

Celebrating  
70 years of  
inclusion



Achieve Australia acknowledges the Traditional Custodians of the lands on which we operate and pay our respects to Elders, past, present and emerging.

We recognise the enduring relationship Aboriginal and Torres Strait Islander peoples have with Country and that sovereignty was never ceded.



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A large, light pink oval shape that serves as a background for the word "welcome".

welcome

A vertical strip of bright yellow fabric, possibly a sleeve, is visible on the right edge of the page.







# Welcome to Achieve Australia's Annual Report for 2023

**Celebration** was a key theme for the year as Achieve Australia marked our 70th Anniversary of providing services to people with disability and the transition away from COVID lockdowns.

Through this time, we were able to create ways for the people we support to enjoy life in the community once again with our COVID-safe best-practices and robust risk assessment processes.

A shining demonstration was our glittering 70th Anniversary gala, held in Sydney for more than 280 of the people we support and over 300 of our team, and an afternoon garden party in Casino for people in the Northern Rivers. Enjoy photos of the moments captured at these events over the next few pages.

The gala and garden parties were certainly special events. However, as we share in this report returning to life after COVID was mostly about people's daily lives, getting out in the community, enjoying a night out with friends, and being outdoors in public spaces.

Our 70th year also provided the opportunity to reflect on how our work of providing person-centred support serves as a tribute to the legacy created by our founders in 1952. Our founders were determined to provide opportunities for their loved ones with disability to experience a good life. Without their vision and fortitude, their

children would have been shut out by society like too many of their peers. Reflect on our history timeline to see our journey of bringing inclusion to life over the decades, inspired by the work of our founders.



Our passion is inclusion for people with disability and we know that true inclusion is the experience of belonging. As a society, we are moving in the right direction however barriers to inclusion continue to exist, especially for people with cognitive and complex disability.

In this report, you will read about the importance of our people, and our work to attract and retain talent in a very competitive market. We seek to employ people who share a passion for inclusion and represent a rich diversity of life experiences. This includes welcoming people with lived experience of disability at all levels of our organisation, including our Board as you will read on page 45.





Continued careful management saw us achieve a better financial performance than many providers in the sector. This approach enables Achieve to invest in innovation that fosters inclusion. Exemplary initiatives in this report include our continued support for The Achieve Foundation, and the co-design of a new life-skills program with young people with cognitive disability. You will find our financial report on pages 56 and 57.

Throughout the year, navigating the current NDIS pricing system remained a challenge.

We continued to take an active interest in the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability. We also closely monitored the progress of the NDIS Review, including contributing a submission. Innovation, diversity, and advocacy remained firmly on our agenda. Through this advocacy focus we sought

to elevate the voices of people we support in forums where decisions are made that will advance inclusion.

Celebrating 70 years of inclusion has brought energy to everything we have undertaken this year and has highlighted our gratitude for our wonderful community.

On behalf of the Board of Directors and the Executive team, we pay tribute to our outgoing Chair Richard Dinham and Director Colin Westman, both of whom retired throughout this year. Of course, we thank the people we support and their families and carers, as well as our valued staff, volunteers, and supporters in all areas of our work.

  
**Jo-Anne Hewitt**  
 CEO

  
**Kerry Stubbs**  
 Chair

# our year in review

## Homes and programs

1

Short term  
accommodation  
centre



50

Community  
homes

38

Apartments



3

Community  
and lifestyle  
locations

48

Quality Champions  
interviews



## Employees and volunteers



1,087

Total Achieve  
Australia employees

74

Total  
volunteers



70

Total  
supported employees



10,656

Total volunteering hours



## Support services

**20** Short term accommodation provided



**349** Short term accommodation nights provided



**119** People supported through our day programs



**161** People engaging our Support Coordination team



**269** People receiving supported independent living



**3,482** Support coordination hours provided

**25** Business customers at AchieveAble Enterprise

**achievAble**   
enterprises

**65** People receiving drop-in support



# Achieve through the years



1952

The family of the late William A. Crowle, a prominent Sydney philanthropist, donated a four-acre property in Ryde to our founders who set up the Subnormal Children's Welfare Association (SCWA).

This gift, which included a house renamed 'Crowle Home', was used for a rehabilitation centre, dormitory and assembly hall to provide a home for nine girls and six boys with intellectual disability. Accessible apartments stand on the site today.



1965

Mount Own Villa, one of the first housing projects to locate people with disability in the community, opened in Sydney's northern suburbs. Mount Own was designed for teenage girls and women. One of the original residents, now in her 90s, continues to receive services from Achieve Australia to this day.



1968

Hornsby Activity Therapy Centre was established.



1974

Mount Own Villa was renamed Hornsby Branch of the SCWA. The Marsden Rehabilitation Centre for children with intellectual disability opened in the former King's School in Parramatta.

Crowle Opportunity Shop opened. This would later become The Sewing Basket.



1984

Hornsby Branch of the SCWA was renamed Hornsby Challenge.

SCWA was renamed The Challenge Foundation of NSW.





1993

The Crowle Home Branch and Hornsby Challenge were amalgamated under the Hornby Challenge name.



2000

The Marsden Rehabilitation Centre was devolved, and the site transferred to the Heritage Office and Heritage Council of NSW.



2007

Hornsby Challenge was renamed Achieve Foundation.



2009

Achieve Australia was created through the amalgamation of the Achieve Foundation and the Crowle Foundation.



2011

Achieve purchased Araluen House in Epping, a heritage building previously used as a wedding reception centre.

It was retrofitted for accessibility and support for people with disability. Araluen was opened as a day program centre. Services from the Crowle Home were transferred to Araluen.

Achieve Employment Services relocated to Ryde.



2012

Achieve Australia celebrated 60 years of support for people with disability.

Redevelopment of the Crowle Home site was approved.



2013

Achieve's new head office in North Ryde opened in April.

Construction began in Achieve's first purpose-built community home in Eastwood.

Achieve took part in the national NDIS trials. The Crowle Home site at Ryde was sold to a developer. Plans were made to build 25 platinum-level accessible apartments owned by Achieve as part of a larger residential complex.



2014

Eastwood community home opened.

Residents transitioned from Crowle Home to community living.





2014

Construction of Crowle Estate, a residential complex of 416 apartments with 22 specialised disability and 36 bedrooms started.



2016

People supported by Achieve Australia moved into their new Crowle Estate apartments. This included individuals who previously lived in the Crowle Home. Not-for-profit organisation On-Focus merged with Achieve Australia and established the Northern Rivers office in Casino.



2017

Achieve established a multi-service centre in Seven Hills to serve the Western Sydney community. This centre offered day program services and supported a range of accommodation.

Achieve Australia celebrated its 65th Anniversary with a family day at its historic Araluen Day Program Centre.



2017

Crowle Estate was officially opened, and a final group of people transitioned into new apartments.



2018

Achieve became part of Alliance20, a group representing Australia's largest disability service providers, to collaborate on solutions to improve services and lives for participants and their families.

AchievAble Enterprises, an initiative by Achieve to provide meaningful work opportunities for people with disability, moved to a modern warehouse complex in Newington.



2018

Participants, including children and young people, and employees from FACS joined Achieve at the Summer Hill facility, a group home and purpose-built respite centre providing high physical support and complex care for people with disability.



2018

Achieve was successful with its tender for transfer of services from NSW Government Family and Community Services (FACS) to the not-for-profit sector. This added 28 homes, 136 new participants, and more than 300 staff with significant experience in supporting people with high needs.



2019

Achieve opened Summer Hill House to offer short-term accommodation and respite services to people with complex needs after the successful tender with NSW Government.



2020

Achieve Australia and Leftfield Social Housing partnered to create Inclusive Housing Australia (IHA) to improve the investment in, and supply of, specialist disability accommodation.



2020

The Sewing Basket opened its new shop in Kincumber in the Central Coast, creating 20 volunteer roles and 25 paid roles for people with disability. The shop served as the 'hub and spoke' operations centre.



2021

Achieve's operation-wide COVID response set the standard for the sector, and kept the people we support connected to community without compromising safety.



2022

The Achieve Foundation was established as an independent entity, to take part in, and fund research and innovation to dismantle barriers to inclusion for people with disability. .



2022

Achieve Australia celebrated 70 years of service with a Gala dinner for the people we support, where 282 of the guests were people with disability. Achieve opened The Sewing Basket in Caringbah.



2023

Achieve launched My Life My Say, a pilot program co-designed with young people with cognitive disabilities to increase their life skills and independence.



2023

AchievAble Enterprises supported employees with disability to undertake training, to gain nationally accredited certificate qualifications.



2023

Achieve Australia submitted a successful tender bid for the transition of St Vincent de Paul's Supported Independent Living services. This led to the transition of 10 young people living in three houses in Sydney's Sutherland Shire.



let's celebrate





Achieve Australia marked our 70th Anniversary with a gala held in the Accor Stadium at Sydney Olympic Park, where our VIP guests were 282 people we support.

The gala, held in October 2022, was the first time that many of our participants had attended a formal event of this scale. The guest list represented a lively mix of people through accommodation services, our community and lifestyle programs, and supported employment.

Guests looked the part in gowns and tuxedos as they entered a glittering ballroom for a night of fine dining, live music, and catching up with friends. Many guests said the gala was the highlight of their year.

The event had something for everyone, with laughter courtesy of comedic legend Tim Ferguson as Master of Ceremonies, dancing to the tunes of ABBA tribute band 'AbbasBack', and a photo booth where guests captured precious moments.

Months of meticulous planning went into the event to ensure it was inclusive, safe, elegant and fun. This included making sure all areas were accessible to guests,

creating quiet spaces where guests could relax or receive any personal support required and catering to different dietary needs.

The guests received formal invitations and support to prepare if they chose to attend. Some guests travelled to the stadium in the days before the event to become familiar with the route and surroundings. Frontline managers and teams met regularly to refine checklists of considerations to ensure the night was the best it could be for the people who matter most.

As our Chief Operations Officer Daniel Kyriacou explained,

**“The people we support are at the centre of everything we do so we wanted to thank them by creating a truly memorable experience where they could ‘dress to the nines’ and have fun. It was a sensational night.”**



# Our Casino community celebrates with song, food and friends

People we support in the Northern Rivers were our guests at a beautiful 70th Anniversary afternoon garden party held at local venue, Windara Communities in Casino.

About 50 guests graced the occasion in semi-formal attire despite the warm weather. The ladies wore their finest floral dresses and the gentlemen shirts and ties. Each guest received a matching lapel flower in keeping with the venue's floral theme.

The evening's entertainment featured karaoke and a singalong to beloved country music hits, including a memorable rendition of John Denver's 'Take Me Home, Country Roads'.

Outdoor activities added to the fun with many guests taking part in spirited games of cornhole – a lawn game where competitors try and throw a small fabric bag through a hole in a raised angled board. Others enjoyed strolling through the landscaped gardens or capturing memories in the photo booth.

Delicious food and drinks were enjoyed by all, and the party closed with cake and an exciting lucky door raffle.







# Bringing the community together

We brought our anniversary festivities to Araluen in Epping with The Good Fair, a lively and inclusive community market day.

The November 2022 event featured stalls offering a wide variety of items to buy, including plants grown by the people at Araluen, sewing and craft supplies from The Sewing Basket, fashion, and candles. Mouth-watering treats were on sale from Achieve-wide baked donations.

Entertainment was provided by an acoustic musician and Araluen's very own DJ Alex, while a petting zoo added to the fun for everyone.

People we support, their families, staff, Araluen neighbours and local residents were amongst the hundreds of visitors to the fair. It was wonderful to witness the community coming together to celebrate and learn more about Achieve's impactful work.





# leaving COVID restrictions behind

Achieve Australia specialises in supporting people with complex disability and health needs. We employ and further develop expert staff who are passionate about inclusion and delivering service excellence.

The people we support are at the centre of all that we do. We support each person to make decisions about their daily lives through the communication style that suits them.

This strong foundation served us well as COVID restrictions eased in NSW and everyone was keen to get out to enjoy life, learn, work, and connect with family and community.

Our focus was to make sure that people received the benefits of reconnecting with the community without the consequence of COVID infection. Minimising risk and providing quality care were key. Where required, we carried out careful risk assessments so everyone could enjoy their favourite activities as well as new adventures safely.

Early in the pandemic, our expertise in clinical support saw us being commissioned by the National Disability Insurance Agency (NDIA) to help design the COVID response for residential accommodation services. We led the way on how to protect older people with complex support needs.

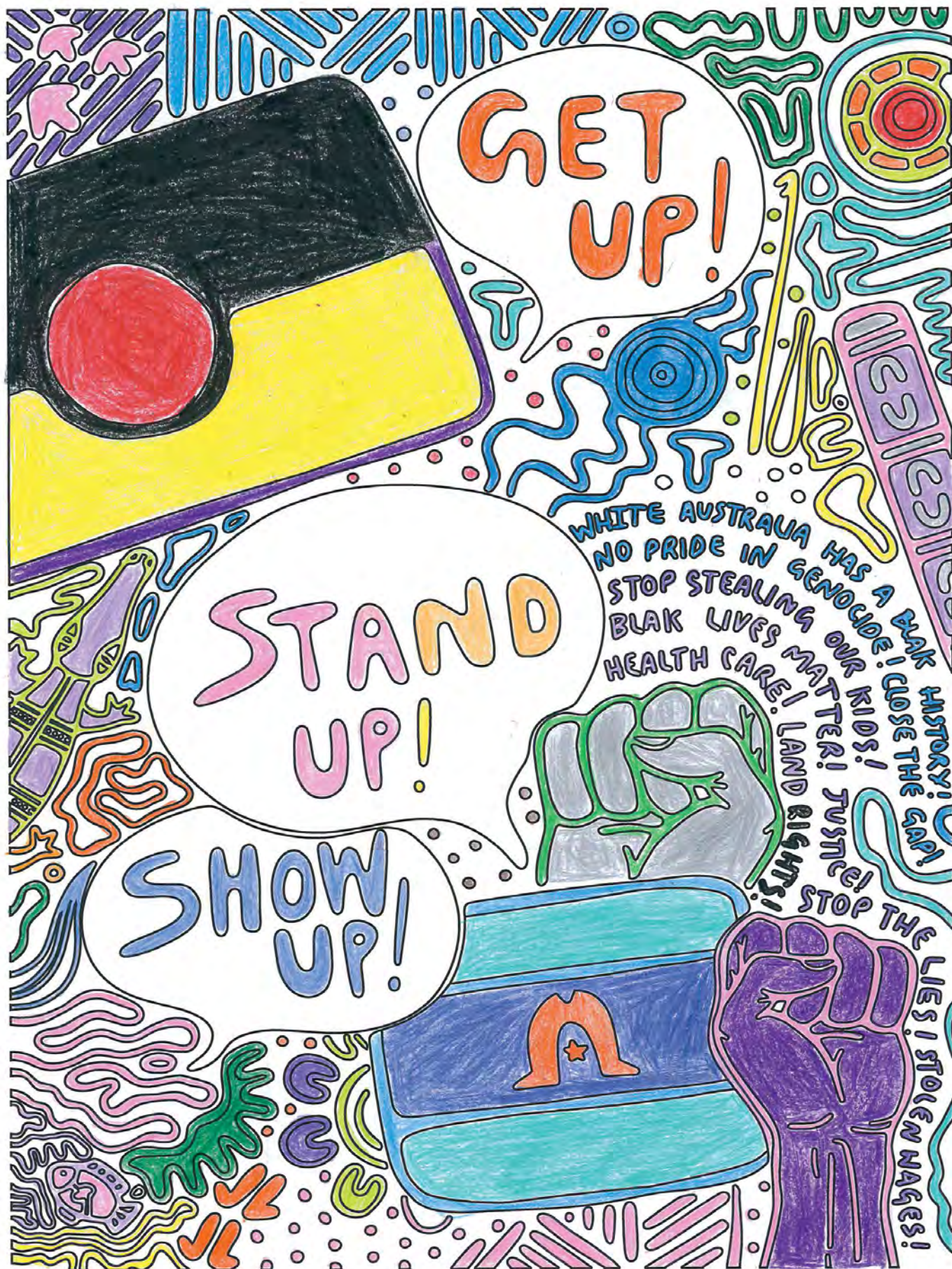
We drew on our best practice knowledge to develop the safest approach to support people post-COVID restrictions. We remained conscious of our strong record

“This BBQ was the first our clients had been able to enjoy in the community for a long time. It was a celebration for them but also our staff who have done an amazing job throughout the COVID restrictions.”

**Service Manager Vasant Muthu supporting people living in Wentworthville**

on COVID safety. Achieve was one of the last organisations to stop wearing masks months after the government lifted its mask mandate. We continue to enforce mask-wearing where needed due to the additional complex health needs of many of the people in our service.





Felix's prize winning entry.

# NAIDOC WEEK

3-10 JULY 2022

#NAIDOC2022 #GetUpStandUpShowUp

Aboriginal Flag designed by Mr Harold Thomas. Torres Strait Islander Flag reproduced by kind permission of the Torres Strait Island Regional Council, designed by the late Mr Bernard Namook.

facebook.com/NAIDOC  
@naidocweek  
@naidocweek

Stronger, Ryhia Dank (Nardurna)

I created this piece after reading this year's NAIDOC theme. I knew straight away I wanted to do a graphic piece centred around our flags with text highlighting what we have been through and are still fighting for. I feel that this piece being black and white allows us to focus on the detail and messages in the artwork.

In this artwork I have little bits of me and my family. I have included a crocodile for my late granny. She was one of the strongest women I know and was never afraid to speak her mind and stand up for family and Country. I have also included my family's dancing stick, this is present as a reminder that we will always have our Country, Kin and Culture. There are also symbols to represent us as a community. People gathered around a camp, a spear and woomera to represent our strength, water, trees, animal tracks and non-human entities to show our connection to Country.



NAIDOC Week 2022 proudly acknowledges and celebrates the 50th Anniversary of the Aboriginal Tent Embassy (1972) and 30th Anniversary of the 1992 Mabo decision (Mabo v Queensland (No 2) (1992)).  
naidoc.org.au



Throughout the year, we supported people to develop and achieve goals, all while enjoying enriching experiences back in the community.

## Winter

We all celebrated NAIDOC Week in people's homes and at our Community and Lifestyle programs at Araluen, Casino and Seven Hills in July. Felix won the NAIDOC Week colouring competition, receiving a celebration and gift voucher.

'Christmas in July' in Araluen was another popular event for those attending Araluen. Birthdays were able to be celebrated with bigger groups and with a particular focus on encouraging people to say how they wanted to mark their birthdays, and to extend invitations to family and friends. In August, it was lovely to see Margaret celebrating her 72nd birthday with her sister Carolyn in her home in the Ryde area.

Unsurprisingly, getting out and about was the most popular activity. The young people who regularly visit Summer Hill House were full of beans getting out into the community again. Our staff created a range of activities from getting up close to farm animals and visiting activity centres, to being part of a street pop music marathon and much more.

## Spring

As the weather warmed, outdoor BBQs in backyards and parks topped the wish list for many. Exploring some of Sydney's tourist spots and learning the best ways to get from points A to B were how people attending our Community and Lifestyle program at Araluen enjoyed the new normal.

Participants visited the Bahai Temple in Inglestone, Luna Park in Milson's Point, Customs House and the Museum of Contemporary Art in the city.

## Summer

Sculpture by the Sea in Bondi left everyone in awe of the beauty and majesty of the sculptures, while the outdoor BBQ was again back on the social agenda. In the Northern Rivers, clients enjoyed fishing, meals at their favourite venues and getting out for personal errands including a good haircut.

## Autumn

In March, Angus from Meadowbank was able to get back to his much-loved sailing watched by his housemates from their vantage point at the boathouse. In north-west Sydney, people invited family to join them on trike rides and for an outdoor lunch. We also supported those who wanted to join the community effort for Clean Up Australia Day.

In May, we joined the fun for the biggest event on the Casino calendar – Beef Week. We were well represented at the dinner that kicks off the week-long celebrations. The Vivid festival on Sydney Harbour was the perfect evening event for people from across our services, including those who attend our new My Life After 5 social group.

**“We were taking full advantage of the beautiful weather, while making sure the people we support are familiar with taking the ferry to the city.”**

**Support Worker  
Benji Schwarcz**





# delivering on the final year of our Strategic Plan FY2021-2023

The end of FY2023 saw the last phase of our three-year Strategic Plan which guides our work and ensures we stay aligned to our key priorities and our Passion for social inclusion for people with disability and our Purpose, to build extraordinary lives for the people we support.

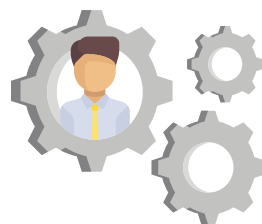
Our Strategic Plan FY2021-23 was developed in consultation with the people we support, their families, our frontline staff, community partners, and sector leaders.

It focused on five key priorities:



## Living inclusion

To cultivate a sense of belonging by nurturing an inclusive organisation and connecting with communities.



## Transforming services

To deliver on our Passion and Purpose by aligning our services and workforce to each person's ambition for a good life.



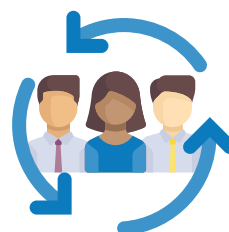
## Elevating voices

To listen and activate the voices of people with a disability and demonstrate true inclusion in all that we do.



## Valuing resources

To foster a cooperative environment, encouraging stewardship of organisational resources and collective achievement.



## Building capacity, building culture

To live by our principles and support the quality and consistency of practice.



Throughout each year of the plan, we made significant improvements for the people we support and our staff while ensuring everyone feels valued and included.

In year three, we looked closely at the diversity in our organisation, setting out a way forward to make our workplace even more inclusive. We listened carefully to feedback from people we support and their families, and involved all in designing our services to make sure we deliver on their needs.

We continued to make our operational systems more efficient and cost-effective by giving our teams more tools to do their jobs well. We continued to invest in training and development, so our staff grow and succeed. We also advanced ways to do things better, based on data and other evidence in collaboration with the sector.

Here are some of our achievements from year three of our Strategic Plan.



## Living inclusion

### **Taking significant steps to build a diverse and inclusive organisation by:**

- Starting work on a Diversity and Inclusion Strategy with a focus on people with disability, Aboriginal and Torres Strait Islander peoples, and culturally and linguistically diverse communities.
- Commencing work on a Disability Inclusion Action Plan (DIAP), which will be part of this strategy. It will set out how Achieve will improve access and inclusion for people with disability across our organisation including staff.
- Maintaining our 'Disability Confident Recruiter' employer status.
- Increasing our Cultural Competence through staff learning and development
- Enhancing the ways we express social inclusion included in our customer value promise and employee value promise.



## Transforming services

### **Tailoring our service offerings to fit the needs of the people we support by:**

- Launching My Life, My Say pilot program to offer life skills training to young people. The program was co-designed with young people with cognitive disability and their families to ensure the program suited them and their peers.
- Reviewing and refining our service delivery at our Community and Lifestyle Program at Araluen in Epping, to better support people to pursue what matters most to them.
- Aligning our organisation to support clients in setting and meeting their goals.
- Delivering a draft of a newly developed Workforce Plan that introduces more efficient ways of working.

## Elevating voices

### **Taking action to reflect and amplify the voices of the people we support by:**

- Implementing and evaluating the Quality Champions program to better represent the voices of our clients.
- Developing the Inclusive Governance Framework to support the appointment of people with lived experience of disability to our Boards.
- Developing an advocacy submission on the future of Disability Services for Older Australians (DSOA).

## Valuing resources

### **Reinvesting through responsible financial management by:**

- Using benchmarking data resources in reporting and decision-making.
- Planning the expansion of our Supported Independent Living (SIL) Services with Inclusive Housing Australia (IHA) and other accommodation providers to offer more locations and services for people living with disability.
- Improving and aligning systems, processes, and technology including redevelopment of our public website.

## Building capacity, building culture

### **Translating our principles into culture, service delivery and leadership by:**

- Evaluating leadership development and embedding it in our daily operations.
- Integrating our employee rewards and recognition programs including our staff awards into daily operations.
- Actioning employee feedback and input on our employee engagement action plans to make Achieve Australia a better place to work.
- Advancing work to develop our Practice Framework with input from sector experts and The Achieve Foundation to deliver service excellence.
- Delivering our new Achieve Australia Culture Statement.

# Achieve Australia *culture* Statement

We are building on our legacy of innovation to create a place of belonging where people feel encouraged to share and explore new ideas.

We support a no blame risk culture and take pride in providing safe places to work in and receive services. We are focused, outcomes-driven, compassionate and courageous.

We embrace difference and diversity, value choice and applaud courage. We are connected as a team in our work to empower the people we support, recognise their strengths, and elevate their voices in all that we do.

# elevating voices of people with disability

**An Australian first that places clients at the centre of service improvement.** In late 2021, Achieve Australia's Quality Champions program started to gather feedback from people we support about the services they receive from us and identify what is working well and where we can improve.

The program is aligned to our Strategic Priority of Elevating the Voices of people with disability. The feedback gathered by Quality Champions helps us gain new insights into their needs and preferences, so we can improve our services to better support them. It's also an opportunity for us to recognise what we do well.

The teams work in pairs, with one staff member being a person with lived experience of disability. The pair visits clients in their homes by appointment to discuss and document their feedback including any changes to the way services are delivered. They then co-write a report to document this feedback so it can be shared with the frontline operations team to action. The Quality Champions pair follows up with our clients to check that changes based on their feedback were made and if they are happy.

Quality Champions was developed based on work carried out in 2018 with the Centre for Disability Studies (CDS) at Sydney University to evaluate adapting the successful Quality Checkers program in the United Kingdom for the Australian disability sector. This included a pilot program involving the people we support

and our staff. The results were promising, leading to the hiring and training of a dedicated team. Our Quality Champions and Quality Champion Partners are key to the success of the program and how well-received it has been by all.

Highlights from  
our Quality Champions  
team over FY2022-2023:



**48 interviews conducted**  
11 the previous year



**15 Locations visited** seeing  
people we support



**21 follow-up interviews** and  
reports carried out





# The Quality Champions Roadmap for Positive Change



**QUALITY CHAMPIONS**  
A voice for positive change

## What key stakeholders say about the Quality Champions program

We asked our clients if it was important that the person interviewing them as part of the program had lived experience of disability. One of our clients summed it up like this:

“Yes, it’s very important. I never thought I would be a person with a disability. One of the Quality Champions spoke about some challenges like shopping and getting around.”

A family member of a person we support told us, “It’s essential to have lived experience. They know some of the challenges and have an extra level of understanding.”

Our frontline staff also appreciate this program – “This offers a way to hear [from the people we support] to make changes that matter to them.”

From our Quality Champion’s point of view – “Having a disability might give me a different perspective on what is happening.”

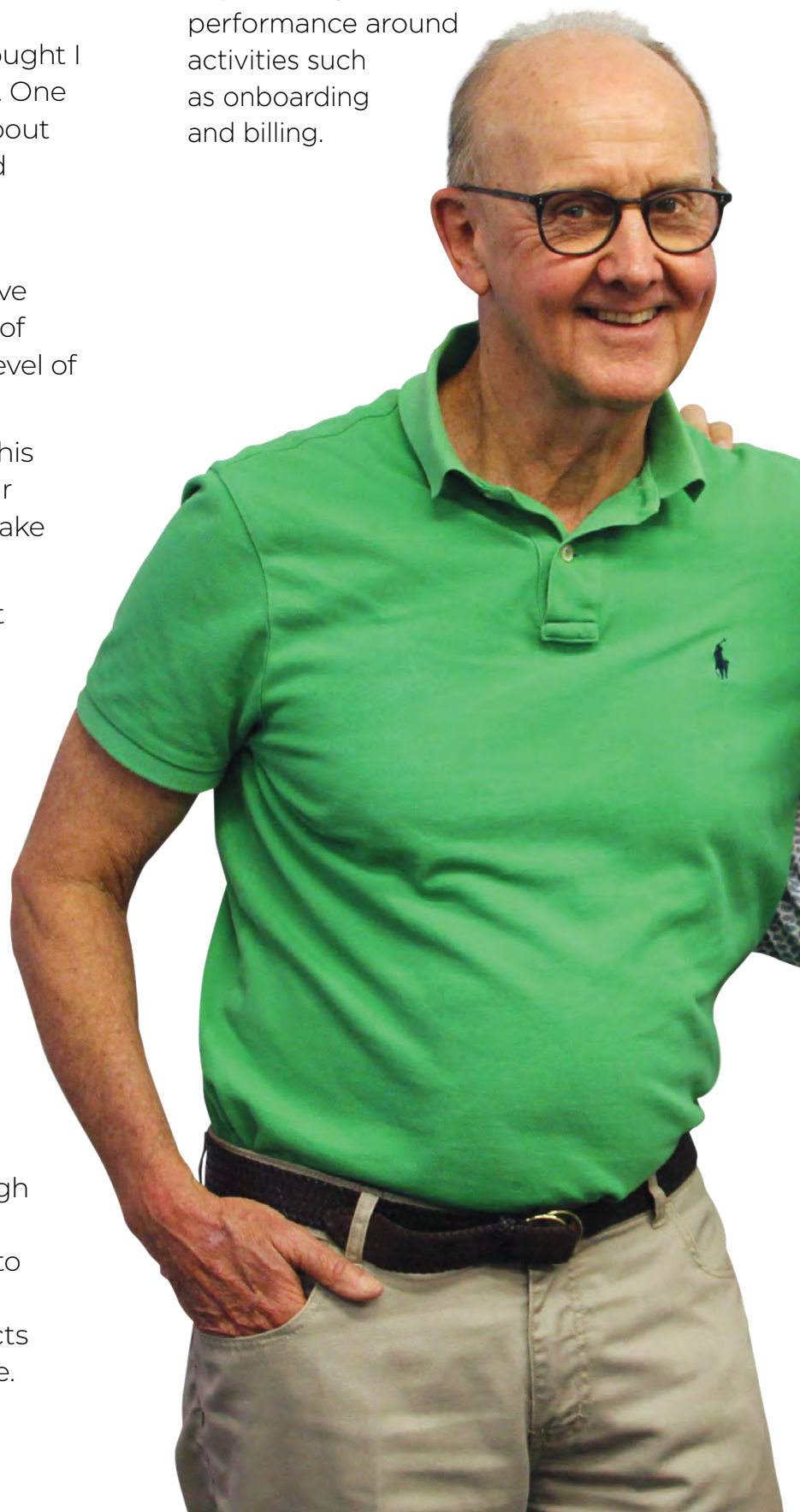
## Hearing feedback from new clients

In March 2023, we commenced ‘New to Service’ client interviews with people we support and their families and carers that are an important part of our Continuous Improvement Framework.

Interviews help us measure client satisfaction and experiences through conversations about their first six weeks at Achieve and can be face to face, over the phone or online, and are conducted in a way that respects how people prefer to communicate.

New to Service interviews:

- Allow us to build insights on the initial phase of the customer journey across all Achieve services.
- Provide better visibility on how the people we support perceive the service experience to help us improve organisational performance around activities such as onboarding and billing.



“Yes, it’s [lived experience] very important. I never thought I would be a person with a disability. One of the Quality Champions spoke about some challenges like shopping and getting around”

**Achieve Australia  
client**

- Identify themes that feed into our Continuous Improvement Framework.
- Encourage all staff to ‘close the loop’ on feedback that has been received and keep the people we support updated on progress.
- Capture client sentiment about what matters most to them in their interactions with Achieve.
- Show the people we support that we value their opinions and that we have the right mechanisms in place to action the feedback they share.

Achieve’s Continuous Improvement Framework guides our commitment to innovation and contemporary best practice in the delivery of services and supports to our clients.

We use a formal process to ensure that services delivered are regularly reviewed and measured for quality and effectiveness, and that the processes and procedures that guide our staff are the best they can be.

We also encourage people we support, staff and others to provide feedback about how they think we can improve service delivery in a way that suits their communication style.



**QUALITY  
CHAMPIONS**  
A voice for positive change







# writing through the lens of lived experience

Fiona Bridger joined Achieve Australia's Marketing and Communications team in 2022 as a researcher and writer. She promptly created a blog to share her lived experience and to champion social inclusion.

Fiona is a valued member of the Marketing and Communications team who contributes to a range of initiatives and projects.

Fi says "Having the opportunity to pursue advocacy for people with disability through my blog is a real plus of joining Achieve Australia".

Whether Fi is providing commentary on current events or sharing personal stories, her authenticity provides readers with an insight into the everyday highs, challenges, and thoughts of people with disabilities. Her blog aligns with Achieve Australia's principle of 'Elevating voices' of people with disability.

Despite earning three university degrees in Visual Arts, Art Administration, and Public Policy, Fi has experienced barriers when job hunting. She harnesses this experience to keep employment on her radar for blog posts.

Fi has also brought her unique perspective of being a person with cerebral palsy to evaluating accessibility across public transport, holiday travel, attending music festivals, and various leisure activities like a day out to the beach.

An experienced traveller who has visited India, Fiji, the USA, Europe, and many

**"I feel very lucky to be part of an organisation that shares my passion for empowering people with disabilities like me to live their best lives."**

parts of Australia, Fi knows the challenges of air travel and sightseeing as a power chair user and uses her blog to share her observations and tips.

Her practical topics include, 'How to use technology to communicate', and 'Things to remember when applying for NDIS funding'. Her personal pieces include 'Dreams of motherhood' and 'The benefits of animal companionship for people with disability', her much-loved dog Ollie being a great example.

To read Fi's blog, visit the Achieve Australia website and click on 'Our Stories'. Alternately, simply type, 'Fiona Bridger' in the search box to view a list of her blogs.

new  
innovations  
to foster  
inclusion





# Artful creative expression for all

This year, we partnered with Accessible Arts to create a new community where people living around Australia were one through a shared love of being creative, no matter their age, location, ability, or life experience.

Under the banner 'Artful' and with the tag, 'Creative expression for all', we built a new online platform, created art workshops run by art experts, and launched a national art competition that anyone who does not make a living from art can enter.

Often people find themselves isolated due to age, remote or country location or their lived experience of disability. Artful brings like-minded people together and provides a platform for them to share their creative expression with the rest of Australia.

The meaningful collaboration between Achieve Australia and Accessible Arts has been designed to foster a vibrant community of artists, including those with disabilities, offering them a chance to explore their creative potential in a welcoming and supportive environment.

Everyone taking part in the creative workshops will be encouraged to enter their artworks in the Artful Art Prize Competition when submissions open in August 2023.

## Workshops for the people we support

In April 2023, we started pilot art workshops in Casino, Seven Hills, and Epping. The workshop series consisted of eight sessions, each lasting an hour, each focusing on a different medium. The sessions were taught by a professional artist with lived experience of disability and specialises in the specific art style they teach.

The mediums include basic drawing techniques, life drawing, mixed media, ceramics, watercolour painting, textiles, photography, and acrylic portrait painting.

Simultaneously, we continued to lay the groundwork to launch the national Artful Art Prize. From August 2023, people will be able to enter artwork in six categories: Drawing, Painting, Mixed Media, 3D, Photography, and Textiles.

Submissions will be judged by a panel of artists, and will receive gift cards from an art supply store.

We are thrilled to launch Artful as an initiative that unites people of diverse backgrounds as one community who share a love of creativity. We look forward to sharing more details and announcing our talented Artful Art Prize winners in our next Annual Report.



co-designing  
with young people  
to create a new life  
skills program

my  
life



We launched the My Life, My Say pilot program during the year based on a co-design process carried out with a group of young people and their families.

My Life, My Say aims to empower young people with cognitive disability aged 18 to 30 through teaching life skills that support greater independence.

During the co-design process young people told us that the areas of most importance to them are:

- Independence and self-determination.
- Social inclusion and fostering friendships.
- Having new experiences.
- Recognising a person's individual strengths.

Our co-design team worked to identify courses tailored to their needs and those of other young people with disability in specific communities. A professional module writer was engaged to create courses in the four key areas that were both practical and enjoyable. Each are to include activities that foster social interaction, both in the classroom and in the community.

The logo for 'my say' is located in the bottom left corner. It features the words 'my' and 'say' in a white, lowercase, sans-serif font, stacked vertically. The text is set against a solid pink background that forms a large, curved shape on the left side of the page.

In May 2023, the new teachers recruited for the program underwent thorough training in the course content and teaching methods. The training included strategies for teaching students with diverse needs and behaviours using group activities and discussions directly related to course content.

They also took part in a scavenger hunt requiring them to apply their skills in managing various needs and behaviours in real-life community settings.

In June, we invited applications to take part in our My Life, My Say pilot programs to be held at our Community and Lifestyle Program centres:

- Life skills for moving out of home at Seven Hills.
- Communication skills at Casino.
- Self-advocacy skills at Araluen in Epping.

The pilot modules were free to attend and are to be independently evaluated so we can test and refine courses. Our goal is to offer a full year's worth of valuable learning to support those attending to learn and thrive.

We look forward to sharing updates in the next Annual Report.



# My Life After 5

## Sydney and Casino

A new social group launched this year called 'Friday Night Hangouts' in Sydney and 'My Life After 5' in the Northern Rivers.

This initiative was open to people we support in our services and newcomers too. Those who took part gathered every other Friday to join in an activity they planned themselves as a group.

In Sydney, they gathered at our Community and Lifestyle centre in Araluen at Epping. In the Northern Rivers, the group gathered with our team in Casino.

The aim was to forge friendships and come up with a plan together as to what fun activity the group will do on a designated Friday night.

In the Northern Rivers, the My Life After 5 group enjoyed the Woodburn Riverside Festival and Kyogle Show. The group also opted for pub dinners and dancing to live music.



In Sydney, the group mixed it up including experiencing Vivid Sydney, travelling to famous Balmoral Beach for fish and chips and opting for a favourite spot, the Castle Hill RSL on more than one occasion, to enjoy a meal and then dancing encouraging other RSL-goers to join in.

Friday Night Hangouts and My Life After 5 proved very popular this year. They will continue next year under the collective 'My Life After 5' banner in both Sydney and the Northern Rivers.



# Advanced care planning webinars

As part of National Advance Care Planning Week (NACPW) in March 2023, our Quality Team conducted advanced care planning webinars to encourage the people we support and their families, regardless of age or health status, to communicate their future healthcare preferences.

While relevant to everyone, advanced care planning holds particular significance for those we support, who have the right to quality care and to make their own decisions on their medical treatment.

Additionally, a separate webinar was held for staff, focusing on how our frontline can support people with disability in planning for their future care needs.

The webinars covered:

- The importance and benefits of advanced planning.
- The process of advance care planning.
- Documenting advance care planning preferences.
- Helpful resources.
- Question and answer sessions.



Esther Conway, General Manager Clinical Governance and Practice

our  
people

## Beyond the Here and Now

In February 2023, frontline managers gathered for a three-day conference in Wyong themed 'Beyond the Here and Now'.

Frontline managers heard from specialist speakers, exchanged insights, and collaborated on the way forward.

The agenda featured a presentation on the work being carried out to develop Achieve Australia's Practice Framework, to support service excellence into the future. This work included a literature review on best practice for large service delivery organisations by esteemed academic Professor Christine Bigby of La Trobe University's School of Social Work and Social Policy.



## Disability Confident Recruiter

Last year, we proudly announced that Achieve Australia was one of only two non-profit organisations recognised as a 'Disability Confident Recruiter' during the Disability Confident Awards run by the Australian Network on Disability.

We continued focus on maintaining our Disability Confident Recruiter status as part of a larger aspiration to employ people with lived experience of disability at all levels and areas of the organisation.

We know that a diverse workforce plays an important role in creating a great place to work, and our ability to innovate and deliver service excellence.



# Initiatives to stay a great place to work

The disability services sector is under constant pressure to attract and retain quality candidates.

As an employer, we are competing not only with other disability service providers but also with other sectors such as aged care and childcare. Being an employer of choice is a top priority for Achieve Australia and key to delivering service excellence to the people we support.

During the year, we engaged in activities to attract and retain great people including:

- Working to ensure our recruitment processes and workplace is accessible and inclusive for people with disability and those from culturally and linguistically diverse backgrounds. Retaining our Disability Confident Recruiter status is part of these efforts.
- Enhancing our employee reward and recognition program.
- Actively using the feedback from our employee engagement survey to make positive changes for our staff.
- Enhancing our Performance Planning and Review process to focus on meaningful conversations between managers and direct reports about support and development throughout the year.



- Encouraging career progression within Achieve Australia demonstrated by many successful internal promotions to secure the best person for a specific role.
- Combating staff shortage in the sector by encouraging new people to work in our sector through the creation of trainee and work placements.
- Working to ensure we meet our gender equality goals and commitments.
- Implementing new training initiatives such as offering more face-to-face training opportunities and competency assessment to align skill level, knowledge, and qualification with site or client specific requirements.



# recognising dedication and outstanding performance at our PACE Awards

Our employees are the key to our sector leadership role in delivering service excellence to people with complex disability and health needs.

The passion of our frontline teams is critical in ensuring person-centred supports, where the people we support tell us what they need to live the life they choose. Our annual staff awards are our opportunity to recognise the excellent contribution of staff members who model what it takes to deliver great outcomes.

## List of winners:



### **Employee of the Year** **Kathy Gottwald, Senior Support Worker at Macquarie**

Kathy stands out for her unwavering dedication to enhancing support for residents living in homes in the Macquarie area. Colleagues described Kathy as inspiring and dependable, while family members told us her commitment to their loved ones was second to none. She always has time to listen and involves the people she supports in decision-making.

### **Team of the Year** **Northern Rivers Cluster**

Despite challenges like COVID and floods, the team successfully launched new services, and kept our clients safe and active in their community. The Casino team is renowned for their mutual support, and Northern Rivers managers set the standard for welcoming ideas and feedback from clients and staff.





### Client's Choice Award

**Ann Hollis, Senior Support Worker,  
Ryde Cluster**

Ann has received constant praise for her unwavering support, community engagement, and ability to bring joy and laughter to everyone she meets. Family members commend Ann's exceptional care, encouragement of personal growth, and effective communication skills – all contributing to fulfilling lives of people we support in Ryde.



### Chair's Award

**Emma Rose Keegan, Nursing Service  
Coordinator, Inner West Cluster**

Compassionate, a great advocate for clients and an inspiring leader for colleagues, Emma Rose has been recognised for her person-centred approach to supporting clients and families in many ways, like providing palliative care. She is an excellent communicator and a champion for following policies and procedures. Emma Rose has demonstrated the highest standards in all she has done.

### Social Enterprise Employee of the Year Will Curtis, AchievAble Enterprises

No matter how difficult the task, Will has always been happy to lend a helping hand. His outstanding work ethic, friendly nature and passion for purpose has inspired everyone around him.

### Volunteer of the Year Mark McKenna of The Sewing Basket Balmain

Mark has spent countless hours at The Sewing Basket's Balmain store and fairs where he has shined as a remarkable ambassador. For Mark, connecting with both customers and colleagues seems effortless.



### Delivering on our Passion Jim Maloney, Support Worker, Inner West Cluster

The people we support are always front and centre in everything Jim does. He is an 'all-rounder' that can fix anything while cracking his famous jokes. Jim's willingness to help on any occasion is well known, like when COVID hit. Jim did not hesitate to jump in, even on his own time, to lend a hand to the team.



## Delivering on our Purpose

### **Louise Colnan, Support Coordinator, Sales**

Family members have praised Louise for always going above and beyond for their loved ones. She is described as trustworthy, knowledgeable, and always willing to help her colleagues.



## Living our Values: Inclusiveness

### **Leanne Larche, Operations Manager, AchievAble Enterprises**

Leanne is a great people leader, a supportive boss and commercially savvy. Her team describe her as being generous with her time to help them learn new skills and develop their confidence.

## Living our Values: Stewardship

### **Melek (Mel) Cevik, Senior Support Worker, Ryde Cluster**

Families have described Mel as dedicated, reliable, good humoured and always approachable. Mel treats people like her own family and has been known to sew curtains and put up decorations in a new person's room just to ensure they feel at home.





**Living our Values: Extraordinary –  
Catherine Wilson, Senior Support Worker,  
Macquarie Cluster**

Catherine is a passionate powerhouse planner and a top-notch leader. She has empowered the people we support to make their own decisions and encourages them to engage in community activities.



**Living our Values: Ethical Practices  
Jackie Goody – Service Coordinator,  
Community Participation**

Jackie has been pivotal in improving Achieve's drop-in support service. She has advocated for service users' rights, helps them guard against scams, and has built strong relationships with them and their families. Additionally, she has supported her team to ensure they are ready to deliver excellent service.





Our **business** year in review

a time  
for  
renewal





## Achieve welcomes new Board members

In November 2022, we were excited to announce Kerry Stubbs as Achieve Australia's new Chair. Kerry brings valuable insights and a wealth of experience to the role, with a deep understanding of our sector and a track record of driving innovation.

Previously, Kerry served as CEO of Northcott Disability for 12 years and chaired Northcott Innovation, where she played a pivotal role in launching initiatives like the disability accommodation matching site, GoNest.

As we bid farewell to our outgoing Chair Richard Dinham, we acknowledge his significant contributions, including his involvement in establishing Inclusive Housing Australia (IHA) and The Achieve Foundation (TAF). While Richard steps down from his role, he will continue to support Achieve through his positions on the boards of TAF and IHA.

Colin Westman also retired from the Achieve Board of Directors this year. Colin has brought his considerable financial expertise to our organisation and his contribution to Achieve Australia is highly appreciated.

In addition to Kerry's appointment, we warmly welcomed Dr Scott Avery, Katie Kelly OAM PLY, Sean Parker and Stuart Miller to the Achieve Australia Board of Directors. This marked an exciting phase of Board renewal for Achieve Australia.

Dr Scott Avery is a Worimi man, Aboriginal Scholar and disability researcher who brings invaluable insights from his extensive experience in the health system and health research. Scott's firsthand perspective on overcoming barriers to inclusion for people with disabilities will be instrumental as we develop our next strategic plan.

Katie Kelly is a diversity and inclusion advocate and philanthropist, and an Industry Fellow with Griffith University's Disability Inclusive Council, an Ambassador of the Australian Sporting Alliance for People with Disability, an Ambassador of Next Sense, a co-patron of the Australian Deaf Games, a Facilitator for the Victoria University Women with Disability Leadership Sport Inclusion Project and co-founder of the Casino and Armidale Fun Run.

Sean Parker's extensive senior management experience includes Chief Financial Officer roles for two publicly listed companies. He is also a member of the Board of several not-for-profit organisations specialising in community housing and supporting families. Sean is Chief Financial Officer of Hume Community Housing where he is responsible for investment, finance, IT, and business services.

Stuart Miller is a highly commercial, accomplished customer-centric executive. Stuart has a proven track record of leading transformational growth and acquisition programs in mid-scale, smaller-scale and complex, high-volume service operations through strategic and visionary leadership.

Stuart is a leader who possesses courage, optimism, and curiosity, creating impact with tenacity, resilience, and an ability to connect with staff at all levels.

# Our **business** year in review

In February, Achieve's Chair Kerry Stubbs endorsed the Council for Intellectual Disability's 'Every day for Everyone' campaign, ahead of the NSW Election on 25 March. This campaign, supported by an open letter, presented an action plan urging the NSW Government to enhance inclusivity for people with disabilities.

The action plan outlined three key steps:

- Simplifying information for people with disabilities, especially those with intellectual disabilities.
- Improving access to public transport for better cognitive accessibility.
- Boosting employment opportunities for individuals with intellectual disabilities within the public sector.

In August, our Chief Operations Officer, Daniel Kyriacou contributed to the National Jobs and Skills Summit in Canberra. This event was organised by Minister for the National Disability Insurance Scheme, Bill Shorten to brainstorm innovative strategies for enhancing disability employment. People with disabilities, their families, advocates, service providers, and unions collaborated on ideas, such as establishing a government National Workforce Strategy and enhancing pathways to employment in the disability services sector. This was a positive initiative towards addressing the challenges faced by communities living with disability.

advocacy



# our approach to continuous improvement

Achieve Australia has a formal system of continuous improvement where opportunities are identified, and the associated work tracked to completion.

Some of our initiatives to improve service outcomes from this year include:

- Establishing a comprehensive scorecard system to monitor performance metrics for our frontline teams.
- Forming a team to leverage data and insights to inform service improvements and strategic planning.
- Introducing staff photo IDs for all Achieve staff.
- Holding 'New to Service' interviews to measure client satisfaction during the first six weeks of people receiving services from Achieve.
- Providing added training and development to staff identified as future leaders.

We are constantly improving in various areas, including essential behind-the-scenes tasks like scheduling, staff training, and compliance documentation, all while keeping our focus on client outcomes.

We work in a complex space and strive to achieve excellent results for our clients by placing them at the centre of all that we do and by closely monitoring and refining our systems and procedures.

We are dedicated to supporting our team with resources and training. Our success depends on recruiting and retaining people who fit our culture and share our passion.



# The Sewing Basket

## The shop that keeps on giving

For years, The Sewing Basket has been well-loved by shoppers while also providing valuable support for people with disabilities.

We opened our store in Caringbah in March 2022, the first Achieve site in the Sutherland Shire. Over the course of the year, we have seen it thrive and become a wonderful fixture in the community.

In 2022, we saw a comeback to all crafting and quilting events, marking a return to normalcy post-lockdown. These events not only brought in new customers but also rekindled our relationships with existing ones, resulting in nearly \$50,000 in sales and event revenue.

To enhance our volunteer program's efficiency, we introduced a new procedure in September 2022, complete with position descriptions, handbooks, and agreements.

With the amount of donations increasing across The Sewing Basket network, we needed to find ways to move donations that could not be used in-store. We then forged partnerships with six charities and not-for-profit organisations, providing them with materials for their projects, such as blankets, quilts, beanies, and bags.

Our commitment to inclusivity led us to increase employment of individuals with disabilities across our stores, with four new people starting work at The Sewing Basket throughout the year.

We also made strides in employee engagement, with the number of our engagement survey respondents increasing

from under four last year to 12 this year. This provided us with valuable insights into areas of improvement, such as fostering friendships in the workplace and providing opportunities for learning and growth.

Despite the challenges brought about by the pandemic, keeping the people we support safely connected to their families and communities was always a top priority. By implementing stringent safety measures we successfully navigated through the pandemic without any store closures this year due to COVID infections originating from our locations.

**“Working through COVID whilst serving external customers was a challenge, with varying opinions of whether a mask should be worn in the stores. The approach we took was that we were doing everything to protect our community and 99% of our customers and staff were on board with the measures we took”**

**The Sewing Basket  
Manager Geraldine Daniel**





The Achiev  
**SEWING**  
**BAS**



# AchievAble Enterprises cements its reputation for quality results and career development

There were several highlights throughout the year for the AchievAble team including being selected to fulfill a prestigious Easter Show contract and starting a new learning program.

## **Reputation for quality work wins the Bertie Beetles contract yet again**

The focus, speed and precision of the team saw AchievAble selected by Chicane Marketing for the fifth year in a row to pack the hugely popular Bertie Beetle Easter show bags.

"The team love being part of the Royal Easter Show preparation and we have a great ongoing relationship with Chicane Marketing, so packing the Bertie Beetle show bags is an annual highlight!" says AchievAble Enterprises Commercial Operations Manager, Leanne Larche.





“When customers like Chicane come to visit us here on site, they are blown away to see what we do here and how we operate. Customers love the welcome they get from the people who work here in the factory,” Leanne says.

## **Nationally accredited learning**

The team enjoys feeling the pride that comes with mastering new skills so in late 2022, Leanne started working on a plan to offer them nationally accredited training as part of their employment development.

Discussions with employees and their families established that on-site training was preferred. After careful consideration, the Registered Training Organisation, BSI Learning, was selected for its teaching success and passion for social inclusion.

In all, nine students started an MSM30116-Certificate III in Process Manufacturing in February 2023. Classes are held on-site each Monday and will continue for a year.

AchievAble Enterprises was established in 1988 on the original Crowle House site in Meadowbank to develop the skills of young people with cognitive and intellectual disability. A few years later, the operation moved “just around the corner” to a dedicated factory. AchievAble then opened a factory in Marrickville and in 2018, opened its state-of-the-art factory in Newington where it remains today.

AchievAble employs 57 people with disability and competes with other companies to win business across product assembly, packing, liquid filling, labelling, and wrapping. It offers excellent customer service and well-maintained facilities that include two HACCP-certified rooms for safe food handling, an accessible loading dock and forklift area, printing facilities, and a modern production layout to service multiple customers, a team who are fully trained to deliver versatile services.



# inclusive Housing Australia (IHA)

This year, we are excited to share the progress Achieve Australia and Inclusive Housing Australia (IHA) have made together in their joint program called Housing Futures. This project is set to give 50 of the people we support living in unsuitable accommodation, such as rental homes or NSW Department of Housing properties, the opportunity to relocate into purpose-built housing.

The development of accommodation sites for Achieve in Blacktown, and Northern NSW in Casino began when the program started in early 2021, with completion targeted for 2024. In Werrington a new site is being developed by IHA with the Thorndale Foundation. IHA has been collaborating closely with people with disabilities, their families, and carers to ensure that every aspect, including design and layout meets everyone's needs.

Here is a snapshot of the progress made across three sites:

**In Blacktown,** IHA is constructing two homes, each featuring three-bedrooms and a one-bedroom villa all designed for modern living, with accessibility features. People have been selecting colours for their new homes and looking forward to moving in, in 2025.

**In Casino,** IHA is building homes that feature wide doors, automatic sliding doors, and adjustable kitchens for convenience. Centrally located to the town and surrounded by fantastic community facilities, these homes will provide an active lifestyle whilst ensuring safe and comfortable housing for people with disabilities.

**In Werrington,** IHA is answering the need for more purpose-built accommodation with the construction of two and three-bedroom houses. Beginning next year, this project will introduce 10 new homes at Kings Central, a vibrant community developed by Lendlease. Collaborating with the Thorndale Foundation, IHA is committed to providing tailored support for each resident to enhance their quality of life.

While we are proud of this project and confident it will improve the living conditions for people with disabilities, the need for Specialist Disability Accommodation (SDA) persists in many areas across the country. Next year, we look forward to sharing updates on the progress of these homes and our plans for expansion into new areas.



**inclusive housing  
australia**  
*Transforming Lives*





# The Achieve Foundation:

## Achieving impact through research and collaboration

Growing The Achieve Foundation's philanthropic network, attracting significant support for new projects, and building the profile of the Foundation were all part of a busy year.

### Disability Employment Catalyst

Work was carried out to successfully apply for a significant grant from the Paul Ramsay Foundation. The grant provided funding for the Disability Employment Catalyst project. The project will model how disability service providers can employ people with disability at scale in a range of roles including direct service delivery roles.

The Foundation is partnering with Achieve Australia, Life Without Barriers, and Yooralla to build a scalable, person-centred model that includes training and support, and upskilling for career advancement.

What sets the Disability Employment Catalyst apart from other models is its unique focus on scaling up and that this national project is being designed, delivered, and led by people with disability. There will be a lot more to share in the coming year.

### Grant giving and sponsorship

The Foundation completed its first grant funding round during the year to support the inaugural Impact Awards

run by Hireup. The Awards, held in 2022 and focused on building community connections, saw grants awarded to an indigenous organisation providing a space for people with disabilities at a major community event as well as to a range of individual submissions.

The Foundation will be supporting the 2023 round of grants that focus on work contributing to financial stability and independence for people with disability.

Also in 2022, The Foundation took part in the online disability conference, 'Raising Expectations', hosted by Scope and the Melbourne Disability Institute. The Foundation sponsored the keynote address given by Senator Jordan Steele-John.

In addition, Program Director at The Foundation, Deena Rosalky, presented early findings of the 'Changing Attitudes' research project at the conference.

The Foundation is exploring attitudes toward people with disability in Australia and what will influence more inclusive attitudes. The Foundation held several meetings with the philanthropic community in Victoria over the year to talk about this work. You can view the findings of Phase One of the research on The Foundation's website.



## Developing Achieve Australia's Practice Framework

The Foundation is leading work to develop Achieve Australia's Practice Framework to guide service excellence.

During the year, The Foundation delivered early work in two parts. This comprised a Literature Review carried out by Professor Christine Bigby of La Trobe University and a Staff Engagement report compiled by strategy and design consultants, ThinkPlace. Work on the Practice Framework will continue over the next year.

## The Disability Funders Network

The Achieve Foundation saw the fruition of its efforts to develop and elevate disability philanthropy in Australia with the establishment of the Disability Funders Peer Network.

The Achieve Foundation Executive Director, Dr Kirsty Nowlan, co-chairs the network with Mr Nick Taylor. Mr Taylor is the Disability Portfolio Lead of Yajilarra Trust and the Chair of the Board of Wheelchair Sports NSW. The network is supported by Philanthropy Australia.

The inaugural meeting of the Disability Funders Peer Network took place on 12 October 2022. The Achieve Foundation is grateful to Emily Harris, Executive Director of the Disability and Philanthropy Forum in the US, for accepting its invitation to be the network's first keynote speaker.





## Consolidated Statement of Profit and Loss and Other Comprehensive Income

For the year ended 30 June 2023

	2023 (\$)	2022 (\$)
<b>REVENUE AND INCOME</b>		
Revenue from contracts with customers	106,017,695	106,612,660
Not for profit income	69,083	3,160,382
Investment income and fair value movements	2,097,223	(1,049,395)
<b>Total revenue and income</b>	<b>108,184,001</b>	<b>108,723,647</b>
<b>EXPENDITURE</b>		
Employee benefits expense	79,337,285	78,038,769
Client support services	379,331	431,000
Depreciation & amortisation	2,074,257	1,688,773
Rent expense	451,782	416,557
Motor vehicles expense	328,775	699,916
Consulting and professional fees	1,952,612	1,758,080
General operating expenses	11,719,854	10,930,446
Agency expense	11,782,138	10,952,149
Interest expense on lease liability	108,391	103,620
<b>Total expenditure</b>	<b>108,134,425</b>	<b>105,019,310</b>
<b>Surplus</b>	<b>49,576</b>	<b>3,704,337</b>
Share of (loss)/profit from equity accounted investments	(205,600)	962,710
<b>(Deficit)/Surplus for the year</b>	<b>(156,024)</b>	<b>4,667,047</b>
<b>Other comprehensive income</b>		
Gain on re-measurement of defined benefit liability	75,611	1,325,996
Fair value gain on asset revaluation	(275,000)	1,255,000
<b>Total comprehensive Surplus for the year</b>	<b>(355,413)</b>	<b>7,248,044</b>

# Consolidated Statement of Financial Position

For the year ended 30 June 2023

	2023 (\$)	2022 (\$)
<b>ASSETS</b>		
<b>Current assets</b>		
Cash and cash equivalents	7,010,341	7,056,982
Trade and other receivables	3,270,496	2,490,477
Contract assets	1,493,896	5,878,896
Other assets	705,064	572,014
<b>Total Current assets</b>	<b>12,479,797</b>	<b>15,998,369</b>
<b>Non-current assets</b>		
Property, plant and equipment	9,028,163	9,683,791
Other non-current assets	57,545	50,344
Financial assets	26,004,356	24,083,404
Right of use assets	2,800,777	2,664,672
Investments accounted for using the equity method	3,840,683	4,046,283
<b>Total Non-current assets</b>	<b>41,731,524</b>	<b>40,528,494</b>
<b>Total Assets</b>	<b>54,211,321</b>	<b>56,526,863</b>
<b>LIABILITIES</b>		
<b>Current liabilities</b>		
Trade and other payables	5,074,114	7,141,086
Provisions	11,797,197	11,491,060
Lease liabilities	1,280,003	1,361,887
Contract liabilities	755,194	1,130,988
<b>Total Current liabilities</b>	<b>18,906,508</b>	<b>21,125,021</b>
<b>Non-current liabilities</b>		
Provisions	2,178,719	2,074,971
Lease liabilities	1,616,896	1,462,258
<b>Total Non-current liabilities</b>	<b>3,795,615</b>	<b>3,537,229</b>
<b>Total Liabilities</b>	<b>22,702,123</b>	<b>24,662,251</b>
<b>Net assets</b>	<b>31,509,198</b>	<b>31,864,611</b>
<b>Funds</b>		
Accumulated funds	27,843,610	27,924,022
Asset revaluation reserve	3,665,588	3,940,589
<b>Total funds</b>	<b>31,509,198</b>	<b>31,864,611</b>









## HEAD OFFICE

### North Ryde

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North Ryde NSW 2113

**1300 22 44 38**

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

## REGIONAL OFFICES

### Epping

2 Brigadoon Court  
Epping NSW 2121

### Seven Hills

Suite 8  
197 Prospect Highway  
Seven Hills NSW 2147

### Newington

Unit 5, 2 Holker Street  
Newington NSW 2127

### Casino

The Chambers  
98 Walker Street  
Casino NSW 2470