The NDIS arrived at Araluen on the 1st of July. While this provides a range of new opportunities for participants, there are new challenges that will make Araluen’s operations more difficult. The NDIS operating rules were very late in being conveyed to participants and to Araluen. Cost reimbursements are lower than we would have liked them to be and this will initially put a strain on our financial performance. NDIS software problems also caused startup difficulties. We believe that this is a temporary hiccup, but none the less one that will be testing as we commence operations within the NDIS funding model.

Araluen will continue to work hard to support staff, participants and families during this period of change. We will continue in our endeavours to provide excellent services.

Our new Strategic Plan has been adopted and this will guide us through this new operating environment. The Plan focuses upon our core values and this is explained further through this document. We will be further developing opportunities through our now well-established brand of “Imagining Better” outcomes for our participants.

We know that families are looking for a range of services from Araluen through the introduction of the NDIS and also for expanded housing options. We will do our very best to support you to develop packages that are especially tailored to each participant’s needs as well as continue with our investigations and advice with housing options and opportunities.

Yes, this is a challenging time for Araluen, however with the strong leadership of the Board, CEO, Managers and the ongoing commitment of our wonderful staff, there is great confidence that Araluen will continue to provide excellent supports for the years ahead.

Bruce Martyn
Chair

Imagining and achieving better lives
Araluen is a happy collection of unique people who forge supportive relationships and regularly achieve exciting and even previously unimaginable outcomes. We are very proud of our staff teams who are the backbone of our organisation. The support we have been providing has and is changing. Under the banner of “Imagining Better” more creativity and innovation is evident and people are embracing it.

Participant numbers continue to grow as demand for our support increases. People are holding down meaningful vocational roles in supermarkets, cafes, health food shops, green grocers, gymnasia, pet shops, kindergartens and childcare centres.

Throughout the year we have been reorganising, restructuring, and planning for the implementation of the NDIS. Participants have discovered heaps of new apps on our iPads and celebrated birthdays and departures in our inimitable style. Our artists created, exhibited and sold their wares seemingly everywhere. Our Day of Celebration was attended by more than 200 people and ExxonMobil included us in their Day of Caring.

The Communication and Sensory Co-ordinators continue to pioneer new strategies that make a difference. Andy Griffith, Australia’s bestselling kids author, returned to launch another one of his new books with fanfare and the obligatory ice cream parlour. Participation in the MS Readathon just keeps growing. As amenity and safety remain priorities, we removed asbestos from some old buildings and upgraded facilities.

People are learning new skills, growing in confidence, using public transport and believing that their voice is important. We became the first adult day service in Australia to attain Autism Accreditation, a gold standard in service delivery. Some things remain the same though. At Araluen it is the quality of relationships that determine people’s satisfaction. Our values and our commitment to the task at hand remain true. We look forward to doing even better next year. That is the Araluen way.

Ross Coverdale
Chief Executive Officer

At a glance
Araluen in 2015 - 2016

200 participants

150 staff

10 operational bases

6 day sites

100+ support activities

The year that was
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Ross Coverdale
Chief Executive Officer
Araluen is a vibrant community where people’s opinions matter. Each of our locations is a platform for a range of on-site learning and social activities and from which participants branch out into the community to be part of local life. We forge strong community partnerships that maximise development and opportunity for participants.

We seek out the qualities in each individual that make them unique and formulate support plans that reflect each person’s goals, abilities and choices. Our programs are imaginative, caring and participant-inspired.

Araluen is the only service for adults with intellectual disability to have obtained nationally-recognized Autism accreditation and we hold HDAA certification as evidence of our on-going commitment to maintaining high standards of quality assurance and safety.
We facilitate, support, listen to, advocate for, encourage and enable participants to fulfil their goals and become their best. We maintain open, honest communication with family members and support networks. We are guided by respect for individual dignity in our decision making and interactions. We value our staff and their development.

We adhere to our Code of Ethics and are committed to positive, trusting and respectful long-term relationships between all members of our community. We are determined to achieve our stated goals (as far as possible). We have a reporting culture that does not tolerate abuse and neglect.

We undertake our roles with enthusiasm and a positive attitude. We are committed to achieving great outcomes with our participants and their support networks, creatively developing new and unimagined opportunities for each individual.

Over the past year, Araluen has developed a new Strategic Plan that will guide our operations for the next three years as we adjust to an NDIS-based future. Our Vision, Mission and Values have been clarified to better reflect the essence of Araluen’s service provision ethos and will inform how we deliver on-going support.

Our Key Result Areas have been re-imagined to enable participants to embrace the many opportunities that the NDIS presents to them whilst ensuring that Araluen remains a sustainable, progressive and unique organisation.

Our Vision
Imagining and achieving better lives

Our Mission
Inspiring, empowering and supporting people to have great lives

Our Values
People-Focused in our approach
We facilitate, support, listen to, advocate for, encourage and enable participants to fulfil their goals and become their best. We maintain open, honest communication with family members and support networks. We are guided by respect for individual dignity in our decision making and interactions. We value our staff and their development.

Integrity in all our interactions
We adhere to our Code of Ethics and are committed to positive, trusting and respectful long-term relationships between all members of our community. We are determined to achieve our stated goals (as far as possible). We have a reporting culture that does not tolerate abuse and neglect.

Passionate about our work
We undertake our roles with enthusiasm and a positive attitude. We are committed to achieving great outcomes with our participants and their support networks, creatively developing new and unimagined opportunities for each individual.
Key Result Areas

1. Imagine better ways to support participants through our services, so they achieve their goals
   a. Embrace opportunities for continuous improvement across day services including vocational training, enhancing communication, literacy and sensory skills, and delivery of support outside traditional operating hours
   b. Commence supporting participants in the Whittlesea Municipality

2. Develop, increase, and diversify quality supported accommodation
   a. Engage with participants, their families and support organisations to imagine new and better ways for people to move out of the family home and live in the community
   b. Commence supporting participants in the Whittlesea Municipality

3. Maximise funding packages to enable participants to have a great life
   a. Assist participants and their families to maximise the potential for the NDIS to fund their aspirations, including flexible support to be delivered out of traditional day service hours
   b. Develop marketing materials, the Araluen website and NDIS information to attract and retain participants
   c. Recruit participants consistent with Araluen’s growth strategy

4. Build efficient business systems, staff teams and financial sustainability
   a. Implement the ICT Plan and develop efficient business systems
   b. Align our day service costs to be in parity with the NDIS price list and achieve prescribed targets and outcomes
   c. Develop excellence in workplace safety, staff retention, professional development, opportunities for feedback and staff recognition
   d. Manage participant transport in a financially sustainable manner

Board and Advisory Committees

Araluen’s volunteer Board and Committee members generously contribute invaluable expertise, passion and experience in their leadership roles.

Board of Directors

Bruce Mofenth - Chair of Araluen Board
Devon Christopher - Executive Committee
Alicia Connolly - Executive Committee
Linda Potinson - Executive Committee
Traci Norman - Executive Committee
Araluen Company Secretary
Chair - Finance Committee
Executive Committee
Allison Allen - Chair - Client Services Committee
Housing Support Network
Lindon伯乐 - Co-Chair - Housing Support Network
Karen Brightmore - Chair - Client Services Committee
Housing Support Network
Jodi McManus - Chair - Finance Committee
Araluen - Futures Working Group
Nikita Hinchman - Chair - Finance Committee
Management Team
Bev Dow - Chair - Futures Working Group
Chris De Paoli - Housing Support Network
Eldis Lyons - Finance Committee
Pater Millenбой - Housing Support Network
Development Committee
Julie Morgan - Chair - Finance Committee
Peter Ryan - Secretary - Client Services Committee
Geoffrey Young - Finance Committee
future Working Group
Court Walters - Housing Support Network
Consistent with Araluen’s inclusive approach, the Housing Support Network and Client Services Committee hold open meetings that are attended by a range of people.

Advisory Committee Members

Ross Cameron - Chief Executive Officer
Attends all Advisory Committees
Karen Bond - Housing Support Network
Tommy Dickerson - Finance Committee
Sarah Chapman - Secretary - Development Committee
Rose Croston - Management Team
Brenton Daw - Secretary - Futures Working Group
Chris De Paoli - Housing Support Network
Eldis Lyons - Finance Committee
Peter Millenбой - Housing Support Network
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Artwork: “Spring” by David Cotton
A surplus of $206,498 was recorded for the year ended 30th June 2016 (last year $260,724).

The Department of Health and Human Services has provided $6.1 million in operational funding for the year up from $5.6 million last year. The funding increase is largely due to indexation, the government’s continuing commitment to fund the equal remuneration order and an increase in our participant numbers.

We have received $51,000 in donations and grants. The donations have helped to finance the commencement of the Chancez Cafe.

Cash and Financial Assets have increased and have now exceeded $2.2 million. This is consistent with the Board’s desire to improve our current Ratio (cash holdings) in preparation for the NDIS.
Throughout the past year, Araluen was again fortunate to receive the time, skills, enthusiasm and care of a dedicated and diverse volunteer contingent who enhance the learning experience for our participants in a wide range of programs every week.

Araluen would like to thank the following individuals for the much loved and meaningful support they so generously offer:

**Our Volunteers**

- Alison Allen
- Louise Batton-Elff
- Lorraine Buda
- David Burn
- Louise Carpenter
- Belinda Clary
- Melamine Coles
- Ryan Coats
- Polly Cutler
- Katrina Dickinson
- Grahil Fragopoulos
- Andrew Francis
- John Handley
- Chris Heffernan
- Phil Heffernan

**Financial Supporters**

- Nanyana Jayatissa
- Chris Johnson
- Richard Kearsley
- Gino Kluver
- Jo-Anne Melton
- Elizabeth Papalois
- Jared Peck
- Georgia Pits
- Judith Purn
- Carol Prowse
- Joanne Robinson
- Teresa S噴
- Carol Sturley
- Lauren Sturley
- Chris Thomas
- Shafan Thuniger
- Patricio Torrisi
- Lea Lee Westerman
- Barf Westerman
- Kate and Hope Williams

**Supporters**

- Araluen Foundation
- Banyule City Council
- Banyule Community Bank
- Banyule Community Bank - Bendigo Bank
- Bendigo Bank, Ivanhoe Branch
- Elaine Brown (Estate)
- Community Banking Sector
- Diamond Creek Community
- Bank
- Eltham Market
- Eltham Miniature Railway
- Eltham Rural Group
- Freemasons Victoria
- Kim and Brian Gannon
- Jagalingwa
- Pete and Jane Russ
- Volunteer Grants
- Yarrambat Ladies Golf Club

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- Paul Mahon
- PLS Electrical Services
- Macleay YMCAs
- Milatolouka
- Mernda Football Club
- Montmorency Service Centre
- MS Readathon
- National Disability Services
- Netsoft
- Nikulumbik Living and Learning
- Nillumbik Shire Council
- Nillumbik Living and Learning
- North East Primary Care Partnership
- Onemedia
- Planning Great Futures
- Dr Kevin Purkis
- RMF, Bundoora Campus
- RMIT, Schools of Design Communication, Textile Design & Business
- Dr Prem Saranathan
- Dr Ian Sharrock
- Nick Soccio
- State Trustees
- The Hon. Danielle Green MLA
- The Hon. Steve Herbert MLC
- The Hon. Jenny Macklin MP
- The Hon. Vicky Ward MLA
- The Hon. Mary Wooldridge MLC
- VALID
- Michelle Veale
- Victorian Artists Supplies
- Whittlesea Shire Council

**Diamond Creek Living and Learning Centre**

- Diamond Creek Men's Shed
- Diamond Creek Traders Association
- Diamond Creek YMCAs
- Diamond Valley Special Development School
- Eltham Community Market
- Eltham Rural Group
- Eltham High School
- ESSO Australia Resources
- ExonMobile
- Frankie & Swiss Textiles
- Freshfill
- Rev. David Fuller
- Foodshare Victoria
- Greensborough Foodshare
- Andy Griffiths
- Dr Greg
- Health Ability
- NCity
- Northbridge Community Hub
- Northbridge Football Club
- Sells Studio, Bundoora
- Stephanie Kt
- Link Community Transport
- Living Faith Church, Greensborough
- Lloyds Plumbing
- Lower Plenty Football Club
- Lower Plenty Pharmacy
- Northside Clinic, Fitzroy
- Paramedical

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