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Annual Report 2010



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Our Volunteers:

Michael Aitken
Lorraine Brullo
Rosemary Burdett
Garth Fragopoulos
Rev Ray Gormann
Owen O'Brien
Elizabeth Papettas
Steven Pollock
Kate Sterrenberg
Lesley Westerman
Bertie Westerman
Doug Willet



This last twelve months has been a happy and productive time at Araluen. Key areas of attention for the Board and its advisory committees have been financial security, risk management and maintaining a client focus. The development of our sensory garden has been a wonderful achievement of which we can be justly proud. In partnership with other community organisations we have been actively pursuing a new community housing 'eco-village' in Hurstbridge and are hopeful of success in the near future.

Considerable effort has been spent preparing for formal accreditation, a new feature of governance in the disability sector. Thank you to our Directors and the members of our various committees and working groups for their time, skills and enthusiasm.

This year nine staff completed their Certificate IV in Disability Studies with all classes being held on site at Lower Plenty. This has contributed significantly to staffing stability. We now enjoy a situation where we have no staff vacancies and there is stiff competition for any jobs that become available. We continue to promote existing personnel to more senior and challenging roles which has helped create a positive staff culture.

We are greatly indebted to our staff and volunteers for all their work and diligence.



Peter Mildenhall

Chair



Ross Coverdale

Chief Executive Officer





Based in Melbourne's north-eastern suburbs, Araluen is a not-for-profit organisation that provides accommodation and day-services for adults with intellectual disabilities.

Our Goal

Araluen provides a range of services and support to individuals with a disability, to inspire and empower them to fulfil their lives.

Our Purpose

Araluen aims to be innovative and responsive, providing group and individualised services to adults with disabilities in consultation with their families and their communities.

Core Principles

People-Focused

In a variety of practical ways we facilitate, support, listen to, accept, enjoy, advocate for and encourage people who use our services to fulfil their life goals. We maintain open communication with family members and support networks. We value our staff and invest in their development.

Integrity

We adhere to our Code of Ethics and are committed to positive, trusting and respectful relationships between members of our community - our people, their families and carers, staff, the Board and our community supports - with a key focus on the needs of our people and their families and carers.

Collaboration

We will further develop partnerships and collaborate with the disability and health sector, with the local, state and federal governments and their respective departments and with local community organisations to maximize opportunities for our people.

Adaptability

We are committed to innovative approaches and inclusive planning processes, having the capacity to adapt to changing expectations, new opportunities and regulatory compliance requirements.

Sustainability

We will maintain financial stability as an organization, growing at a pace that maintains our sense of community and use of resources in a sustainable way.



The Year that was

With 135 clients undertaking a choice of 90 day programs it is safe to say that life at Araluen is diverse and busy. There have been so many highlights. The camp at Phillip Island, the women's only weekend in the city and Santa arriving on horseback will all be remembered for a very long time.

Our staff genuinely shares in the excitement of people learning how to travel on public transport, opening a bank account or producing a digital story on a computer. I will never forget the look on Steve's face when, at the age of 51, he learnt how to ride a bike or the sheer joy that Maria had in overcoming her fear of water and having a swim for the first time in 25 years. Now getting her out of the pool is the problem!

The integration of day programs at Lower Plenty has been a great achievement by our staff. This has allowed for new opportunities to be undertaken and new relationships to be formed. The drama partnership at Templestowe has been a big hit and people really enjoy chilling out in the Friday afternoon sensory program.

It has been a prolific year for our artists with almost 70 pieces of work being sold. There have been numerous exhibitions over the last year, with Oscar winner Adam Elliot stealing the show at the Dickerson Gallery. It has been very pleasing to observe the development of functional literacy skills in so many of our people. It can be a scary world but by learning to read road signs, using an ATM and telling time can make a big difference.

Our two most senior clients reached the milestone age of 70 years. Those who started Araluen with four little children in 1950 could never have dreamt this might be possible. Sadly, five clients passed away and we continue to miss Norma White, George Demetriou, Mark Jones, Shane Attard and Annette Chisholm.

At Araluen, it is the quality of relationships that determine people's satisfaction. We were again thrilled that our consumer survey indicated high levels of approval. Being committed to continuous improvement, we look forward to doing even better next year.



Key Initiatives

The world of delivering disability services is fast changing. We have implemented the new Disability Act, face changing funding models and are gearing up for independent monitoring of our quality assurance systems. Our Strategic Plan to lead us through the next years can be summarised in the following five key initiatives:

1. Person centred plans

Creating new opportunities using a person centred planning process that turns choices into action. This focuses on individualising services while recognising the importance of group activities and programs. This process will use a family and community-centred approach with a focus on the changing needs of the individual.

2. Develop vocational and literacy programs

Developing and implementing a range of programs that will enhance the ability of our people to participate in the workforce and more independently in the community. These programs will increasingly be located near public transport and retail precincts and will seek to attract people from special schools and those that have an educational focus. We will pursue the development of a partnership with a Registered Training Organisation.

3. Implement ageing action plan

Implementing recommendations from the Ageing Action Plan including pursuing social housing options, extensive staff professional development, developing new ways of supporting our ageing people and fostering of partnerships with aged care providers and supporting ageing carers.

4. Developing facilities

We will focus on maintaining, developing and creating a sustainable environment for our people that has the best possible facilities. This includes upgrading buildings, facilities, gardens, equipment and buses to best serve our people and staff.

5. Quality framework

We will design and implement a quality framework that informs the way in which our services are delivered. Our focus will be on continuous improvement and quality assurance. The framework will be compliant with government and industry standards.



Financial performance

A surplus of \$193,231 was recorded for the year ended 30 June 2010, up slightly from last year's surplus of \$189,828. This is a good result considering that donations raised of \$42,093 are significantly down from last year's figure of \$203,747.

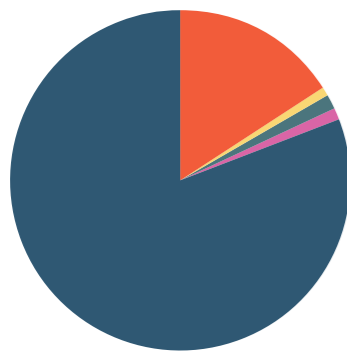
The Department of Human Services provided \$3,862,000 in operational funding for the year (up from \$3,729,000 last year) and we received a better than expected return on investments of \$62,000. Although transport costs have risen 9% compared to the previous year the overall loss from providing transport has been reduced by \$75,000 compared to last year. This is mainly due to the price increases that were put into place on 1 July, 2009. This loss recorded on providing transport in 2010 was \$146,000.

Financial position

Cash Reserves and other current assets have increased in the 2010 year due to a recorded surplus of \$193,231 and an unfulfilled obligations regarding employee provisions relating to an Enterprise Bargaining Agreement that is currently under negotiation.

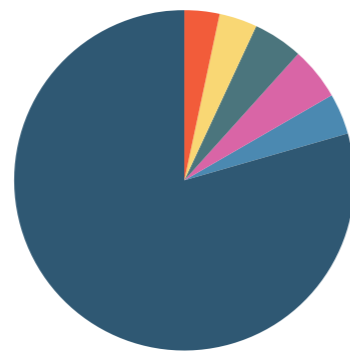
Non-current assets have increased by a net amount of \$115,000 during the trading period. This increase is due to the renovations made to Orana and the old flats, the construction of sensory gardens and the upgrade of computer hardware and communications equipment. These projects were funded using a combination of donations and our cash reserves.

Income 2009-10



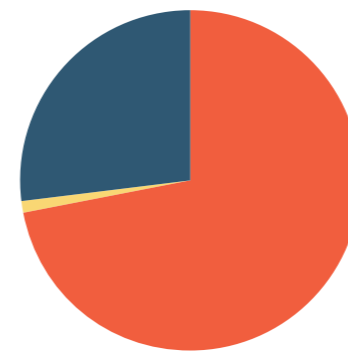
- DHS Funding \$3,862,000
- Client Fees \$760,000
- Donations and Fundraising \$42,000
- Investment Income \$62,000
- Other \$48,000

Expenditure 2009-10



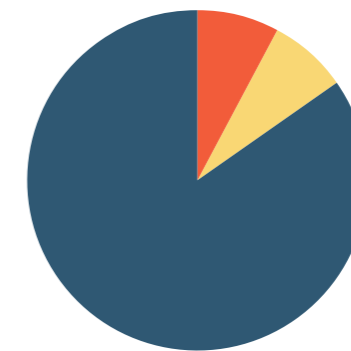
- Salaries & Oncosts \$3,645,000
- Transport \$156,000
- Maintenance & Repairs \$163,000
- Depreciation \$214,000
- Client Services Expenditure \$226,000
- Other \$177,000

Assets as at 30 June 2010



- Cash and Investments \$1,549,000
- Non-Current Assets \$4,126,000
- Other Current Assets \$55,000

Liabilities & Equity as at 30 June 2010



- Equity \$4,856,000
- Employee Provisions \$446,000
- Other Liabilities \$428,000