We achieve more. Together.

Annual Report 2011/12
Vision
Achieving Social Inclusion.
Mission
Delivering on the right of people with disability to achieve a meaningful and valued life.

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

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The theme of the 2011/12 annual report is “We achieve more. Together.”

The results we’ve achieved over the past year reflect the skills, efforts, energy and commitment of our staff, management, executive, board members, partners, volunteers, families and stakeholders.

We are a community organisation that is striving to work within our funding to deliver extraordinary outcomes for the people we support. Our financial resources are often stretched and at times we have to make decisions that ensure our continued sustainability and provide a platform for future growth in services and geographic reach.

We have made further steps over the past 12 months to position the organisation for an exciting and dynamic future with greater financial security and better outcomes for the people we support.

**Belmore Street redevelopment**

This year a significant focus of the board and senior management has been to progress the redevelopment application with the NSW Department of Planning and Infrastructure (DoPI) for the Large Residential Centre (LRC) site at Belmore Street, Ryde. We have consulted with residents of the LRC, families, political and government stakeholders as well as the volunteers who operate businesses from the site.

The approval of the application by DoPI is the culmination of three years of work and the positive outcome is a tribute to the efforts of many, particularly board members and our Chief Executive Officer.

There is a section of this annual report on page 7 that details the opportunities that this outcome presents Achieve Australia in the years ahead.

**Restructure of commercial enterprises**

This year’s financial results have been impacted by the ongoing challenges at our Meadowbank packaging facility. The site’s location is not ideal for large customers who demand easy road transport access to their distribution facilities. This in part has contributed to patchy contract work. The site’s high fixed costs have had to be met by regular contributions from reserves to continue the operations which have become increasingly unsustainable.

We reluctantly made the decision to cease operations from the Meadowbank facility in June 2012. We assisted the Australian Government Department of Families, Housing, Community Services and Indigenous Affairs to run an expression of interest process (EOI) to source an organisation to take on the 38 funded positions. The EOI was awarded to Bedford Group and we have provided them every assistance to ensure a smooth transfer of operations to their organisation.

We are now able to focus on growing the other parts of our Commercial Enterprises from a position of financial strength.

**Financial Results**

This year’s loss is disappointing and reflects the decision we have made regarding our Meadowbank facility. Government funding, however, has continued to grow representing new funded programs and growth in our Day Services.

We remain deeply positive about our future and the ongoing security and sustainability of our organisation. We have a strong growth outlook and our financial position will be transformed over the next two or three years.
Looking ahead
As we enter 2013 Achieve Australia is poised to enter a period of immense opportunity.

Our balance sheet and reserves are stronger than ever before and we have the chance to build our brand through expansion in our Community Living Services.

The year ahead will also mark the passing of a chapter in our organisation’s history – Crowle Home Large Residential Centre.

Achieve Australia will no longer support any person in this type of setting, reflecting the long held goal of the NSW government, disability rights advocates, families and people with a disability themselves.

It will be a proud day for our organisation when we can say that every person we support lives in a community setting and is supported to live just like anyone else.

We understand the responsibility to invest wisely and capture positive capital growth and returns from our investments. We are also conscious of how we can pursue the best outcomes for people we support through our housing investments.

A new housing strategy and property area will be formed to manage this new and important part of our business.

We thank everyone who contributes to our organisation and look forward to sharing our journey during these exciting times.

Board of directors 2011/12
Ian Rutter: Chair of the Board and member of Asset, Investment & Finance Committee.

Ian Richmond: Chair (Property) of Asset, Investment & Finance Committee.

John Cameron: Chair (Finance) of Asset, Investment & Finance Committee.

Dina Hayes: Chair of Audit Risk & Compliance Committee and member of Ethics & Clinical Governance Committee.

Professor Patricia O’Brien: Director since September 2011. Chair of Ethics & Clinical Governance Committee.

Peter Smith: Director since September 2011. Member of Audit, Risk & Compliance Committee.
Achieve Australia Limited reported a consolidated loss for the year ending 30th June 2012 of $984,242. The result, although disappointing, was expected due to the continual poor results from one of our commercial businesses, contributing $860,137 of the total loss. This result in commercial enterprises has led to the closure of the plant with the supported employees being taken on by another provider.

Without the disappointing commercial enterprises result, consolidated profit was only slightly behind budget. The forecast for 2012-13 is extremely positive with a greater focus on sales and margins, managing our labour costs and stronger marketing which should contribute to positive outcomes.

Government funding grew by three per cent year on year which was due to yearly indexing of funded programs and the full year effect of Day Services at our new Araluen premises.

Staffing levels remain steady with approximately 330 full-time equivalent staff employed. Wages costs have also remained steady with total spend being $17,120,574 or 75 per cent of turnover.

Our strategic plan continues to take shape and alongside it, our own transition from a charity to a community business. Significant funding will be required for us to deliver our long term objectives and it is critical that we build a solid capital base and continue to strengthen our financial viability.

To support our funding model, we are focused on leveraging a considerable asset, Belmore Street, and will direct the proceeds to further secure our financial viability. By having a secure future we will accelerate our growth, provide diverse services for people with a disability and become a leading provider of choice.
KEY FINANCIAL INFORMATION (’000’s)

<table>
<thead>
<tr>
<th>Year</th>
<th>Profit/(loss)</th>
<th>Total Assets</th>
<th>Property Capital Additions</th>
<th>Property &amp; Plant</th>
<th>Cash Equivalents</th>
<th>Liabilities</th>
<th>Borrowings</th>
<th>Reserves</th>
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<tr>
<td>2012</td>
<td>($1.0)</td>
<td>$16.5</td>
<td>$1.0</td>
<td>$15.0</td>
<td>$1.3</td>
<td>$6.0</td>
<td>$2.1</td>
<td>$10.4</td>
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<tr>
<td>2011</td>
<td>$0.5</td>
<td>$16.8</td>
<td>$4.5</td>
<td>$14.3</td>
<td>$2.3</td>
<td>$5.1</td>
<td>$1.6</td>
<td>$11.4</td>
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<tr>
<td>2010</td>
<td>$0.0</td>
<td>$14.1</td>
<td>$0.8</td>
<td>$10.4</td>
<td>$3.8</td>
<td>$2.9</td>
<td>$0.0</td>
<td>$10.1</td>
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<table>
<thead>
<tr>
<th>Year</th>
<th>Salaries</th>
<th>Recurrent Property Costs</th>
<th>Other Costs</th>
<th>Cost of Sales</th>
<th>Depreciation</th>
<th>Total (’000’s)</th>
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<tr>
<td>2012</td>
<td>$171</td>
<td>$2.3</td>
<td>$2.5</td>
<td>$0.3</td>
<td>$0.5</td>
<td>$22.7</td>
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<tr>
<td>2011</td>
<td>$16.3</td>
<td>$1.7</td>
<td>$1.8</td>
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<tr>
<td>2010</td>
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<td>$1.4</td>
<td>$1.8</td>
<td>$0.9</td>
<td>$0.7</td>
<td>$21.9</td>
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</table>

Value of Property Plant and Equipment

Segment revenue

- Corporate: 1,045,108
- Commercial Enterprises: 3,387,126
- Day Services: 1,912,826
- Accommodation Services: 15,032,352
- Employment Services: 380,485
Strategic Plan

Achieve Australia’s strategic planning cycle for the period 2010-2012 is now complete.

The Board and Chief Executive Officer will introduce a new Strategic Plan for 2013-2016 in early 2013. This follows a period of discussion and consultation forums held in 2012 with families of people we support, stakeholders and Achieve management and staff.

A further series of Strategic Initiatives, objectives and performance indicators will form the basis of the plan and the Board will report progress against these initiatives at the Annual General Meeting each year.

A summarised statement of achievements against the 2010 – 2012 Strategic Plan is as below:

<table>
<thead>
<tr>
<th>Strategic Initiative One:</th>
<th>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.</th>
</tr>
</thead>
</table>
|                         | • All post-merger implementation plans completed, delivered on time and within agreed budgets  
|                         | • A comprehensive integrated Strategic Planning System developed and implemented |

<table>
<thead>
<tr>
<th>Strategic Initiative Two:</th>
<th>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.</th>
</tr>
</thead>
</table>
|                         | • Business Excellence Manager role created and recruited  
|                         | • Comprehensive review of systems, policies and procedures completed - quality systems initiatives identified and ongoing  
|                         | • Information Communication Technology Plan developed and progressively being implemented |

<table>
<thead>
<tr>
<th>Strategic Initiative Three:</th>
<th>Achieve Australia will continuously grow and develop its services on a person-centred philosophy and model with the aim of meeting or exceeding clients’ and employees’ expectations and requirements.</th>
</tr>
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</table>
|                            | • Day program developed partnerships with Macquarie University, NSW TAFE and Macquarie College to enhance its learning based programs  
|                            | • Person-centred training introduced across all service delivery operations |

<table>
<thead>
<tr>
<th>Strategic Initiative Four:</th>
<th>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</th>
</tr>
</thead>
</table>
|                            | • Concept Plan for redevelopment of Belmore Street progressed  
|                            | • Engagement of a Property Project Manager to improve management of property and asset portfolio  
|                            | • Commercial Enterprises restructured to enhance viability and future growth |

<table>
<thead>
<tr>
<th>Strategic Initiative Five:</th>
<th>Achieve Australia will consistently work toward establishing and operating high quality businesses and services throughout metropolitan and regional communities within Australia.</th>
</tr>
</thead>
</table>
|                            | • Day program relocated to Araluen at Epping  
|                            | • Achieve Australia Housing Plan developed |
Achieve Australia is poised to make the largest single investment by a non-government organisation in housing for people with a disability in NSW history.

The redevelopment of the Belmore Street site will enable Achieve Australia to benefit people with a disability through a massive increase in the quality, security and suitability of housing.

The NSW government has actively supported Achieve Australia throughout this three-year development process and we will invest over $30 million in housing for people with disability in New South Wales at no cost to tax payers or the government.

Supporting people with a disability to move from large residential centres (LRC) to a life in the community is our core business. Almost everyone we support in our community living services once lived in an LRC; at Peat Island, Mount Own, Marsden Centre, Stockton and Crowle Home. Through this redevelopment we will advance our mission and secure the future of our organisation.

Housing investments will be made initially in the Sydney Metropolitan area and the Achieve property team will look at further opportunities over the next 2-3 years.

As part of the planned on-site development we will receive at least 15, custom designed, fully accessible 1-2 bedroom apartments for people with disability.

We aim to increase the proportion of people we support living in properties owned by Achieve, rather than leased through the market or Housing NSW, from 9 per cent today, to over 85 percent over the next 10 years.

The Crowle Home residential centre on the site had 18 residents as at the end of the 2011-12 financial year. Almost 60 people with disability have moved from the centre over the past 20 years, mainly to shared houses in the community. Transition plans for the remaining residents are in place and will be finalised and actioned following further consultations with the person and their families.

We are now working intensively with each person and their family to provide a housing option that ensures the remaining people we support at Belmore Street will have the same standard of living as the rest of the community.

Achieve Australia currently rents or leases 31 properties and owns three properties in the Sydney Metropolitan area, providing support in homes for almost 150 people with disability.

The onsite redevelopment, which features the construction of over 400 apartments, was pending final approval from the NSW Department of Planning & Infrastructure as at 30 June 2012. Once approval is granted the development will move to Development Application (DA) stage. It is expected the entire redevelopment will take three years to complete.
We achieve more - together
year in review

Achieving with the Stars – 8 July 2011
Our Achieving with the Stars Gala Evening was a wonderful night of celebration and great entertainment held at the exquisite Curzon Hall. Hosted by Duncan Armstrong, our auctioneer for the night, we raised much needed funds for our programs.

10th Annual Golf Day – 6 October 2011
We held our 10th Annual Golf Day at Killara Golf Course joined by enthusiastic golfers, including Federal Member for Bennelong, John Alexander MP. After playing golf, everyone enjoyed a delicious two course lunch and bid on fantastic donated live and silent auction items, including artworks donated by Day Program artists Cameron Sadigh and Andy Taylor.

The winning teams walked away with some great prizes, as well as bragging rights for another year. Congratulations to Team Ingham for winning the Perpetual Sponsor’s Cup for the second year in a row. The event raised over $40,000.

Annual Crowle Fete – 5 November 2011
The 56th Annual Crowle Fete had over 40 volunteers helping on the day plus volunteer staff. We raised over $13,000 from the event which was well attended by the local community.

Movie Fundraiser Night @ Event Cinemas – 14 December 2011
We hosted a fundraising evening at Event Cinemas, Macquarie Centre. Thirty-five people attended the function, which included canapés upon arrival, raffle prizes and the private screening of the new release film, ‘New Year’s Eve’. It was a very enjoyable event, raising nearly $600 from ticket sales and raffle tickets.
Fabric Cave 50% Off Sale - 16 and 20 April, 2012

These two very busy days saw many customers walk through the doors of the Fabric Cave and Needlecraft Emporium. The sale raised close to $6000 which was an amazing result and a tribute to our wonderful volunteers.

Novartis Community Partnership Day - 27 April, 2012

As part of their 16th Novartis Community Partnership Day, 11 volunteers from Novartis Pharmaceuticals, North Ryde, were involved in a garden makeover in the homes of people with disability in North Ryde, Macquarie Park and Hornsby. The volunteers worked hard to build raised vegetable gardens for the residents in these homes. In addition to providing volunteers, Novartis generously donated almost $1500 worth of materials and equipment to the project.

Ryde & Epping Volunteer Recognition Evenings - 17 and 18 May, 2012

On 17 May our volunteers from Vintage & Value, Don and Jo McKerrell, Lois Ng, Jan Lorna and Golf Day Advisory Committee, Philip and Beth England, attended the Ryde Recognition Volunteer Awards. Philip England accepted a Volunteer Award Nomination on behalf of the Golf Day Advisory Committee. The night was run by Ryde City Council to honour and celebrate the amazing work of volunteers throughout the City of Ryde.

On 18 May our valued volunteers Don McKerrell OAM and Jo McKerrell OAM attended another awards ceremony at Epping. Volunteers were again congratulated and thanked on their important volunteer contributions receiving certificates from Bennelong MP and Achieve Patron John Alexander.

Volunteer Afternoon Tea - 21 May, 2012

Volunteers and staff of Achieve Australia attended an Afternoon Tea held in honour of the volunteers, to celebrate the work they had done. Volunteers from the various programs came together - Vintage & Value, Buddy Program and Transition to Work. It was a great way to recognise the contributions each volunteer had made to Achieve Australia and thank them for all their hard work and energy.
more people who love their jobs.

Key Achievements

• Recruitment Strategy has increased our retention rate for Social Educators above 90 per cent
• Introduction of new employee handbook
• Employees able to increase their qualifications with a 50 per cent increase in enrolments year on year
• Reduction of workers compensation premiums by 35 per cent
Our people

Human resources

Achieve Australia is all about people supporting people.

To work in the disability sector is a challenging place to be, but the rewards can be profound and there is a deep sense of satisfaction that can be gained from supporting others.

Our employees come from a diverse set of backgrounds and nationalities but there is one thing that we all share in common - our values driven culture. Across our range of services the strength of our people and their commitment to truly empower people with disability to be in charge of their own lives, make their own decisions and choices and is something each person brings to their work each day.

Learning and Development

Achieve continues to develop and deliver training programs to increase the capabilities of our people and improve the quality of support we provide. This past year we conducted 95 training courses with over 550 people participating in training. This is an increase of 15 per cent over last year.

Our focus this past year has been to deliver the majority of training to our direct support employees. Over the coming year we will be focused on rolling out person-centred approaches training across the organisation.

Professional Qualifications

We offer our employees an opportunity to complete a Certificate IV in Disability Studies and currently have 25 employees completing this qualification. This course is being delivered through an external registered training provider.

Employee Relations

There has been a significant change in the industrial relations landscape for the disability sector. The changes have required us to move from a state-based award to a Modern Award under the Fair Work Act. These changes will include moving to an eight level classification from the current six levels. Changes to wage, penalty and overtime rates will be phased in over the next two years.

Workforce Profile

Achieve Australia employed 449 people compared with 456 in 2010/11. Our workforce is predominantly female (63%) with the majority employed in part-time positions.

Attraction and Retention

Our attraction and retention of employees continues to be a key focus each year. Through our recruitment strategy we have achieved a retention rate above 90 per cent for our people in direct support roles.

Our rate of staff turnover is half the industry average.

Workplace Health and Safety

Achieve displays a strong commitment to workplace health and safety (WHS). The introduction of the new legislation that came into effect on 1 January 2012 has provided an opportunity to review our current practices and system to ensure we meet new requirements.

The new WHS legislation has highlighted the need for greater education about employees’ responsibilities in the workplace. Frontline managers have been provided training on WHS including hazard identification and risk control.

A key safety initiative has been the injury management and return to work of injured employees through the early intervention and case management by our dedicated OHS Coordinator. This has resulted in a 100 per cent return rate for employees to pre-injury duties. Through improved practices we have also achieved a downward trend in the number of lost time injuries and days lost as a result of workplace injuries.

The consultation with our employees has continued to take place through formal and informal channels to increase awareness of a workplace health and safety. Our Safety Committees have played an integral part in the development of our policies and procedures relating to the health, safety and well-being of all people. We have conducted over 500 Toolbox talks and completed over 250 Safe Work methods/statements.

We have continued to implement strategies to reduce the overall cost of workers’ compensation premiums with a reduction of 35 per cent from the previous year.

Over the next year we will continue to implement a number of further safety initiatives to improve our performance by focusing on leadership, individual empowerment, WHS management standards and best practice.
Scott Bushell started at our Marrickville facility in March 2012. His story illustrates how supported employment can meet a range of people’s circumstances and needs.

During University, Scott noticed he was starting to struggle with his exams and was failing courses and in turn, his self-esteem dropped dramatically. Scott visited his doctor and was initially diagnosed with depression. However, after his sight started deteriorating, Scott was referred to a neurologist, where eventually, Scott was diagnosed with multiple sclerosis and started treatment.

Scott remained unsuccessful for a number of years in gaining employment, due to his limited ability to work and most employers could not manage the drug trial visits interfering with his work routine.

After visiting Achieve Commercial’s workplaces with the support of his father, Scott decided to join Achieve’s commercial team, working at Marrickville two days a week.

Scott said “I have really warmed to the people I work with. I enjoy talking to my colleagues every time I go to work and understanding their disabilities and can see their points of view. I enjoy assisting colleagues at lunch time, with spelling improvement and am happy to explain what words mean, when they don’t understand. I must say that my self esteem, whilst working in a group environment, has improved and gives me a reason to get out of bed every day!”

Achieve Australia supports around 500 people with a disability across a range of services and programs.

The people we support have a range of support needs that we aim to meet through targeted services funded through both Federal and State Government departments.

Achieve Australia supports people with intellectual and physical disabilities and supports people with needs relating to ageing, mental health and multiple diagnoses.

The diversity of people we support is reflected in the skills and expertise of the people who work for us. People’s needs range from personal care, community participation, open employment, skill development, livingskills, health issues and supported employment.

Every person is treated as an individual and we support them to have a meaningful and valued life.
Harold Staer is a very quiet and unassuming man who has undergone a transformation.

Since moving from Peat Island only a few years ago, his family and staff members who know him have seen Harold quietly become a completely different person.

Having lived almost 25 years on an island in an institution, Harold now lives in a comfortable brick and tile suburban home owned by Achieve and works five days a week in supported employment. He shares the house with two other people and regularly spends his spare time tending to the garden, a source of great pride.

Previously unsmiling, reluctant to make eye contact and almost non-verbal, Harold has now a twinkle in his eye and his health has also improved.

Lynne Short, social educator at Harold’s home says there have been some telling changes.

“Harold’s specialist recently told him he didn’t need to see him hardly anymore as he’d progressed so well.

“His so-called challenging behaviour has become a thing of the past and a label that has been removed and thrown in the history bin.

“The only challenging thing now is making sure his dinner’s ready on time – he loves his home-cooked food!”

Harold rates Lynne’s cooking, especially her roast chicken dinners as a particular favourite, and enjoys showing off the fish pond and fountain in the front yard. He also enjoys going for drives with Lynne listening to Rod Stewart and Elton John playing loudly on the car stereo.

Says Harold, “I love going to work each day and I’m very happy about my new bedroom suite I just bought.”
Our Volunteers

Achieve Australia’s volunteers are a diverse and valued group of people who support the Volunteer Program in a variety of ways. This past year 95 volunteers generously gave their time to Achieve Australia.

Volunteer Program

Vintage and Value Enterprises

Vintage and Value Enterprises are social enterprises and fundraising initiatives run by a dedicated group of volunteers at our Belmore Street site.

These volunteers give their time every Monday and Friday, as well as the first Sunday of the month, to sell a huge selection of donated goods ranging from needlecraft and fabric to books, plants and pre-loved clothing. The proceeds from these goods go to support some of the underfunded and non-funded programs for people with disability.

The volunteers are also heavily involved in the running of the Annual Crowle Fete each November where an enormous range of goods are put up for sale.

Buddy Program

Several volunteers have been involved in our Buddy Program this year. The program offers people the opportunity to meet up with someone from our Residential and Community Living Services on a regular basis and do everyday things together. This could include walking, bowling, going for a coffee or shopping.

Day Programs

Our Day Programs are always looking for volunteers who have an expertise in a creative area, such as art, design, music and cooking. This past year participants of the Day Program received bellydancing classes from a very talented volunteer.

Transition to Work Program

The Transition to Work Program assists school-leavers to transition into the workforce by providing them with supported work experience. We received the help of a work experience student and a volunteer in carrying out administrative tasks and expanding the database of schools.

Corporate Volunteer Program

Corporate companies are invited to work with us on home and garden improvement projects to enhance the quality of life of the people we support. Novartis Pharmaceuticals supported us this year with their work on three homes.

more people who help.
Our services + operations

- Community living and Residential Resource team
- Community participation/Day programs
- Employment services
- Commercial Enterprises
Achieve Australia’s Community Living Services operate in three regions - Northern, Southern and Western.

We support around 150 people to live in a number of different housing options. Some people live with others and some on their own. Many of the people we support have friends and family members who take an active role in the person’s life and a key part of our work is to expand the range of opportunities for each person to develop and maintain a network of people in their lives.

Breaking the cycle of having the primary person being paid to be in the person’s life is a key objective.

Across the three regions there is a relatively even distribution of accommodation and numbers of people we support.

Each region is within the Sydney metropolitan area and is led by a Regional Manager with Community Living Managers and teams of social educators.

This includes people living in townhouses, villas and houses.

We support people in Achieve-owned property, NSW Housing and rental properties including providing Drop-In Support in people’s own homes.

Our team of Social Educators are directly involved with the day-to-day support of people with a range of different circumstances. Their focus is to help people lead a regular life in their community.
During 2011-2012 we successfully supported the transition of four people from Achieve’s large residential centre to community living within the region. These transitions are the result of many months’ of careful work to ensure a person-directed process with support from friends, family members, and staff from both Crowle Home and regional staff.

Successfully supporting people to live independently is a team effort. We employ over 40 social educators whose role is to support people access the community and build skills, independence and personal networks. We also rely on the expertise of our resources team to work intensively with families and individuals. This team approach extends to family members and a number of community organisations.

During the year we also held successful family meetings to share how we were progressing and discuss issues and ideas. There was strong attendance at the meetings and the positive feedback we received reflects the high level of satisfaction from families and people we support.

During 2011-2012 another person from Achieve’s large residential centre transitioned to community living within the region. These transitions are the result of many months’ of careful work to ensure a person-directed process with support from friends, family members, and staff from both Crowle Home and regional staff.

During the year we also held successful family meetings to share how we were progressing and discuss issues and ideas.

Collaborations and partnerships
We’ve been working closely with the NSW Housing, an agency of the Department of Family and Community Services, to progress improvements and modifications to properties that we lease. This forms a core part of our work as we have limited funds to spend on making improvements to accommodation we don’t own. As a registered housing provider we work closely with our partners at Housing NSW and with a number of real estate agents and landlords to get the best outcomes for the people we support.

As Achieve Australia rents a number of properties for people with disability our team of social educators support people to be aware of their rights as a tenant and where necessary advocate on their behalf.
From institutions to the community
– experts in the journey

The NSW government’s policy to close all large residential centres (LRC) has resulted in hundreds of people with disability being supported to live more community-oriented lives over the past 20 years.

In fact over 80 per cent of the people we support were formerly a resident of an LRC.

We regard our expertise and experience in supporting people through this transition as second to none.

“Helping people make the journey from institutional living to a life in the community is our core business. Achieve has been supporting people for nearly 30 years to make this step and we love nothing more than to bring a team of people together to help make it happen. There are so many incredible stories about the transformations in people who now live more independently and with respect and dignity.”

Caroline Peyroux, Regional Manager Western.
Thornleigh housemates Carlie Strain and Theresa Walton recently had a wonderful holiday in The Whitsundays onboard the large two-masted schooner Solway Lass. Built in 1902 the yacht operates out of Airlie Beach offering three-night charters with onboard accommodation.

Carlie and Theresa pooled their support hours and personal savings so their social educator Pirio Lombart could go with them for the few days.

Carly has a longstanding connection to the yacht as she used to go on the vessel for holidays with her mother for several years. She also used to do volunteer work on the boat when it was docked in Sydney.

She had such fond memories of her previous holidays that she and Therese both agreed that it would be a good choice for their trip.

Pirio said it was great to be a part of assisting the two women to have a holiday.

“I really enjoyed the trip and thought to myself while cruising through the turquoise waters that this is a pretty good place to work!”
This has been an exciting year for the Resource Team. This multi-disciplinary team is focused on providing expert support across our services including supporting people with disability, our teams of Social Educators and their managers.

The shift in the way people with disability are supported, from a medical approach to a social approach, is reflected in the way Achieve is structured and resourced. We have deliberately titled our direct support people “social educators” and set up a specialist resource team to provide professional expertise as required.

The Resource team includes two Behaviour Support Specialists who are psychologists, a Registered Nurse, a person centred coordinator and a Family Liaison Officer. The team delivers holistic and comprehensive support and develops the skills and knowledge of our staff and the people we support.

The Resource team has been providing professional expertise, training, mentoring and support and promoting person centred practices throughout Achieve Australia’s services over the past 12 months. A key focus of our service is promoting general health and well being in the people we support.

Our psychologists are specialists in positive behaviour support and our registered nurses provide expert care for peoples’ health needs.

Key initiatives
A key initiative this year has been the roll out of person centred approaches in Community Living and Residential Services. This is an important development reflecting a key strategic focus for our organisation.

Another very exciting and successful initiative over the past 12 months has been working with some of the residents of Crowle Home together with their families and Achieve colleagues to make the transition to community living. These journeys are all unique and each one requires the commitment and skill of everyone involved. In some cases the transition represents the first move the person has ever made and the process of deinstitutionalization is exciting and challenging for everyone involved.

The future
The team is looking forward to supporting all the remaining transitions from Belmore Street and playing their part in helping people on this journey.

The next year will also see a continued focus on integrating a person centred approach into our practices and working with people to develop individual plans for their futures.
Day Programs

Helping out and loving it too

Three days a week different groups from our Day Program service head out to Ingleside to help at a dog rescue shelter, Doggie Rescue. There's over 100 dogs on site that all need care, attention, socialising and walking.

Lucy Macrow works at the shelter and sees each week the joy that the animals give to the people supported by Achieve to come and lend a hand.

“We work on matching dogs to people. So we get to know the people from Achieve and then match them to a particular dog.

“They learn how to handle the dogs and take them for a walk as well.”

The partnership has been in place for six months and everyone leaves with their clothes covered in fur and a smile on their face.

“It's a great partnership as we need volunteers to come and help us and so thanks to the groups from Achieve the dogs get contact with people which is so important to our work to find them new homes,” said Lucy.
This past year has been one of transformation for our Day Programs where we are just beginning to realise the full potential of the new environment and all that it offers.

Our dreams were realised in 2011-12 with the opening of Araluen as a new hub for our Day Programs representing a defining event in the past 12 months for our organisation.

Opened by Minister for Disability Services, Andrew Constance on 29 November 2011, we have successfully completed an extensive fit-out and transitioned our business from Belmore Street.

**We trust you, we respect you, this is for you.**

Moving from our Belmore Street location has provided a significant change in this area of our business, promoting an environment of creativity, collaboration and energy. For many people participating in our day programs the transition from Belmore Street to Araluen has also been a powerful personal experience.

As each new person has transitioned to Araluen their friends have spontaneously created a line of honour to applaud them into the new premises, symbolising their “graduation” to the new environment.

These kinds of experiences symbolise the journey for many former participants at Crowle Home and the severing of their ties from the large residential centre.

Araluen reflects our commitment to pursue outstanding outcomes for people with disability by providing the supports they need to realise their passions, interests and skills.
Collaboration and innovation

The defining success factor for our day programs are the collaborations we have, and continue to develop.

For the first time in years we have been able to offer work experience and volunteering opportunities. This has generated another whole stream of potential collaborations and partnerships that help us deliver new experiences for people.

The four streams of our programs are:

- Vocational (work and volunteering)
- Skill development
- Health and wellbeing
- Pursuit of hobbies.

At Araluen we provide a creative space and a sense of structure that allows people to initiate activities and pursue their own interests each day. There is a timetable but within it there is the scope for people to break into a completely new space and activity should they choose.

We have a strong collaboration with Macquarie University with students coming to spend time at Araluen fulfilling their studies of participation and community engagement.

Through our partnership with Macquarie College we now offer assisted tennis as part of our activities.

During the year we also partnered with the University of Western Sydney to create “The good life as I see it” photography exhibition.

Our collaboration with Epping-based Karonga Special School has also presented opportunities for school leavers to sample our day programs and potentially provide a smooth transition from school.

We are also benefiting from the collaboration with teachers from the school who are now taking classes in numeracy and literacy as part of our Day Programs schedules.

As a vibrant hub of activity Araluen reflects another step in our journey toward becoming a leading disability organisation.

A range of opportunities

Our team of 30 dedicated staff support over 80 people pursue their interests, passions and hobbies including:

Song writing, singing, music therapy, visual art, volunteering, cooking, bush walking, tennis, basketball, indoor cricket, bowling, soccer, sailing, athletics, massage therapy, Tai Chi, photography, swimming, computer skills, reading, creative writing.
Vicki, Alex, Natalie, and Alex love music. The joy the group get from performing is obvious from their passionate singing and enthusiasm for playing together.

The group formed with the help of Greg Towney, the fifth wish, who has worked with the group for almost three years, formerly at the Belmore Street day programs site, now at Araluen, using a grand piano for composing and performing.

“I used guitar down at Belmore Street but having a grand piano is wonderful,” he says.

As a music lover Greg moved into music therapy full-time after a recommendation from a friend. He left behind a period in advertising sales and now spends all his time at disability and aged care facilities where he performs and collaborates.

The group write songs together, “Friends” and “Going to be big in 2012”, their latest collaborations.

“It’s wonderful to watch a few of the other people at Araluen spontaneously show their appreciation of the music, there’s definitely a few original dance floor moves,” says Greg.
Daniel’s experience with Achieve reflects the focus we place on long term outcomes and the strength of a team effort. Daniel approached our employment services almost four years ago with the goal of finding a job in an open employment setting rather than in a supported employment.

We discussed with Daniel what kind of work he was looking for and approached the Manager at Oatlands Golf Course. Together with Daniel and the manager we developed a work plan and he started his role at Oatlands Golf Course in 2008 as a Maintenance Officer. He assists with gardening, cleaning work vehicles, keeping the golf green clear of sticks, refilling washers on the golf course and other maintenance duties such as painting small areas.

Through ongoing feedback we have also been able to provide tailored training for Daniel to develop an appropriate work schedule to ensure he has a sustainable position that works for everyone.

It’s now been four years since Daniel started at Oatlands Golf Course and the long term outcome that’s been achieved as a result of a true team working together.
Achieve Australia Disability Employment Services (DES) assists job seekers with disability to gain and maintain employment in the open labour market.

Over the past 12 months we have increased placements in the generalist service category by 50 per cent and in the specialist service category by over 30 per cent year on year.

Our focus is also on creating lasting outcomes that work for employees and employers. The best outcomes are the ones that last.

In the ongoing support category, workers who have achieved 52 weeks or more of employment, we are 25 per cent above the national average year on year.

Long lasting outcomes are achieved through the relationships we develop with employers who provide over a quarter of our ongoing repeat business. These outcomes also come from the time we spend with each person to identify their skills, aptitude and aspirations.

**Employers**

Achieve DES Consultants prepare both the workplace and job seekers for employment and offer ongoing support to ensure success in the long term.

We work with almost 50 employers providing ongoing support for 50 people with disability. Establishing and maintaining positive relationships with employers, being responsive to their needs and providing the support to jobseekers in the workplace is crucial to long term sustainable employment outcomes.

We achieve above average scores in national benchmarks for our ongoing support outcomes.

**Community partners**

Achieve Australia has a full-time Business Development Officer who is responsible for creating links with local high schools, training providers, Centrelink, mental health services and the business community.

We have developed strong relationships and collaboration with a number of local organisations to help us provide ongoing support for a range of job seekers. The following partnerships have been developed over the past year:

**Macquarie University**

Achieve Employment has had many collaborations with Macquarie University over the past 12 months and will continue to nurture this partnership. Most recently Achieve Employment has placed a jobseeker into work experience within Macquarie University’s retail department.

Aside from the work experience opportunities, Achieve has developed a partnership with the linguistics department within Macquarie University. Students that are studying to be interpreters are given the opportunity to complete some of their compulsory hours at Achieve Employment. This is an outstanding initiative as it gives students an opportunity to complete a component of their study which is necessary for them to successfully obtain the qualification. Additionally this initiative also helps Achieve Employment in providing assistance to jobseekers that don’t have English as a first language and require the assistance of an interpreter to communicate with their employment consultant.

**Future growth**

Achieve DES completed a Department of Education, Employment and Workplace Relations tender in June 2012 to compete for extra business throughout Central Western and Northern Sydney. A successful outcome would see a significant expansion of our operations.
Achieve Australia's commercial enterprises includes five distinct entities providing opportunities for over 100 supported employees.

- Achieve Flight Services
- Achieve Packaging
- Achieve Labour Hire
- Achieve Cleaning
- Transition to Work program
Achieve Flight Services
Our Flight Services business experienced continued growth throughout the year with the addition of four new airlines for cutlery packing. We also moved Gate Gourmet packing work from offsite to the factory which further improves efficiencies.

We expanded the range and scope of food packaging offered to our customer base and successfully passed our HACCP certification audits for food handling and packaging.

We will be investigating alternative sites over the next 12 months to address our expansion needs.

Achieve Packaging
We made the very difficult decision to close our packaging facility at Meadowbank and release the 38 funded places to the Department of Families, Housing, Community Services (FaHCSIA) and Indigenous Affairs to seek another organisation to take on the supported employees.

This decision was made fairly compelling by the accumulating losses as patchy sales and inconsistent work weren’t able to cover the permanent high fixed overheads, particularly the rent.

An Expression of Interest process was undertaken by FaHCSIA and South Australia-based Bedford Group were announced as the successful organisation to take on the supported employees.

Achieve Cleaning
The cleaning team took over the servicing and cleaning of Belmore Street, Araluen, Meadowbank and Marrickville factories during the past 12 months.

With the introduction of two new sites in Belmore Street and Araluen, the cleaning team this last year have had to grow and expand to meet increased cleaning demands. Three men work in the team, starting in the afternoon and working through to the early evening cleaning at Meadowbank, Belmore Street, Araluen and Eastwood. The team and their leading hand work five nights a week to provide a thorough and professional service.

It’s been a new experience for the team and they’ve learnt a lot of new skills and the office staff and the team enjoy the interaction as they go about their work.

Transition to Work
Transition to Work (TTW) is a two year program that helps young people with a disability gain employment after leaving school. Funded by the NSW Department of Ageing Disability and Home Care, the program is primarily for young people with a disability with moderate to high needs who have completed year 12.

Achieve has supported 12 young people during 2011-12 to acquire the skills and experience to be ‘work ready’ to move to open or supported employment at the completion of their program.

As an Australian Disability Enterprise, Achieve Australia is well placed to offer TTW access to opportunities for employment or further support through our Disability Employment Service to secure work in open employment.

Everyone gains a sense of satisfaction, a sense of identity and self esteem from working - being employed is a valued social role.

Through authentic and genuine supported employment opportunities at Achieve Commercial Services, people with a disability provide competitive services in the commercial marketplace.

There is a close partnership between our open employment and supported employment businesses and we work with a range of people to find the right opportunity for each person.
Vintage & Value Enterprises

Vintage & Value Enterprises are social enterprises and fundraising initiatives run by a dedicated group of volunteers at our Belmore Street premises.

This unique business has established its reputation over many years and attracts customers from throughout the state and interstate.

Regular coach parties visit the needlecraft and fabric stores where an extraordinary range of items have been donated by people from all over the Sydney area.

The team give their time every Monday and Friday, as well as the first Sunday of the month, and their enthusiasm, expertise and love for what they do is a huge drawcard for customers as well as donors. Jan Lomas has volunteered for several years and loves being part of this sociable enterprise that has become an icon to many. “We are the public face of Achieve Australia to so many people so I know that what we do and the way we do it is hugely positive for the organisation.”

The extended team also sells a selection of donated goods including books, plants and pre-loved clothing. Jane Power has run the book store for many years and has been a truly dedicated supporter of the organisation. While her son has transitioned from Crowle Home to a house in the community she still continues to give her time and energy. Don and Jo McKerrell have been volunteers at Crowle Home for over 45 years with Don being the driving force behind a very successful plant nursery. Originally run from their own back garden the nursery was moved to the site 20 years ago and has been a labour of love for them both. Their daughter has also moved from Crowle Home to a community-based house.
Fundraising and marketing

Over the 2011-2012 year we have undertaken a busy schedule of events, activities and marketing initiatives.

A key focus over the past year has been consistently applying our branding across various materials and updating a number of pieces of collateral about our services. We have also recently completed a Branding Guide to ensure our brand is correctly treated each and every time it is used.

Our fundraising efforts in 2011-2012 raised a total of $216,000. This is a result of the efforts, time, energy and dedication of many people and organisations who have shared in the many things we do. This is where we achieve more, together, and is a tribute to the contributions and enthusiasm of so many.

Through donations to Achieve Australia we have also raised $42,000 which will go towards developing a respite service based at our Day Programs centre, Araluen.

In the past year we also scheduled a number of events designed to engage our supporters and partners and provide opportunities for people to get involved with our organisation and what we do.

MARKETING

‘The Good Life As I See It’ calendars
This project involved Day Program participants buddying up with university students to take photographs of what they consider to be ‘The Good Life’. They worked together to raise funds for digital cameras and visited various locations to capture their images. At the conclusion of the project, participants created a portfolio of their favourite photos for an exhibition at Araluen to celebrate the International Day of People with Disability.

We created calendars containing beautiful images taken by our Day Program participants and offered them for sale raising almost $1500.

Chamber of Commerce After 5 Event @ Araluen
On 10 October 2011, Achieve Australia together with Hills School Industry Partnership (HILLSSIP) hosted the region’s biggest networking night of the year.

The event was held at Araluen and was attended by over 130 business people across Ryde Business Forum, local Chambers in Ryde, Epping, Eastwood, Hornsby, Chatswood and Sydney Hills Business Chamber as well as the Rotary Club of Epping.

Thank you to everyone from Ryde Business Forum, Hills School Industry Partnership and staff from the Achieve Australia for your coordination and support for the evening.

DisabiliTea – Building support for an NDIS
Achieve Australia hosted four DisabiliTeas to promote awareness of the National Disability Insurance Scheme (NDIS) within our local community.

Achieve Australia Patron, John Alexander, Federal Member for Bennelong, attended the DisabiliTea at a home in Eastwood. The other DisabiliTeas at Residential, Achieve Employment and the Eastwood head office all went well with many more people signing up to show their support for an NDIS.
Fundraising and marketing continued

FUNDRAISING EVENTS

Crowle Needlecraft Sale
In April our volunteers organised a large needlecraft sale that attracted many visitors with great bargains and hospitality. We raised almost $6000 from the sale.

City2Surf
Achieve Australia formed a team to participate in The Sun Herald 2011 City2Surf.

Everyone in the team succeeded in completing the famous 14km event, raising $750 for Achieve Australia in the process.

November 5th - Annual Crowle Fete
This significant community event, held each year for over 50 years, was a great success with over 40 volunteers helping on the day plus staff. The Fete is a fixture in the calendar of the community and over $13,000 was raised on the day.

Movie Fundraiser Night @ Event Cinemas
On 14 December 2011, we hosted a fundraising evening at Event Cinemas, Macquarie Centre.

Thirty-five people attended the function, which included canapés upon arrival, raffle prizes and the private screening of new release film, ‘New Year’s Eve’.

It was a very enjoyable event, raising nearly $600 from ticket sales and raffle tickets for Achieve Australia.

Make it Real - NDIS Campaign
Everyone who supports the NDIS was invited to create a one minute video telling the nation why they are counting on the Scheme to go ahead. The aim is to assemble hundreds, if not thousands, of video stories that give people with disability, their carers and families a voice in the national political debate.

Achieve Australia has already uploaded over 20 videos and counting. Help us to make it real!

Health and Wellness after 50
As part of the Hornsby Shire Council’s ‘Healthy Living Festival’ during NSW Seniors Week in April, Achieve Australia hosted two sessions at Araluen about health and wellness for people over 50 years of age. The two and a half hour session provided a relaxing Tai Chi class, followed by tips on how to cook nutritious food. It was an enjoyable event for everyone that attended and increased the wider community’s awareness about our Day Programs facility.

INTRODUCTION OF NEW FUNDRAISING CAMPAIGNS

Achieve Month – April 2012
Achieve Australia’s Achieve Month in April 2012 gives people the opportunity to reach their personal goals with the support of family and friends. People simply come up with a challenge they’d like to succeed in, create a fundraising page and ask everyone to sponsor them. A number of enthusiastic fundraisers helped raise $2,000 in the month of April.

Araluen Respite Appeal
Achieve Australia purchased the beautiful heritage-listed building, Araluen, in April 2011 with the aim of developing it into a new Day Program facility and weekend Respite. While our Day Programs have successfully transitioned into the complex, the next step is to establish the Respite service.

Achieve is keen for donations to the Araluen Respite Appeal that will make a big difference to the people we support as well as their families and friends.

Weddings, Birthdays and Anniversaries
In lieu of gifts for milestone events, you might like to ask friends and family to make a donation towards the programs and services we provide for people with disability. Through this opportunity to contribute towards a good cause the people we support benefit from donors’ generosity.
Our Patron
John Alexander

For the past 60 years Achieve Australia has been one of our community’s great success stories. I am delighted to serve as Patron and to support Achieve’s noble mission of delivering on the right of people with a disability to achieve a meaningful and valued life.

With care, employment and administration services across the Bennelong region, Achieve have been very active in providing high quality services as well as representing the needs of their clients to state and federal representatives.

The bipartisan support of a National Disability Insurance Scheme is a result of the hard work of organisations like Achieve who regularly remind us that it is how we care and provide for the most vulnerable in our society that will be the ultimate marker of our success as a community.

John Alexander OAM MP Federal Member for Bennelong

Our Ambassador
Duncan Armstrong

When I was first approached by Achieve Australia, then known as Hornsby Challenge, it was a growing organisation with a big vision.

I was particularly impressed by the CEO, Anne Bryce, and the staff. They were a group of highly motivated and compassionate people, who wanted to make a difference in the lives of people with intellectual disability.

As an former elite athlete, I understood their commitment and drive, and was attracted to that level of motivation.

It was clear that the organisation was dedicated to achieving big things for people with intellectual disability, and I was captured by the vision.

I formally began my association with Achieve Australia in 2007, when Hornsby Challenge became known as Achieve Foundation.

As an ambassador, I have been able to leverage my name and image, representing Achieve Australia not only at promotional and fundraising events, but also at business luncheons, corporate lunches, and with government – the people who can help us make a difference.

For me personally, having a son with intellectual disability, it has been very satisfying to help move the organisation forward.

Every time I hear about how the organisation has impacted the life of a client or their family – like the gentleman in his 50s who began to speak again after being moved from an institution to a house in the community – I am inspired.

Living in a consumerist society, it is easy to lose perspective; my involvement with Achieve Australia reminds me of what is most important in life.

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Duncan Armstrong OAM
Achieve Australia operates in an environment where we have multiple relationships and connections with people and organisations that collaborate with us, have an interest in what we do and have a stake in our success.

Because we support people who often experience disadvantage, we have deep relationships with family members, politicians, governmental officers and organisations in the disability sector.

Through our public channels, our website, e-news, Annual Report and Achieve News we make information available about our services, stories of people we support, news, changes and challenges.

Each of our Community Living Services regions has group family meetings every six months as well as our Day programs service. These are opportunities for families who otherwise don’t see the work we do, to meet and greet staff and discuss how everything is working out and for Achieve to understand the broad issues and feedback for groups.

Communication with the people we support and their families is a constant, often on a daily basis during times of change.

As we are funded by two Federal Government departments and one State Government department we spend a considerable amount of time ensuring our relationships at an operational and Ministerial level are strong. This provides us access to key policy staff and enables us to share strategic developments that support policy and provide opportunities for us to provide evidence in support of our funding agreements.

Similarly Achieve’s operational footprint covers 12 state and federal electorates so we devote time and effort ensuring members of parliament are aware of our business and how it contributes to the local communities in their electorates. These electorate-based relationships extend to local councils who also have a stake and interest in our operations as they relate to ratepayers.

Through corporate events, relationship building and networking we reach out to the corporate community to become involved in what we do and advance their corporate social responsibility agendas. It is in this way we can provide an opportunity to benefit organisations who are looking to extend their bottom line to include contributing to communities through time and people.

Numerous events throughout the year strengthen these relationships and provide opportunities for new organisations to begin a relationship with us.
**Funders and accreditations**

**Funders**

**Australian Government** – Department of Education, Employment and Workplace Relations (DEEWR)

**Australian Government** – Department of Families, Housing, Community Services & Indigenous Affairs (FaHCSIA)

**NSW Government** – Family & Community Services – Ageing Disability & Home Care

**Accreditations & Professional Associations**

Australasian Housing Institute

Australian Disability Enterprises (ADE)

Fundraising Institute of Australia

Hazard Analysis Critical Control Point (HAACP)

National Disability Insurance Scheme (NDIS) – Every Australian Counts

National Disability Services (NDS)

NSW Registered Community Housing Provider

Philanthropy Australia

SAI Global

Workability International
People who support us

HOW YOU CAN HELP
Make a Donation
To make a tax deductible donation to Achieve Australia, simply visit www.achieveaustralia.org.au and click on the ‘Donate Now’ button. You can donate by credit card, or cheque as well as BPay. A tax deductible receipt will be issued within minutes and your donation will start making a difference to the lives of people we support.

Become a Volunteer
Achieve Australia has a variety of opportunities for volunteers to get involved throughout the year.
• Fundraising events – Join a fundraising committee or help out on the day.
• Corporate volunteers – Offer your time on an annual, monthly or weekly basis to volunteer with a group of colleagues from your organisation.
• School or university students – Spend time with our Day Program participants on a weekly basis or become involved with an exciting project.
• Be a buddy – Form a close companionship with someone we support by taking them shopping or having a weekly casual chat over coffee.

If you would like to get involved, give us a call or drop us an email. We’d love to hear from you.

Purchase our Goods or Services
All proceeds from sales are channelled back into Achieve Australia to help us continuously improve our provision of services to people with disability.
• Vintage and Value Enterprises – Open Mondays, Fridays and 1st Sunday of the month. Entry via Porter Street, Ryde. Call 02 8878 3353 during opening hours.
• Commercial Enterprises – If your organisation requires high quality packaging and assembly solutions, contact us on 1800 106 661.

Become a Corporate Partner
Achieve Australia seeks the support of the business, commercial and community sectors willing to build a relationship with us and become a partner in supporting mutual objectives. You will also be making an investment in supporting and providing services for people with disability.

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. It 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

2CH
Able Liquid Waste
Access Pay
Allmarque Group
Aran Anderson Photography
Australian Opal Cutters
Austbrokers Sydney Pty Ltd
Blackheath Golf Club
Briars Ski Lodge - Thredbo
Bunning’s Warehouse - Thornleigh
Cartoscope Pty Ltd
Cheese Making Workshop
Count Charitable Foundation
Cumulus Wines
Don Fox Planning Pty Ltd
Dunn Motors
Eastwood Patchwork Quilters Inc
Gap Studios
Hamper King
Helen Kaminski Store-The Rocks
Hornsby RSL Pipe Band
Hunters Hill Quilters
Indue Ltd
Ingham Enterprise
International Wines
Intimo Lingerie
Kerry Ingredients
Killara Golf Club

Lighthouse Boutique-Mosman
Macquarie Community College
Macquarie University
Manna From Heaven
Novartis Australia
Oatlands Golf Club
Officeworks - West Ryde
Ozmates Travel
Powerhouse Museum
Prolegis Lawyers
Pymble Golf Club
Rotary Club of Epping Inc.
Rydalmere Central Bowling Club Ltd
South Sydney Rabbitohs
Strathfield Golf Club
Sunshine Holidays
Taste Living
The Legends Club
Top Ryde Shopping Centre
Waterview Lillies
White House Institute of Design

Achieve Australia also thanks all the individuals who made donations over the past 12 months.