



A R A L U E N

Annual Report
2023





WELCOME



CONTENTS

MESSAGE FROM OUR CHAIR & CHIEF EXECUTIVE	03
STRATEGIC PLAN	05
ABOUT US	06
OUR ACHIEVEMENTS	08
OUR PEOPLE	09
OUR FINANCES	11
OUR THANKS	14
CONTACT US	16

CHAIR & CE REPORT

2022/2023

03

With the pandemic fading into the past and the end of vital financial support like JobKeeper, we find ourselves emerging from this period to address our preexisting financial losses. Fortunately, our overall financial position remains strong thanks to the value of Araluen's assets and the profitability of our residential services.

Araluen's much-loved day services have operated for almost 50 years and are an intrinsic part of our history and identity. However, day services operate at a loss that Araluen cannot sustain indefinitely. So with deep regret, in early 2023, we announced the cessation of day supports at our Rosanna site, which has served the community for 24 years. Ceasing support that enhances everyday well-being is never an easy choice, and we acknowledge the widespread impact across our community, especially upon those participants, families and staff directly affected by the closure.

Araluen's Board are committed to keeping day services open for the next three years, accompanied by a dedicated effort to secure their long-term future. We will focus on the objectives set in our current Strategic Plan that aim to offset the future deficits we expect from our day services operations. Our overarching vision is to revitalise services and optimise operations, foster the growth of our residential supports, and introduce viable new services while we expand opportunities and impact for individuals, families, and staff.

Additionally, we will take a proactive approach to stewarding our properties so we leverage the potential of these assets to generate new income. We are fortunate to stand on the shoulders of those directors and leaders who came before us whose wise investment decisions have provided us with substantive and solid options.

Despite the challenges, we are taking strides forward. We have emerged from behind our masks and socially distanced isolation to reestablish connections. More opportunities for regular interaction between families

and our leaders as well as events and face-to-face discussions across our whole community are planned for 2024. On-going inclusive, broad, and multiform feedback will shape the future of our organisation.

The Disability Royal Commission has held the attention of our sector for four years. 2023 opened with Tamara having the opportunity to give evidence at Hearing 32, which focussed on the policies and practices of disability providers and their role in preventing violence, abuse, neglect and exploitation within their services.

The Disability Royal Commission handed down its final report in September, and we eagerly await the Government's response, due in March 2024. The outcomes will set the scene for the next 12 months and beyond, heavily influencing the sector's direction towards a more just and inclusive society for people with disability. Whatever recommendations the Government ultimately accepts, Araluen is fully committed to aligning the Commission's findings with our vision of change.

Exciting achievements are unfolding within all our services. We proudly commend all our fantastic staff teams for the inspiring efforts that enhance people's lives in so many ways.

More people, and their families, are turning to Araluen's Options for Community Living, drawn by our reputation for delivering high-quality in-home support. The continuing growth of our support worker team enhances our ability to champion a most fundamental human right - to live in a secure, comfortable, happy, well-supported home.

We continued to plan and develop our capability to commence Positive Behaviour Support and Art Therapy services while awaiting NDIS accreditation. Some staff have already embraced the opportunity to upskill and take a new career path by achieving qualifications to become Positive Behaviour Support practitioners. We

look forward to introducing these in-demand services in 2024.

Internally, we're enhancing organisational effectiveness through refined process, systems and technology, ensuring more seamless operations. We want to thank the members of our Board who volunteer their time and expertise, demonstrating an unwavering commitment to secure Araluen's future and ensure our mission endures.

This year, our Board participated in the Observership Program that connects the not-for-profit community with emerging leaders. We thank Amber O'Shea for taking up the board observer position and for her valuable insight and fresh perspective.

Araluen's Board and Executive leaders are resolute in our pursuit of a positive, purposeful, and sustainable future. Let us continue to seize opportunities for innovation and transformation, confident in our ability to shape the future that best meets the diverse needs of our community and empowers the potential of every individual to thrive.

Finally, we sincerely thank our community- your support and loyalty inspire our drive to succeed.



Dr Larissa Roeske
Chair



Tamara Cattach
Chief Executive



ARALUEN WILL DELIVER CONNECTED AND IMPACTFUL SUPPORTS, WHILE SECURING A SUSTAINABLE SURPLUS FOR REINVESTMENT INTO OUR SERVICES.

STRATEGIC PRIORITIES 2023 - 2025

Participants, families & community

- Determine, monitor and implement the quality services that our diverse community demands and that we can sustain
- Continue connecting with our community to shape the future of our organisation
- Streamline our day services to enable delivery of best practice aligned with Royal Commission recommendations
- Evaluate participants' experience and outcomes to continually improve services
- Build our investment in and development of housing services

People & culture

- Develop our people and build leadership capability across Araluen to enable delivery of the strategic plan
- Define and build an inclusive, high-performing workplace culture in which our values are enacted and celebrated

Partnerships & advocacy

- Explore current and future partnerships that will assist us to meet our goals and enhance our social impact
- Be bold on behalf of and alongside participants and their families to help drive positive change

Growth & financial governance

- Responsibly steward our properties and assets to support our strategic goals
- Implement a robust financial strategy and framework to ensure we meet our goals
- Streamline systems, processes and structure to optimise our operations.
- Be proactive in exploring opportunities for growth, including diverse housing options for people living with disability
- Explore alternative funding options for our future sustainability

& IMAGINING
ACHIEVING
better lives



IMAGINING BETTER



WHAT WE DO

Araluen's mission is to support and empower people living with disability to imagine and achieve great lives and it is at the centre of all that we do.

We support people in their homes, in the community and from our sites located throughout northeast Melbourne.

Araluen is committed to services that are contemporary, fit for purpose and contribute to the wellbeing and safety of our participants, their families and carers. We engage with our local communities so people can lead a connected and fulfilling life of choice and opportunity.

Our people are critical to our success and we invest in the capability and skill of our workforce. We strive for a high-performing culture where our values are enacted and celebrated.



OUR VISION

IMAGINING & ACHIEVING BETTER LIVES



OUR MISSION

INSPIRING, SUPPORTING & EMPOWERING PEOPLE TO HAVE GREAT LIVES



OUR SERVICES

5 DAY SERVICES

11 MODELS OF SUPPORTED HOUSING

OPTIONS FOR COMMUNITY LIVING

SUPPORT COORDINATION

4 CHANCEZ CAFES

ART CONNECTS

OUR ACHIEVEMENTS

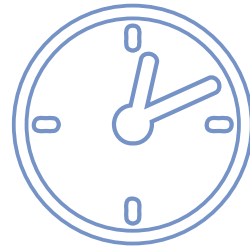
SOME PROUD MOMENTS



our Quality Team invested over

1000+ hours

ensuring safety, compliance and continual improvement across all our services



Hours of staff support in Supported Accommodation models provided by Options for Community Living

5,040 hours

every fortnight

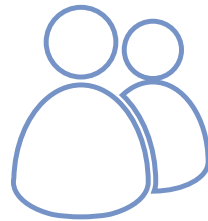
24/7



coffees brewed this year at Chancez Mill Park Library & Possum Hollow

15,357

& completed internal audits at **2 day services** **2 residences** **Support Coordination**



848 hours

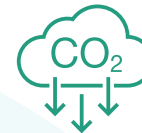
1-1 support provided by Options for Community Living every fortnight

Solar installations at Diamond Creek and Lower Plenty resulted in:



two systems lifetime savings:

- 153 tons of Co2 equivalent
- 70,594 kgs coal
- 27 homes electricity use for a year
- 573,000 kms driven by average fossil fuel car



50% reduction in electricity usage and emission



\$12,000 saved this year



43 people live in the residences where we deliver support

110

permanent support staff make up our dedicated residential team and growing (plus casuals)

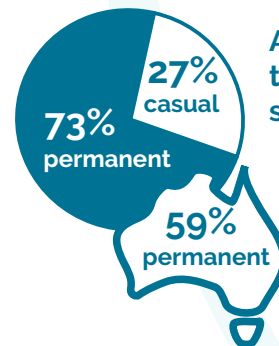


Options for Community Living generated over

\$11 million

in revenue

Araluen's support worker ratio of permanent to casual staff remained above the national sector average



We recruited

55 new casual support workers

28 casual support workers accepted permanent contracts

hours of support are provided in over



11

different models of "choice-driven" housing options



OUR BOARD

WE ARE GRATEFUL FOR THE CONTRIBUTION OF ARALUEN'S VOLUNTEER BOARD.

Our dedicated Board members offer their invaluable expertise, diverse knowledge and vast experience in their leadership roles. Thank you!



BOARD MEMBERS 2022 - 2023 financial year

Larissa Roeske

Chair

Jim Pasinis

Deputy Chair

Ray Hair

Treasurer

Ian McMenamin

Liz Mildenhall

Andrew Newland

Bruce Martyn (Sept - Nov)

Amber O'Shea

Board Observer

OUR PEOPLE

OUR LEADERSHIP

2022 - 2023 financial year



EXECUTIVE LEADERSHIP TEAM (ELT)

Tamara Cattach
- Chief Executive

Dan Gleeson
- Chief Operating Officer
& Company Secretary

GENERAL MANAGERS:

Belinda Papa
- People & Culture

Joshua Brouwer
- Quality, Safety & Practice

Helen Ryan
- Community Participation

Penny Kendall
- Options for Community Living

Ross Coverdale
- Strategy, Growth & Innovation

BOARD ADVISORY COMMITTEES

FINANCE, AUDIT & RISK

Oversees Araluen's financial performance, budget process, external and external quality audit and risk governance.

Ray Hair - Chair
Julie Morgan - Executive Officer

Tamara Cattach
Dan Gleeson
Edda Lyons
Helen Ryan
Ian McMenamin
Larissa Roeske
Penny Kendall

QUALITY & CLIENT SERVICES

Ensures a high level of service delivery to participants, that Araluen meets safety and compliance requirements and oversees care governance.

Liz Mildenhall - Chair (current)
Bruce Martyn - Chair (part of year)
Joshua Brouwer - Executive Officer

Tamara Cattach
Alison Elliot
Peter Rankin
Larissa Roeske
Tom Clarke

STRATEGIC INITIATIVES & INVESTMENTS

Develop and monitor strategic plans, oversee assets and investments, assess and monitor partnership arrangements and the external operating environment.

Ray Hair - Chair
Ross Coverdale - Executive Officer

Tamara Cattach
Bruce Martyn
Dan Gleeson
Ian McMenamin
Amber O'Shea
Larissa Roeske
Linda Peterson
Peter Mildenhall

OUR NETWORKS

PARTICIPANTS, FAMILIES & CARERS NETWORK

Provide information and gather feedback while educating participants and families about quality and services at Araluen, advocacy, NDIA changes and plan management.

Araluen participants, families and carers
Araluen Executive Leadership Team

TREASURER'S REPORT: YEAR ENDED 30TH JUNE 2023

The 2023 financial year was another challenging year for Araluen however we remain financially stable and strong, thanks to our healthy balance sheet and the ongoing efforts and commitment of our fabulous staff.

Our operating loss for the year was \$153,291, significantly less than last year's \$1.24m operating loss. The adverse financial impacts of interruptions to our services by COVID-19 have lessened.

Operating revenue increased by 12% year on year, whilst the increase in our operating expenses was 4.6%. Araluen's investment in growing revenue from Supported Independent Living (SIL) services is a key strategic initiative, helping to offset the ongoing shortfall in NDIS funding of Day Services.

Our operating environment in the years ahead remains challenging. The funding of Day Services will continue to be less than the cost to deliver this important and fundamental service. Whilst we will continue to advocate for recognition of the important contribution Day Services makes to the wellbeing of participants, we must also adapt to the financial constraints we face.

Rest assured, your Board of Directors and the Executive Leadership Team remain committed to implementing the Strategic Plan to ensure Araluen's financial sustainability, the wellbeing of participants and the continuation of services that deliver on our purpose.

Thank you for your support as members of Araluen, and thank you to our hard working, caring and committed staff.

Ray Hair

Araluen Treasurer and Board member



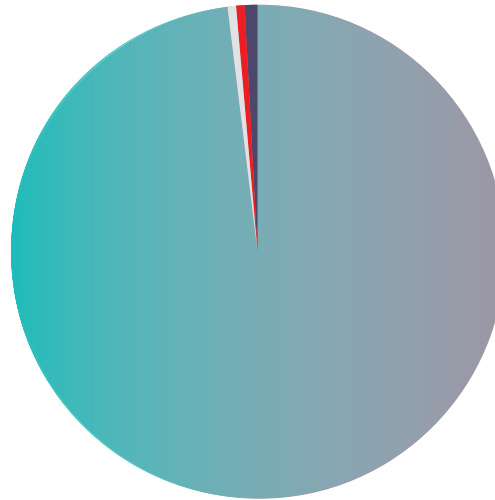
FROM RAY
OUR TREASURER

OUR FINANCES

FINANCIAL PERFORMANCE

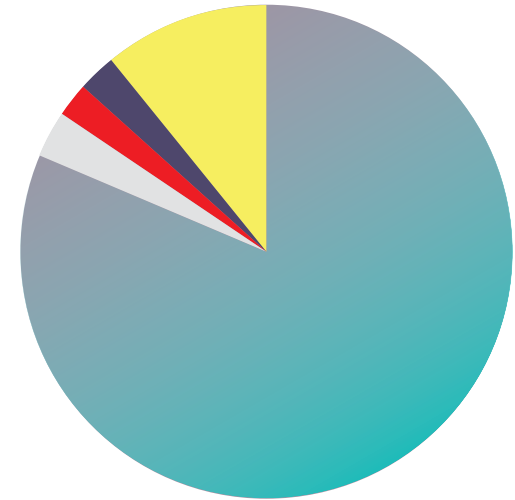
A deficit of \$153,291 was recorded for the year ended 30th June 2023 (prior year surplus \$1,243,942).

During the year, land and buildings were revalued resulting in a total comprehensive income for the year of \$367,300.



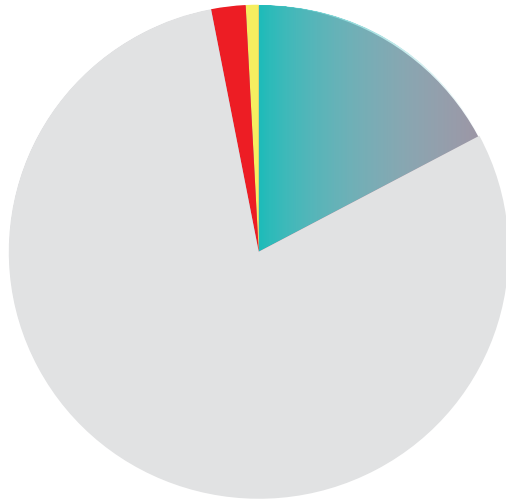
Income 2022 - 23

● Participant fees	\$17,610,000
● Cafe sales	\$113,000
● Donations & other funding	\$86,000
● Interest received	\$120,000



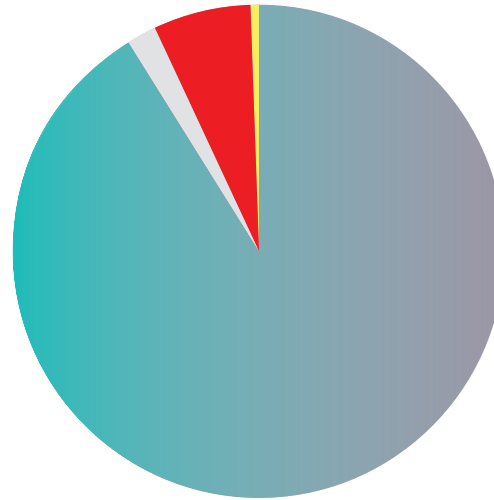
Expenditure 2022 - 23

● Employee benefit expenses	\$14,720,000
● Depreciation	\$599,000
● Participant services expenses	\$385,000
● Maintenance & repairs	\$447,000
● Other	\$1,931,000



Assets*

● Cash & financial assets	\$4,731,000
● Non-current assets	\$21,811,000
● Trade & other receivables	\$623,000
● Other current assets	\$187,000



Liabilities & Equity*

● Equity	\$24,956,000
● Trade & other payables	\$553,000
● Employee provisions	\$1,714,000
● Other liabilities	\$129,000

FINANCIAL POSITION

Cash and financial assets have decreased by 3.8% compared to the prior year largely due to the deficit recorded for the year.

Equity has increased overall due a revaluation of land and buildings.

*as at 30 June 2023

OUR THANKS



FINANCIAL SUPPORTERS

Araluen Foundation
Autism Development Fund
Centorrino Technologies
David Radonich
Diamond Creek Rotary Club
Eltham Rotary Club
Eltham Rural Group
Freedom Motors
Nillumbik Shire Council
PwC
Western Australia's Individualised Services (WAIS)





SUPPORTERS

Banyule Community Health
Banyule Nillumbik Tech School
Bendigo Community Bank, Doreen
Centorrino Technologies
Chris Heffernan and the Quilter Club
City of Darebin
City of Whittlesea
Darebin RSL
Diamond Creek Men's Shed
Diamond Creek Rotary Club
Diamond Creek Rotary Tram Café
ELMO
Eltham Rural Group
Hon. Kate Thwaites MP
Hon. Vicki Ward MP
Hume Whittlesea LLEN
Hurstbridge Football Club
JF Mobile Mechanics
Lower Plenty Dance Group
Melbourne Polytechnic

Melissa Webster
Montmorency Tennis Club
National Disability Services (NDS)
Nillumbik Living and Learning Centre
Nillumbik Shire Council
Prof Chris Bigby
PwC (previously Greenwoods &
Herbert Smith Freehills)
Quest Apartments Bundoora
Rosanna Tennis Club
The Observership Program
The Universal Improvement Company
Uni Hill Conference centre
VALID
Western Australia's Individualised
Services (WAIS)
Watsonia Library
Yarra Plenty Regional Library Service
Yinclusion





ARALUEN

Imagining and achieving better lives



1300 020 625



www.araluen.org



admin@araluen.org



[vimeo](#)



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