



Throughout our lives, we embark on many journeys that take us to different places, teach us new perspectives and connect us to different kinds of people.

New chapters are written every day in the journey of life. Listening to each other's journey enables us to learn from the challenges and opportunities involved, and our journeys are never-ending. In the challenges we encounter, there's always potential for growth and improvement. Being present and aware in the moment and taking it all in contributes greatly to our continuing growth. We connect by sharing each other's story. The learning that comes by understanding another's journey increases empathy, which in turn connects the people in society. Diversity is a strength.



Our organisation is on a journey and always will be. We aren't changing direction, but we are starting a new chapter.

We are on this journey together.



# Acknowledgement of Country

No matter where you are in Australia, you live, work, 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.

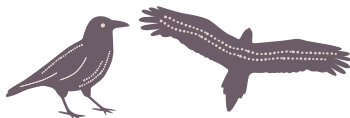
We have offices that operate on the Aboriginal homelands of the:



Wurundjeri, Woiwurrung peoples of the Kulin nation where our Footscray headquarters, Coburg and Ringwood offices are based.



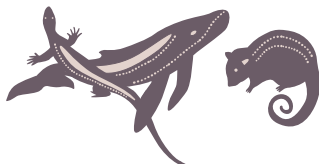
Boon Wurrung, Wurundjeri, Woiwurrung peoples of the Kulin nation where our offices in Yarraville and Werribee are located.



Wada Wurrung, Wurundjeri, Woiwurrung peoples of the Kulin nation where our West Vic offices operate at Bacchus Marsh, Melton and Ballarat.



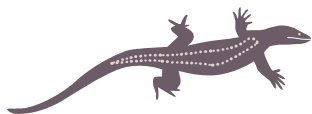
Latji Latji people of Mildura, as well as the custodians of the surrounding regions that are the Paakantji (Barkindji), Ngiyampaa, Kureinji, Mutthi Mutthi, Wemba Wemba, Tati Tati and Barapa Barapa.



Gadigal clan of the Eora/Darug nation and the wider Darug nation that our Sydney office supports from its Glebe and Bidwill bases.



Dunghutti nation that is home to our Kempsey team.



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



Wilyakali peoples where our Broken Hill office operates.



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



Ngannawal and the Ngambri peoples of the ACT where our Mawson 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.

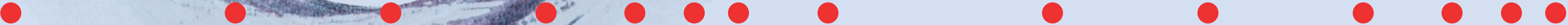
We recognise all Aboriginal and Torres Strait Islander peoples from whatever nation they may come from, and who have made their home in one or more of these homelands of Australia's First Peoples, upon which annecto provides its aged and disability services.

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.



There's always  
potential for growth  
and improvement

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# President's Report

Ross Joyce



Our organisation continues its journey which stems from our commitment to advancing human rights and inclusion through our services. And what an incredible journey it has been!

In November 2019, the Board took some time to reflect on annecto's journey, our stories and the future. In recognising the completion of our current Strategic Plan and in preparation for the development of our next Plan, we identified some of the key milestones that have led to where annecto has evolved in 2020:

- 2002 – Distance management of services commenced when we opened in Mildura.
- 2003-2009 – Steady growth of service offerings and staffing across multiple areas in Victoria.
- 2010 – First steps in introducing governance and management practices to build distributed/participatory leadership and a focus on inclusion outcomes.
- 2012 – Extensive stakeholder consultation resulted in the annecto purpose statement changed to 'Connecting individuals and communities to realise an inclusive society'.
- 2013 – Abbotsford Project commenced with annecto in partnership with the Summer Foundation and the Transport Accident Commission (TAC). This was ground-breaking work in opening opportunities for young people who would otherwise be in nursing homes, supporting them to live in their own apartments.
- 2015 – Kinchela Boys Home Aboriginal Corporation partnership commenced and significantly grown over time.
- 2016 – Commitment by Board and management to ongoing strategic investment in Information Systems and Technology.

- 2016 – Commenced interstate expansion of services to NSW, ACT and Queensland, along with intentional focus on culturally safe practices and community/economic development.
- 2019 – Merger with Merrimu extending our presence through the Victorian Western Growth Corridor into Bacchus Marsh and Ballarat, ensuring continuity of support for those communities.
- 2019 – Completed our Reconciliation Action Plan (RAP) working with our Aboriginal Elders and community.
- 2019 – Conducted annecto's first social impact study, demonstrating our commitment to delivering social value through our supports and measuring outcomes related to inclusion and personal goal attainment. We continuously review our approach, exploring which new practices in impact reporting we can usefully implement, data improvement and applying learnings to improve our research questions.

Across our journey, annecto has undertaken planned and steady growth, informed by market research, delivery of quality services by quality trained staff and guided by thought leadership. While not a straightforward path, annecto is successfully navigating through government reforms in aged care and the National Disability Strategy (NDIS) into a 'market' economy. The information throughout this annual report outlines the considerable achievements over 2019-2020, as well as managing through the unforeseen COVID-19 pandemic which, with its challenges, has meant that some plans for the year naturally had to be deferred.

As an essential service, annecto has continued to operate during the pandemic. The Board placed top priority on annecto's

response to COVID for the safety and welfare of our staff and all clients using annecto's services. The Board and I, along with the CEO, are actively involved in monitoring the plans, decisions or responses on COVID. This also led to the development of tele-support and other non-contact services to maintain jobs and service provision.

The Board cannot speak highly enough of the way in which annecto staff has adapted and continued to provide outstanding services during this difficult time. Everyone has been absolutely outstanding and we sincerely thank each and every staff member from our frontline support staff, our background/administration staff, our co-ordinators, the entire management team and our CEO. Thank you!

Our thoughts are also with the clients who use annecto's services, who we support, as well as their families, many of whom have been facing additional difficulties because of the pandemic.

Unfortunately, COVID is likely to be around for some time into the future and we all need to maintain our responses to ensure the safety and wellbeing of our staff, our clients and the wider community. Government assistance for employment support, particularly JobKeeper, has been crucial in maintaining continuity of services, as has been the constant provision of information and guidance from state and national governments.

During the 2019-2020 year, the annecto Board embarked on one of the most important tasks for the annecto community, the recruitment of a CEO, as our incredible CEO, Estelle Fyffe, had decided to move on after providing annecto exemplary leadership and guidance for more than 16 years. Irrespective of the challenges posed by COVID, the Board completed a thorough advertising campaign and search with an extensive, rigorous and extremely competitive recruitment process, ably supported by Fisher Leadership.

I am delighted to welcome Cheryl De Zilwa to the annecto community as the incoming CEO of annecto, commencing on 10 August 2020. We all look forward to welcoming Cheryl into the annecto community and continuing with our key work.

I'd like to take this opportunity to thank each and every one of my fellow Directors for their professionalism, passion, commitment and personal time devoted during a very demanding year.

On behalf of the continuing Directors, I would also like to express appreciation to Vivien Beer, Leslie Cannold, Wendy Dunn and Andrew Loader for their outstanding service during their tenure on the annecto Board.

It's been a privilege to represent annecto as your President over this year, the Board and I are committed to continuing the strong development of annecto in striving for a truly inclusive society.

Mildura opens 2002

Governance & management practices introduced 2010

Purpose statement changed 2012

Abbotsford Project report 2013

Kinchela Boys Home partnership 2015

Commitment to IT 2016

Interstate expansion 2016

Merrimu Merger 2019



# CEO's Report

Estelle Fyffe

Challenges we face across our journey provide potential for improvement and growth. In the challenges we encounter, there's always potential for growth and improvement.

Digital Transformation (DX) and annecto's people were the two organisation-wide priorities for management over the 2019-2020 year. They are connected, with DX aiming to empower staff and service users and impacting on organisational design.

Some time ago, annecto took the first courageous steps towards distributed leadership, collaboration across teams and greater agility in organisational design, structure and practices. As DX has rolled out, this capability has accelerated. Without question, this is a factor in the resilience and adaptability shown by annecto's staff when a third, unwanted, organisation-wide priority emerged – managing through a pandemic.

Some of the other achievements during 2019-2020 were:

- Continued steady growth across all services – a few words that cover a lot and are further detailed throughout this report.
- Completed a scheduled and stringent quality audit.
- Completed a suite of projects to integrate Merrimu and annecto systems.
- Relocated in Mildura to launch a new 'retail' model; relocated in ACT, informed by the 'retail' model; relocated in Dubbo with our partner Connecting Community Services.
- Commenced our second Reconciliation Action Plan and established an 'Aboriginal Unit' including an initiative with Aboriginal-managed businesses.

- Commenced development of a Community Empowerment Strategy.
- Commenced projects in Business Planning and Analytics, Clinical Governance and Branding.
- Continued to develop our work with Ability First Australia (AFA) and the Business Council of Co-operatives and Mutuals (BCCM).

And managed to do all this in the face of a pandemic. Since March 2020, annecto has been operating essential services remotely with the majority of staff working from home and minimal staff at offices and centres. We could not have done this without the previous investment in information services and technology, and the quality of annecto's people.

This will be the last CEO's report that I write for annecto. It has been a privilege and a rare learning opportunity to have been in the CEO role for an extended time. Through the inevitable ups and downs, annecto has steadily grown in capability and scale, and hits the mark on many indicators. Above and beyond, annecto has always been fundamentally about the people – an organisation with heart and a commitment to social justice.

As this chapter in my journey with annecto draws to an end, I want to express my deep gratitude to all of annecto's stakeholders, those who put their trust in annecto for service provision, the amazing and resilient annecto staff, our volunteers, partners and other supporters, the members and the Board for their commitment and passion.

Integrated Merrimu  
and annecto systems

Launch new  
Retail model

Established an  
'Aboriginal Unit'

Commenced Community  
Empowerment Strategy

Commenced projects in  
Business Planning



# CEO's transition

We aren't changing direction, but we are starting a new chapter.

## Estelle's story

I completed my final year as CEO under unprecedented conditions, due to the COVID pandemic. It regrettably meant that the Board and I were unable to, as had been planned, visit all of annecto's locations, meet with the local staff and community and collect stories as part of annecto's ongoing journey. Despite not being able to be physically 'out there,' which was hard, I am inspired by the 'can do', resilient approach I saw from the onset of COVID restrictions in March, where people just got on with it and continued to connect – mostly virtually.

In keeping with this year's theme, I've reflected upon my own annecto journey. It turned out to be much longer than I expected when I started – 16 years. I couldn't have stayed as long as I have without the DNA of the organisation and the leadership of the Board.

Over the years, our Directors have consistently kept their eye on annecto's purpose and of people being able to come together in an organisation to actually do something that works in the space of human rights, inclusion and empowerment. And the annecto community has always essentially understood that inclusion, power and rights are related. As CEO, I have been privileged to hold a lot of formal power which I have tried to use to empower others – through the models and skills we developed, systems and relationships we built, and the stories and experiences we shared.

annecto attracts good people. Over and over, I've seen the people at annecto using their personal power, the power of their roles and that of their colleagues to work alongside, to do with, rather than to do things unto others. To acknowledge a few of annecto's firsts, annecto was one of the first organisations to trial consumer directed aged care; to start working with people with dementia in their own home; to enable young people, who would otherwise be in nursing homes, to live in their own apartments; and to provide access to culturally safe in-home aged care for Aboriginal and Torres Strait Islanders.

I know how long and hard the Board worked on the task of finding the next CEO for annecto – how seriously they considered the requirements and how thoroughly the transition was planned, albeit that some of what was planned was prevented by COVID restrictions. It's been a delight to meet Cheryl and enjoy her ideas, energy and experienced approach as we worked together during handover in the midst of a pandemic and lockdown. I know Cheryl is looking forward very much to being able to be 'out there' with you all.

We don't always know where our journeys will take us, or where and when they'll end. My journey as annecto's CEO is at an end; annecto's continues. I thank the annecto community for finding and keeping me as CEO on the journey and I look forward to stories from the annecto journey of the future.

## Cheryl's story

It was an absolute pleasure working with Estelle during the four-week handover where I experienced her generosity of spirit, intelligence and manner with everyone. I was very lucky to have time to fully absorb the information I received and truly understand the operations while Estelle continued to manage. The transition in decision-making responsibility was gradual and seamless.

It's a pleasure to be with an organisation that has such a strong reputation in the market and I thank Estelle for taking annecto on such a positive journey both culturally – and financially. I inherit the reins of a really strong organisation that's poised and ready to take advantage of a number of opportunities because we're building on a really strong foundation.

I can't wait to travel, and as soon as I can, will get out to every place where we have a presence to deeply understand the communities we work with, our challenges and opportunities in each of these areas. It's important for me to build a relationship with our teams and I look forward to being able to do this as soon as possible.

I see that people really care about what they do here; it's in their language, their actions, it's throughout the organisation. There's also a sense of leadership at all levels throughout the organisation. I have inherited a strong Executive and Management team which gives me the confidence that we can continue the positive



journey and achieve even more. In the short time I've been here, I've seen that we have a very supportive work environment that takes on difficult challenges and celebrates success often.

I bring with me some significant experience running similar organisations and from other sectors in which I've worked, including health, education, clinical and community services. I hope to draw upon this to add to the richness of annecto and help take it to its next stage.

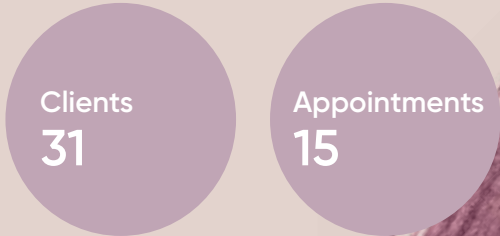
I feel like I've landed in the right place. I've found a warm and transparent place to work with a robust environment for debate and decision-making, where outcomes matter. This is a sign of a really healthy organisation and one that I'm now very proud to lead.

# Our Performance

## Delivered Hours By Program 2019-2020

Accommodation & Support	52,604
Aged Care/HCP	147,408
My Support	6,224
Disability Support	232,399
CFS (Children Family Services)	12,584
VETS (Veterans Home Care)	4,218
CHSP (Commonwealth Home Support Program)	47,963
Total Hours Delivered	503,399

## Job Connections



# Strategic Direction

The strategic planning process, delayed due to the COVID pandemic, has resumed, with the 2020-2025 plan in the early stages of development. The completion of annecto's 2015-2020 Strategic Plan saw significant progress made in the four service implementation streams identified.

## 1. Flexible, Person-centred Packages

Delivering support 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 purpose and work in all locations. Our many annecto staff, in office-based functions, across practice and service delivery teams are to be commended for their focus on the quality of services and support provided to 2193 people this year. All of this has been achieved while negotiating through the impact of Government royal commissions, the COVID pandemic and a digital transformation process rolling out across the organisation.

## 2. Housing and Support

For people to live in their own home – whether rented or owned, alone or shared. We are delighted that our alternative housing project with Guardian Living in Richmond, Victoria, is thriving and Active Community Housing in St. Albans, Victoria, has opened, with more developments planned.

## 3. Pathways to Engagement and Employment

Our aim is to support emerging models for pathways to employment in 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 included Speakers' Bank; DES (Disability Employment Services); Job Connections; You Want You Should (Merrimu gift shop in Bacchus Marsh); Front Door Recycling (Merrimu); volunteer educational and work experience roles through annecto Yarraville and Merrimu; and progressing a prototype community and economic participation model in Kempsey, NSW.

The annecto activity centre in Mildura has regularly hosted a local Juris Doctor, providing access to legal advice to both annecto clients as well as general visitors to the Mildura Central shopping centre. Delayed due to COVID, the Food for Friends initiative in partnership with the Aboriginal community of Dareton Victoria will shortly begin.

## 4. Community Partnerships

We continued working towards a national presence through networking, partnerships and initiatives of national significance, participating in projects with Ability First Australia and Services NSW. We have remained active members of NDS and LASA. annecto After Hours operations continues to grow and be integral to the success of annecto, as well as other state and national community organisations for the ongoing delivery of 24/7 access to support services.



# Mr Ivanovski's Story

Mr Ivanovski was born in 1943 in a small town in North Macedonia called Slojstica Demir Hisar. He came to Australia in 1970 to pursue a better life, leaving his wife and children behind. It was hard living in Australia, which was so different and so far from his home, his wife and children. Missing them so much he considered going back.

He was happily reunited with his wife and children when they came to Australia in 1971 and, in 1972, they bought the home he still lives in today.

He and his wife worked hard, raised their three children and enjoyed a very active and social life amongst the local Macedonia community, active in Macedonia groups including Dobro Uttro and Macedonian Australian pensioner group. Every week there seemed to be something happening – a BBQ, picnic or dance.

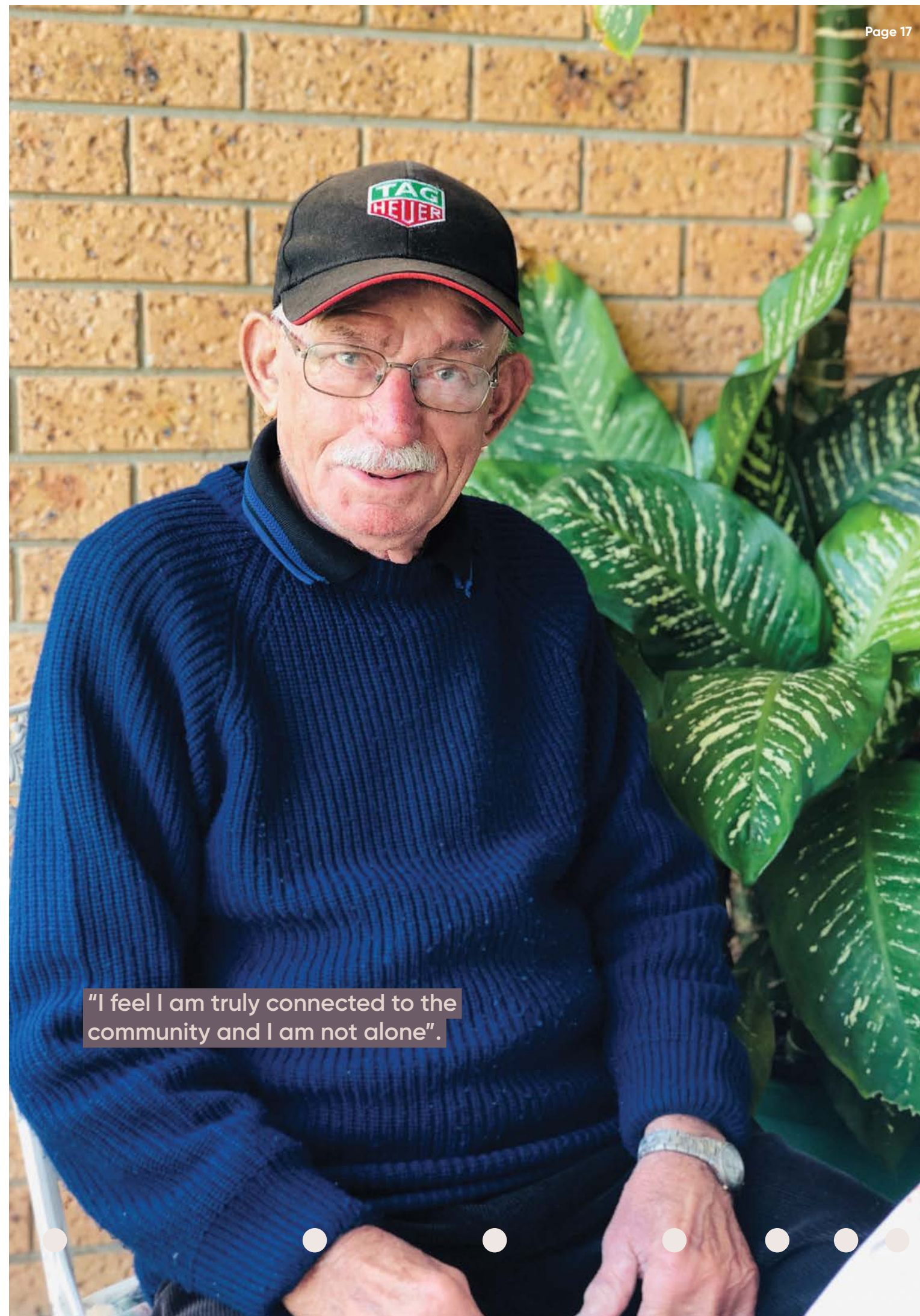
In 2018, when Mr Ivanovski lost his beloved wife suddenly, he felt as though he'd been "thrown into the middle of the ocean". She'd cooked all the meals and taken care of the home – he'd never had to think about these things. Sad, lonely and lost without his wife, Mr Ivanovski was relying on ready-made food he didn't enjoy. He was skipping meals and lost weight. Impacted by Carpal Tunnel Syndrome and Rheumatoid-Arthritis, Mr Ivanovski was finding it difficult to look after himself and do the things at home he needed to do.

Mr Ivanovski met Habiba Kabir (annecto Business and Community Development Coordinator) in 2019, when she presented at Dobro Uttro, one

of the Macedonian groups Mr Ivanovski is part of. Through Habiba, annecto is now the service provider for Mr Ivanovski's Home Care Package, delivering lawn mowing, meal preparation and home cleaning. His annecto Case Manager has provided him with a Macedonian Community Linker who can speak Macedonian and advocate on his behalf for other services. Also Macedonian, the annecto Support Worker who visits him every week is assisting him to cook the Macedonia food he loves – that his wife used to cook for him. Mr Ivanovski says 'I feel I am truly connected to the community and I am not alone'.

When he lost his wife, Mr Ivanovski had to depend on his children to do many things. Now, every time he enjoys his food, he gets emotional because it makes him feel independent. With support from annecto, he can spend quality time with his children, no longer having to rely on them for the necessary things. He feels connected to his culture, informed about what is important to him and is reaching his goals.

"I feel I am truly connected to the community and I am not alone".





## Leading the way

### A new operating model to reach people in the community.

annecto's Mildura relocation represents a major milestone, with the introduction of the first 'retail' centre. The premises in Mildura Central Shopping Centre provides access to over 2 million visitors annually.

Despite disruptions and delays due to COVID, the staff has occupied the space since March. Staff members have received a steady stream of visitors. Even before the doors had officially opened, many locals, eager to explore and sample the services and facilities provided, knocked on the door asking for a 'sneak peek'.

One of Mildura's clients, Betty, was so keen to visit the centre, she did a 'test run', timing her trip from home to the new premises riding her

electric scooter. She's making the 48-minute trip several times a week, recharging her scooter at the charging bay during her visit. She's keen to volunteer with the food for friends initiative, a Community Pantry, soliciting food donations for those in need.

annecto has developed a partnership with Ilka from the Dareton Youth and Community Centre, who will be recipients of food for friends. This partnership was made possible by the physical presence in Mildura Central, which has driven a huge increase in the awareness of annecto.

Huddo is a regular visitor. A talented photographer and artist, when he heard about the new activity centre, he approached Practice

"annecto is leading the way. I am unaware of any other service providers that have moved into a retail space. What this means for annecto is that they're able to target a broader audience and, for individuals who are currently connected to annecto, they are able to live a really great life connected to their community"

- Amanda Longley, Community Services Instructor at Sunraysia TAFE commended annecto on the innovative move to be amongst the community.

Manager, Toni Sullivan, to explore the potential of showing his work in the space. He's putting together an artwork display for the front entry. A keen volunteer, Huddo has expressed his desire to be the official annecto barista, making coffee for visitors.

The LMR leadership team have spent the last few years developing this model, putting customer value at the core of all decisions and creating a great customer experience for everyone who comes into contact with annecto.

"annecto is leading the way. I am unaware of any other service providers that have moved into a retail space. What this means for annecto is that they're able to target a broader audience

and for individuals who are currently connected to annecto they are able to live a really great life connected to their community." - Amanda Longley, Community Services Instructor at Sunraysia TAFE, commenting on annecto's innovative move to be amongst the community.

Restrictions in place due to the pandemic have meant a soft launch for the new premises. When these are lifted and centre traffic resumes, the team is prepared to fling the doors wide open, ready for great conversation. Huddo will be making the coffee and Betty will be overseeing distribution of donations to take to the youth centre.



# Aaron's story

Harnessing the power of communication and storytelling to challenge perceptions and create change, achieving an inclusive society.



"I am very appreciative of Speakers Bank, it gives me a lot of self-confidence and gives me sort of a purpose in life."

Speakers Bank raises awareness, acceptance and understanding of people with disability and older people through the power of communication. The program embodies the annecto purpose and principles through supporting people to connect, to communicate, to inform and to take up advocacy roles.

Speakers Bank commenced with a group of people speaking to TAFE colleges and Service clubs. It now has extended its reach and impact by moving into radio and online communication through the use of podcasts and Facebook. This has seen an increase in interstate and international enquiries as well as an increase in audience numbers.

Aaron D'Altera is one of the speakers in the group. He joined over 4 years ago, with his main goal to raise awareness of what it's really like to live with a disability.

"I want to get the word out of what it's actually like living with a disability because a lot of people don't understand what it's like and they're judgmental. You're still a normal person. My favourite saying is you should say abled and not disabled," says Aaron.

Speakers Bank has developed a strategic approach to the partnerships it holds with some training organisations and universities. Placements with Speakers Bank are now being built into some course structures and have been showcased as examples of excellence in training and education.

"Since joining Speakers Bank, I was able to do a course at RMIT. Just a two or three-day course. I got a lot out of it. I've become more confident, been able to do more speaking roles. Each talk I do, I add more about my journey. I'm getting the confidence to share more each time," says Aaron.

For Aaron, Speakers Bank is his platform. It's his opportunity to go out and talk, meet with different people and be an advocate for people with disability.

"My goal is to do as many public speaking talks as possible, 'cause I really enjoy doing it. I want to keep working towards building awareness on what it's really like to live with a disability and what it's like for people like me. People don't understand, and I want to be a part of those conversations," says Aaron.

COVID has presented its challenges to the group. Some have met over Zoom to discuss the future and how they can move forward and present using digital platforms.

"I'm hoping Speakers Bank grows a lot and hopefully we get more funding from the government or find a way to get more funding. I hope a lot more people come on board and other businesses support the program."

In the meantime, Aaron has been using his time going on a lot of walks. He has his family and Labrador keeping him company. The current lockdown in Melbourne has made it harder to get out there and be more involved in the community. Aaron is eager to be more involved in the program and, as he said, do as many talks as he can to shine light on these important issues.

"I am very appreciative of Speakers Bank, it gives me a lot of self-confidence and gives me sort of a purpose in life. Like I'm actually giving something back to the community and spreading the word about living with a disability."



# After Hours

After Hours has gone through a spectacular period of growth, with the largest recruitment drive in its history, seeing 16 new AROs (Assessment Response Officer) added to the program and successfully onboarding 7 new organisations, including Monash Health, EACH, Arcare & Australian Unity; the largest client to date. To grow like this, we had to adopt a more innovative approach to onboarding staff, revising staff training and development.

After Hours was also the successful out-of-hours partner for the launch of the Carer Gateway in Victoria and part of NSW; a new Federal Government program to support ‘at-home’ carers, replacing the previous Commonwealth Carer Respite Centre. Working with the partner consortium, we’ve significantly increased our involvement in the government space.

The team performed exceptionally during the devastating bushfires. Supporting organisations whose clients and staff were forced to evacuate their homes and offices while also providing business-as-usual activity. Working with some of our partner organisations, we provided:

- business hours coverage for office evacuations,
- client services rearranged to temporary accommodation,
- a comforting ear to carers directly affected by the fires, cut off from work, colleagues or loved ones.

The challenges associated with the bushfires were compounded by record-breaking call volumes. Working closely with our partner organisations, to ensure call handling continued in a timely manner, we introduced several innovations including interactive voice recordings, data-driven planning and quoting mechanisms.

Following the bushfires and extreme call volumes, the program was then met with the unprecedented challenge of the COVID pandemic. The pandemic has had a seismic effect on life as we know it, introducing words like ‘social distancing’, ‘self-isolation’ and ‘lockdown’ into our lexicon. While the world changed in front of our eyes, the team has continued to press forward with ‘business-as-usual’ service, providing support to vulnerable clients outside of business hours, replacing shifts for carers unable to attend work due to COVID exposure and updating concerned family members of clients seeking information on service impacts during such a tumultuous period.

We have continued to build around the key pillars of Resilience, Innovation and Growth to strengthen and guide the program.

## Average Daily Calls



## Total Calls



Growth

26.74%

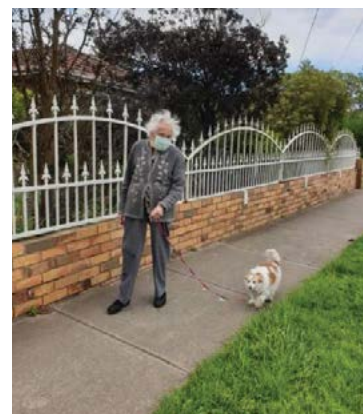


# Melva's Story

Everyone needs a Melva. She is full of light, fun and doesn't like to be still.

Melva is a bright and independent woman who is 96 years young. She is living independently in the family home she built with her husband, Reg. Melva has such a rich and interesting history and, once you get her started, you wouldn't realise you have been sitting with her for hours just talking. At 16 years, Melva paid to attend two terms at a dressmaking college. She was then able to make her own clothes and make clothes for others. She would make her own gowns and dresses that were so extravagant and glamorous, she still has some to this day. Melva has fond memories of when she used to teach ballroom dancing; it was the bit of fun when times were hard. You can almost imagine Melva in one of her gorgeous dresses dancing around the room.

She has cared for family, her home and herself throughout her life. She has always assisted others in a range of ways, including crafting clothing and blankets for charities, for babies and for anyone else that needed them and she still does this to this day. One of the craft projects that she speaks fondly of is creating the kewpie dolls on canes for the Royal Melbourne Show. Melva is the perfect host and loves entertaining others. She would often visit aged care facilities to host sing-a-longs and play the piano. That's the type of woman Melva is; she is full of light, fun and doesn't like to be still.



One of Melva's favourite activities was to go shopping with Susan (her Support Worker). They would stop at a cafe for coffee and cake and chat before heading home. When COVID hit, there was a lot of uncertainty around how support services would be provided and what safety measures would be in place. The way we experience life was changing rapidly. Melva was very disappointed that her shopping and cafe visits with Susan had to stop amongst the other social outings she would get up to.

The team at annecto, Susan and Mickey, carefully considered how to continue providing support for Melva whilst keeping safe and ensuring she wasn't feeling isolated, making sure there were ways she could still feel like she was getting the social activity that she loves. With cafes closing and lockdowns in place, the team at annecto had to get creative about how to ensure Melva could still enjoy a cuppa. So for the first time ever, Melva had a drive through coffee and apple pie from McDonald's. This is now a regular part of her routine and will only stop when shops and cafes reopen.

The creativity and flexibility of the annecto team meant that a pandemic couldn't keep Melva down. It has changed the way we are all living, but Melva is enjoying her garden, her adorable pup Trixie and her cheeky cat.





# Mr Mahmoudi's Story



Mr. Mahmoudi is a family man. He has 4 daughters and a son, 18 beautiful grandchildren and he loves them all. He is a former Iranian IP (Instructional Pilot) and has been in Australia with his wife for the past 8 years.

Mr. Mahmoudi has lived a very colourful life. As an army pilot he worked at all of the airports in Iran.

"For 28 years, I worked in army aviation. I was a pilot. I taught in every airport in Iran. One day, there was a shooting and I was in the plane with 2 other people. My tail fin got hit. The only direction we could go was spinning. Just spinning. I couldn't get the plane up. I didn't know what happened to me, I was in a coma for 72 days after the crash. When I woke up, I was confused. I asked about my friends, the Co-Pilot and Engineer. They didn't make it. My brother said to me, your leg is cut. And for 37 maybe 36 years I used crutches"

Mr. Mahmoudi engaged with annecto and has been receiving support for the last 11 months. One of the most important things his support team were able to do was organise an electric scooter for him and his gym membership.

"I formed a professional, but also a very friendly rapport and relationship with my Support Worker. My Support Worker is a very honest lady. What is important to me is the trust I have with my Support Worker and Case Manager. The team around me respect me and my culture and they speak my language. We are friends."

Mr. Mahmoudi often visits the staff at the Ringwood office, which is about a five-minute walk for him. He sometimes comes in to say hello. He will chat with staff about things he needs. He has even celebrated staff birthdays in the office with the team. Everybody knows Mr. Mahmoudi and enjoys his company.

"...What is important to me is the trust I have with my Support Worker and Case Manager. The team around me respect me and my culture and they speak my language. We are friends."



Life looks a little different now during this pandemic, Mr. Mahmoudi would normally be at the gym enjoying the jacuzzi and other facilities going there 3-4 times a week. He would sometimes fish at Ringwood Lake and, most importantly, spend time with his wife.

"My wife travelled to Iran around the beginning of COVID in March. There's been a couple of times her return ticket was cancelled. And as it was told by the governments, or maybe agencies that in the next 45 days, there will be another flight where she can come home. But she'll have to do 14 days of quarantine. If all goes to plan, maybe in the next two months she will be home."

Originally, they planned to travel together to Iran. As soon as Mr. Mahmoudi found out about COVID, he decided it would be best not to go because of his health. His wife still went over to be with her mother, who was unwell and he wanted her to spend time with her.

"This is the longest I have been apart from my wife. We have been married for 51 years. When this pandemic is over, I look forward to being with her. I miss her a lot and I do feel alone. For now, I keep busy watching Iranian movies, doing puzzles in the newspaper and I look forward to Wednesdays. Every Wednesday, my Support Worker is here and it's someone I can socialise with. I want people to be back to their normal life. What will make me happy is to see other people happy," says Mr. Mahmoudi.





## Remembering Peter Cave

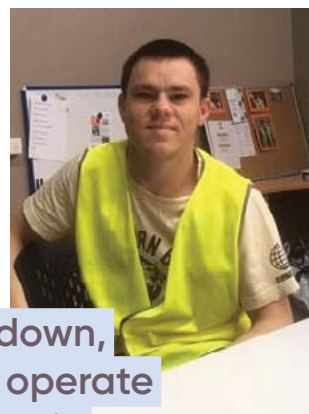


His paintings around the offices are a constant reminder of the vibrant life Peter led. We'd like to thank and acknowledge the contributions Peter made to annecto over the years. We are honoured to have some of his art and shared memories as a reminder of his talent.





# Recycling with a purpose



When the world went into lockdown, the FDR program continued to operate with risk management strategies in place and a smaller team.

We weren't expecting an increase in donations, yet it seems people in self-isolation were making the most of their time at home by cleaning out their closets. During April and May, the program had an increase in phone calls and donations. We also had many messages of appreciation and gratitude for our work from households in our community, as all of the other outlets for recycled clothing were closed.

With many participants choosing to self-isolate, the staff and participants at the Ballarat Hub were looking for ways to stay connected. Deirdre decided to make cards for everyone who was at home. The cards and messages from people at the hub were posted to everyone in isolation.

Staff all pitched in and worked together to implement the increased cleaning and sanitising routine that was introduced in response to the COVID risk.

One morning, Wilfred arrived early and insisted that he help with the sanitising. Amongst all the change, some of us are still getting used to social distancing and washing and sanitising everything. We have installed marks on the floor to keep the 1.5 metre rule in place.

During breaks and down times at the hub, the cross marks on the floor became a game of social distancing which has been a fun way to get the message across. When Zak, who often scripts his favourite lines from movies and TV shows, started to script out loud 'wash your hands, wash your hands!', we knew the message was getting across.





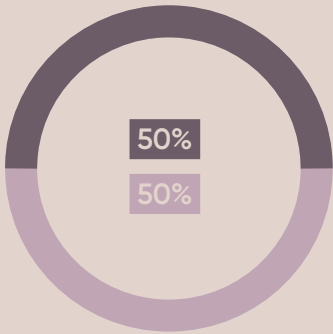
# Our staff

Staff headcount



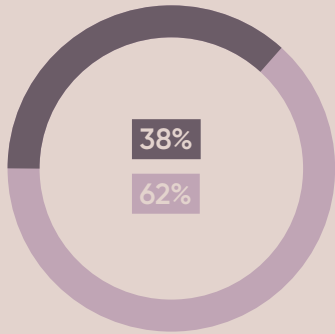
Gender diversity

CEO & Board

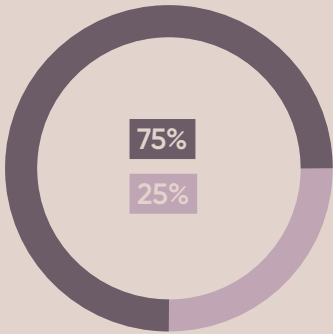


Women Men

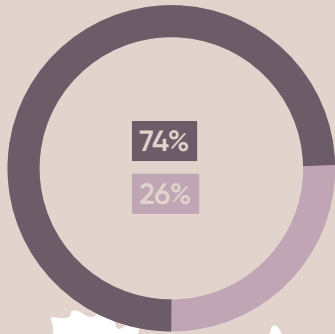
Executive Leadership Team



Steering Council



All Staff



Languages spoken by staff

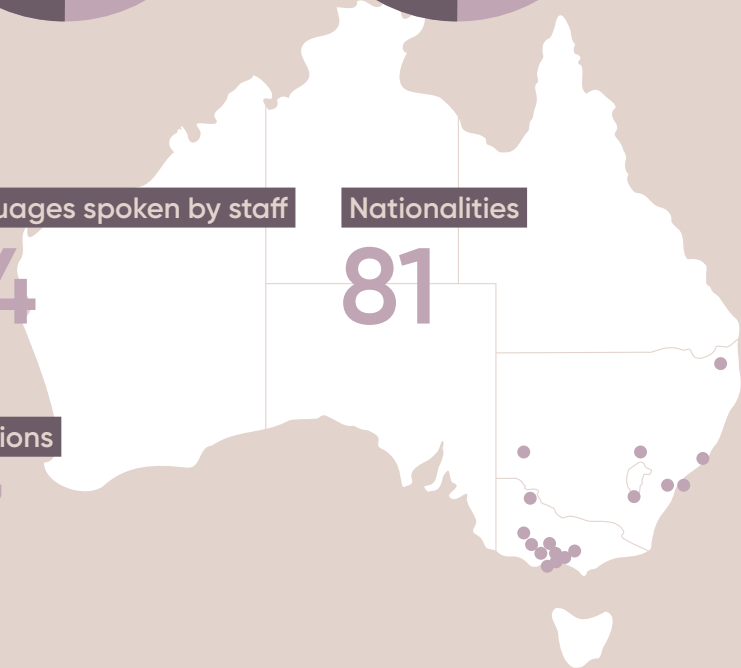
64

Nationalities

81

Locations

17



## Learning and Development will continue to focus on developing and delivering robust programs for all annecto staff.

Our Vision is to connect our staff to internally facilitated programs building capability across all regions and teams. In 2019-2020, we completed 25 learning programs.

We will continue to engage external facilitation to build compliance and technical skills, whilst leading and embedding a digital learning platform called 'Learning at annecto'.

This will incorporate more relevant, locally curated digital learning pathways to create a culture of continuous, blended learning.



# Board Bios



## 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 an active member of the Victorian State Committee for National Disability Services, and is a member of Australian Psychological Society, Australian Human Resources Institute, and Australian Institute of Company Directors.



## Ross Joyce – President

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 – Vice 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).



## Michael Nazzari – Treasurer

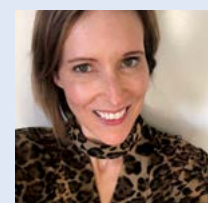
Michael has held the positions of Chair in a charitable not-for-profit organisation, General Manager at the Institute of Chartered Accountants, senior positions with Victorian Institute of Secondary Education and other educational organisations, and is currently a consultant for strategic development 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.



## Jennifer Burrows – Chair, Cultural 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 & Leadership. Jennifer is a member of Group Relations Australia and the International Society for the Psychoanalytic Study of Organisations.



## Kirsten Mann

Kirsten is the Global Vice President 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.



## 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 programs, 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.



## Vivien Beer – Until February 2020

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.



## Andrew Loader – Until May 2020

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.



## Wendy Dunn – Until October 2019

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.



# Our organisation

## Members



Ross Joyce  
Board President



**Estelle Fyffe**  
CEO

Michael Johns  
Vice President

Emily Garetto  
Executive Assistant to CEO

annecto acknowledges the importance of almost 800 staff.

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# Financial summary 2020

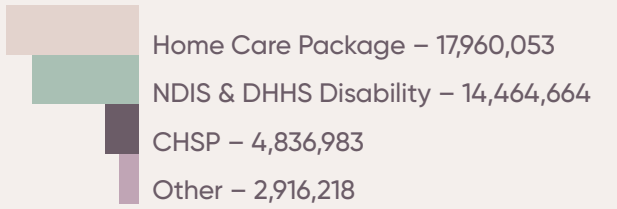
annecto conducted operations across metropolitan Melbourne, Sydney, Loddon Mallee (Victoria), the Grampians (Victoria), Kempsey (NSW), Orana Far West (NSW), ACT and Sunshine Coast (Queensland).

The 2019/20 financial year saw an enormous growth in the delivery of disability services under the Commonwealth NDIS scheme. This has been challenging, affecting cash flow, moving from an advance funding model under DHHS to claiming in arrears under the NDIS model. The NDIS model, given the heavy administrative burden, has also added incremental costs. During the last quarter of the financial year, the organisation also had to adapt to the disruption caused by the COVID pandemic.

Total income was \$55.1M which is a 33% increase on the 2019 result. This increase is due mainly to capturing the full year’s operation of the Merrimu business, \$5.4M, following the merger (last year due to merger date of 1 Feb 2019 was only 5 months) and receipts from the JobKeeper Subsidy scheme of \$4.3M.

Revenue from NDIS and DHHS disability now makes up 49% of annual operating revenue (2019 – 36%). Home Care Package (HCP) income made up 36% of income (2019 – 45%).

Revenue Source (\$) 2018-2019

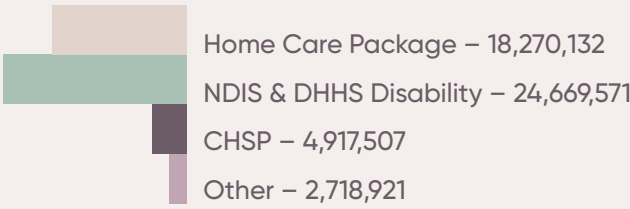


annecto expended \$54M which represents an increase of 30% over the previous year. This increase is mainly from salaries and employee benefits capturing the full year’s operation of the Merrimu business after the merger (see previous comments). All other expenses are in line with achieving the revenue growth for the 2019/20 financial year. The operating Surplus for the year was \$1.0 M (2019 – \$0.3M).

The major initiatives in which annecto invested during 2019-2020 were:

- Digital Transformation Project which includes a new Client Management and Rostering system (Alayacare), MS Dynamics CRM system and Office 365
- New Retail Service Model in Mildura, servicing the Loddon Mallee Region
- Change Management, leadership, management, and general staff capability building

Revenue Source (\$) 2019-2020



\$AUD	2020	2019
Income		
Revenue from operating activities	50,576,131	40,177,918
Other income	4,502,497	368,595
Gain on Merrimu acquisition	-	815,036
TOTAL INCOME	55,078,628	41,361,549
Expenses		
Depreciation expense	1,644,193	201,757
Amortisation expense	149,864	199,609
Salaries and employee benefits expense	41,047,317	28,208,548
Other expenses	11,201,912	13,006,629
TOTAL EXPENSES	54,043,286	41,616,543
INCOME/(LOSS) FOR THE YEAR	1,035,342	(254,994)
OTHER COMPREHENSIVE INCOME	-	
Fair Value Movement For Property, Plant And Equipment		590,000
TOTAL COMPREHENSIVE INCOME /(LOSS) FOR THE YEAR	1,035,342	335,006

Revenue from ordinary activities (\$)		Total Assets (\$)		Equity	
2016-2017	36,331,445	2016-2017	23,072,793	2016-2017	12,407,899
2017-2018	36,807,434	2017-2018	23,687,855	2017-2018	15,319,405
2018-2019	41,361,549	2018-2019	25,368,002	2018-2019	15,654,411
2019-2020	55,078,628	2019-2020	33,446,082	2019-2020	16,689,753
Expenses		Total Liabilities (\$)			
2016-2017	35,572,150	2016-2017	10,664,894		
2017-2018	37,195,928	2017-2018	8,368,450		
2018-2019	41,616,543	2018-2019	9,713,591		
2019-2020	54,043,286	2019-2020	16,756,329		



# Financial summary 2020

\$AUD	2020	2019
<b>Current Assets</b>		
Cash and cash equivalents	7,304,263	4,357,343
Trade and other receivables	7,566,648	3,364,037
Other assets	236,497	294,908
Financial assets	5,835,253	7,663,263
<b>TOTAL CURRENT ASSETS</b>	<b>20,942,661</b>	<b>15,679,551</b>
<b>Non-Current Assets</b>		
Property, plant and equipment	11,223,627	9,259,558
Intangible assets	1,279,794	428,893
<b>TOTAL NON-CURRENT ASSETS</b>	<b>12,503,421</b>	<b>9,688,451</b>
<b>TOTAL ASSETS</b>	<b>33,446,082</b>	<b>25,368,002</b>
<b>Current Liabilities</b>		
Trade and other payables	2,882,663	2,196,553
Other liabilities	7,506,188	3,477,971
Lease liabilities	941,903	-
Provisions	3,711,188	3,543,602
<b>TOTAL CURRENT LIABILITIES</b>	<b>15,041,942</b>	<b>9,218,126</b>
<b>Non-Current Liabilities</b>		
Provisions	713,981	495,465
Lease liabilities	1,000,406	-
<b>TOTAL NON-CURRENT LIABILITIES</b>	<b>1,714,387</b>	<b>495,465</b>
<b>TOTAL LIABILITIES</b>	<b>16,756,329</b>	<b>9,713,591</b>
<b>NET ASSETS</b>	<b>16,689,753</b>	<b>15,654,411</b>
<b>Equity</b>		
Reserves	4,987,541	4,987,541
Retained earnings	11,702,212	10,666,870
<b>TOTAL EQUITY</b>	<b>16,689,753</b>	<b>15,654,411</b>

\$AUD	2020	2019
<b>Cash flow from operating activities</b>		
Cash receipts in the course of operations	54,563,855	39,655,831
Cash payments in the course of operations	(52,166,762)	(41,163,900)
Net GST received from/(paid to) the Australian Taxation Office	(15,384)	20,252
<b>NET CASH PROVIDED BY OPERATING ACTIVITIES</b>	<b>2,381,709</b>	<b>(1,487,817)</b>
<b>Cash flow from investing activities</b>		
Payment for property, plant, equipment and intangibles	(1,311,590)	(90,973)
Net proceeds from/(payment for) investments	1,876,801	(5,227,297)
Cash received from business combination	-	234,552
<b>NET CASH USED IN INVESTING ACTIVITIES</b>	<b>565,211</b>	<b>(5,083,718)</b>
<b>NET INCREASE/DECREASE IN CASH AND CASH EQUIVALENTS HELD</b>		
	<b>2,946,920</b>	<b>(6,571,535)</b>
Cash and cash equivalents at beginning of financial year	4,357,343	10,928,878
<b>CASH AND EQUIVALENTS AT END OF FINANCIAL YEAR</b>	<b>7,304,263</b>	<b>4,357,343</b>

The summary of financial information on pages 38-41 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' link.

[www.annecto.org.au/publications/](http://www.annecto.org.au/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

# AGM Award Winners

## annecto Inclusion Award – Christina Dewar

Christina has been an annecto volunteer for over 3 years. She runs a tea club which is held in Yarraville each week. She sets a table with linen, pretty china, biscuits and cake. Christina lends a friendly ear to whomever needs it and is able to chat with anyone about anything; sometimes for a few minutes and other times for hours on end. This includes spending time with individuals who are non-verbal and who may struggle when communicating with others. She works with annecto staff, with other volunteers and with the people we support. She is a brilliantly inclusive and caring volunteer and an important member of the annecto family.

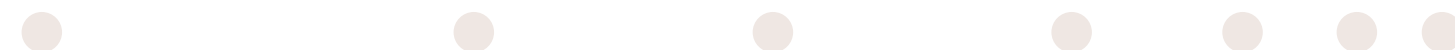


### Craig Goesch Scholarship – Joan Cooney

Joan is an experienced manager who takes on more and supports everyone who works with her. She is very honest and will say 'I don't know' if she doesn't know and then she will get the information from the relevant sources. She is down-to-earth and well organised.

### Ron Cahill Award – Erwin Martinez

Erwin has worked with David House for the past 8 years supporting participants within the mature age hub. Over the years, he has built great rapport with participants and their families and carers. Erwin is a genuine, empathetic and caring person. He has a deep understanding of participants' needs and wants and strives to help them achieve their goals, ensuring that there's a little fun along the way.





# 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 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),

Uncle 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 – Executive Manager annecto Performance, Development and Change,

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. 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 graphic features a female Elder draped 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 AbilityFirst Australia, Services NSW, 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: Nellie Cahill, from one of annecto's foundation families, Peter Cave, prolific resident artist at David House, and Speakers Bank member and last years' AGM MC, Ayman Barbaresco. These were all loved and valued members of the annecto family and will be greatly missed.

# Quality & Accreditations

## 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.
- In addition, annecto has recently successfully completed an audit against the NDIS Practice Standards for the NDIS services that we deliver, and is currently waiting for the certification from the NDIS Commission.

annecto’s external quality auditing bodies include:

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

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

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



Registered NDIS Provider

# Contact us

Toll free – 1800 annecto (1800 266 328)  
enquiries@annecto.org.au

### annecto Footscray

81 Cowper Street,  
Footscray VIC 3011  
(03) 9687 7066

### annecto Ringwood

41-43 Ringwood Street,  
Ringwood VIC 3134  
(03) 9876 0122

### annecto Yarraville

annecto David House Learning Hub  
Little David Street, (entry via Kingston Street)  
Yarraville VIC 3013  
(03) 9314 0988

### annecto Werribee

Werribee  
Business Centre  
Unit 25, 2-14  
Station Place,  
Werribee VIC 3030  
(03) 9314 0988

### annecto Coburg

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

### annecto Mildura

Shop G-021,  
Mildura Central  
364, Deakin Avenue,  
Mildura VIC 3500  
(03) 5021 5456

### annecto Merrimu – Bacchus Marsh

2 Bacchus Street  
Madding VIC 3340  
(03) 5366 3000  
Postal address  
PO Box 57  
Bacchus Marsh VIC 3340

### annecto Merrimu – Kurunjang

Cnr Kurunjang Drive &  
Walsingham Crescent,  
Melton VIC 3337  
(03) 9971 2100

### annecto Merrimu – Melton

114 McKenzie Street  
Melton VIC 3337  
(03) 9971 2118

### Front Door Recycling

2A Michaels Dr,  
Alfredton VIC 3350  
(03) 5366 3029

### You Want You Should

Shop 22 Graham Street,  
Bacchus Marsh VIC 3340  
(03) 5366 3020

### annecto Sydney

Level 2, 37-47  
St Johns Road,  
Glebe NSW 2037  
(02) 8047 0909

### annecto Broken Hill

(08) 8087 9794

### annecto Dubbo

Unit 1/80 Gipps Street  
Dubbo NSW 2830  
(02) 6875 6277

### annecto Bidwill

26 Bidwill Square  
Bidwill NSW 2770  
(02) 8047 0909

### annecto Kempsey

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

### annecto ACT

71 Mawson Place,  
Mawson ACT 2607  
(02) 6174 4883

### annecto Sunshine Coast

15/76 Wises Road,  
Buderim QLD 4556  
(07) 5341 8208

### Speakers Bank

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

### After Hours

1300 487 183  
ah.coordinator@annecto.org.au



**f** **annecto\_\_**  
**annectonsw**

**in** **annecto**

**YouTube** **annetonetwork**

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

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

**annecto Nominees Incorporated**  
ABN 91 305 082 403  
The purpose of annecto Nominees Inc is to assist annecto Inc in the achievement of its Purpose and Principles. annecto Nominees Inc is also the Trustee for annecto Trust and the annecto Foundation.

**annecto Foundation**  
The Foundation was established under a Trust Deed to raise and receive money and donations from the public, for distribution to annecto Inc.

**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 and a registered charity with ACNC, and have DGR status.

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ABN 69 045 491 808  
ARBN 145 208 000

