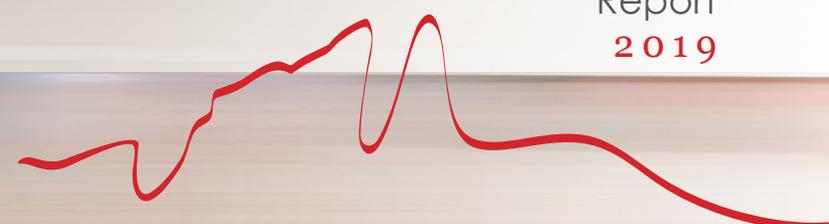




# A R A L U E N

Annual  
Report  
2019



## From the Chair

This year has been another busy and progressive one. The evolving NDIS processes and pricing continue to change on a regular basis. No doubt this is an on-going aspect of the NDIS.

The establishment of the Royal Commission into Violence, Abuse, Neglect and Exploitation against people with a Disability is an important and welcome development. Araluen's position is to fully support the Royal Commission and to be open, transparent and dignified in our response to any matters raised.

Araluen has recently completed and adopted a new Strategic Plan that will guide us over the next three years. We sought wide consultation from our broad community to shape Araluen's future direction. Many insights and comments provided were taken on board as we set about distilling and clarifying our priorities. Our main focus continues with our move into the Northern Growth Corridor.

However there are other important priorities such as implementing best practice across all of our operations, unlocking a diverse range of housing options, being an 'Employer of Choice' and maintaining a sustainable and thriving organisation. These are all important to help us deliver positive outcomes to the Araluen community and reach our goal of becoming a premium provider of disability supports and services.

Demand for Chancez Cafes continues. With venues in different settings, participants can gain confidence and learn a wide range of skills as they prepare themselves for work. It is encouraging that Chancez was nominated for the 'Northern Business Achievement Award 2019'. We await the outcome of this nomination - the winner will be announced in December.

Arts Connects continues to support outstanding artists to develop their talents and gain recognition. This year, James Barden achieved a personal milestone by winning the 'People's Choice Award' in the prestigious 'Nillumbik Contemporary Art Prize'. Well-done, James.

More participants are now taking up different housing options. It has been particularly pleasing to hear the many success stories about new and exciting opportunities that are emerging and possible in the NDIS era.

Araluen has reported a financial loss from our operations in 2018/19. This is our first loss in over a decade and highlights the need for strong financial diligence as we continue to transition to the NDIS environment. Nevertheless our Balance Sheet remains strong and we forecast an operational surplus in 2019/20.

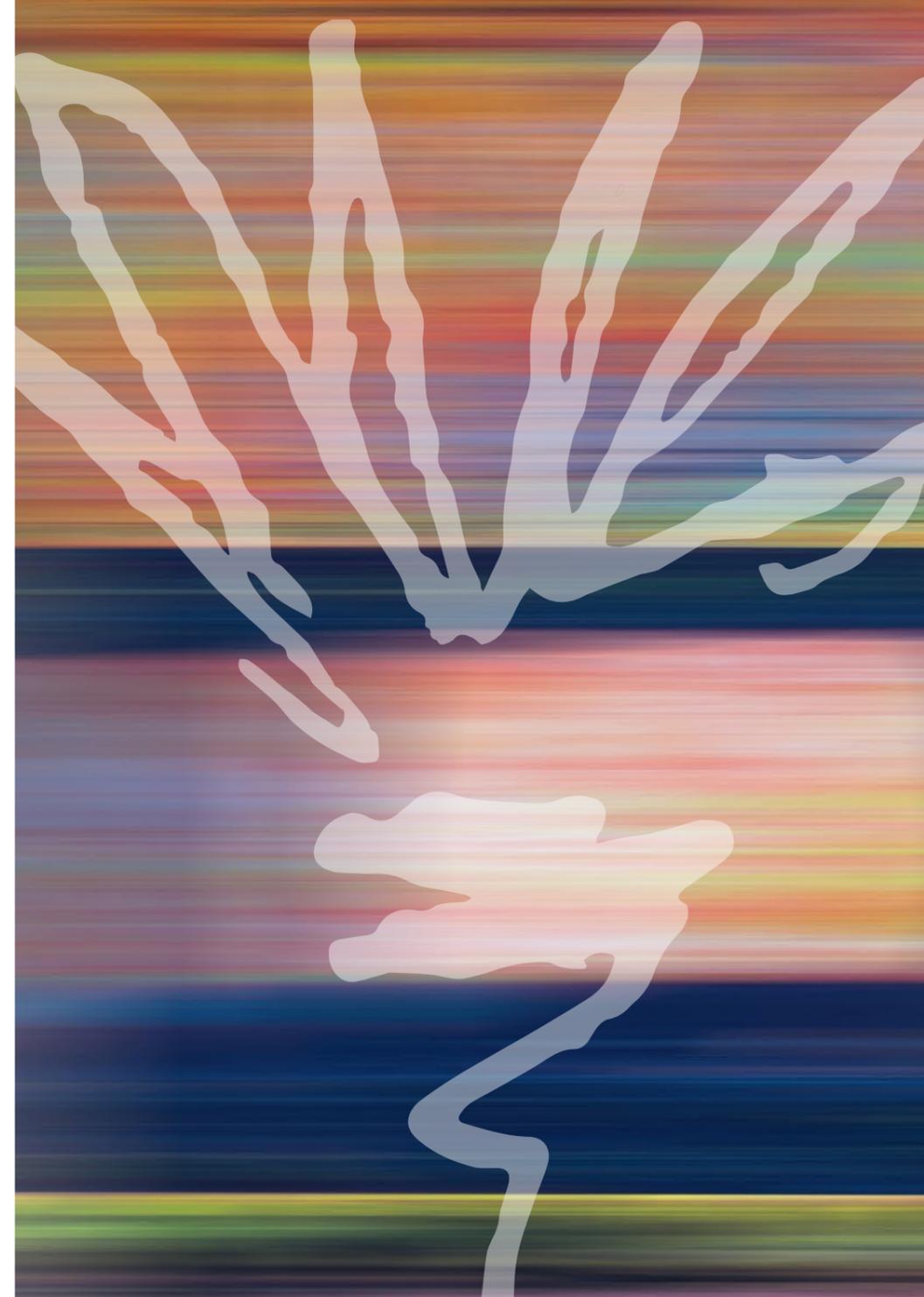
Behind these and so many other achievements by Araluen participants, there is our fantastic, dedicated and enthusiastic staff. Thank you for your efforts to support people to 'Imagine Better' lives and make those aspirations a reality.

Finally I would like to thank our CEO, Ross Coverdale, and the Senior Leadership Team for working tirelessly to position Araluen as a premium provider of services. Thank you for your dedication and commitment to living the Araluen dream of inspiring, empowering and supporting people to have great lives.

With our directions clearly in mind and our future success in front of us, Araluen will continue to provide quality options and supports for all participants.



Bruce Martyn  
Chair - Araluen



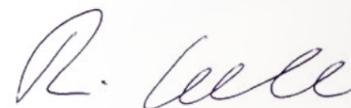
## The year that was

It is very pleasing to report that Araluen has not just survived the initial 3 years of the NDIS but we are proactively seizing new opportunities to reimagine and reinvigorate our services and supports.

Accordingly we have invested heavily in staff training and defined career pathways to enable progression within the organisation. An on-going financial priority is to ensure that staff have the knowledge and resources they need to generate better outcomes for participants.

We are creating new partnerships that enhance our capacity to deliver community-based support options.

Our alliances will provide participants with better and increased opportunities to learn and shine in meaningful roles that match their talents and abilities. In a changing world, some things are constant - respectful relationships remain the foundation of our actions and people's voices matter - that is the Araluen way!



Ross Coverdale  
Chief Executive Officer - Araluen

### Personal highlights



The 2019 'CEO's Best Team Award' was presented to the staff team at Rosanna for excellence in delivering tailored support



The team at Chancez Cafes won the 'Chair's Innovation Award'



23 people moved to a new home that better suits their needs and lifestyle



The fifth Chancez Cafe opened at Possum Hollow in partnership with Banyule City Council



RecScape - Araluen's leisure and get away support - achieved 300% increase in participation



The University of Melbourne became Araluen's research partner



58 Primed participants relocated from their self-contained Rosanna site to base on campus. Primed grew to become our largest cohort



## What we do

aspire, imagine and evolve

Araluen provides effective supports that enable adults with intellectual disability to achieve a great life. These supports are imaginative, caring and directly inspired by participants. We know that positive, on-going change is possible for people when their strengths and dreams are the motivation behind it, and when we create the right opportunities. Participants benefit from Araluen's robust partnerships and passionate, values-driven staff. We work with individuals to develop tailored pathways to greater independence, inclusion, and fulfilment.

## Our Vision

Imagining and achieving better lives

## Our Mission

Inspiring, empowering and supporting people to have great lives

## Our Values



## Strategic Plan 2019 - 2022

Araluen has completed a new Strategic Plan that reflects the feedback, expectations and shared purpose of our community.

Araluen is determined to thrive as an organisation that creates great outcomes for participants, families, carers and staff. An extensive consultation and review process resulted in a Strategic Plan that will ensure the supports we deliver are grounded in evidence-based practice, careful management and invention while we remain faithful to our core vision, mission and values.

Focus Areas -

- 1 Lead best practice in imagining and achieving great lives
- 2 Maximise our reach and impact
- 3 Continue to be a leader in the evolution of diverse housing options
- 4 Be an 'Employer of Choice'
- 5 Maintain a sustainable and thriving organisation

## At a glance

Araluen in 2018 - 2019

**305** participants  
- across all support initiatives

**210** employees  
- an increase of 16.5% from the previous year

**5** Chancez Cafes

**Epping Community Services Hub**  
**Mill Park Library**  
**Melbourne Polytechnic, Greensborough**  
Araluen commenced providing learning opportunities in two new venues in 2018 - 2019:  
**Diamond Valley Library, Greensborough**  
**Possum Hollow, Heidelberg**

**6** support hubs

In October 2018, Araluen relocated operations from Turnham Avenue in Rosanna to dedicated space at Melbourne Polytechnic, Greensborough. Our support bases are located at:

**Melbourne Polytechnic, Greensborough**  
**Lower Plenty**  
**Milley Lodge for Seniors**  
**Rosanna**  
**Diamond Creek**  
**Hurstbridge**

From here, people can branch out to participate in

**120+** onsite and community-based supports

## Our Specialities

Primed at  
Melbourne Polytechnic

enabling access to supported campus-based learning opportunities in a mainstream education framework. Participation at Primed can lead to industry-recognised qualifications

Chancez Cafes

servicing up life-changing opportunities for people who want to get a job

Options for Community Living

industry leaders in investigating and designing housing options for people who want choice over how they live, where they live and who they live with

Skills Development

intense-focus support to achieve specific life goals in a set time frame

Support Coordination

connecting people with the right NDIS funded services and supports so they achieve their goals

Art Connects

supporting 100 visual artists to make high-quality, contemporary artworks in three studios, market their work and further their art practice

RecScape

leisure-focussed support for people who want to access the community to have fun out of hours



# Board and Advisory Committees

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

## Board Members

Bruce Martyn  
- **Chair of Araluen Board**  
- Chair - Executive Committee  
- Development Committee

Linda Peterson  
- **Deputy Chair of Araluen Board**  
- Executive Committee  
- Development Committee

Trevor Norman  
- **Araluen Company Secretary**  
- Chair - Finance Committee  
- Executive Committee

Alison Allen  
- Chair - Family & Carers Network  
- Housing Support Network

Linda Bencic  
- Chair - Housing Support Network  
(until November 2018)

Ian McMenamin  
- Chair - Development Committee  
- Executive Committee  
- Finance Committee

Liz Mildenhall  
- Chair - Housing Support Network  
(from November 2018)

Michael Nelthorpe  
- Development Committee

Jim Pasinis  
- Development Committee

Julie Watson  
- Development Committee

## Advisory Committee Members

Ross Coverdale  
- **Chief Executive Officer**  
- Attends all Advisory Committees

Peter Bain  
- Board Secretary  
(November 2018 - July 2019)

Josh Brouwer  
- Development Committee  
(from January 2019)

Tamara Cattach  
- Finance Committee

Sarah Chapman  
- Secretary - Development Committee  
(until December 2018)

Chris De Paiva  
- Secretary - Housing Support Network  
- Development Committee  
(until December 2018)

Stefanie Glover  
- Housing Support Network

Penny Kendall  
- Housing Support Network  
(from April 2019)

Edda Lyons  
- Finance Committee

Brian Mifsud  
- Secretary - Development Committee  
(from December 2018)

Peter Mildenhall  
- Development Committee

Julie Morgan  
- Secretary - Finance Committee

Andrew Newland  
- Development Committee

Kyle Prasser  
- Board Secretary  
(until November 2018)

Helen Ryan  
- Secretary - Family & Carers Network

Jenny Tomlin  
- Housing Support Network

Angela Trakula  
- Secretary - Housing Support Network  
(from December 2018)

Court Walters  
- Housing Support Network  
(until December 2018)

Consistent with Araluen's inclusive approach, the Housing Support Network and Family & Carers Network hold open meetings that are attended by a range of people.



# 2018-2019

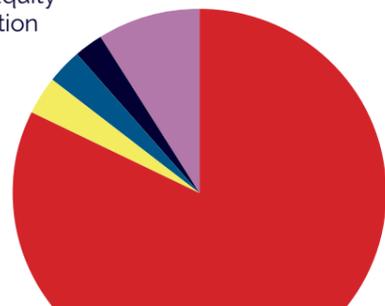
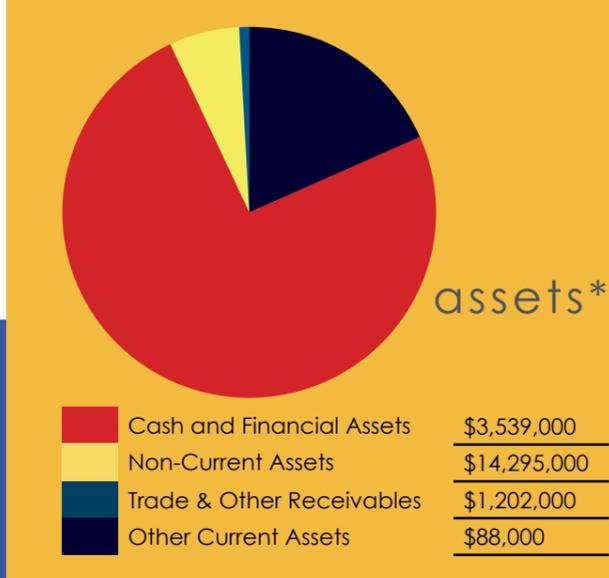
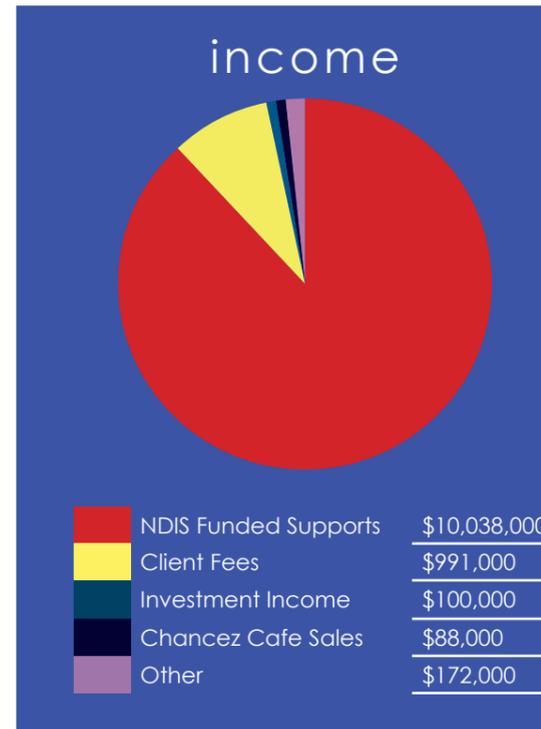
## financial performance

A loss of \$114,986 was recorded for the year ended 30th June 2019 (prior year: surplus \$1,409,717). NDIS funded support provided \$10,038,000 (prior year \$9,312,000).

Staffing costs have increased significantly during the financial year due to expenses associated with NDIS compliance, growth factors and the strengthening of our position as an 'Employer of Choice'. We have also incurred additional costs on our IT and communication systems and will continue to invest in this area to ensure optimal efficiency and effectiveness. During the year, Land and Buildings were revalued resulting in a comprehensive income for the year of \$8,416,412.

## financial position

Cash and Financial Assets decreased by 20% compared to the prior year. This is largely due to the purchase of non-current assets and the loss recorded for the year. Trade and Other Receivables increased by 32% due to an increase in plans in review compared to the prior year. The substantial increase in Equity compared to last year is due to the addition of a Revaluation Reserve of \$8,531,000.



\*as at 30th June 2019



## With gratitude

### Our Volunteers

Throughout the past year, Araluen was again fortunate to receive the time, skills, enthusiasm and care of a dedicated and diverse volunteer contingent. Araluen's volunteers enhance the learning experience for participants by contributing their knowledge within a wide range of supports each week.

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

Louise Barbon-Elliott  
Anna Bunn  
David Bunn  
Garth Fragopoulos  
John Handley  
Nayana Jayatissa  
Marion Oakley  
Carl Prowse  
Jane Shore  
Staffan Thuringer  
Lesley Westerman

### Our Financial Supporters

Australian Labor Party  
Australian Plant Society Yarra Yarra  
Banyule City Council  
Bendigo Bank - Ivanhoe & East Ivanhoe Branch of the Community Bank  
David Caple & Associates  
The Coote Family  
East Ivanhoe Grocers  
The combined Churches of Eltham Opportunity Shop - Eltham  
Eltham Craft & Produce Market  
Eltham Rural Group  
Eltham Woods  
Greensborough RSL  
Heidelberg Golf Club  
Ivanhoe Grammar School  
Lower Plenty Dance Group  
Miles Real Estate  
Gillian Negri  
Nillumbik Shire Council  
Glennis Page  
Jane Pigot  
Rotary Club of Ivanhoe  
Jane & Peter Russ  
SNAP Printing Heidelberg  
Training Now  
Maureen Wignell  
Yarra Plenty Library Staff Social Club

### Our Supporters

All Saints Anglican Church Greensborough  
Amaze (Autism Victoria)  
Ashwood Park Riding School  
Banyule City Council  
Banyule Community Health Service  
Banyule Nillumbik LLEN  
Banyule Nillumbik Technical School  
The Barden Family  
BCK Mechanic  
Beaurepaires  
Bendigo Bank  
Blue Lion  
Boots for All  
Brotherhood of St Laurence  
Bulleen Special Development School  
Caffiend cafe  
CarerLinks North  
Career Education Association of Victoria  
Change Coffee  
Communication Resource Centre (Scope)  
Community Sector Banking  
Concord School Bundoora  
Joseph Connellan  
Department of Health and Human Services  
Des Lyon Builders  
Diamond Creek Living and Learning Centre  
Diamond Creek Men's Shed  
Diamond Creek Rotary  
Diamond Creek RSL  
Diamond Creek Tyrepower  
Diamond Creek YMCA  
Diamond Creek Tram Café  
Diamond Creek Traders Association  
Diamond Valley Special Development School  
Diamond Valley Sports and Fitness Centre  
Eltham Community Market  
Eltham Rural Group  
Eltham High School  
Eltham Library  
Enablis  
Epping Community Services Hub  
Everyday independence  
Freehills  
Freya Pitt  
Rev. David Fuller  
First Choice Gourmet Catering  
Gift a Bike Project  
Greensborough Foodshare  
Andy Griffiths  
Di Gow  
Hurstbridge Bowling Club  
Hurstbridge Community Hub  
Hurstbridge Football Club  
Illowra Housing Projects  
Jets Studio Bundoora  
Owen Jourdan  
Leader Newspapers  
Lloyd Plumbing  
Lower Plenty Football Club  
Lower Plenty Pharmacy  
Melbourne Polytechnic  
Paramedical  
Paul Mahon  
PLS Electrical Services  
Macleod YMCA  
Dr Andrew Martel  
Prof Keith McVilly  
Melbourne Polytechnic  
Melaleuca  
Mirror Image Framing  
Montmorency Service Centre  
Montsalvat  
MS Readathon  
National Disability Insurance Agency  
National Disability Services  
Natural Timber Décor  
Natures Harvest Hurstbridge  
Nillumbik Living and Learning  
Nillumbik Shire Council  
Justin Nix  
Nordens  
North East Primary Care Partnership  
Northern Support Services  
Northside Medical Clinic  
Planning Great Futures  
Dr Kerrie Punshon  
Queen Victoria Women's Centre  
Dr Kate Rayner  
Response Services  
Ronco Mini Bins  
Sacred Heart Primary School  
SLAM - Melbourne Polytechnic  
Dr Prem Saranathan  
Dr Ian Sharrock  
Nick Soccio  
St. Vincent Care Services  
State Trustees  
Stonehouse Gallery Warrandyte  
Summer Foundation  
Titans Gym  
The Hon Anthony Carbines MLA  
The Hon Danielle Green MLA  
The Hon Jenny Macklin MP  
The Hon Vicky Ward MLA  
University of Melbourne  
Urban Eco  
VALID  
Victorian Artists Supplies  
Wattle Glen Nursing Home  
Whittlesea Community Connections  
Whittlesea Council  
Whittlesea YMCA  
Dr Ilan Wiesel  
Yarra Plenty Regional Library  
Zumba with Zoe





ARALUEN



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Araluen acknowledges the traditional owners of the land upon which we work and pay respect to Elders, past, present and emerging