It left an impression on him and won't be his last.

"I don't go out much but I want to go to more," he says.

"I learn something. Today is better than before. Another 50 years will be much better."

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“I have been given overall great support.”

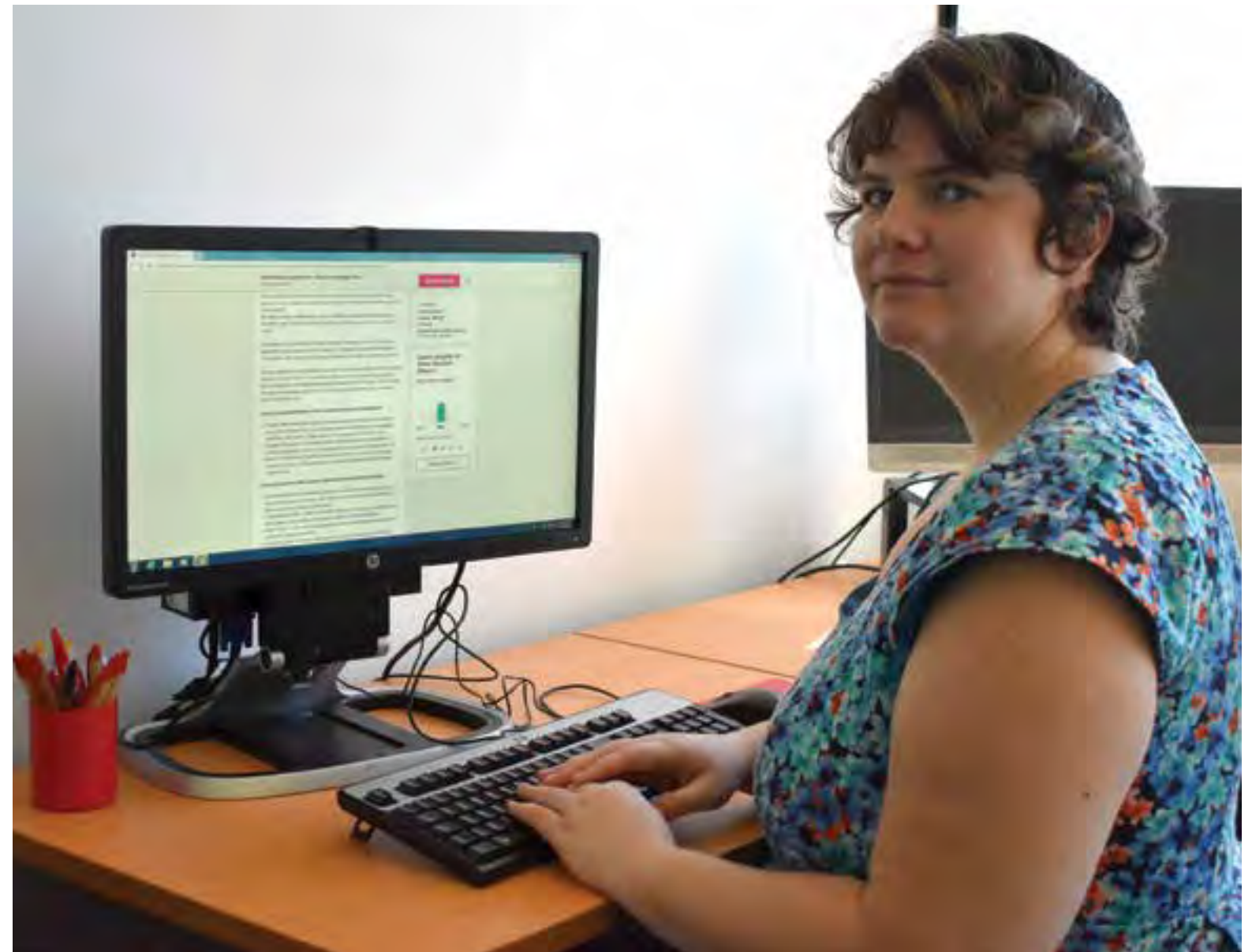
jennifer says...

Jennifer Smith is looking for employment. annecto's Job Connections is part of the story.

I was out of a job and wanted to get back into work, so decided to look for employment. I was referred to annecto Job Connections by a trusted friend who I had previously worked with. I attend regular appointments with my Job Connections consultant and discuss job opportunities and further educational courses available to me.

My experience with the Job Connections team has been positive. I have been given overall great support to start a Certificate III in Administration. I'm very happy with this, as this is the industry I would like to get into. I had previously completed a Certificate III in Hospitality and wanted a career change. I will hopefully have more opportunities available to me once I finish the course.

I would like to have job leads and networks in the administration industry, but I know that it will be easier once I have completed my studies later this year.



after hours

Non-medical seamless after hours response and support

Nick Grakini is the Service Improvement Manager at Australian Unity and has recently partnered with annecto's After Hours service.

"[After Hours] will be focusing predominantly on our customers who have ongoing needs outside branch operating hours – as well as focusing on the staff who support them. It's giving people access to support when the doors of the branches are closed.

We've had a very strong response from the annecto team to date, which has been one of the drivers behind this process. We're looking forward to setting up the service and implementing it across our customer base, then developing and taking it further. It's something that we're excited to be moving towards.

We wanted to engage with an organisation who had a vast amount of experience in providing [After Hours] and annecto has a proven history and background in that area. We wanted to work with them to create a streamlined service and we believe we've achieved that with annecto."

"It's giving people access to support when the doors of the branches are closed."



Norman

The after hours team were very diligent in handling my query and took the full ownership of taking the query to a resolution. In the entire process I was kept informed. It was such a relief for me to find my concerns were managed in such a professional manner.

115

Average calls per day

Melanie Hill is the Coordinator of Disability, Mental Health and Young Carers at Alfred Health Carer Services where annecto's After Hours service is used.

"Initially [the relationship between Alfred Health and annecto] took a bit of time to bed in. There was a lot of discussion and dialogue – lots of meetings – but annecto was very open to that. There wasn't conflict in the process. It was very collegial, everyone working together to get it right, but we had a few 'teething issues' (laughs) along the way, which was not necessarily unexpected.

When we ran it ourselves with our own staff, I think, over time it got blurred in terms of what we were offering. We're not a crisis service and I think annecto helped us hone in on that. That's been really important.

[Doing the service internally] was a lot of work for me, and took a lot of time. [I love] the fact that I can just call up the annecto After Hours manager or the coordinator and say 'we're having these issues, can you follow them up?' They're very quick to get back to us. When we do have a complaint, they're very quick to respond."

Rose

I'm always grateful for the after hours support with annecto – every call I get is always managed with care and professionalism.

After Hours telephone support

Completed calls in financial year

41,832





helping the community and the environment

Zak is a valued member of Merrimu's Front Door Recycling program. Zak's Mum Dianne wanted to share a little of their story.

Zak has been working at the Front Door Recycling for over a year now.

"I'm a great believer that this world can't change for Zak," Dianne says. "We just have to try fit Zak into this world."

Zak had spent a year at home and no one knew how to support him to achieve his full potential. When Zak left school, he had developed reading, writing and many other skills that would assist his transition into the workforce.

Sometimes when Zak has a bad day, it could be a very bad day.

Carolynne [Smith] from Merrimu listened to Dianne's concerns about what a very bad day might look like. Undaunted, Carolynne just said, "yeah, and...?" One year on, Zak is an important member of the Front Door Recycling program.

Working at Front Door Recycling Zak is thriving in an environment with routine and structure, enjoying interactions with friends and work colleagues.

"Zak now has a sense of purpose being here", says Dianne. "I came to pick Zak up one day and he was helping with the dishes! Do you reckon he'd do that for me?"

annecto believes everyone has the potential to fulfill valued roles.

"I came to pick Zak up one day and he was helping with the dishes! Do you reckon he'd do that for me?"

Dianne, Zak's Mum



Ursa Jensen
loves the infectious
passion of annecto

ursa says

The feature that I believe makes annecto stand out is the people who work there. There is a collective, infectious passion to support vulnerable members of society in maintaining connections and purpose, while enabling them to live life the way they want to.

Before working with annecto, I had no idea programs like this exist. I think it's fantastic to have a community-based living situation which affords individuals dignity and respect. For too long people with disability have tolerated existing in less than ideal circumstances, but programs such as this allow people to live well.

I'm a member of a team of support workers who have come together to provide individual and shared support to tenants. It's such a varied role as we work to support people who have a vast range of different expectations. Perhaps the most satisfying part of this work is watching

people grow in confidence and becoming more independent every week. It feels like helping a friend out and having a laugh along the way.

I've found working in the disability sector such a rewarding experience. I believe the work we do as an organisation is vitally important in assisting those who have a disability to live in the manner that they want to. My eyes have opened to such a simple thing that most people take for granted: their independence and freedom of will. It has caused me to appreciate what I have and look at further ways of how I can give back or make better choices in my own life.

I think you can't help but be impacted when you are a part of the support system assisting these tenants. I get to see first-hand how they aren't letting their differences and difficulties get in the way of living a happy normal life. I hope that the success of this project has a flow-on effect in implementation of more programs like this. Because not only has it made a difference for the tenants, but I think it has affected all of us in positive ways.

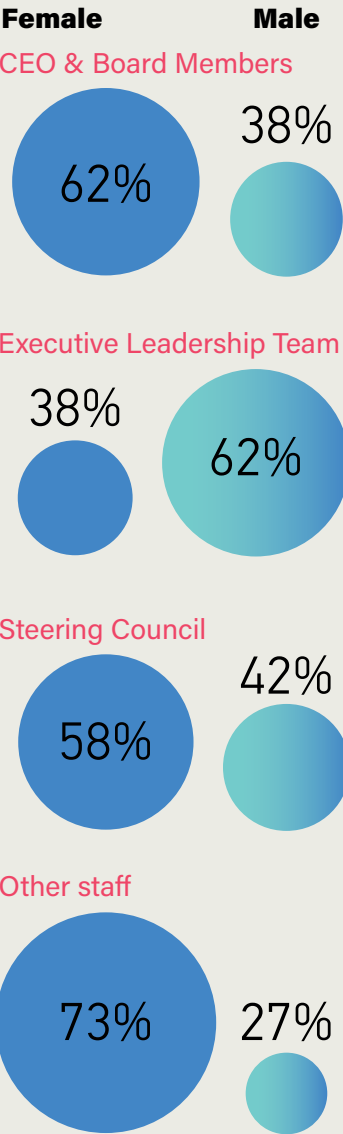


our staff



Staff headcount

Gender diversity



Training & development	2017-2018	2018-2019
Learning programs	65	97
Cohort attendance	321	404

We believe that learning and development opportunities are paramount at annecto to further and grow our skill and knowledge base across all staff. In order to do this, we run internally facilitated programs to build soft-skill development, external facilitation to build compliance and technical skills, whilst providing a viable online learning library of over 2000 free training modules to supplement learning through our LearnConnect modules.



our board, ambassador & ceo



Wendy Dunn: Vice President

Wendy qualified as a nurse and midwife in the 1980s and is currently the Executive Director for Residential Aged Care and Seniors Living at Mayflower.

She 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 in managing change in the acute health sector to the challenges of aged care.

Andrew Loader

Andrew has extensive experience in organisational change and development initiatives, including the establishment of an entire new workforce at Victoria Police. Andrew has held governance roles including Vice President of Australasian Council of Women and Policing, inaugural Chair of Victoria Police Procurement Board, President of Mitrofanoff Support Australia, President of annecto and Director of Disabilities Professionals Victoria.



Vivien Beer: Treasurer

Viv is a fellow of the Institute of Chartered Accountants with over 30 years' experience as an auditor, financial and management accountant, Chief

Financial Officer, and consultant. She has also held many leadership positions in club, state and national golf, and major Australian golf tournaments. Her training, extensive experience and strong work ethic have given her a good understanding of the not-for-profit

sector, governance principles and risk management.

Jennifer Burrows: Chair, Culture Committee

Jennifer has a range of professional experience in industry training, higher education academic development and change management. She is the Network Development Manager for Collaboration for Impact, which supports communities taking a systems change approach to work on social issues. 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: RAP Committee

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 Johns: President

Michael is a partner in the restructuring team at Maddocks Lawyers and has broad legal experience in banking, financial services,



insolvency and general commercial issues. His practice focuses on restructuring and insolvency (including commercial advice and conducting insolvency and securities enforcement litigation).



Kirsten Mann

Kirsten is an executive leader at Oracle, responsible for the end-to-end customer experience, and has worked in product development for over 25 years. Kirsten knows

about designing and launching great technology-based products for customers. As a passionate customer service advocate, she is a transformational and strategic leader, championing organisational understanding of the value of Product Management, User Experience, Technology and Design Thinking practices.

Michael Nazzari

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



Leslie Cannold

Dr Leslie Cannold is a human rights advocate, conduct risk specialist and trained mediator. As a member or chair of multiple

Victorian health boards, tribunals and international committees, Leslie knows about safeguarding human rights and mitigating risk. She is skilled at explaining the reasoning behind what must be done in ways that make sense, and inspires passion and a sustained commitment to change. An innovative thinker, she has won plaudits for her fiction and non-fiction books and has been recognised as Humanist of the Year.



Uncle Lyall Dennison: Inaugural annecto Ambassador

Uncle Lyall is a Kamilaroi man, born in Moree and raised on a mission. He is now

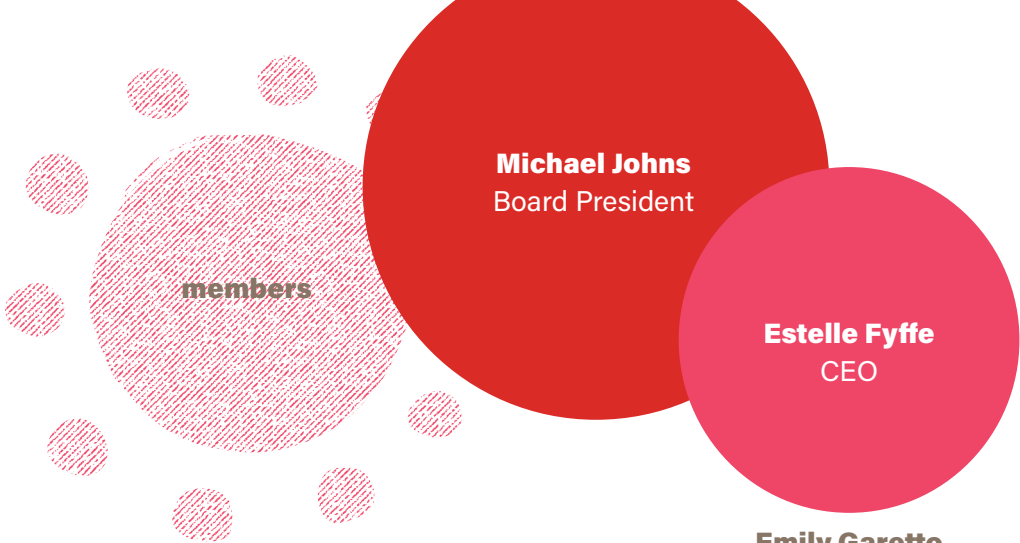
retired from public service after spending his working life on projects involving Aboriginal communities such as drug/alcohol and housing programmes, anti-discrimination and employment in police/corrective services and community services. After having cared for his elderly mother and sick brothers, Lyall first became aware of annecto's work through his position on the Board of Babana Aboriginal Men's Group. He is also a Board Member of Wyanga Aboriginal Aged Care Service and Inner Sydney Empowered Communities.

Estelle Fyffe: CEO & Secretary

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



our organisation



Culture Committee:
Jennifer Burrows (Chair), Ross Joyce and Andrew Loader 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.

Sustainability & Finance Committee:
Vivien Beer (Chair), Andrew Loader and Michael Nazzari reviewed finance and risk reports prior to their consideration by the Board, continued to develop the investment strategy and monitored risk management reporting.

While this chart represents level CE1 & CE2 reporting only, annecto acknowledges the importance of almost 800 staff.

financial summary 2019

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 merged with Merrimu Services Inc. The consolidated entity derived 78% of its annual revenue from Government grants (2018– 90%).

Fee income made up 21% of income (2018 – 9 %). The changes in revenue mix is due to the shift from DHHS funding to NDIS fee for service model. Other income made up 1% (2018 – 0.5%).

Total income was \$41,361,549 which is a 12% increase on the 2018 result. This increase was mainly due to the merger with the Merrimu business with \$815,036 as gain on acquisition.

annecto expended \$41,616,543 which represents an increase of 12% over the previous year. This increase is mainly from salaries and employee benefits (15%) from staff transitioning to annecto following the merger with Merrimu.

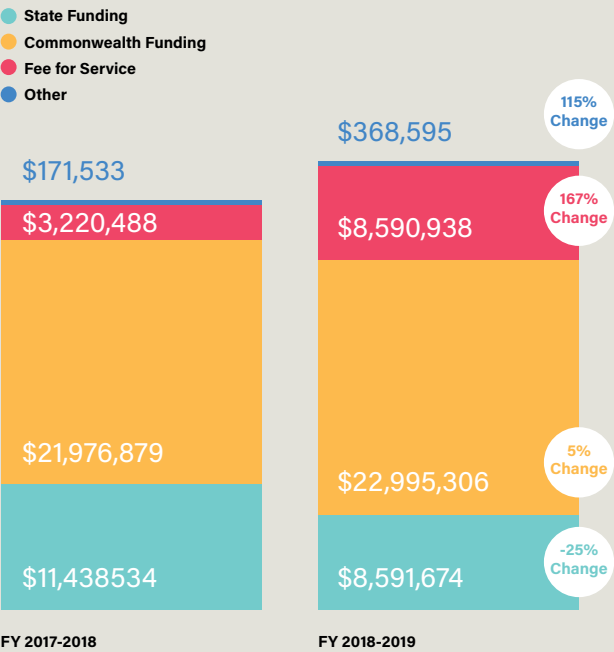
The operating loss for the year was \$254,994 (2018 - \$388,494). During the year, a revaluation of Land & Buildings was conducted which resulted in a fair value movement of \$590,000. This resulted in the Total Comprehensive income of \$335,006.

The 2018/19 financial year saw the acceleration of people who have been using annecto’s disability services for some time roll across to the NDIS. This has been challenging affecting cash flow moving from an advance funding model under DHHS to claiming in arears under the NDIS model. The NDIS model has also added incremental costs given the heavy administrative burden.

The major initiatives in which annecto invested during 2018–2019 were:

- Selection of a new Client Management and Rostering system, Alayacare to replace Carelink +
- Creating pathways to employment with introduction of the Disability Employment Services (DES) program
- First new model of housing and support under NDIS classified as Supported Independent living (SIL) was launched in Richmond
- Change Management, leadership, management and general staff capability building.

Revenue source



\$AUD	2019	2018
Income		
Revenue from operating activities	40,177,918	36,635,901
Other income	368,595	171,533
Gain on Merrimu acquisition	815,036	-
TOTAL INCOME	41,361,549	36,807,434
Expenses		
Depreciation expense	201,757	171,639
Amortisation expense	199,609	262,171
Salaries and employee benefits expense	28,208,548	24,441,972
Other expenses	13,006,629	12,320,146
TOTAL INCOME	41,616,543	37,195,928
LOSS FOR THE YEAR	(254,994)	(388,494)
OTHER COMPREHENSIVE INCOME		
Fair value movement for property, plant and equipment	590,000	-
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	335,006	(388,494)

Total Equity (\$)			Total Assets (\$)			Total Liabilitites (\$)		
2015-16	11,790,378		2015-16	19,623,762		2015-16	7,833,384	
2016-17	12,407,899		2016-17	23,072,793		2016-17	10,664,894	
2017-18	15,319,405		2017-18	23,687,855		2017-18	8,368,450	
2018-19	15,654,411		2018-19	25,368,002		2018-19	9,713,591	

Revenue from ordinary activities (\$)			Expenses (\$)		
2015-16	31,324,797		2015-16	30,024,238	
2016-17	36,331,445		2016-17	35,572,150	
2017-18	36,807,434		2017-18	37,195,928	
2018-19	41,361,549		2018-19	41,616,543	

financial overview 2019

\$AUD	2019	2018
Current Assets		
Cash and cash equivalents	4,357,343	10,928,878
Trade and other receivables	3,364,037	1,626,455
Other assets	294,908	141,428
Financial assets	7,663,263	2,435,966
TOTAL CURRENT ASSETS	15,679,551	15,132,727
Non-Current Assets		
Property, plant and equipment	9,259,558	7,948,499
Intangible assets	428,893	606,629
TOTAL NON-CURRENT ASSETS	9,688,451	8,555,128
TOTAL ASSETS	25,368,002	23,687,855
Current Liabilities		
Trade and other payables	2,196,553	1,896,740
Other liabilities	3,477,971	2,955,814
Provisions	3,543,602	3,267,876
TOTAL CURRENT LIABILITIES	9,218,126	8,120,430
Non-Current Liabilities		
Provisions	495,465	248,020
TOTAL NON-CURRENT LIABILITIES	495,465	248,020
TOTAL LIABILITIES	9,713,591	8,368,450
NET ASSETS	15,654,411	15,319,405
Equity		
Reserves	4,987,541	4,397,541
Retained earnings	10,666,870	10,921,864
TOTAL EQUITY	15,654,411	15,319,405

\$AUD	2019	2018
Cash flow from operating activities		
Cash receipts in the course of operations	39,361,855	37,913,049
Interest received	293,976	99,561
Cash payments in the course of operations	41,163,900	37,302,836
Net GST received from/(paid to) the Australian Taxation Office	20,252	(122,021)
NET CASH PROVIDED BY OPERATING ACTIVITIES	(1,487,817)	587,753
Cash flow from investing activities		
Payment for property, plant, equipment and Intangibles	90,973	216,041
Net proceeds from/(payment for) investments	5,227,297	309,888
Proceeds from disposal of fixed assets	-	9,152
Cash received from business combination	234,552	-
NET CASH USED IN INVESTING ACTIVITIES	5,083,718	516,777
NET INCREASE/DECREASE IN CASH AND CASH EQUIVALENTS HELD		
	(6,571,535)	70,976
Cash and cash equivalents at beginning of financial year	10,928,878	10,857,902
CASH AND EQUIVALENTS AT END OF FINANCIAL YEAR	4,357,343	10,928,878

The summary of financial information on pages 44 - 47 provides an overview of financial statements and highlights.

This Annual Report and the complete audited financial statement are available on our website under the 'about us' link.

www.annecto.org.au/about-us/publications

Our financial service providers

Auditors

DFK Kidsons Accountants and Business Advisors
Melbourne, Victoria

Bankers

Commonwealth Bank of Australia
Australia and New Zealand Banking Group Limited

award winners

Craig Goesch Scholarship – Leanne Savage

Leanne goes above and beyond her role as a support worker and advocates strongly for the people she supports. This award was for support to people with Acquired Brain Injury - Leanne has always demonstrated the ability to see the person before the disability.

Leanne is excellent at turning negative into positive and always has a can-do attitude. Leanne's support to one particular client during a very intense period of her life was above what anyone would consider the duty of a support worker.



annecto Inclusion Award – Jayden Ladd

Jayden sensed a desire on the part of Darvis to reconnect with his community, working with him to take the steps to commence his journey of reconnecting. This involved taking the time to understand the challenges that Darvis was dealing with.

After rarely venturing outside his home, Darvis asked Jayden to take him to JB Hi-Fi to look at laptops, which was a significant step forward. Darvis has since voiced his intention to return to school to complete his studies.

Ron Cahill Award – Gerard Mcadam

Gerard showed great initiative in harvesting a relationship with Bunnings Footscray. He organised barbecues there with David House participants cooking and serving, which has been very rewarding for everyone involved.

In his role at David House, Gerard understands the needs of the people he supports. He has always been very supportive, caring, respectful, and all the qualities he brings make those he works with wish that there were more people like him.



providing quality support

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

- Accreditation to the International quality standard AS/ NZS ISO 9001 for services delivered in Victoria and NSW.
- Certification against the Department of Human Services Standards (Victoria) for applicable DHHS funded services delivered in Victoria.
- Certification against the National Standards For Disability Services for the Disability Employment Services that we deliver.
- Undergoing regular compliance audits by the Aged Care Quality and Safety Commission who audit our aged care programs.
- annecto submitted a comprehensive response to questions asked by the Royal Commission into Aged Care.

annecto's external quality auditing bodies include:

- Global-Mark who audits annecto to ISO 9001, National Standards for Disability Services and Department of Health and Human Services Standards (Victoria).
- Aged Care Quality and Safety Commission who audits annecto's aged care programs.

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

Australian Government Department of Health, Australian Government Department of Social Services, Australian Government Department of Veterans' Affairs, Australian Government Department of Employment, Skills, Small and Family Business, the National Disability Insurance Agency, Victorian Government Department of Health and Human Services, NSW Government Department of Communities and Justice, and the Transport Accident Commission (Victoria).



Registered NDIS Provider



abilityfirst AUSTRALIA



acknowledgements

annecto acknowledges and appreciates the close relationships and partnerships with members of parliament, with councillors and local government staff across Victoria, NSW, ACT and Queensland 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, Uncle Lyall Dennison - Inaugural annecto Ambassador, Estelle Fyffe – annecto CEO, Ross Joyce – annecto Board representative, Lucy Murphy – annecto Performance Development and Change and Michael Hercock – annecto Executive Manager NSW/ACT.

Acknowledgment of Country - About the artwork

This artwork depicts totems or culturally significant animals and plants that honour the Aboriginal lands and peoples where annecto has its offices.

In the top right corner there is a group of bogong moths in flight. Bogong moths travel annually from North Western NSW/Southern Queensland down to the ACT and Victoria, traversing many of the Aboriginal lands and countries where annecto is based. Bogong moths are an important part of Aboriginal culture and ceremonies.

The bottom right corner features a female Elder wrapped in a possum skin cloak along with a male Elder showing culture, family and ongoing connection to the land.

The colourful artwork elements at the bottom of the page represent land and waters.

Acknowledgment of Country - About the artist

Charmaine Mumbulla is a proud Kurna/ Narungga artist from Point Pearce in South Australia, with family ties to the Gumbaynggirr people of the NSW Mid North Coast. Together with her partner Jason, she runs a Sydney-based creative agency called Mumbulla Creative. Charmaine has a background in education, graphic design and law and is passionate about working on projects that support social justice. She works closely with organisations to tell their stories through her art and won the prestigious 2019 themed Voice. Treaty. Truth National NAIDOC Week poster competition.

annecto is pleased to acknowledge significant partnerships including those with Ability First Australia, the Business Chamber of Co-operative and Mutuals, Kinchela Boys Home Aboriginal Corporation (KBHAC) and Babana Aboriginal Men’s Group.

annecto acknowledges and thanks the members of the Client Council

Diane Brook, Meegan Pride, Robert Gerard, Tony Merola and Maggie Worsley.

The staff and management of annecto would like to acknowledge our friends who have passed away during the last year, including Filippo Signorelli and Mrs Papaluca, who were both long standing members at Yarraville.



contact details

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qldscenquiries@annecto.org.au

You Want You Should

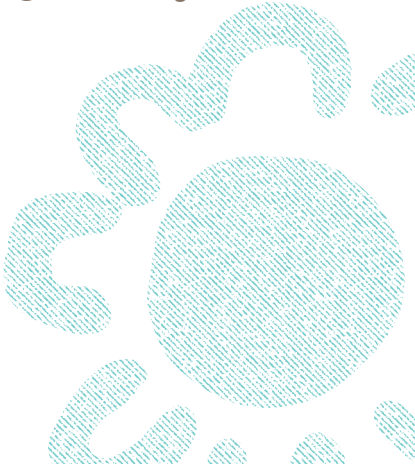
Shop 2, 2 Graham Street
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(03) 5366 3020

Speakers' Bank

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

After Hours

1300 487 183
art.manager@annecto.org.au



annecto Inc
ABN 69 045 491 808

Registration No. A 0037 563 T

annecto Inc is the main trading arm of annecto, responsible for delivering all of our current services. Our broad purpose is to provide advocacy, practical assistance and 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 Inc
ABN 91 305 082 403

The purpose of annecto Nominees Inc is to assist annecto Inc to achieve its Purpose and Principles. annecto Nominees Inc is also the trustee for annecto Trust and the annecto Foundation.

annecto Foundation

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

annecto Trust

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

Donations \$2 and over are tax deductible.

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

The annecto Annual Report was produced by Gulay Mercandagi and Juanita Alvarez.



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Speakers Bank

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Websites

annecto.org.au
speakersbank.org.au
Merrimu.org
Smartrun.com.au