

# Authenticity

Annual Report  
2023



Annecto  
Support to live your life



# Acknowledgement of Country



Wurundjeri people where our Footscray headquarters, Forest Hill, Greensborough, Melton and Bacchus Marsh (north of the river) offices are based.



Bunurong people of the Kulin nation where our offices in Yarraville and Mornington are located.



Wadawurrung people where our Western VIC offices operate in Bacchus Marsh (south of the river) 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.



Darug nation where our Sydney team operates from its Mount Druitt office.



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



Dunghutti nation is home to our Kempsey team.



Ngunnawal and the Ngambri peoples of the ACT where our Mawson staff work.



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

**No matter where you are in Australia, you live, work, play and travel across Aboriginal and Torres Strait Islander land and waters. Annecto acknowledges the traditional custodians of the lands upon which we work on mainland Australia.**

Annecto pays its respects to Elders 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 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.

Annecto recognises Aboriginal and Torres Strait Islander peoples never freely gave up their rights to Australian land and waters and as such sovereignty was never ceded.



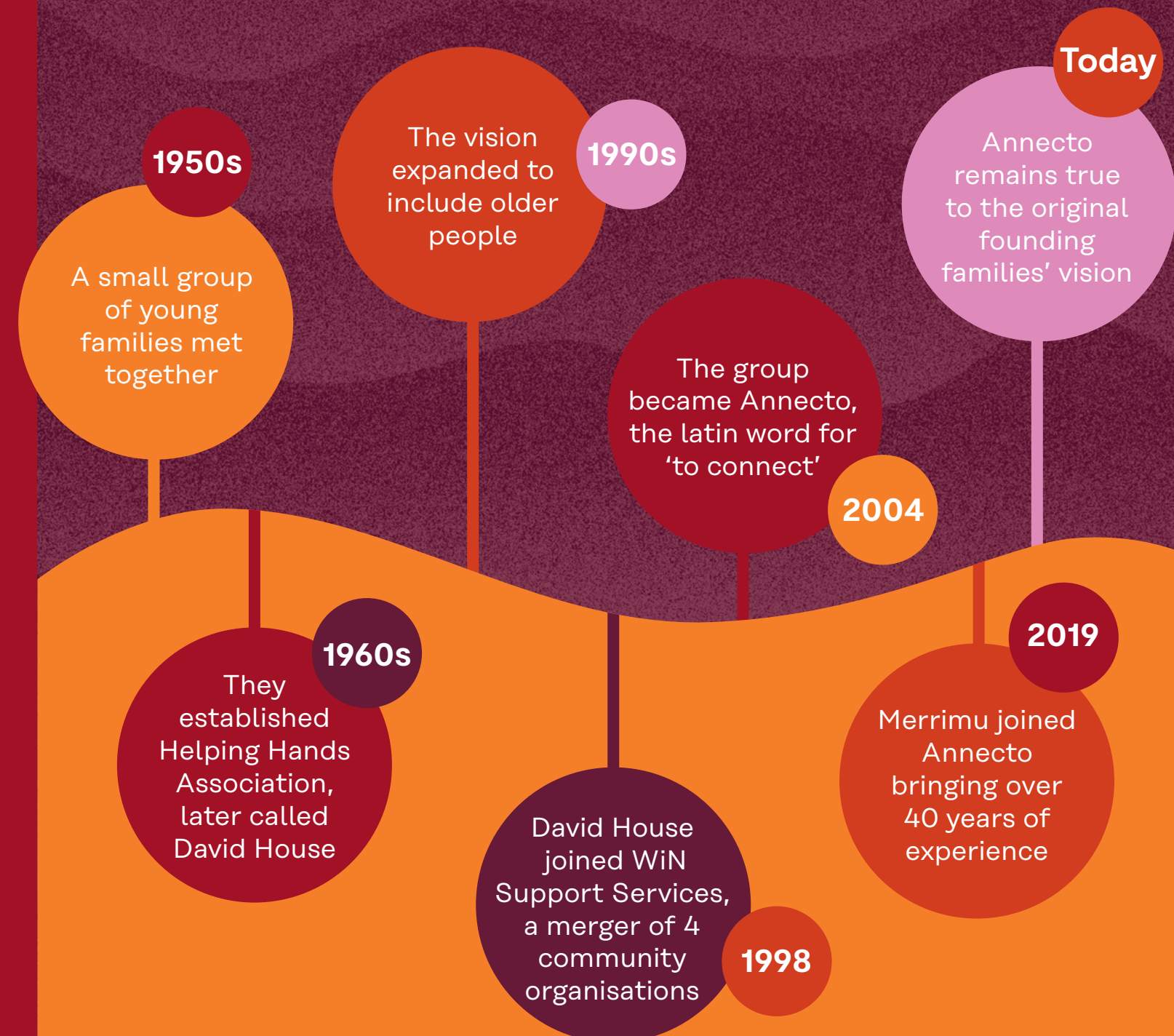
Artwork by Charmaine Mumbulla



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# It started with hope: The story of Annecto

A small group of young families came together with a vision of a more inclusive world. They raised money and used their own resources to create a community where no one was left behind.



Annecto has grown beyond what the founding families could have imagined, now operating in VIC, NSW, ACT and QLD. Just as in the early days of Annecto, community is at the heart of what we do. We celebrate real people, in real communities, with real stories.



# Authenticity

**At Annecto, we aim to stay true to our vision and values. We pride ourselves on showing up; when we say we'll do something, we do it. We continuously question and measure ourselves to make sure we keep working towards those goals.**

This is why Authenticity is one of the four pillars of our practice framework, and the theme for this year's Annual General Meeting and Annual Report.

We believe every story matters. We want the voices of both our staff and the people we support to be heard and respected. We constantly learn through lived experiences, feedback and stories.

We take responsibility for our actions and acknowledge the complexities of our work as well as the challenges and pressures we might face along the way. But through the power of transparency, we can work together to find the right solutions that will take us one step closer to realising a more inclusive society.

Authenticity is what helps Annecto make a lasting impact as an organisation on our staff, the people we support and the wider community.

## Our vision

A society where everyone has the opportunity to live with equality and purpose.

## Our purpose

Connecting individuals and communities to realise an inclusive society.

## Our value proposition

Annecto works alongside you to stay connected to what's important and live the life you want.

## Our principles

The principles we believe in and live by:

- Humanity - every story matters
- Interdependence - you and your community
- Authenticity - say it, do it
- Emergence - find a way.



# The impact of a deadly case manager

**The last three years have been challenging for Annecto Kempsey due to competing services making a presence in the local community. But it didn't stop the Kempsey team from finding the resilience to overcome these challenges.**

They believed that by finding the right people for the job, they will continue to gain the trust of their community and customers. This is exactly what they did!

Allan is one of Kempsey's latest recruits. A local Dunghutti man and a dedicated case manager with 16 years of healthcare experience, Allan has brought a wealth of knowledge to his team. But it's his authentic connection to his culture that makes him invaluable to the Kempsey team.

**Culture, community and connection are so important to the people of Kempsey.**

Allan's connection to his own Aboriginal culture became essential in linking his work at Annecto to the local community.

Beyond explaining the complexities of aged care packages, Allan is known for his honesty and reliability, which contributes to the community's trust in him.

"This gives me a little bit of happiness at the end of the day. Knowing that people can come to Annecto and have honesty and trust when they get their services ... It's good for their social and emotional well-being too."



In Kempsey, everyone knows Allan by his nickname, AJ.

"I chose this role at Annecto because I wanted to give back to my community. I was raised by the community, for the community."

Allan's impact is recognised by the people he supports. He offered crucial support to Annecto care recipients during difficult times and on multiple occasions.



Aunty Carmel, a community member, deeply appreciated his support when her home was broken into.

"AJ is deadly," she says.

Allan supported her in handling police paperwork and installing security cameras that brought her much-needed peace of mind.

"I couldn't sleep at night. I was terrified ... but the camera arrived this morning," she says with relief.

"AJ tried everything; he is a good boss, and he has patience. I like him as a case manager."

Aunty Carmel also explains the importance of having a person like Allan in a case manager role.

"It's good to see an Aboriginal man in his position. He explains everything to me, he makes it easier."

"He won my trust, and he does everything that I need."

In community-based support, Allan embodies authenticity and empathy. His work at Annecto makes a positive difference in the lives of those he supports.





# Our 2022-23 achievements





# Love, art, and independence



Support Worker, Dani, with Ann and Bob

**Forty-five years ago, Ann and Bob crossed paths for the second time in their lives and fell in love. Six proposals and 15 years later, and after many Australian road trips together, they got married.**

Bob was born in Victoria, in the coastal town of Chelsea Beach. Ann grew up over 500 kilometres away, in a fishing village of New South Wales called Eden.

"My family lived next to the petrol station," Ann explains.

Bob drove past Eden when he was young, and Ann is convinced he must have stopped at the station to refill his petrol tank.

"And you know what? She holds it against me because I didn't stop to pick her up," Bob laughs.

They eventually moved to the Sunshine Coast 25 years ago, where they settled.

The two of them welcomed us to their Queensland home to tell us their story. We sat outside on the porch overlooking their blooming garden and fruit trees. Ann loves sitting there on warm days,

looking at the bright lorikeets playing in the branches.

Ann and Bob know what they want and are not shy to share their honest opinions. It is important for them to keep their independence and do as much by themselves as possible. Despite his own breathing and oxygen issues, Bob is the primary carer for his wife who receives palliative care.

The local Annecto team worked with both of them to provide them with the right support to complement their routine, without disturbing it.

Their support worker Dani comes in daily to help with house chores, shopping, transport and medical appointments. Bob takes care of everything else.

Not every day is easy, but the three of them have developed a trusting and respectful relationship.



While they tried having their meals delivered a few times, none of the options were to the tastes of Ann and Bob.

"We like simple foods. We didn't really enjoy the meals that were delivered, they just didn't suit our palate."

Now Bob is the one cooking meals every day, with Dani as his sous-chef.

"We tried cooking, but that wasn't really successful," Bob says, teasing Dani.

**In every room of the house, colourful handmade lamps can be found among other sculptures, polished gemstones and paintings.**

Once they stopped travelling around the country, Ann and Bob developed new hobbies to keep themselves active and busy: painting, knitting and gardening for Ann; and orchid tending, stained glass work and stone polishing for Bob.

When Bob got sick a few years back, he lost movement capability in his body and hands, which led him to discover stained glass work. He says it helped him reeducate his fingers' mobility and maintain his dexterity. And since then, he hasn't stopped.

Bob is proud of his work, that he sometimes sells at the local market.

With Annecto's support, he was able to set up an oxygen bottle in his shed so that he doesn't have to move it in and out of the house all the time.

He says that his handywork helps him keep his mind and body active, "as long as I can get plenty of air in!"

The couple says that life would be difficult without services from Annecto.

It is important for them to stay in their house for as long as possible and on their own terms.

"We love it here. And what would I do without my shed? It's a beautiful house and we are very lucky people," Bob says.



# Annecto enterprises

## After Hours

After Hours is a service that offers on-call phone support and response to Annecto customers and staff outside of business hours, from 5 pm to 9 am during the week and all weekend. Additionally, we offer an Emergency After Hours Service (EARS), providing emergency, non-medical support to vulnerable people in the Melbourne Metropolitan and Grampians regions, as well as a business-to-business offering to external organisations as a revenue stream.

- 45,517 total cases
- 7,179 total Annecto cases
- Total number of external organisations that After Hours supports: 25 covering VIC, TAS, NSW, ACT and QLD



Harmony from our After Hours team

## Coolamon

Coolamon is a unique business network committed to bringing about meaningful social change by empowering and elevating Aboriginal and Torres Strait Islander voices and small businesses around the country.

We support, nurture and grow a diverse range of Aboriginal and Torres Strait Islander small businesses from many different communities and sectors, including mental health, aged care, youth services, education and training, employment and arts and culture.

Aboriginal and Torres Strait Islander small businesses we work with include:

- Babana Aboriginal Men's Group
- Coolamon arts gallery artists
- Kinchela Boys Home Aboriginal Corporation (KBHAC)
- Children of the Bomaderry Aboriginal Children's Home (CBACH)



Duane Button, Kakare Hohora and Uncle Roger Jarrett

## Front Door Recycling

Front Door Recycling (FDR) is a clothing collection initiative offering real-life work experience to adults with a disability in Ballarat. FDR provides collection services for pre-loved clothing and textiles, providing a complete solution to recycling and taking care of everything from collection through to distribution.

FDR participants collect textiles every fortnight from over 5,000 residents' front doors throughout eight different areas across Ballarat. They then catalogue and sort out what they collected to send it out to community partners, including local opportunity shops, homeless shelters, and organisations supporting local families and children.



Luke at the FDR warehouse



Speakers Rhys, Storm and Kathy

## Speakers Bank

Speakers Bank is a public speaking program for people with lived experience of disability. We provide training and support for our speakers to connect with the community, tell their stories and take up advocacy roles. In 2023, the program is being redeveloped and rebranded, and will be relaunched publicly in 2024.

## You Want You Should

You Want You Should is a gift shop located in Bacchus Marsh. But not just any gift shop. There, the people we support can learn valuable retail and customer service skills every day of the week, and engage with the local community.

The gift shop stocks a variety of products: homewares, decorative items, colourful pillows, candles, kids' toys and much more.



Ashlee, David, Michelle and Chelsea



# Annecto employee committees

Our committees have had an organisational-wide impact. This year, Annecto has received My Aged Care Specialisation Verifications (SVF) for supporting Aboriginal and Torres Strait Islander peoples in the Mid-North Coast of NSW, and Culturally and Linguistically Diverse (CALD) communities in the South East and Western Sydney regions. We are currently working on achieving the Australian Workplace Equality Index (AWEI) bronze accreditation and exploring SVF for other regions.

Two more committees will be created within the next year: Employees with Disabilities, and Rural and Remote.



## First Peoples Engagement Committee

The First Peoples Engagement Committee's purpose is to acknowledge, showcase and celebrate Aboriginal and Torres Strait Islander cultures and heritage, and for Annecto staff to become empowered to connect and engage with Australia's First Nations communities.

The aim of the Committee is to build meaningful relationships and encourage truth-telling. The Committee provides a safe space for Annecto staff to discuss issues, learn, build their knowledge and confidence, and guides Annecto staff on ways to connect with local Aboriginal and Torres Strait Islander organisations, businesses and communities.

The group began in 2020 as an Aboriginal Events Committee and remains committed to organising events around significant dates on the Aboriginal and Torres Strait Islander calendar, to bring people together and celebrate diversity and inclusion.

The Committee is composed of 15 staff from across various Annecto's regions and departments, and meets fortnightly online. It is currently led by Annecto Aboriginal Liaison Officer, Paulette Whitton. To find out more or to become a member of the First Peoples Engagement Committee, email: [paulette.whitton@annecto.org.au](mailto:paulette.whitton@annecto.org.au)

Above: Support Worker Purvee and Aboriginal Liaison Officer Paulette at Share the Spirit festival.  
Bottom right: Habiba and Janet from the CALD Network attending a Macedonian gathering.  
Top right: The Northern Metro Region (NMR) team on IDAHOBIT.

## CALD Employee Network

The CALD Employee Network plays an important role in celebrating and promoting a culturally inclusive organisation. Its aim is to promote cultural diversity and build a culturally safe and respectful space for staff, people we support and the wider community.

Members meet monthly to discuss how to improve our engagement, communications and service delivery with the people we support from CALD communities.

It is also a platform for CALD employees' voices to be recognised and heard. The network creates a sense of shared identity within Annecto and defines how we work and interact with each other, our partners and customers, and the broader community.

The CALD Employee Network started meeting in June 2023 and has 23 members who meet monthly. It is currently chaired by Community and Business Development Coordinator Habiba Kabir. To find out more or to become a member of the CALD Network, email: [CALDNetwork@annecto.org.au](mailto:CALDNetwork@annecto.org.au)



## Pridennecto

Pridennecto is Annecto's LGBTQIA+ employees' Network bringing together staff from across the organisation to increase LGBTQIA+ safety and inclusion in our workplaces and the wider community.

Pridennecto provides a safe space for Annecto's LGBTQIA+ employees and allies to connect. It also provides opportunities for LGBTQIA+ employees to contribute to the development of inclusive policies and procedures at Annecto.

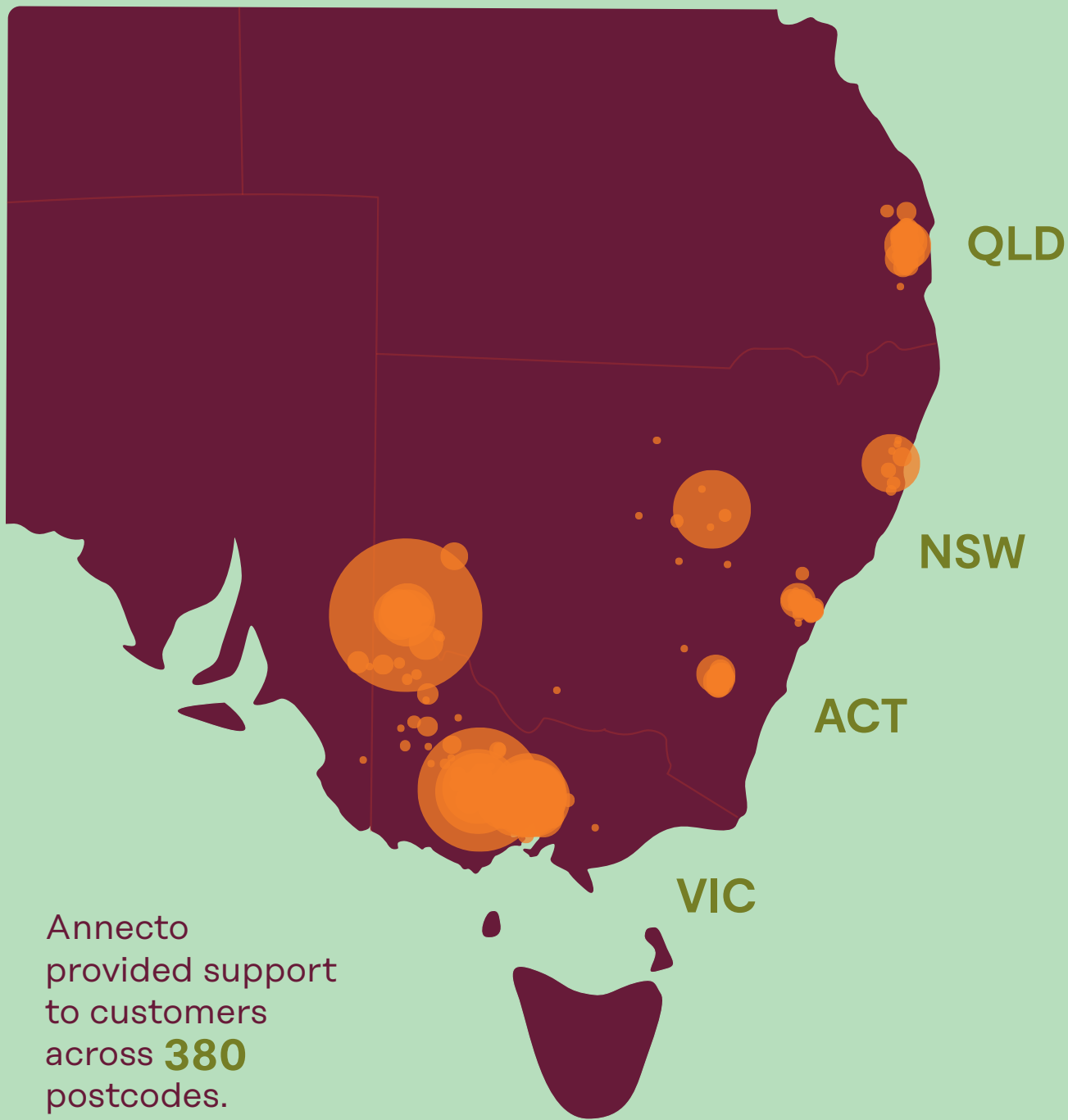
Pridennecto held its first monthly meeting in July 2022 and has evolved with the guidance of Pride in Diversity, a national LGBTQIA+ workplace inclusion program specialising in organisational change and workplace diversity.

With the support of 30+ network members who meet monthly and a Steering Committee, Pridennecto has since increased LGBTQIA+ visibility through awareness training, celebration of days of significance and the distribution of educational resources and merchandise.

Pridennecto is co-chaired by Mads Kennedy and Dion Teasdale. To find out more or to become a member of Pridennecto, email: [pridennecto@annecto.org.au](mailto:pridennecto@annecto.org.au)



# A breakdown of our yearly data



Between June 22 and June 23, Annecto employed

**1,121**

support workers.

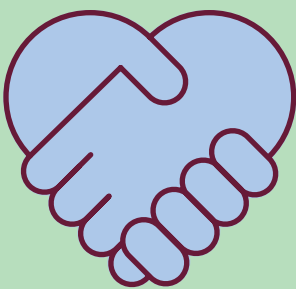
**55%** were employed as permanent, **29%** as casual and **16%** under other types of contracts.



These support workers worked with

**3,535**

customers.



Together, they delivered

**828,000**

hours of service,



during

**320,000**

separate visits.



**84%**

of our customers say our support workers have the right skills to support them.



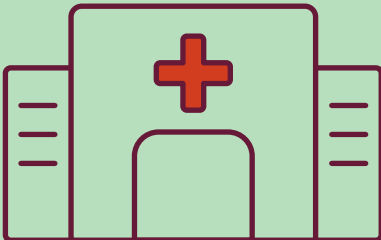
The number of employees leaving Annecto was lower compared to last year by

**11%**

All of this contributed to the increased wellbeing of our customers.



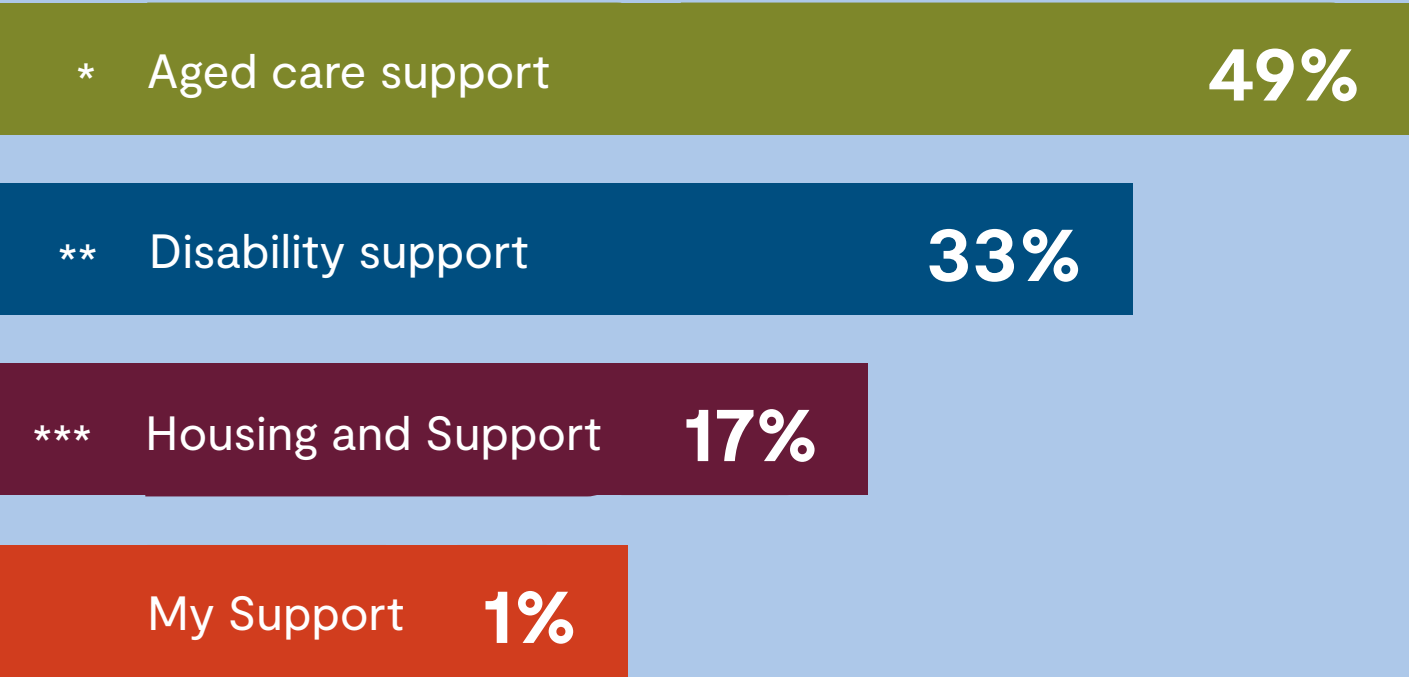
Which was reflected in a decrease of hospitalisation rate to **8%**.





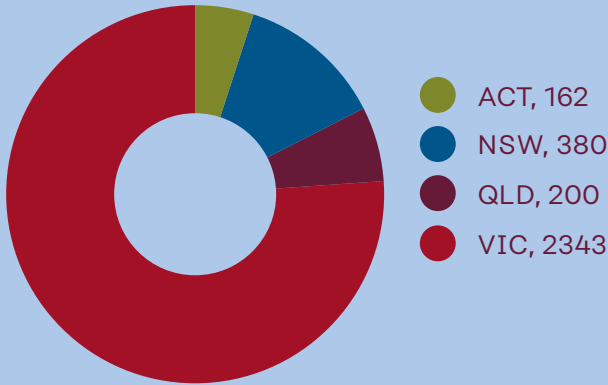
# Our customers

\*As of 30 June 2023

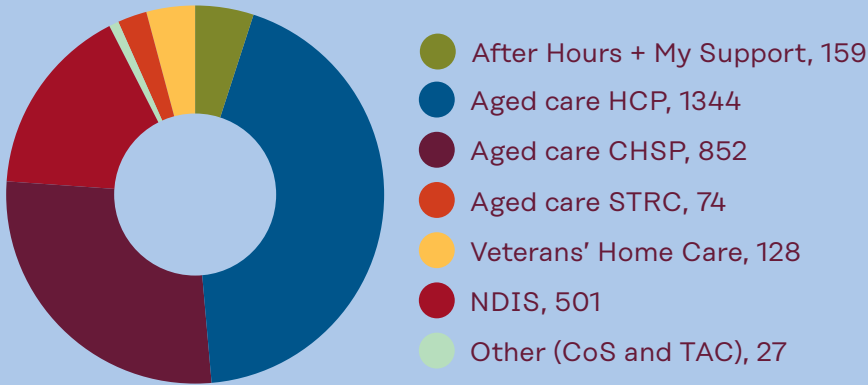


\* Aged care includes HCP, CHSP, VHC and STRC  
\*\* Disability includes NDIS, Continuity of Support (CoS) and TAC  
\*\*\* Housing and Support includes respite

Customers per state



Customers per program



languages spoken by our customers at home

English, Italian, Greek, Macedonian are the top four languages spoken by our customers



# Our staff

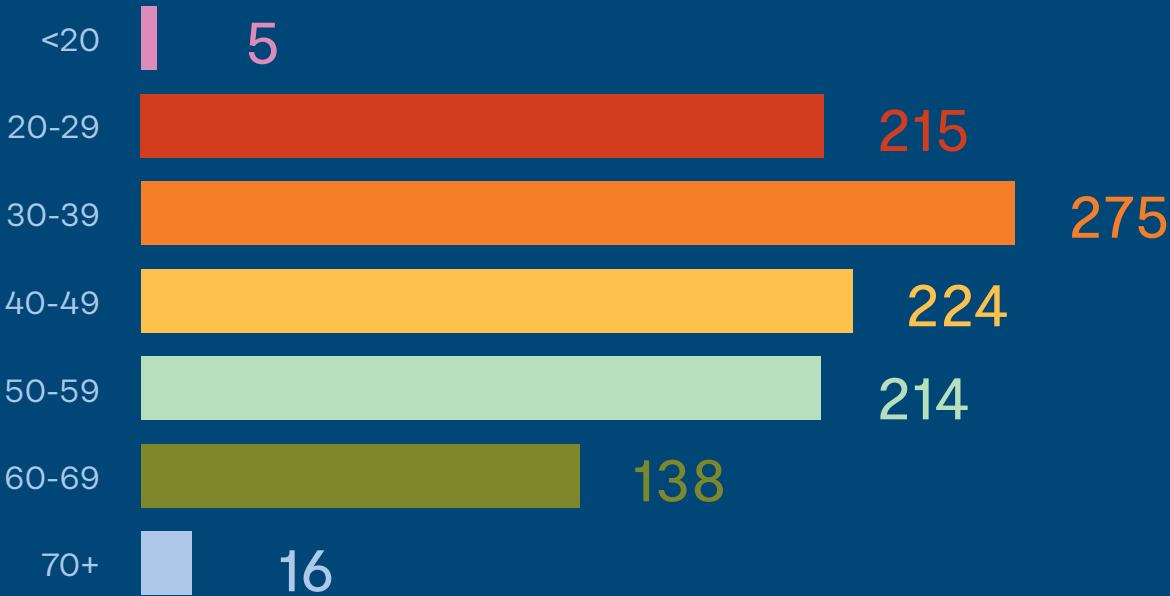
\*As of 30 June 2023



1,087 employees across 18 sites

Did you know?  
Our longest standing employee has worked at Annecto for 28 years!

Age groups



Learn about Annecto's structure on page 27.





## Building Lego and trust

In the Northern suburbs of Melbourne, George lives independently in the home where he grew up. George is a talented and passionate Lego builder.

There are two rooms in his home completely dedicated to Lego. Shelves filled with colourful houses, helicopters, cars, spaceships and dinosaurs.

George has also perfected Lego pieces from popular films such as Harry Potter, Indiana Jones and Avatar.

You name it – George can build it!

"I'm a Lego builder," George tells us while he takes us on a tour of the Lego rooms.

"I love Lego. That's my job. It's not a hobby that I muck around with."

There are entire cities and towns skillfully built and put on display. George is wearing his high visibility t-shirt and vest which he wears when he is ready to build.

George says that to be a good Lego builder, "you need to be patient and concentrate on what you're doing. You have to focus on the model that you do."

When George is building with Lego there are "no phones, no music" and there "has to be peace and quiet".

But it's not just Lego that George has been building over the years!

Like building Lego, it has taken patience and time for George to build respectful and trusting relationships with his support workers.

In the past, George has been reluctant to allow new people into his life and his home.

His regular support worker, also named George, admits there were some challenges at first, but George came to understand that his support workers were

"genuinely there for him" and would "not judge him on his mistakes".

Through this understanding, they worked together to respect each other's space and boundaries. George's support workers have earned his trust enough to be in his home every day, to go to the shops and attend medical appointments with him.

Now George feels very connected to everyone at the Northern Metropolitan region office. He calls daily for a chat and updates everyone on the new Lego models he has built.

"Annecto are the best people," says George. "They're real good people."

When he's not building Lego, George spends his time enjoying art, playing musical instruments and video games, and exercising.

He likes to keep fit to manage his diagnosed cerebral palsy and diabetes. He exercises in the comfort of his own home where he has set up a home gym.

George has already achieved so much, but he looks forward to achieving some new goals in the near future.

"I'd like to continue doing Lego but also go out a lot," he says.

It can be challenging for George to go out and sit on buses or trains. But with enough patience and support, he looks forward to achieving his new goal.

George lives a colourful and creative life, and his home is the key to his independence and doing the things he loves. He can't think of anywhere else he'd rather be.

"I'm staying here forever. I'm not going anywhere!"



Thanks to the support she receives, Nancy is now back on her feet. Once again, she is able to keep her favourite traditions alive – cooking for her loved ones, attending church and the local community group with friends and sharing cups of coffee with Toni.



## Keeping traditions alive

**Nancy immigrated to Australia from Sicily, Italy in the 1960s with her husband, Toni. They now live in Canberra and have two children, two grandchildren and a great-grandson.**

Nancy and Toni worked hard to raise their family and build a life in a new country. They are proud of their family, Italian culture and heritage.

The bubbly woman often reminisces about the joy of hosting friends and cherished traditions like family lunches with homemade Italian pasta and meatballs.

Recently, their lives took an unexpected turn when Toni was diagnosed with leukemia. It was an incredibly challenging time for Nancy and her family. While caring for Toni, Nancy faced her own mobility challenges. It became difficult for her to walk and stay on her feet.

She admits that she had no idea there was support available. Nancy and Toni had always looked after themselves and never thought to reach out.

"We've been proud people. We never ask for a lot of things," she says.

That's when she was introduced to Annecto. Nancy had an Occupational Therapist assessment which resulted in house modifications, began physiotherapy and received orthotic footwear to support her mobility, among other support services.

It always surprises Nancy that her case manager, Cath, continues to come up with new ideas to support her. She's grateful for Cath's unwavering support.

"She always gets in touch with me," Nancy says. "She rings to see if everything is ok."

Nancy is happy knowing there is someone there to support her through her own challenges.

## The power of music

**When Imogen finished high school two years ago, she joined Annecto Bacchus Marsh to participate in some of the programs of support. Introverted by nature, Imogen had a simple goal: "to be not as nervous around big crowds. Because I have anxiety, which is not really fair!"**

Passionate about singing and dancing, Imogen quickly joined the drama and choir programs. There, she performed many songs from different genres and artists, including her favourites, Ed Sheeran and Billie Eilish. This is also where she met her best friend, Beth.

As the months passed, Imogen started feeling more confident, fighting her shyness and growing in confidence.

At the end of this year, she will be performing 'What was I made for?' by Billie Eilish, in front of a big crowd in Bacchus Marsh.

Imogen feels she has made real, lasting connections with the people she's met at Annecto.

"It's very welcoming here. I have met the most awesome friends here. They're like a family outside of home."

"I also learnt to be nice to people. I have met the greatest people here, even the people that can't talk, I still understand them," Imogen says excitedly.

Another song she and her friends will be performing is 'Bunjil the Eagle', which they all learnt in sign language.

**In just a couple of years, and by following her goals and dreams, Imogen has bravely come out of her shell.**

When she is not singing and dancing, you can find Imogen at local Bacchus Marsh gift shop You Want You Should, an Annecto enterprise, where she is building her customer and retail skills.





# CEO and President's reports

## Cheryl De Zilwa

### CEO's report

**The 2022-23 financial year has been a challenging and transformational period. We felt the full impact of changes to funding in both disability and aged care services while at the same time our costs to deliver safe and clinically sound services increased.**

We have continued to invest in systems that enable good decision-making for the organisation and the people we support. This year's growth in services continued at an average of 14% with all regions focusing on sustainability. Our feedback and engagement strategy is in full swing with regular input from the people we support and our staff. The staff engagement survey demonstrated high levels of engagement in both office staff and support workers with an unprecedented level of participation.

We have refined our business intelligence tools for real-time analysis, ensuring a balance between positive outcomes for the people we support and resource efficiency.

Some of the key shifts in practice this year will be seen in next year's results. They include: encouraging many of our long-term casual staff to move into permanent roles, reducing our reliance on agency staff, and increasing our productivity. All of this allows us to provide a more consistent service for the people we support while remaining sustainable.

There has been a great focus on our Diversity and Inclusion Strategy with an emphasis on the structures and systems that support inclusion. Part of the strategy includes the establishment of advisory groups in LGBTQIA+, First Nations People, and CALD communities. In addition, we participated in national benchmarking on inclusive workplaces where we scored above the benchmark in many areas.

The establishment of a Practice Governance Committee has greatly enhanced our ability to oversee all elements of safe and effective service delivery. A significant achievement is the development of a clinical dashboard to provide timely information on relevant indicators.

Some other highlights for the year include:

- Fewer people had unplanned hospital visits, demonstrating that we are keeping people healthy and safe at home for longer
- Our staff turnover rate dropped significantly
- Customer numbers continued to grow steadily with lower turnover

In addition, we opened three new community hubs in Western Sydney, Ballarat and Dubbo, seeing significant increase in our visibility and connection with the community.

## Ross Joyce

### President's report

The 2022-23 financial year was a very productive period for the Annecto Board. In the spirit of continuous improvement, we worked on consistent terms of reference for our sub-committees, defined the role of Directors and improved communication between formal meetings. The Board also grappled with the increased costs, and gained a greater understanding, of safely supporting the most complex and vulnerable individuals in the community.

In October 2022, the Board Directors completed cultural awareness training in Kempsey with Elders who had experienced life in local missions and were part of the Stolen Generations. Directors were able to understand the journey of Aboriginal and Torres Strait Islander people who were removed from their families and experienced significant discrimination. The trip involved visiting important sites where people had experienced trauma as part of their childhood. This immersion in culture and history helped Directors appreciate the impact of decisions made in the past on the wellbeing of our First Nations People.

The following is a summary of work done within each of the Board sub-Committees.

#### Culture Committee

The committee looked at Annecto's role in regard to the Voice to Parliament. We agreed that we would take an educative approach by presenting the facts and providing accurate information to our staff and stakeholders. The Diversity and Inclusion Strategy was monitored and the concept of Ambassador role was initiated and is being developed for specialist communities.

#### Business Committee

Risk management was refined during this year with a clearer picture of our strategic risks and treatment plans. Organisational and operational KPIs were confirmed and monitored with a greater understanding of the unit costs to deliver services.

#### Governance Committee

A skills audit of Board Directors was conducted. It highlighted areas that require focus for our next round of recruitment and for training or support. In addition, the committee looked at new governance requirements for both aged care and disability services.

I'd like to thank my fellow Directors for their passion, support and commitment over the year, and acknowledge the impressive work of our CEO, Cheryl, the entire Executive Leadership Team and their support staff. Finally, a huge thank you to all of our Annecto staff for working through another big year of change and continuing to support people to remain in the community and live a good life. We truly appreciate all that you do every day.





# Cheryl De Zilwa

## CEO

Cheryl has spent the last 30 years in community and health organisations, and joined Annecto in 2020. Her recent roles include COO and Executive General Manager Zenitas Healthcare Limited. During Cheryl's time at Zenitas, the company acquired a number of health and community organisations and moved from a publicly listed entity to private ownership. She has also worked as CEO and National Director with Calvary Community Care, CEO of Windermere Child and Family Services, and held senior leadership roles in Health Promotion with the National Heart Foundation (NSW). During Cheryl's varied career she has played a lead role in quality improvement and capacity building of community-based services across Australia. Cheryl has a diverse academic background, which includes general nursing, a Bachelor of Education and a Masters of Management.



# Ross Joyce

## President

Ross has substantial experience across diverse sectors and environments from not-for-profits and government to small-to-medium enterprises, covering member services, business and community business arenas delivering strategic results. He operates at Board, CEO and Executive Management levels - sometimes concurrently - within these complex sectors within significant change management environments.

Ross is a transformational leader delivering results by creating productive, engaged, and focused staff, governance, and organisations while always being responsive to the members, communities and/or customers they represent. Ross holds an extensive leadership skill set, 'hands-on' service experience across diverse operational environments, focused on building capacity, working towards empowering individuals and communities to achieve their goals.





# Our Board



**Colleen Furlanetto OAM**  
**Vice President**

Colleen is former nurse with a career spanning over 20 years. She previously worked in acute, aged care, disability and community nursing, and as a disability support worker. She has held various ministerial appointment portfolios along with extensive committee roles regarding safety and inclusion for Victorians with a disability, in health, transport and regional development.

Colleen is a person with a disability and identifies as a woman; both of which she describes neither define her. She believes we all have a right to active citizenship, and is committed to a right to respect and safety as a whole of community responsibility.



**Michael Nazzari OAM**  
**Treasurer**

Michael has held positions as Chair in a charitable not-for-profit organisation, General Manager at the Institute of Chartered Accountants and senior positions with the Victorian Institute of Secondary Education. His expertise includes marketing, governance, risk management and financial management. 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**

Jennifer brings a range of professional experience in industry training, higher education academic development, and change management. She is the Education Quality Assurance Lead for the National Institute for Organisational Dynamics Australia (NIODA). She has postgraduate qualifications in both Change Management and Organisational Analysis and Leadership.

Jennifer is a director of Group Relations Australia and a member of the International Society for the Psychoanalytic Study of Organisations (ISPPO). Jennifer brings these skills to her role of Chair of the Culture Committee, a sub-committee of the Annecto Board.



**Professor Mark Evans**

Professor Mark Evans is Interim Dean at the Faculty of Design, Architecture and Building at the University of Technology Sydney. He is an experienced senior manager, with over 15 years in higher education leadership roles. He has a demonstrated history of working with organisational change and building strong organisational cultures. Mark has worked extensively in international spheres and has developed an array of international partnerships for joint-curriculum and research initiatives. Mark is an internationally recognised researcher who has authored or edited seven books.



**Fran Raymond**

Fran is a seasoned financial sector leader and corporate executive with non-executive director, committee and senior executive capability spanning diverse organisations and sectors. Fran has significant audit, risk, compliance and governance committee experience.

She has managed multi-billion annual budgets and large geographically dispersed teams and has a track-record for managing organisational and cultural transformation in both profit and non-profit sectors. Fran is currently a Director of the Australian Reinsurance Pool Corporation and is also a member of numerous government entity Audit and Risk Committees. Previously, Fran was Chair of Defence Bank and a Director of UN Women (Australia) and Chair of its Finance and Risk and Public Funds Committees.



**Michael Johns**

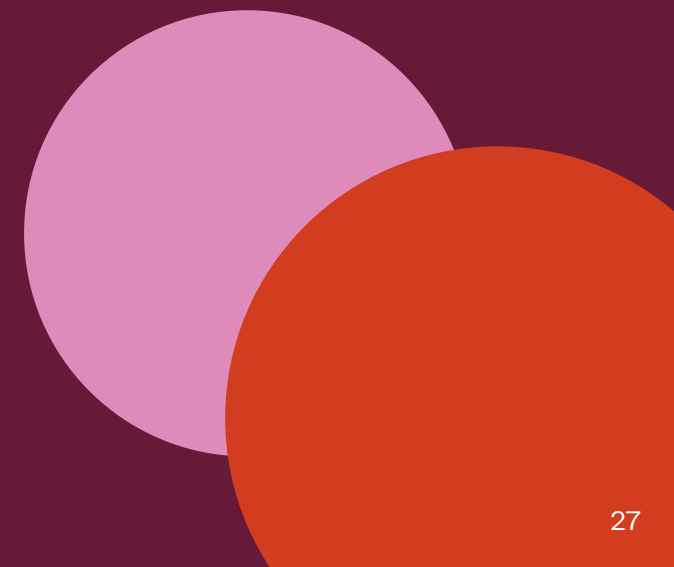
Michael is a lawyer with over 30 years' experience in private practice. He has significant expertise in a range of areas, including finance, restructuring and insolvency, financial services, commercial disputes and general commercial advice. Michael has been a Director of Annecto for over 20 years and has served as both President for 4 years and Vice President for 7 years during that time.



**Pastor Ray Minniecon**

Pastor Ray Minniecon is an Elder Aboriginal statesman, and a descendant of the Kabi Kabi nation and the Gurang Gurang nation of South East Queensland. He is also a descendant of the South Sea Islander people from Ambrym Island. He graduated in Arts from Murdoch University, Western Australia, and since has been a distinguished local and international Aboriginal leader through his successful advocacy for the self-determination of Australian First Peoples culture and law. He has also been a driving force in the movement to recognise the contribution of Aboriginal and Torres Strait Islander people to the Australian armed forces.

Uncle Ray is a Director of Bunji Consultancies and a Board member in multiple organisations across Australia. He is also currently working locally and internationally on climate advocacy issues on behalf of Aboriginal and Torres Strait Islander peoples.





# Organisational chart

\*As of 30 June 2023



## Our support workers

825 of Annecto's 1,087 staff are support workers delivering aged care and disability services to individuals and their communities. Our support workers are the heart of our mission towards a more inclusive society.



Left: Support worker Virginia with John, Susan and Halina  
Above: June and Support Worker Nissan



# Financial summary 2023

The 2022-23 financial year was another challenging year for Annecto and the aged care and disability sector in general.

Major challenges include recruiting and retaining suitably qualified staff. Providers are burdened with heavy administrative compliance, experiencing reform fatigue and dealing with higher running cost of operations.

Despite these challenges, Annecto recorded a top-line revenue of \$76 million, a growth of 14% from the previous financial year. The result was underpinned by the growth in the number of customers supported. Annecto's HCP revenue growth was 13%, NDIS was 12%, and CHSP and STRC combined was 15%.

Other revenue increased by \$1.3 million due to the receipt of \$1.1 million of COVID subsidy from the NDIA, with the balance of the increase derived from growth in market valuation of our investment portfolio.

Expenses increased by 17% with most of the increase coming from salaries and wages to service the revenue growth with the balance of the increase due to the rising cost of operations, reflected by an average CPI of 6% for the financial year.

For the year ended 30 June 2023, Annecto recorded a total loss of \$0.98 million.

Revenue from operating activities	Restated FY22	FY23
Home Care Package	22,463,019	25,468,171
NDIS and DHHS Disability	30,678,754	34,333,405
CHSP and STRC	9,590,405	11,033,104
Other	3,450,987	3,553,655
<b>TOTAL REVENUE FROM OPERATING ACTIVITIES</b>	<b>66,183,165</b>	<b>74,388,335</b>

## Statement of profit and loss

\$AUD	Restated FY22	FY23
Revenue from operating activities	66,183,165	74,388,335
Other revenue	379,089	1,648,365
<b>TOTAL INCOME</b>	<b>66,562,254</b>	<b>76,036,700</b>
Depreciation expense	(1,346,609)	(1,647,540)
Amortisation expense	(636,474)	(608,937)
Salaries and employee benefits expense	(52,046,711)	(61,217,669)
Other expenses	(11,771,042)	13,540,115
<b>TOTAL EXPENSES</b>	<b>(65,800,836)</b>	<b>(77,014,261)</b>
Surplus/(loss)	761,418	(977,561)
Other economic flows	1,900,861	0
<b>TOTAL COMPREHENSIVE INCOME</b>	<b>2,662,279</b>	<b>(977,561)</b>

\$AUD	Restated FY22	FY23
Total liabilities	20,853,742	17,964,771
Equity	19,490,871	18,513,310
Total assets	40,344,613	36,478,081
Expenses	(65,800,836)	(77,014,261)

## Balance sheet

\$AUD	Restated FY22	FY23
Total current assets	25,232,224	21,654,099
Total current liabilities	17,884,546	15,596,141
Net assets	19,490,871	18,513,310
Total equity	19,490,871	18,513,310
Net increase/decrease in cash/cash equivalent	(1,089,760)	(6,084,349)



# Awards

## The Cahill Award

The Cahill Award honours individuals who are dedicated to improving the lives of people with a disability, that are associated with David House in Yarraville, Victoria. They have shown a desire to further develop their skills, knowledge and services, with a focus on ageing and dementia in people with an intellectual disability.

Sponsored by the Cahill family, this award is in memory of Ron and Nellie Cahill, longstanding committee members of David House prior to the formation of Annecto, and founding members of Annecto.

## 2022 Award winner: Jayashree Mayekar

Jayashree, also known as Jay, is currently the Business Manager for the Western and Grampians Region and started her journey as a workforce coordinator with Annecto. Before that, she worked in the disability employment services sector for seven years. She is committed to supporting customers and their families and making a difference in their lives. Jay's journey has taught her the value of listening and understanding what is important to the people we support and their families, and ensuring that appropriate actions are implemented as needed.



This year, two new awards are being introduced:



## The Annecto GEM Award (Going the Extra Mile)

The Annecto GEM (Going the Extra Mile) Award will recognise staff members who go above and beyond their role to create positive outcomes for Annecto and our customers. All office-based staff who have been with Annecto for over six months are eligible, except for members of our Executive and Senior Leadership Teams.

## The Customer Champion Award

This award will recognise staff members who go beyond the call of duty to deliver positive experiences to our customers and organisation. All office-based staff across all departments, except for members of our Executive and Senior Leadership Teams, are eligible to be nominated for this award.





# Quality and accreditation

**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 adhering to a range of standards embedded in our integrated ISO accredited quality management system including:**

- Accreditation to the International quality standard AS/NZS ISO 9001 for services delivered in Victoria and NSW.
- Certification against the NDIS Practice Standards for the NDIS services that we deliver.
- Certification against the Department of Human Services Standards (Victoria) for applicable Department of Families, Fairness and Housing funded services delivered in Victoria.
- Undergoing regular compliance audits by the Aged Care Quality and Safety Commission who audit our aged care programs.
- Annecto's external quality auditing bodies include:
  - Global-Mark who audits Annecto to ISO 9001, NDIS Practice Standards, 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 and Aged Care, Australian Government Department of Social Services, Australian Government Department of Veterans' Affairs, National Disability Insurance Agency, Victorian Government Department of Families, Fairness and Housing, Transport Accident Commission (Victoria) and the NSW Government Department of Communities and Justice.

Registered NDIS Provider

**abilityfirst**  
AUSTRALIA



## Acknowledgements

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

Annecto is pleased to acknowledge significant partnerships including those with Ability First Australia, Services NSW, Kinchela Boys Home Aboriginal Corporation (KBHAC), Children of the Bomaderry Aboriginal Children's Home (CBACH) and Babana Aboriginal Men's Group.

The artwork on page 24 by Kakare Hohora, titled 'Pride in Oneself' is about being true to yourself. Young Aboriginal people develop an understanding of who they are, where they come from and the culture they belong to from their Elders.

In this artwork, two Elders (the large horseshoe shapes) are sitting back to back, ready to share their knowledge (represented by the circles filled with yellow dots inside the horseshoes). All around the Elders, communities come together (represented by the black circles surrounded by purple horseshoes) and knowledge and pride in self spreads across the landscape and makes the country come to life.

The artwork and totems that accompany the Acknowledgement of Country, and the artwork alongside Annecto's locations is by Charmaine Mumbulla. Charmaine is a Kaurna and Narungga woman from Point Pearce, SA, with family ties to the Gumbaynggirr people of the NSW Mid-North Coast. Together with her partner she runs an Aboriginal creative agency called Mumbulla Creative.

The layout and graphic design is by Ange Devery (devery.com.au).



# Locations



## VIC

### Head office

81 Cowper Street  
Footscray VIC 3011  
Wurundjeri Country  
(03) 9687 7066

### Bacchus Marsh

2 Bacchus Street  
Maddingley VIC 3340  
Wadawurrung Country  
(03) 5366 3000

### Ballarat

1225A Howitt Street  
Wendouree VIC 3355  
Wadawurrung Country  
(03) 5303 9994

### Burwood

Level 1/351 Burwood  
Highway  
Forest Hill VIC 3131  
Wurundjeri Country  
(03) 9876 0122

### Forest Hill

Shop 280, Forest Hill  
Chase Shopping Centre  
270 Canterbury Road  
Forest Hill VIC 3131  
Wurundjeri Country  
(03) 9876 0122

### Greensborough

Level 2, 78 Main Street  
Greensborough VIC 3088  
Wurundjeri Country  
(03) 9386 5686

### Kurunjang

Cnr Kurunjang Drive &  
Walsingham Crescent  
Kurunjang VIC 3337  
Wurundjeri Country  
(03) 9971 2100

## Melton

114 McKenzie Street  
Melton VIC 3337  
Wurundjeri Country  
(03) 9971 2118

### Mildura and surrounds

Shop G-021, Mildura  
Central, Cnr 15th Street &  
364 Deakin Avenue  
Mildura VIC 3500  
Latji Latji Country  
(03) 5021 5456

### Mornington

Bentons Square Shopping  
Centre, 210 Dunns Road  
Mornington VIC 3931  
Bunurong Country  
(03) 5947 4899

### Yarraville

1 Little David Street  
Yarraville VIC 3013  
Bunurong Country  
(03) 9314 0988

## NSW

### Dubbo

88 Macquarie Street  
Dubbo NSW 2830  
Wiradjuri Country  
(02) 6875 6277

### Kempsey

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

### Sydney and surrounds

6/15 Cleeve Close  
Mount Druitt NSW 2770  
Darug Country  
(02) 8047 0909

## ACT

### Canberra and surrounds

Southlands Shopping  
Centre, 71 Mawson Place  
Mawson ACT 2607  
Ngunnawal and Ngambri  
Countries  
(02) 6174 4883

## QLD

### Sunshine Coast

Shop 7, Stockland Birtinya  
Shopping Centre  
8 The Avenue  
Birtinya QLD 4575  
Kabi Kabi  
(Gubbi Gubbi) Country  
(07) 5341 8208

## Annecto enterprises

### After Hours

81 Cowper Street  
Footscray VIC 3011  
Wurundjeri Country  
(03) 9687 7066

### Coolamon

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

### Front Door Recycling

2A Michaels Drive  
Alfredton VIC 3350  
Wadawurrung Country  
(03) 5366 3029

### Speakers Bank

81 Cowper Street  
Footscray VIC 3011  
Wurundjeri Country  
speakersbank@annecto.org.au

### You Want You Should

Shop 2/2 Graham Street  
Bacchus Marsh VIC 3340  
Wurundjeri Country  
(03) 5366 3020





### **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 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 that 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 has DGR status.

Registration No. A 0037 563 T  
ABN 69 045 491 808  
ARBN 145 208 000



**[annecto.org.au](http://annecto.org.au)**