



achieve
australia

Annual Report 2009

Achieving Social Inclusion

Our Mission Statement

Delivering on the right
of people with disability
to achieve a meaningful
and valued life



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Making a Difference

Report from the Chairperson



This has been a challenging, sometimes very difficult but overall a most exciting year as the former Achieve and Crowle Foundations merged to form a new and stronger, and more viable organisation committed to grow and develop for the greater good of all the people we serve.

We commence 2010 with a new name and a new Strategic Plan in response to our Vision and Mission to enhance the lives of our people, so that having a disability does not limit their opportunities to live purposeful and happy lives, participating as best they can in all that our society offers.

Achieve Australia is an organisation that seeks a great future. It is an organisation that seeks also to have an impact on the broader social and political landscape so that disability will no longer mean marginalisation, exclusion and unrealised potential. Further, we seek a future where the basis of funding is transformed to more realistically meet the enormous gap in available services to the

majority of those with a disability, and the families supporting our people will have a much needed peace of mind in the knowledge that services for their children are secured for the long term.

As with all mergers, the Board was aware of the importance of keeping up regular communication with our many stakeholders, although for some it could have been more. Very early, the Board secured the services of an external consultant to assist in the development of our structure and processes to ensure we put in place a strong governance framework that would ensure appropriate accountability in our oversight of the management and conduct of this new organisation. The Board has set a high benchmark for good governance adopting a system based on 10 key governance principles that map structure, relationships and processes, so that we effectively fulfil our function as a Board and oversee the building of a strong culture with behaviours that reflect our values and deliver the best possible outcomes to our people.

The successful integration of our two former organisations has not been without some heartache and with many unplanned for challenges along the way. The Board has supported a number of externally driven service reviews to ensure we had sufficient depth of information for an effective management response to areas of risk, to support the building of an organisation committed to service excellence and with a strong values base to guide our behaviours.

Importantly, the Board has supported initiatives taken by our Chief Executive Officer to maintain strong relationships with our key funders, keeping them updated on the progress of the merger and various issues arising during the implementation phase. This has included having the Regional Director of Ageing, Disability and Home Care attend a meeting with the full Board.

Overall an enormous amount has been achieved in the past year. Our thanks go to our hard working and dedicated Chief Executive Officer and her team. The passion and commitment they bring to their work augers well for the future of our organisation.

At the time of writing this report the Board Directors and Chief Executive Officer were preparing for a full appraisal of their individual performances in the first year, with the aim of establishing development plans for the upcoming year. During this coming year, the Board and management will be seeking feedback reports on service delivery from families and clients, staff satisfaction and engagement, along with reports on key outcomes for our people.

As with all mergers, the Board was aware of the importance of keeping up regular communication with our many stakeholders, although for some it could have been more. Tensions run high with so many changes afoot and early management efforts were directed to newsletters giving post merger updates along with a number of Chief Executive Officer bulletins. Increasing emphasis was then given to service based meetings at the operational level.

The Board and management met with key stakeholders early in 2009 and then again in mid January 2010 when we introduced the Strategic Plan and engaged around families questions and concerns.

I can happily report that we are now very much on the front foot as we look forward to getting on with overseeing the successful implementation of our new Strategic Plan. This process involved consultation at many levels, initially with families and service users, staff and management and finally the senior management and the Board.

The generous support given to Achieve Australia by our members and families and many others in the community has been greatly appreciated, and we look forward to some exciting new initiatives in the year ahead.

Report from the CEO



1 January 2009 was a significant turning point for the former Achieve Foundation (Hornsby Challenge Foundation) and The Crowle Foundation. Bringing two organisations together of equal size and overlapping geographical spread, despite former connections as branches of a state-wide organisation only sixteen years previously was far more challenging than first met the eye.

Each organisation had its own identity and cultural uniqueness, some of which will remain into the future under one new identity as Achieve Australia Limited.

Board workshops, in the early part of the post merger stage, were essential to the exploration of a new Governance approach overseeing the development of new structures, new systems and the development of a Post Merger Implementation Plan. I would like to thank the Board for their wisdom, courage and support during this challenging year.

Early challenges included the identification of the most appropriate management structure. This took

some months to fully explore as we blended former staff teams together creating new structures and new teams. Most of this work initially impacted the management of the new organisation and had limited effect in the early months on the direct care staff.

Substantial administrative work was required to successfully integrate the financial and administrative systems of the organisations, including a full integration into one Head Office based at Eastwood. During the early weeks of the integration of the merger, the Finance Team successfully integrated the payroll into one system which was quite a feat whilst some members of the team barely had their feet on the ground. Congratulations go to the Finance Team. Work to integrate the financial systems is progressing and will be fully completed in 2010.

The initial cost of integrating two companies has been substantial however; we have already made significant recovery of this expenditure which includes the realisation of a break even budget. Importantly, the savings to date are already making a difference in a number of situations

where we have been able to improve the overall service to individuals utilizing our service. This was a primary goal of the merger.

The post merger environment enabled a review of the organisations structures, systems and services which was a unique opportunity to really take a good look at what worked and what needed improvement. This process in itself has enhanced the overall capacity of the organisation to create efficiencies, identify service provision issues and administrative opportunities enabling the development and improvement of systems and service delivery.

The administration of the review created high workloads for most of the Executive, Senior Leadership and Administration Teams and I would like to personally thank each person for their diligent approach to their work during this year to create a new organisation.

Whilst at times it was quite a challenging year it has presented many opportunities for individual and organisational growth and learning which is vital to the good health of a learning organisation and development of individual employees.

The development of the Strategic Plan 2009-2012 in October 2009 signaled a turning point in the Merger process as we moved beyond the implementation of our Post Merger Plans and into a more future orientated direction. Achieving social inclusion is our vision. It will guide all of our decision-making.

The opportunities of the merger have yet to be fully realised. However, it was always known that the merger could not fully address the overall viability of some individual programs and work will continue to bring about improved

viability for each program which will increase the overall sustainability and longevity of the services and the organisation.

Continuing engagement of volunteers, community supporters and corporate supporters has been important as we created a new organisation. I would like to thank the long standing volunteers who have worked with us in this changing environment, the continuing goodwill of community groups and the ongoing support from our corporate partners. Without your support, commitment and goodwill our work would not be possible.

I would like to acknowledge the support, pre and post merger, of the NSW Government Human Services Agency Ageing, Disability & Home Care (ADHC); the Australian Government Department of Education, Employment and Workplace Relations (DEEWR) and Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA).

In summary, 2009 was a very inward looking year as we created a new organisation; 2010 is an exciting year as we look towards our future and the opportunities that our stronger and more informed organisation can expect.

Our Values

Integrity in attitude and support delivery

Accountability in the private and government sectors

Individual Focus on delivering independence

Innovative historically and for the future

Commitment – a passion for making a difference

Pursuit of Excellence



Constitutional Objects

Extract from Constitution
of Achieve Australia Limited
December 2009

- Establish and conduct the Company as a community service and benevolent organisation for the purpose of providing support services for people with disabilities;
- Respond to the individual assessed or personally expressed needs of people with disabilities who participate in the services provided by the Company, by facilitating the acquisition of personal, vocational, residential, leisure and associated skills;
- Facilitate positive outcomes and opportunities for human growth of people with disabilities by providing services which are committed to providing choice, maximum independence, competence, integration and a valued social network for people who participate in the services provided by the Company;
- Promote the interests of people with disabilities to the Community and to Governments; and
- Encourage and/or participate in the establishment of support systems to meet the current and future needs of people with disabilities.

Achieve Australia - Funded Programs

Supported Accommodation

Supported Accommodation is funded to support 74 people in Community Homes, 56 people in Community Connection and Drop-In Support and 38 people in Residential Services.

Day Services

Day Services is funded for 27 people in Community Participation, 6 people in Stronger Together, 13 people in Post School Options, 33 people in Community Day Services, 17 people in Targeted Support, 12 people in Transition From Work (unfunded).

Supported Employment

Supported Employment funded 26 supported employees at Meadowbank packaging and processing factory, 26 supported employees at Marrickville packaging and processing factory, 3 supported employees Complete Party at West Ryde and 46 supported employees in Commercial Labour Hire (also known as Enclaves).

Disability Employment Services (DES)

Disability Employment Services funded 81 participants in DES and 12 participants in Transition To Work.

Throughout the Service Programs many fantastic achievements have resulted from the work of the dedicated team of support employees. Some of these achievements are recorded elsewhere in this annual report.

Residential Services



Residential Services has and continues to provide an individualised service for each of the people we support.

Throughout 2009, a restructure of management and a focus on training for all direct support staff has allowed for a more individualised approach.

A number of people have moved into community homes this year, therefore allowing staff and management to provide more comprehensive support to each remaining resident. The people we support that have moved from the Residential Service have moved into the Community Living Service where individualised and active support is fundamental to supported accommodation service provision.

The management team commenced discussions with both residents and their families regarding the distribution of the personal fund. The disbursement of this universal fund has allowed for each resident, with assistance from their families and staff of Achieve Australia, to have appropriate autonomy of their own money.

Achieve Australia recognises that in order to live a full and happy life - health and wellbeing need to be paramount considerations. To ensure a comprehensive approach to health issues for individuals, Achieve Australia engaged the services of the Centre for Developmental Disability to complete health assessments for each of the people supported at the Residential Service. The review provided the people we support with a benchmark report in relation to their health status and their future health needs.

Staff at Residential Services has each attended comprehensive training on health and medical support, eating and drinking plans and numerous other support related topics. They have also participated in Active Support training, which encourages staff to engage the people they support in their everyday lives.

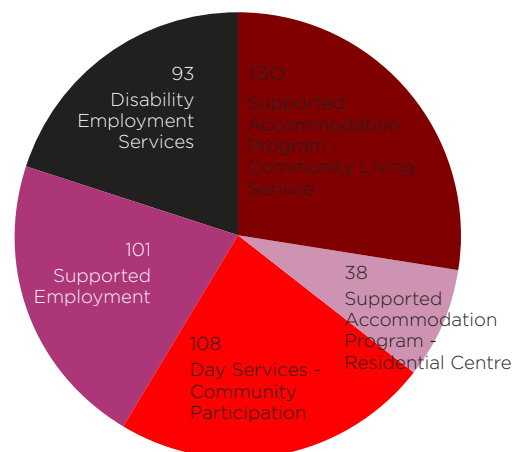
The importance of social inclusion has been a focus throughout the year. Residents have been encouraged to access various services in the community, be involved in their own personal shopping and attend local community events of interest.

Achieve Australia supported almost 500 people through its funded programs. The information here consolidates the various funded programs into the main Service Program areas.

The Service Programs each comprise the following funded programs:

Service Programs - 2009

In 2009 the organisation provided services in the following areas:



Community Living Services



Community Living Services aims to meet the individual needs of the people we support. Achieve Australia now provides services to more than 130 people across more than 65 locations in Sydney.

The services provided range from drop-in support in a person's own home to 24 hour supported homes in the community. Support staff provided assistance and training to each person based on their skill level, and need. Support included domestic assistance, budgeting and banking, shopping, social networking, and maintaining friendships and family relationships.

Early in 2009, Community Living Services commenced work with the management team at Crowle Home to assist people to move into homes in the community. In 2009, nine people made the transition into their own homes, sharing with other friends. Our staff supports the residents 24 hours a day and assists each person to build their skills and help out around the house as well

as accessing the community. They also get involved in cooking, cleaning, gardening and complete their shopping and banking with staff assistance.

Achieve Australia was also successful this year getting six people funded places within day services. Achieve Australia assisted each person to select the appropriate Day Service that would be able to provide a program to best meet their needs and desires. As new funding is offered, we will continue to assist more people we support to gain access into similar programs.

Achieve Australia successfully tendered for funding in 2007 to provide care to young people leaving the Department once they turn 18 and in 2009 commenced delivery of this service. The young people supported in this program - Leaving Care - live with foster families and are provided with ongoing case management to the young person and their family. This program is a new area of service delivery for the organisation and one which it is hoped to see expand to support many more families and young people in foster care.

Community Living Services & the Community

Throughout 2009, Achieve Australia also assisted four more people to move from Ageing, Disability and Home Care run large residential centres including Peat Island and Stockton. These moves mark the completion of a joint venture between Achieve Australia and Ageing, Disability and Home Care to assist people to move into the community.

The staff and management team of the Community Living Services are to be commended for their hard work and dedication to help people we support achieve independence, new skills and be valued members of their community. It has been a challenging year, but one that we can look back on with pride at the many achievements of the people we support.

The management group of Community Living Services embarked on two Community Partnership days this year. The first project was in April.

The project was a garden makeover of a home in Eastwood that the organisation owns. Three people we support currently share this home. Achieve Australia partnered with Rotary Club of Epping and Novartis Pharmaceuticals to build an accessible garden that each person could enjoy. The second project was with SAP Australia and their staff volunteered with our team to complete a garden makeover of a home in the Hornsby area where three people reside who are also supported by the organisation.

Achieve Australia also worked with Housing NSW to modify several homes in response to mobility issues of some of the people we support as they age. The modifications included new wheelchair accessible bathrooms, new kitchen, new carpet, hand rails and ramps to enable easy access to the homes.

Day Services



The Achieve Australia - Day Services program provides support to approximately 108 people of varying ages and disabilities.

The Day Services provided a service to its full capacity.

The focus throughout the year has been to offer a variety of programs both centre based and community based that allows for choice and social inclusion for each attendee.

This year an external art therapist has been running a very successful program, encouraging the participants to express themselves artistically. The art therapist focuses on each individual's style to allow them to create art pieces representative of their talents and emotions.

The friendship program continues to be a valued program for all involved. Once a week a few people attend a local church group to have lunch with other local community members. They also participate in various arts and crafts activities on the day.

A group from the Day Services performed a variety of musical numbers supported by the Khan Bros and Old Man River at the Annual Golf Day fundraiser.

Some of the other programs provided by the Day Services included swimming, cooking, a local paper run, movement therapy, music, drama, visual arts, gardening, shopping, computer skills, literacy and general communication.

Employment Services Disability Employment Services (DES) Program



What a year it has been! Within 12 months Achieve Australia Disability Employment Services (DES) has grown from 61 to 81 participants. Once again, Achieve Australia has succeeded in maximising each job seeker's potential to participate in employment. Despite the global economic crisis, the disability employment team has successfully placed more than 50% of our job seekers in employment.

This year, sourced employment has included positions in administration, childcare, mechanical trade, retail, hospitality and fast food industries.

After 12 months of engagement and consultation with the Department of Education, Employment and Workplace Relations and a lengthy

tender process, Achieve Australia now faces the development and implementation of a new Disability Employment Services structure commencing in March 2010.

With a start date of 1 March 2010, key features of the new arrangements will include no more waiting lists, more specialist services and the provision of long term support for people in order to remain connected to the workforce. This will allow Achieve Australia's Disability Employment Services to grow dramatically.

Achieve Australia is accredited and has maintained the Quality Assurance to meet the existing standards of Australian and New Zealand Standard Industrial Classification (ANZSIC) - 1993.



Achieving in
the workplace

Lorena's Story

Lorena Munoz is passionate about her work!

Lorena has always had a keen interest in the Australian Hospitality Industry. This interest grew when she successfully completed Certificate II in Hospitality. During this TAFE course she learnt about the responsibility of food preparation, the importance of hygiene in a commercial kitchen and how to apply hospitality skills in the workplace.

Lorena's on-going enthusiasm and dedication to finding employment in this growing industry resulted in a permanent job for her at the HMAS Penguin Naval Base in Sydney. The team at Achieve Australia Disability Employment Services is proud to have been part of this process.

It has been a rewarding experience for all of us.

Lorena is now well into the swing of her new position as a Kitchen Hand where her 'Can-do' attitude has impressed her employer for the last year. Lorena is always on top of her responsibilities and ensures she works 100% all of the time!

As a result of Lorena's excellent performance and the on-going support from her Vocational Trainer, the employer has now provided job opportunities for other Achieve Australia participants.

In 2010, three other excited Achieve Australia participants will commence employment at various HMAS locations around Sydney.

Employment Services Commercial Enterprises



Achieve Australia's Commercial Enterprise currently provide employment opportunities for 101 people with disabilities. It's important to recognise the valued efforts of all staff and volunteers that have provided ongoing training and guidance for our Supported Employees.

Commercial Enterprises is currently made up of 3 sections:

Light Manufacturing - Marrickville and Meadowbank

Both of these sites have maintained even workflow for key organisations such as Airline Flight Services, a mixture of long standing work and a good flow of smaller less complicated jobs.

Curly Girl operations at Meadowbank have remained consistent and the next year will see the line running at full potential. We will identify our core range for increased sales via the World Wide Web and market penetration into Australian key retailers.

The future will offer some challenges as Leases will expire and Achieve Australia will look to centralise light manufacturing operations within our local community. This will offer significant opportunities for Supported Employees as we will be looking to secure the future viability of Commercial Enterprises within Achieve Australia.

Retail - Complete Party in West Ryde

The year ahead for Complete Party will offer an opportunity to expand its base of regular repeat customers. This will be vital in securing its future. Website and online development, friendly service and cost effective customer party accessories and hire options will guarantee success.

Corporate Partnership (Enclaves)

We have sustained good links with host companies and we will look to extending and improving service in the year ahead. Host companies are a vital link in providing employment for approximately 49 Supported Employees across nine Sydney locations.

Employment Services Commercial Enterprises continued



Lynette's Story

Lynette has been a long standing employee in the Commercial Enterprises. She has been based full time at Meadowbank Factory from 1997 until recently.

Lynette wanted more stability in her work and was given the opportunity in October 2009 to join an Enclave which she gladly accepted.

Lynette is now working at two work sites, Curly Girl Products based at the Meadowbank Factory and Matisse Derivan based in Rhodes.

She has gained various work skills as well as being a great addition to the Curly Girl production and the Matisse Derivan Team.



Osheen's Story

After leaving School in 2007, Osheen commenced work experience and training in the Transition to Work Program.

In his 2 year Transition To Work Program, Osheen has gained many employability skills through attending a variety of work experiences and receiving one to one training from his vocational trainer.

This has enabled him to work independently.

Osheen was a much welcomed addition to the Commercial Enterprises Team and commenced paid employment at Meadowbank in January 2010.

Osheen is a positive role model for other Transition to Work participants.

In his short time as an employee, Osheen has impressed everyone at Meadowbank with his abilities. One supervisor quoted "Osheen is a very productive worker with a willingness to learn and brings positivity to his team and work environment".

In addition, the Employment Team has been successful in their tender application for the National Panel of Assessors and Ongoing Panel of Assessors.

Human Resources And Training



Occupational Health & Safety - OHS

Achieve Australia is committed to employing and supporting employees of the highest quality in all services operated by the organisation. We expect our employees to achieve and maintain a high standard of conduct and work performance to ensure that we achieve the Achieve Australia goals and objectives.

Over the past year, we have focused on enhancing employee morale and motivation and promoting team harmony - factors essential in building and maintaining effective working relationships within and across teams.

Additionally, we continued to seek to improve the performance of our employee's through encouragement and support as well as a comprehensive range of training and development opportunities.

Key achievements in 2009: Learning & Development

106 training courses held and 1489 attendances at internal and external training.

Training Partnerships in collaboration with Meadowbank TAFE and The Spastic Centre, 55 employees participated in VETAB accredited training in Certificate IV Community Services Disability Work. This program continues to grow and has been of great benefit in attracting and retaining employees and improving quality outcomes for the people we support.

Human Resource Policy and Procedures reviewed and updated to ensure compliance with the National Employment Standards, legislative requirements and a best practice approach in Human Resource Management and Industrial Relations.

A New Code of Conduct provided employees with clear expectations in maintaining and developing professionalism at work.

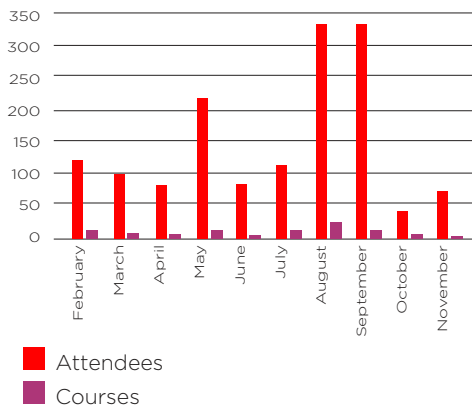
Recruitment and Retention Strategy has resulted in the attraction and retention of committed staff that ensure the best possible outcomes for people we support. Our retention rate of 80% is higher than industry average and continues to improve as average monthly turnover reduces.

Achieve Australia is committed to providing a safe and healthy environment for everyone who works for, lives at, or visits any of our locations.

Our policies and procedures have been developed and reviewed with OHS requirements and the safety and wellbeing of staff and others in mind. Our injury management policy outlines our commitment to preventing injury and illness by providing a safe and healthy working environment. To achieve this objective, Achieve Australia provided appropriate resources and is in the process of implementing a new Occupational Health and Safety Management System to facilitate the success of meeting the objective of a zero accident rate.

An OHS Committee for Achieve Australia has been formed. A selection process was undertaken with all employees eligible for self and/or other nomination. This Committee meets on a monthly basis, across the various sites.

Training Jan to Dec 2009



Risk Management



Achieve Australia is committed to pro-active Risk Management and Occupational Health & Safety practices (OHS). Achieve Australia has reviewed its Occupational Health & Safety Policies and Procedures, and has conducted extensive Occupational Health & Safety training. The organisation's Safety Committee has been expanded to ensure appropriate representation.

To support the organisation's Risk Management all Policies and Procedures have been revised, a process which involved a review of the Policies and Procedures of the two antecedent organisations to ensure appropriate Policies and Procedures have been implemented for Achieve Australia.

A review of the Significant Incident Reporting System has been undertaken and a new, more robust system has been implemented. This Significant Incident Reporting system enables support staff to record and report

significant incidents that occur throughout the programs. Incidents are reviewed and monitored to watch for developing trends or patterns of incidents. Significant Incident Reports are analysed, the findings of which contribute to the Risk Management profile of the organisation. A procedure to inform the Chief Executive Officer of serious incidents is maintained.

Risk Management strategies employed by the organisation identify risks associated with, Organisational and Corporate risks, Finance and Administrative risks, Human Resources risks, Program and Service Operational risks. A Risk Management Tool has been developed to ensure a systemic approach to Risk Management is maintained and informs the Audit, Risk & Compliance Committee of the Board.

Board Of Directors



John Cameron



Jan Carey



Phillip England



Cecile Ferguson



Dina Hayes



Jill Macnaught -
Chairperson



Ian Richmond



Ian Rutter

Board Committees

Audit & Risk Committee

Anne Bryce
John Cameron
Dina Hayes
(Chair)
Jill Macnaught

Finance Committee

Anne Bryce
John Cameron
(Chair)
Ian Rutter
Rod Weir

Property Taskforce

Anne Bryce
Ian Richmond
Ian Rutter (Chair)

Governance Committee

Anne Bryce
Jan Carey
Phillip England
Cecile Ferguson
(Chair)
Jill Macnaught

Ambassador



Duncan Armstrong
OAM

Chief Executive Officer



Anne Bryce

Chief Financial Officer

Rod Weir

Finance Overview

This report therefore covers the six months of financial activity since 1 January 2009. The previous six months of the two antecedent Foundations were reported in the audited financial statements of Achieve Foundation Limited and The Crowle Foundation Limited for the year ended 30 June 2009. Those two statements included grant revenue received for the period from 1 July 2008 until 31 December 2008. All grant revenue received after 1 January 2009 has been disclosed in the audited financial statements of AC Foundation Limited, now renamed Achieve Australia Limited.

As this is the inaugural financial report for Achieve Australia Limited, the information reported is from incorporation 18 September 2008 until 30 June 2009. The Court Order dated 25 November 2008 directed the activities of the Achieve Foundation Limited and The Crowle Foundation Limited merged with immediate effect. However, for administrative reasons the merger for financial reporting purposes occurred on 31 December 2008.

On 1 January 2009 the net assets of Achieve Foundation and The Crowle Foundation were administratively transferred to this new entity, now called Achieve Australia Limited, to be used for ongoing operations from 1 January 2009.

As Achieve Australia Limited is a newly formed company there are no comparative figures for the previous year.

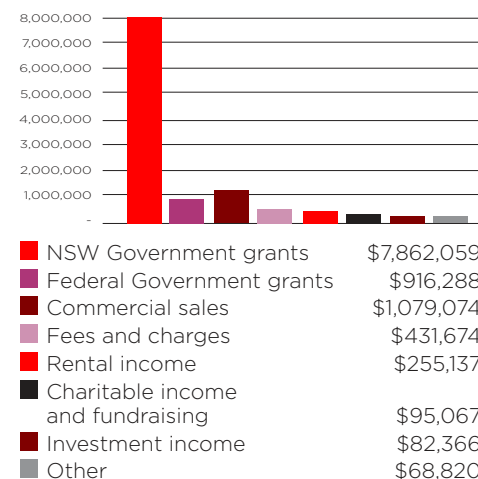
A deficit of \$316,175 has been incurred in the first six months of operations after charging \$190,000 in redundancy and merger costs. This is a significant turnaround compared to the recent financial performance of both previous organisations.

One purpose of the merger was to enhance financial viability to focus more resources on direct services. The full impact of cost savings will be more apparent in the 2009-2010 financial year as the result for this period includes expenses directly attributable to the merging of both previous organisations.

The Board adopted a budget for the financial year to 30 June 2010 which anticipated a breakeven position to be achieved. As at 31 January 2010 the company is tracking very close to this budget.

Finance Where the Money Comes From

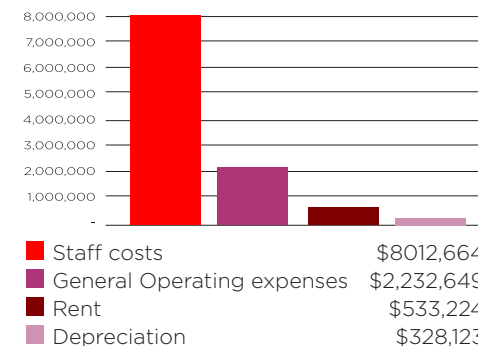
Income - \$10,790,485



The dependence on government funding will be an ongoing challenge. The Board is paying particular attention to better utilisation of the company's asset base. The long term strategy is to achieve financial independence through diversifying income streams by improving brand awareness and fundraising capability.

Finance Where the Money Goes

Expenditure - \$11,106,660



Staff costs represent 72% of total expenditure and are closely monitored. The staff complement budgeted for the current financial year takes into account the reduction in management positions required being a direct result of the merger.

The organisation is subject to rental market forces. The Board is looking closely at purchasing additional properties to reduce this aspect.

Finance Reserves on Hand

The net asset base of the company at 30 June 2009 totals in excess of \$10 million of which \$2,530,557 is in cash reserves principally invested in term deposits with the National Australia Bank and Westpac.

Achieve Australia is committed to accountable and transparent financial management. We follow strict procedures to ensure funds are used as intended including an annual external audit review.

This financial information is an extract derived from the audited financial statements for the period ended 30 June 2009.

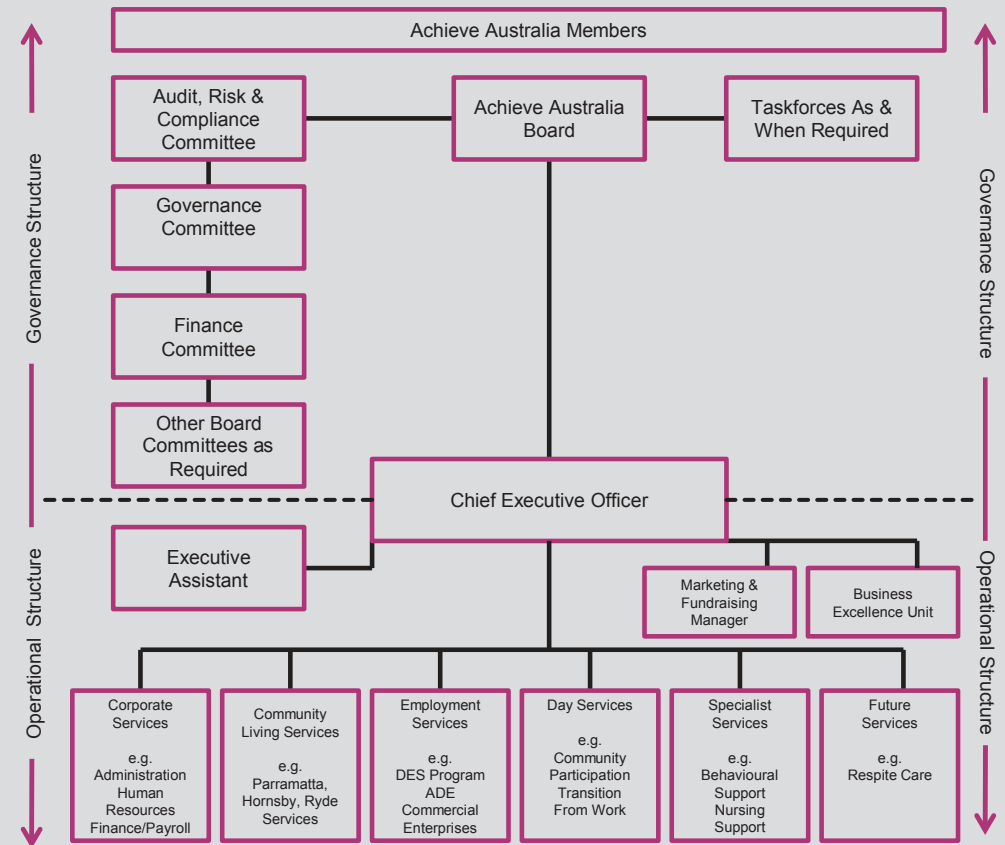
Governance & Organisational Structures

Our Board of Directors reviewed:

- the governance model;
- the governance structure; and
- enhanced the governance system, therein their governance principles, policies, procedures, measures and tools.

The Chief Executive Officer and Executive Team:

- reviewed the overall organisational structure to ensure it is in line with the Achieve Australia service philosophy and model/s and the overall strategy.
- reviewed all positions within the organisational structure ensuring each position description is documented on an organisational chart and is reviewed and updated as required; and
- presented the high level organisational chart to the Board for its information.



This is an indicative structure and will need to be further developed by the Board, Chief Executive Officer and employees.

Strategic Planning

The five strategic initiatives to be achieved by December 2012 are:

Strategic Initiative One:

Post Merger Implementation Plan

Achieve Australia will have finalised all Post-Merger Implementation Plan initiatives and their respective strategic objectives; having laid a solid foundation for the future growth and development of the organisation and its respective services.

Strategic Initiative Two:

Business Excellence, Service Excellence

Achieve Australia will continue on its quality journey having moved beyond a compliance and quality mentality to a Business Excellence, Service Excellence approach that will enhance its products and services and provide superior client, employee and customer service.

Strategic Initiative Three:

Service Growth, Service Development

Achieve Australia will continuously grow and develop its services on a person-centred philosophy and

model within the aim of meeting or exceeding clients' and employees' expectations and requirements.

Strategic Initiative Four:

Revenue, Resource & Reserve Secure

Achieve Australia will be a revenue, resource and reserve secure organisation able to fund its vision, mission and desired future and ensure its long term sustainability.

Strategic Initiative Five:

Achieve Australia, Creating Our Future

Achieve Australia will consistently work toward establishing and operating high quality businesses and services throughout metropolitan and regional communities within Australia.

How Can You Help

Make a donation

By making a donation to Achieve Australia Ltd you will help us to bring our mission and vision to life. Donations may be directed towards a specific appeal or a general purpose and may be made at any time throughout the year.

Achieve Australia is an endorsed deductible gift recipient and has tax exempt charitable status. Donations to Achieve Australia are tax deductible. In-kind donations and goods and services are encouraged and welcome.

Become a corporate partner or include us in your workplace giving program

Achieve Australia is seeking the support of the business, commercial and community sectors who are willing to build a relationship with us and to become a partner in supporting mutual objectives, while making an investment in supporting and providing services for people with disability in our community.

There are many ways in which your organisation can support and benefit from a relationship with Achieve Australia.

Volunteer your time and expertise

Volunteers play an important role in the work of Achieve Australia. Each year, our volunteers make a great contribution organising fundraising activities such as, the Annual Bazaar, Fete and Golf Day, as well as running The Fabric Cave, Needlecraft Emporium, Fashion Clothing, The Book Shop, The Folly and Laurel Grove (Plant Nursery).

Volunteering is a wonderful way to support the community, make new friends and to impart your knowledge and expertise in a variety of areas throughout our organisation.

Make a bequest

Bequests have been integral in the development of our services. Making a bequest to Achieve Australia Ltd through your Will is an extremely and personally significant gift. A bequest will leave a lasting legacy for the people we support for future generations. Anyone considering including Achieve Australia in their Will should contact us for a strictly confidential discussion.

Support our events

Join us at our fundraising events throughout the year: Be our guest, a donor or a corporate sponsor.

Full details about How you can help are available online www.achieveaustralia.org.au

Further information email info@achieveaustralia.org.au or contact the Fundraising & Marketing Manager on +61 2 9034 1600.

Staff Committed To Making A Difference

Xa Quach-Truong
Doreen Leggett
Jenny McCullum
Jane O'Farrell-DiRita
David Latham
Christopher Morris
Susan Stott
Maryanne Alldis
Kevin Delaney
Chethiya Viswakula
Helen Uhl
Shun Gong
Rodney Gann
Sandra Millwood
Elizabeth Kerr
Rosa De La Torre

5 YEARS +

Barry Foulger-Turner
Bradley Thurgar
Richard Dziendziel
Maribel Martin
Peter Dudding
Anne Gardiner
Jonathon O'Dell
Vera Slavicek
Narelle Grocott
Michael Duke
Sharren Evans
Angela Kneale
Rosa Teixeira
Marion Dreyer
Matthew Montgomery
Nagwa Semeika
Kerrie Sherman
Ricki Gartside
Barbara Kedzierski
Julian Sharp
Sharon Cater
Beverley Stott
Terri Bentley
Marina Markos
Nicole Sidney
Ann Williamson
Pauline Forrest
Anne Pittorino
Mark Lagden
Andrew Wallace
Ianto Williams
Louisa Hill
Susan Fox
Lynnette Twaddell
Helen Thai
Katherine Towers
Robin Fox
Vasuki Rajkumar
Christine Chew
Sarah Corti
Huiping Cao
Magdalen Corbridge
Melissa Race
Dana Schulz
Janette Griffiths
Myles Woodcock
Rebecca Cox

Russell Wilkinson
Andrew McDonald
Susan Scammell
Trang Thanh Nguyen
Amanda Stone
Trang Nguyen
Elle Darnay
Troy Maguire
Katerina Kolokouris
Tracey Seal
Ashwani Mangla
Christine Duncombe
Rachel Ward
Jessica Uceda
Rachel Engel
Evelyn Goh
Lauren Summers
Glenyss Summers
Carlie Strain
Brett Edwards
Annette De Beer
Christine Stonham
Candice Lundie
Robert Lloyd
Ryan Tracey
Quentin Chadwick
Shiwani Prasad
Lisa Clark
Stuart Walton
Roslyn Rodrigues
Keith Fremlin
Peter O'Loughlin
Anthony Sunjic
Daniela Walsh
Michelle Everingham
Russell Emery
Patrick Leclerc
Paul McAteer
Jillian Bartlett
Rebecca Kertesz
Yam Wong
Maraea Gerrard
Ann Lindley
Sylvia Manzo
Grace Lo Iacono
Valerie Bryceland
Colin White
Janice Brown
Annette Wetere
Simon Matheson-
Douglas
Sona Pok
Sangita Gounder
Boris Bojanic
Marichu Gratil
Ruchika Mangla
Richard Duarte-Rudder
Maurice Brown
Richard Aouchan
Alexis Grande
Kevin Chuah
Grace Kim
Lily Osoro
William Daniel
Tony Chedid

Forty-two long term employees were recognised with Anniversary presentations to acknowledge their five, ten and fifteen years working with Achieve Australia and its predecessor organisations. We have many long standing employees and extend our thanks to each person for the work they do to support our people in achieving their goals.

25 YEARS +

Georgina Ellul

20 YEARS +

Allan Magnussen
Robert Woods
Victoria Farrow
Lyn Ward
Amanda Moratto
Linda Moon
Bruce Wetzler
Estelle Burge
Bing Tao

15 YEARS +

Carol Norris
Oscar Gacitua
Ai-Qi Lu
Louise Colnan
Julie Walker
Jeannette Ray
Carmel Buggy
Nai Pang
Tony Little
Leah Atkinson
Marie Quinn

10 YEARS +

Christine Hyland
Ross Madden
Sharlene Galea
Suzanne Fadel
Gregory Moseley
John Paul Byrnes
Dianne White
Heide Smith
Anne Castles
Christopher Edwards
Daniel Shields
Peter Walden
Daniel Garofalo
Sharon Smith
Martine Porret
Diane Webster
Patrick Gaffney
Karen White
Sam Telese
Lyn Stenz
Margaret Smith
Rebecca Tate
Kenneth Stevens
Anne Bryce
Paul Moroney

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