



Hartley
Lifecare

2018 - 2019

Hartley Lifecare

ANNUAL REPORT



**PEOPLE WITH
DISABILITY HAVE
OPPORTUNITIES TO
LIVE THEIR BEST LIFE**

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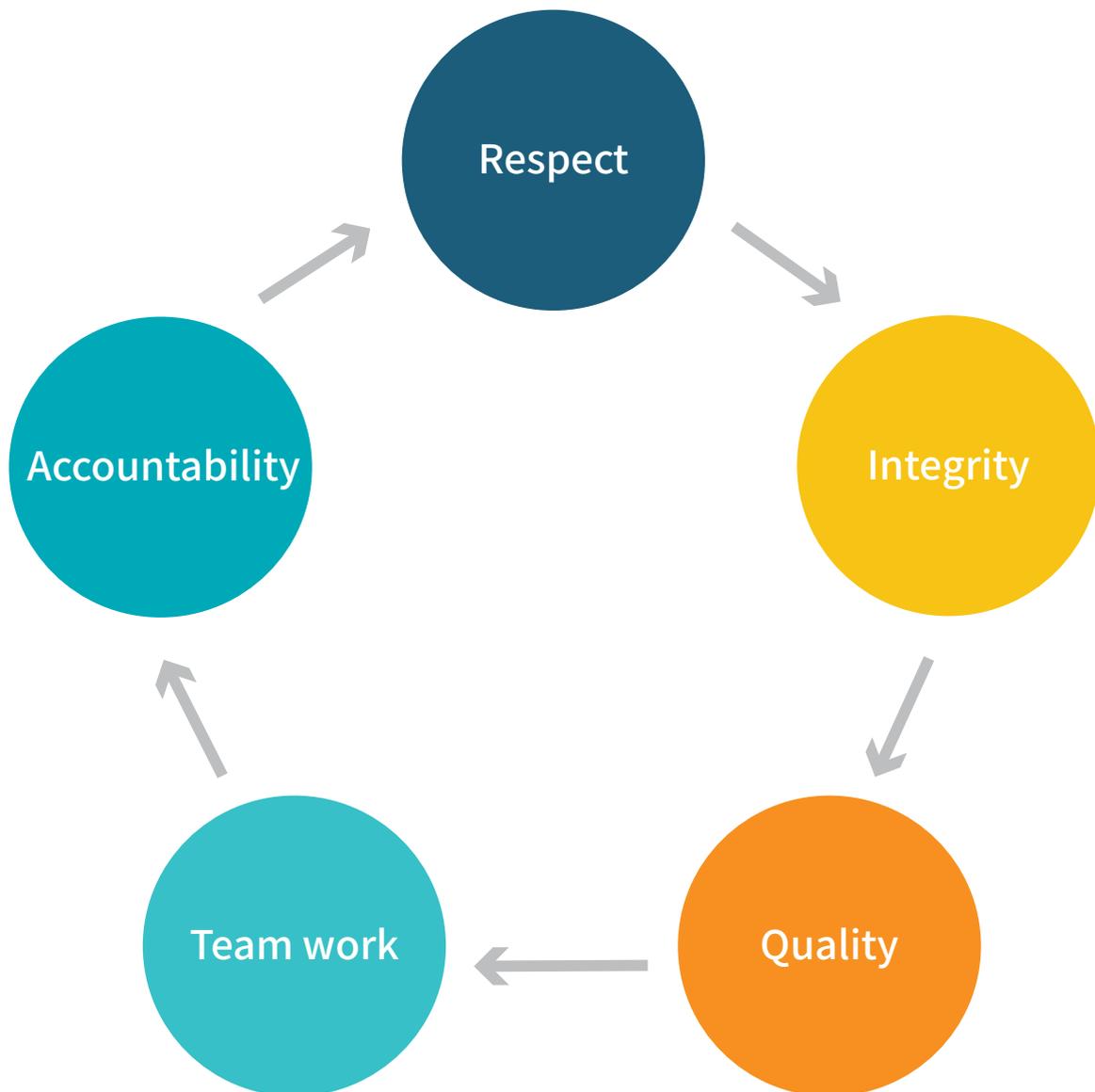
OUR PURPOSE AND VALUES

OUR PURPOSE AND VALUES

Our purpose

People with disability have opportunities to live their best life

Our values



Our goals





CHAIR'S REPORT

I am very pleased to report on activities at the Board level as we work to support Hartley Lifecare's Purpose – that people with disabilities have the opportunity to live their best life. In my last report as Chair, I would also like to reflect briefly on how fortunate the ACT community is to have an organisation of the capability and commitment that is Hartley Lifecare (Hartley).

I would like to congratulate our CEO, Mr Eric Thauvette on his award of the Medal of the Order of Australia in the 2019 Queen's Birthday honours list. Eric is an outstanding CEO for Hartley and the Board is very pleased to see him receive this award.

This last financial year was another busy one for Hartley. On behalf of the Board, I would again like to thank our staff and our management team for their achievements. At the Board level, we have continued to stay closely informed about the NDIS implementation, and the Board is active in working with our CEO to manage potential financial and service risks from NDIS services.

Three years on from the full implementation of the NDIS, the Board is confident that Hartley's business model is stable and viable, giving confidence in the future for Hartley. While revenue from the NDIS is over 90 per cent of our revenue, and staffing costs associated with NDIS work are well over 80 per cent of our costs, the Board is confident and assured about financial flows and risks.

This year the Board completed the integration of the National Brain Injury Foundation (NBIF) into Hartley. This process has taken longer than originally expected, mainly due to lengthy delays around the transfer of NBIF assets to Hartley. Hartley is now responsible for additional clients with brain injury in the Dorothy Sales cottages in Hughes with its hydrotherapy facilities; as well as managing a new property, Tanderra House.

The Board looks forward to developing improved services for people with brain injury through these and other facilities.

This year we welcomed two new Board members – Darren Box and Katherine Crichton. Darren brings significant financial expertise to the Board, and

Katherine brings skills and experience in marketing and communication activities. These two skill sets were identified in our 2018 Board review as potential skill gaps and I am very pleased that Darren and Katherine have joined the Board.

Hartley remains focused on construction of a purpose-built respite care facility, and we are hopeful that we can get this project underway in 2019. We are also working up redevelopment options for Hartley Court in Hughes in consultation with the clients who live there.

As a result of these proposed capital works, the Board has continued to shepherd our capital reserves towards them. Our intention is to use our cash to support our clients to live their best lives.

Hartley is very well served by more than 270 staff and an excellent management team. The Board thanks our CEO and our Senior Managers; Corey Ryan, Kathy LeMesurier, Susan Granger, Shilo Preston-Stanley and Kellie Edwards for their support and enthusiasm in leading the organisation capably and professionally.

In thanking my Board members for their continued contribution to Hartley, I would like to acknowledge the support I have received from both the Board and our wonderful management team at Hartley over my past nine years as Chair of the Board. Hartley is a wonderful organisation doing important work in our community and being Chair has been a great privilege.



Geoff Leeper
Chair

**“I WOULD ALSO LIKE TO
THANK OUR GENEROUS
SPONSORS AND
SUPPORTERS, AND WISH
THE RIDERS IN OUR
20TH CYCLE CHALLENGE
THE BEST OF LUCK IN
NOVEMBER.”**



CHIEF EXECUTIVE OFFICER'S REPORT

“WE ARE ON TRACK TO ACHIEVE THE COMPREHENSIVE MILESTONES SET OUT IN OUR 2017-2020 STRATEGIC PLAN.”

The 2018–2019 reporting year has been very successful for Hartley, particularly in terms of growth and sustainability as we continue to navigate the challenging environment of the National Disability Insurance Scheme (NDIS). We are fully committed to the success of the NDIS because it will generate benefits for people with disability. However, the implementation has been a challenge. We saw some positive changes to NDIS prices and processes during the past year resulting in a more effective working relationship with the NDIS system.

Planning for the rebuild of Hartley Court and for the build of our new respite facility in Chapman has progressed. The Development Application has been submitted for the respite facility in Chapman and we have seen plans progress for Hartley Court. I would like to recognise the continued support from Andrew Kerec and Mark Newman of Renaissance Homes who are making these projects a reality and to highlight Andrew's ongoing support of Hartley through his extensive fundraising efforts.

Preparations for the NDIS Quality and Safeguards Commission requirements has been another big commitment during the past year involving extensive work to adjust the reporting obligation, registration requirements and to deliver training to educate staff on the changes.

Due to our growth in the past few years, we have increased the capacity of the management and senior management teams by dividing the role of our Senior Manager of Disability Programs into Senior Manager Client Services and Senior Manager NDIS and Service Development. Kathy LeMesurier has transitioned to the new role of Senior Manager NDIS and Service Development, and we welcomed Shilo Preston-Stanley to the role of Senior Manager Client Services. Along with Susan Granger, Corey Ryan and Kellie Edwards, I would like to acknowledge the Senior Management efforts and their support throughout this very busy year. We have also added an additional Disability Programs Manager (DPM) which extends our team to seven DPMs to deal with the increase in our services.

The Business and Operations team also grew to meet the new obligations and ongoing business of Hartley.

We are on track to achieve the comprehensive milestones set out in our 2017-2020 Strategic Plan and are commencing work to revise and prepare our new Strategic Plan early to align with emerging themes that will inform our future goals.

After many years of managing our therapy pool, Hughes Hydro have handed over the management of the pool to Hartley. As part of this transition, we have recruited a team and adjusted the operations to maximise the benefits to our clients.

The continued support we receive from the community is felt through our dedicated and generous volunteers, sponsorships, corporate pro bono work and fundraising. This year we raised a total of \$986,801 through the Hartley Hall Markets and our additional fundraising events. Contributing to this total, the Hartley Cycle Challenge raised an impressive \$481,643 last November. A big thank you to all our volunteers, donors, cyclists and our fundraising and events team.

On behalf of Hartley, I want to send a very special congratulations to Mr Peter Bray, who was announced as the ACT Senior Volunteer of the Year in May this year.

Peter has volunteered for Hartley and numerous other community organisations for over 60 years across Canberra and surrounding regions and is so deserving of this very special Award from Volunteering and Contact ACT.

I would also like to acknowledge four of our long-term volunteers who were recognised by the Rotary Australia Club and presented with a Paul Harris Fellow award. These awards are highly prestigious and only given to those who showed dedication and extreme commitment to their communities. Tony and Margaret Morris, Tony LoPilato and Shirley Sly, were presented with the Paul Harris Fellow award at a special ceremony held at our Hartley office in Peace.

I would like to thank the Board of Directors for their guidance and acknowledge their commitment to Hartley's purpose in supporting people with disability to live their best lives.

I would also like to acknowledge our dedicated staff who continue to work passionately to support our clients across our many locations in Canberra. Without their efforts we would not be the professional and reputable organisation that we have become.



Eric Thauvette OAM
Chief Executive Officer



OUR PATRON

Her Excellency Lady Cosgrove has retired as Hartley's Patron

On Tuesday 2 April 2019, representatives from Hartley attended a special morning tea at Government House to farewell Her Excellency Lady Cosgrove as the Patron of Hartley.

As the wife of our Governor-General, His Excellency General the Honourable Sir Peter Cosgrove AK MC, Lady Cosgrove continued a tradition of vice-regal patronage and was the Patron of Hartley for the past four years.

The Board, staff and clients send our sincere thanks to Lady Cosgrove for her support and patronage of our local charity and wish her and the Governor-General, the very best for their retirement.

Life members

- Tonia Barnes
- Harris Boulton
- Greg Brackenreg
- Peter Bray
- Jennie Cameron AM
- Beryl Czieszla
- Brian Digby
- Margaret Digby
- Lee Donnelly (deceased)
- Ross Ellis
- Helen Falla
- John Hicks
- Geoff Leeper
- Tony Lo Pilato
- Chris Michalis (deceased)
- Mary Michalis and family
- Tony Morris
- Margaret Morris
- Dino Nikias OAM
- Jan Puckett
- Tony Radovanovic
- Cherie Radovanovic
- Bob Skidmore
- Marcia Skidmore
- Shirley Sly

Lifetime Achievement Award

- Harris Boulton



OUR BOARD

BOARD MEMBERS



Geoff Leeper - Chair

Geoff is a former senior public servant who joined the Hartley Board as Chair in 2010. His involvement with Hartley began in 2002 through the Cycle Challenge. He has participated in the challenge a number of times, including joining the 2013 and 2014 CEO's Cycle Challenge. Geoff is particularly interested in the Board's role to improve life outcomes for Hartley's clients.



Lisa Keeling – Deputy Chair

Lisa joined the Board in August 2010. Lisa is a corporate lawyer with considerable experience advising public and private sector clients on a range of complex contractual arrangements, including the allocation of risk. Lisa has been involved with Hartley since she first participated in the Cycle Challenge in 2006 and was appointed Deputy Chair in 2018.



Benjamin Battisson

Benjamin is the principal of *nossittaB Consulting*. He has a rare combination of public, private and not-for-profit experience acquired over 20 years working within government as well as consulting to public and private sector organisations and other roles within community organisations. He has participated in the Cycle Challenge since 2002. As a Board member, Benjamin is supporting Hartley to help build the management and leadership capability of our staff.



Harris Boulton – retired in November 2018

Harris has been associated with Hartley since 1976. He has been a member of the Board since the incorporation of Hartley and served as Chair between November 2009 and August 2010. He was awarded honorary life membership of Hartley in 1993. Harris's youngest daughter is supported by Hartley.



Darren Box

Darren is the Chief Financial Officer at the Australian Federal Police. He joined the Hartley Board in January 2019. Darren has significant experience in the public sector, having worked as a senior officer in various roles across government departments in Australia and the UK. He has served as a member on a number of audit committees and now feels privileged to support the Hartley team.



Peter Brown

Peter is a manager in the Australian Government Attorney-General's Department. Prior to this he was a police officer for 18 years with the Victorian Police, resigning as an Inspector. Peter is active in the disability sector and heavily involved with Sailability ACT. Peter's daughter utilises Hartley's respite services.



Terrence Gallagher

Terry has had a long association as a coach with the ACT Electric Wheelchair sports team. He joined the Hartley Board in 2008 and was a senior public servant prior to retiring in 2009. Terry has a son with cerebral palsy who receives Assistive Technology support and respite from Hartley.



Katherine Crichton

Katherine joined the Hartley Board in February 2019. She is a marketing and communications specialist with significant experience in the public, private and not-for-profit sectors, working in both small start-ups and large organisations. Katherine is passionate about her role as a Hartley Board member and looks forward to participating in a future Cycle Challenge.



Anthony Vincent

Anthony joined the Board in 2015. He has been associated with Hartley since 1974 in many roles. He is a client at Hartley and has previously been an Ambassador for the Cycle Challenge. Anthony is a Client Representative on the Hartley Board.



Jenni Vincent

Jenni has worked for various Commonwealth and ACT Government departments and began working as an IT consultant in 2000. Jenni is also a Board member with Advocacy for Inclusion, her focus is on improving life opportunities and care for people with disability.



Kevin Reiher

Kevin joined the Hartley Board in 2017. Kevin has broad experience in government and commercial property both in the public and private sector. After his late son suffered a severe brain injury in 1990, Kevin spent five years as a full time voluntary advocate lobbying for the provision of purpose-built residential facilities, adequate levels of care and dedicated programs for young people with severe brain injury who were inappropriately accommodated in Aged Care Facilities. As Chair of the National Brain Injury Foundation (NIBF), he oversaw the 2019 winding-up of the NIBF.



Geoff Leeper, Lisa Keeling, Harris Boulton and Eric Thauvette.

A heartfelt thank you to retiring Board member, Harris Boulton

Harris Boulton retired from the Board of Hartley in November 2018. Harris has been associated with Hartley since its incorporation in 1976 - an impressive 43 years of service. The world has changed a lot since 1976, and Hartley along with it. Harris has seen many changes during his time with Hartley. Going from being a small organisation, then known as *The ACT Society for Physically Handicapped Children*, very reliant on fundraising, to one that is large and experienced with the challenges of the NDIS funding model.

Harris's daughter, Tanya, started attending the Hartley Street Preschool at Turner Primary School. Harris became involved in the organisation at the preschool from 1976. Other families whose children attended the preschool were seeking permanent accommodation for their children. They started talking to the government which ultimately resulted in the development of a house in Hart Street, O'Connor, known as Hartley House, in 1980. The house had limitations so the organisation started work on Hartley Court.

Tanya used Hartley respite before she joined Hartley as a full time resident at Lord Street, O'Connor back in 1994. Harris said that once Tanya had full time support and was living in a Hartley residence, the family was reassured to share Tanya's care. He says that Hartley has been terrific and the family has been very comforted knowing that Tanya is in good hands with good accommodation and professional staff to look after her.

Harris says that his relationship with Hartley has been the most enduring and best relationship he has had with any organisation. Tanya's involvement as a Hartley resident has allowed his family to organise their lives differently than they would have if Tanya had continued to live at home. Hartley gave the family opportunities knowing that Tanya was being appropriately cared for.

The Queen of Canberra Quest was a major contributor to fundraising for Hartley in the early days and the Quest Ball was a major Canberra event. As Chairman, on one occasion, Harris had the pleasure of welcoming the then Governor General, Sir Zelman Cowen as guest of honour.

Harris says that having been a member of the Hartley Board has contributed to his life by allowing him to be involved in a community organisation, which was rewarding particularly as his daughter was involved. He found that he had a better understanding of how community organisations work, a broader perspective of community organisations and felt satisfaction in achieving goals with Hartley.

Harris has been an office bearer on the Hartley Board since 1980 at times being the Chair, Deputy Chair and Treasurer. When Harris retired from the Board last year, he was awarded the first Lifetime Achievement Award for his dedicated service to Hartley.

Hartley would like to say a big heartfelt thank you to Harris for his outstanding contribution to people with disability in our community. Whilst we will continue to engage with Harris and his family, we wish him all the very best in his retirement from the Board.



OUR SERVICES

57 YEARS OF SERVICE TO CANBERRA

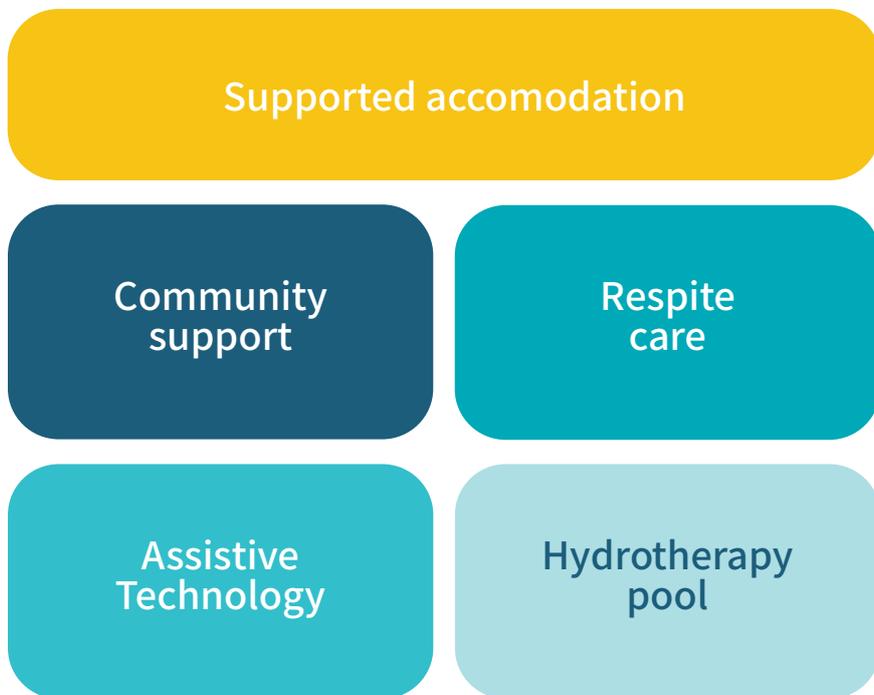
Hartley is a Canberra based not-for-profit organisation that was established in 1962. Our main role is to provide supported accommodation for people with disability. Although Hartley was initially established to provide a learning facility and therapy support service for children and adults, it has now evolved and supports clients in more than 30 homes across the ACT. Hartley also provides other important services such as aids to enhance the lives of people living with a disability, respite services and a therapy pool.

Since its creation, families have trusted Hartley because of its high quality and person centred

approach as well as its inclusion of families in service provision. Hartley has also been highly successful in integrating people living with a disability into their extended Canberra communities.

Hartley intends to continue to improve on its existing strengths to ensure that clients and their families have opportunities to live their best life. To be able to do this, Hartley relies on funding from donations and sponsorship from corporate partners and individual donors as well as special events to raise the funds needed.

Hartley core services include:





Michael loving his visit to the Mogo Zoo.



Anthony shooting hoops on the Augmented Physical Therapy video game.

Supported accommodation

Hartley provides 24 hour supported accommodation services to 80 people in the Canberra region with all levels of disabilities. Many of these people require support to live with high and complex needs. This year has been a busy one settling and enhancing the services we provide to all our clients. We have had opportunities to support people to explore or further their education and work options as well as providing constantly evolving supports to address the changing needs of the people within our services. While we did not transition any new services we have had some changes within our existing clients' living arrangements to better meet their needs.

The clients have also had many opportunities to have some holidays which have expanded their experiences beyond what they have had before. The support staff have been instrumental in ensuring this has happened with the support of the families.

NDIS has once again provided some challenges but overall our clients have seen positive changes occurring in their choices and opportunities. We have all worked very closely with the clients and their families to achieve the best outcomes for the clients to reach their personal goals.

Assistive Technology Program

Hartley's Assistive Technology (AT) Program was established more than 12 years ago as a service to assist individuals to gain greater independence and more choices through the use of both specialised and mainstream technical solutions. During the establishment of the program a partnership was formed with Ability Technology, a Sydney based organisation that for more than 25 years has been specialising solely on AT for people living with disability.

Beginning with an individualised assessment, the goals of the client are assessed in conjunction with their current abilities and desires. During the one-on-one assessment currently performed by Ability Technology founder Dr Graeme Smith, different types of technology are tested and trialled, until the right solution is found for the individual client and their needs. The Hartley AT Program, through its partnership with Ability Technology, is helping individuals to independently perform a range of skills required to enhance and enrich their lives. Now with many individuals having assistive technology services available for funding within their NDIS plans, the potential reach of the program is greater than ever.

This year Hartley was pleased to attend an Independent Living Expo with more than 50 exhibitors. The expo proved to be a great networking opportunity for us to meet other organisations in the AT field while also promoting our own program. It was exciting to see so many innovative people creating AT solutions for people wishing to live their lives with greater independence.

During the expo one of Hartley's clients, Anthony, was thrilled to have the opportunity to play his very first Augmented Physical Therapy video game. Developed by a Lusimate (Lusio Rehabilitation) the joy of seeing Anthony shooting basketball hoops via the video game was unbelievable and his excitement contagious. The thrill for not only Anthony but the Hartley staff in attendance, drew a crowd cheering him on and getting swept up in watching him have so much fun. Anthony had never had the opportunity to shoot basketball hoops before this experience. After a little practise on the game, he finished with a personal best of 11 baskets in a row and is now making enquiries to get this video gaming technology in his own home. Lusimate are very keen to get further involved with Hartley in the hope that more of our clients might enjoy the video games, not only for muscle and movement therapy but also for recreational enjoyment.

Hartley's AT Program will continue to partner with Ability Technology so we can help more people living with disability in the ACT and surrounding regions to find solutions for both communication and lifestyle goals. The main purpose of the program is to enable people to have access to technology that will enhance their lives. As technology is an ever evolving field, Hartley is pleased to have the opportunity to assist even more individuals living with disability through our AT Program and the connections we have established this past year.

The changes since the implementation of the NDIS to Hartley's AT Program has made it easier to continue the service and broaden our reach within the community.

On 12 June 2019, Disability Discrimination Commissioner Ben Gauntlett gave a statement to the General Debate at the United Nations (UN) headquarters in New York on the importance of accessible technology for people with disability. Commissioner Gauntlett told the UN that inaccessible technology was becoming an increasingly critical issue for governments.

“Technology is fundamentally changing the world for everyone. Technology is now central to our daily activities and is also increasingly the main gateway for people to access their rights, for example, accessing the right to education through online learning. For many people, technology can provide a gateway to inclusion, or result in an enormous barrier”.

This is a true statement and one that makes Hartley proud to have the capability to provide local dedicated AT services to individuals in Canberra, making us part of the inclusive process for those we assist every day.

Making people's lives more enjoyable through technology is more accessible to a greater number of individuals, fundamentally because of the tremendous support from our sponsors and donors ensuring we can continue with the program well into the future.

Ability Technology - to gain more information about the latest news and tips on assistive technology visit www.facebook.com/AbilityTechnology





Jaimie and her friend Ben at the Luton Charity Ball.

Respite care - short term accommodation

A parent's story - from Peter Brown, Hartley Board member and father of Jaimie

My daughter Jaimie, who has spastic quadriplegia, has been attending respite services at Hartley for the past 10 years and averages a respite stay once a month. For the most part this is while I am travelling for work, though occasionally while my wife Fiona and I take a short holiday.

Respite provides a positive, empowering experience for Jaimie. When she comes home from respite at Hartley Court, Jaimie always says 'I really like Hartley', which is quickly followed by 'when are you going away again'. Attending Hartley gives Jaimie independence that she cannot achieve while in the family home, where much like most busy families, she is competing with her siblings for time and attention. She loves spending time with her friends at Hartley, many of whom are long-term residents. The residents go out of their way to make her feel welcome. Together Jaimie and her Hartley friends enjoy strong social engagements, both in the evenings and on the weekends, where as a group they may go out to lunch or attend a sports or recreation activity such as the rugby or sailing.

Jaimie also loves the staff at Hartley Court, who are warm and friendly, while behaving professionally, competently and with genuine care. The staff encourage Jaimie to engage in mainstream activities, including helping with shopping or supporting her to go out to visit friends at their house for an evening meal or to attend the movies. The one downfall with Jaimie attending respite service is the comparison she makes when back home – Hartley always seems to come out on top!

The future of Hartley's Respite care

There is always strong interest from the community in Hartley's respite facility at Hartley Court. The number of families currently seeking respite is increasing and we are pleased to be able to provide this service for the clients and their deserving families, especially providing those essential small breaks for carers.

Currently in the ACT there is a major shortage of respite facilities for families. Hartley continues to work hard towards building our new respite facility at Chapman to help meet the increasing demand on this important service.



Dan enjoying his time in the pool.

Hartley Hydrotherapy

Hartley is very proud of its boutique hydrotherapy pool (*Hartley Hydro*), which is located at 13A Wynter Place, Hughes. Hydrotherapy can assist with rehabilitation, relaxation and can increase a person's sense of wellbeing through the following principles:

- The pool is heated between 32-35 degrees which aids in muscle and joint relaxation
- The buoyancy of the water assists in reducing gravity and thus reduce load through your joints which in turn makes similar land exercises much more comfortable
- Equipment such as pool noodles, kick boards and paddles can all be used to assist exercise progression by increasing resistance through the water.

Hydrotherapy may benefit clients with a variety of presentations including:

- Back, hip, knee and shoulder pain including stiffness
- Poor balance and coordination
- Reduced mobility
- Post-operative rehabilitation
- Muscle tension.

In December 2018, Hartley took over management of the hydrotherapy pool from Active Recovery. Since then, a full review has been carried out on the services provided and this has included the introduction of new service agreements, several capital works projects and the creation of a new logo.

Operating five days per week, our pool offers access via pool steps or a hoist, a shallow depth of 1.1m, handrails, non-slip tiles and a change room on site. We also provide a large range of equipment free of charge which can be used to enhance personal programs. This includes steps, floating devices, arm resistance equipment, kickboards and an in-water seat.



Hartley would like to sincerely thank the John James Foundation for contributing a grant to enable us to purchase vital equipment for the hydrotherapy pool this year.



Meet some of our Hartley clients



Sandra

Hi, my name is Sandra. I'm 55 years old and have been with Hartley for 27 years and I live with other people who receive support from Hartley.

I love my iPad, especially for craft and playing games. Like most of you, I love going out for a good coffee. I am fairly active and enjoy keeping fit by swimming, playing bowls and dancing. When I am not out socialising with my friends, I enjoy visiting family. I love to catch up with my mum, brother, sister-in-law and cool niece and nephew. We have such fun when we get together.

I must admit I do enjoy some down time sitting and watching TV with my housemates. Sometimes there is nothing better than a night at home eating a yummy roast pork dinner (my favourite) and hanging out watching a good show or movie – I love the adrenalin of the TV show 'The Chase' and also get inspired by most cooking shows. I really enjoy musicals, especially the old ones, probably because of my love of dance.

I am a true Aussie with my favourite musician being John Farnham but still a 70s kid at heart as I don't think you can go past ABBA as the greatest band ever.

Like everyone, I love a good holiday. My last one was to Camp Breakaway and I had a great time and made a load of new friends. I haven't planned my next trip yet, but on the list is going back to England for a visit.

One of the things I am most proud of this past year was being able to demonstrate my art in the Koomari art exhibition.



Kylie

My name is Kylie. I am undoubtedly the most dedicated supporter of the Roosters Rugby League team. To say I love watching them play would be an understatement! I believe I am the only person at Hartley that has a custom painted feature wall in my room, yes it is all red and blue, the Roosters colours! I'm 48 years old and have been with Hartley for as long as I can remember.

I live with a few other cool people who also choose Hartley for their support.

I love reality TV shows like 'Married at first sight' and 'House Rules'. I've become very skilled, though some may say it is cheekiness and luck, at contacting celebrities, and proudly can now say I have quite a few celebs I now consider friends, who text and check in on me often.

A dream night at home for me would be eating fresh oysters as an entrée and spaghetti bolognese as my main, while listening to Taylor Henderson (my favourite musician) on high rotation.

This year I was thrilled to hold my first craft stall at the Hartley Hall Markets. I have made a lot of new friends through attending the markets and managed to make some money selling my pompom pets and t-shirts, which I am very proud of.

My next goal is to organise a getaway, as I haven't had holiday for a while. Maybe a trip to Sydney to meet the Roosters could be on the cards.



Adrian

Hi, my name is Adrian. I'm 38 years old and have been with Hartley since I was a toddler. I have lived at one of the houses that Hartley supports for the past 15 years. I'm pleased that I've finally mastered my time management skills and can proudly say I get my home chores done before the support staff change shift. Well at least more often than not these days, which I know makes everyone's day easier including mine.

I'm a keen fan of John Farnham, especially the song 'Talk of the Town'. Best song to listen to while working around the house.

My dream job would be to join FM 104.7 or FM 106.3 as a radio announcer, but until then I'll just keep enjoying my hobbies which include bowling, swimming and drama classes. I'm a good cook too and get great inspiration during 'MasterChef' season.

This past year I was thrilled to go on a holiday to Bermagui and now have the travel bug, so I'm finalising plans for a trip to Adelaide.

“MY DREAM JOB WOULD BE TO JOIN FM 104.7 OR FM 106.3 AS A RADIO ANNOUNCER.”



Carl

Hey, my name is Carl. I have been involved with Hartley since I was three years old; initially for their respite services, but since 2018 I have enjoyed full time support. I'm proud of myself for moving out of home in my late 20's and am still thinking about what else I would like to accomplish in the future.

I attended a traineeship in 2012 at the Department of Health and was selected for a permanent position as an APS 1. I am still working there and feel like a valued member of the team. I really enjoy using computers for research purposes. My main roles at the Department of Health are data entry, the sorting of articles and collecting and delivering the mail across the different areas of the department.

I enjoy being active and love going to the gym. Socially I am a keen bowler and I must say that I'm not bad. This year I went on a break to Wagga Wagga and I'm looking forward to another trip for a bush dance in June 2020.

I like rocking along to Michael Jackson, Whitney Houston and Queen and I'm a keen movie buff - my favourite TV show is 'Family Guy', it's very witty.



Daniel

My name is Danny. I really love gardening and growing plants. I am 61 years old and have been with Hartley for four years now.

I live in a house with two other guys who receive support from Hartley. I really enjoy the people I live with, they don't mind me listening to my music and generally don't complain when I sleep in, which I really enjoy. Nothing like a good sleep in.

I love animals and if you have a dog and it needs a pat, call me, I'm your guy.

My favourite fruit is plump juicy grapes and I must say I enjoy a piece of cake most afternoons at 4pm while watching my favourite soapy 'Bold and the Beautiful'.

Recently I went on a cruise along the Queensland coast, I couldn't believe how much food they had on that cruise. We were spoilt for choice. I am planning to go on another trip as soon as I can.



James

Hi my name is James. I started receiving respite support from Hartley in the late 70's. In 2018, I transitioned to full time support and now live with my mates at one of the Hartley supported houses. I'm 47 years old and am super active. I love to play bowls, boccia and darts and I'm proud to have attained a Duke of Edinburgh Award. Like all good Canberra people, I am a keen Raiders fan.

I would like to be a famous actor and enjoy watching 'The Big Bang Theory'. I have had a few small parts acting, my last role was in 'The Code' shown on the ABC... so, who knows, watch this space!

I also sing and perform with Sing Australia, which I really love. The Sing Australia group connected me to others in our community that enjoy singing and this has given me the opportunity to build new friendships in a friendly inclusive environment. All music is important to me with country music my favourite genre - if I had to pick one song it would be Kenny Roger's 'The Gambler'.

This year I went to Grafton fishing with my father. It was a great trip. I'm now planning a cruise to Hong Kong and Vietnam for early 2020.



The Cuisine Team had a wonderful time together at their luncheon at the Yacht Club.

Community support

Enjoyable recreational activities and outings for our clients including fantastic getaways

Hartley encourages inclusion and support for individuals of all abilities to have the opportunity to be involved with and included in their community. We provide support for clients to keep in regular contact with friends and family. Self-planned weekends away and planning getaways and holidays are all part of Hartley's commitment to recreational activities for those we support.

In keeping with the goal to provide our clients with experiences to make them happy, feel fulfilled and included with no barriers, we support clients to participate in activities and programs that they find enjoyable or have a keen interest in. Such activities include swimming, Sailability, gym sessions, art classes and adult education, just to name a few. Hartley is also committed to ensuring the individuals we support can reach their personal goals through supported employment opportunities.



Alex rode the light rail for the first time just after it had officially opened, he enjoyed the experience and gave his stamp of approval.



Tanya and her fluffy bunny companion called Peanut.



Minjae, Zoe and Kylie at the ACT Focus Ball. The event was wonderful and everyone thoroughly enjoyed the evening.



Ben having a relaxing time at the Leisure Centre in Gungahlin.



It's always great to get away and unwind which Ian, Stephen, Michael and Elizabeth (not pictured) did on their holiday to Narooma earlier this year.



Minjae, Mary-Ellen and Justin enjoying the Raiders game in the Corporate Box, thanks to EY.



Phillip having a wonderful time admiring the art at Canberra Glassworks.



Adrian, Phillip and Sandra enjoying some sweet treats at Rodney's Café.



Dave in his 'Boss' hardhat.

Dave is 'The Boss'

Hartley client Dave, has a great love of construction and anything to do with building and maintenance. Dave's attachment to his hardhat started from the first day that construction of the flats behind Hartley Court were being built over eight years ago.

To this day, the hat brings immense joy to him, partly due to the fact that it makes him a Boss. He just loves the shiny hat with the words that adorn the front of it 'DAVE THE BOSS!'

So fascinated by the construction activity at the time, Dave's support staff declared it was a struggle to get him inside most days, even for meals. From sun up to sun down he just wanted to be amongst the action.

Rain hail or shine he was out there 'supervising' the workers, many of whom made time during their breaks to chat with Dave the Boss! He really became part of their team. Some may say those flats are built so well and have withstood the test of time due to the Dave the Boss' eagle eye.



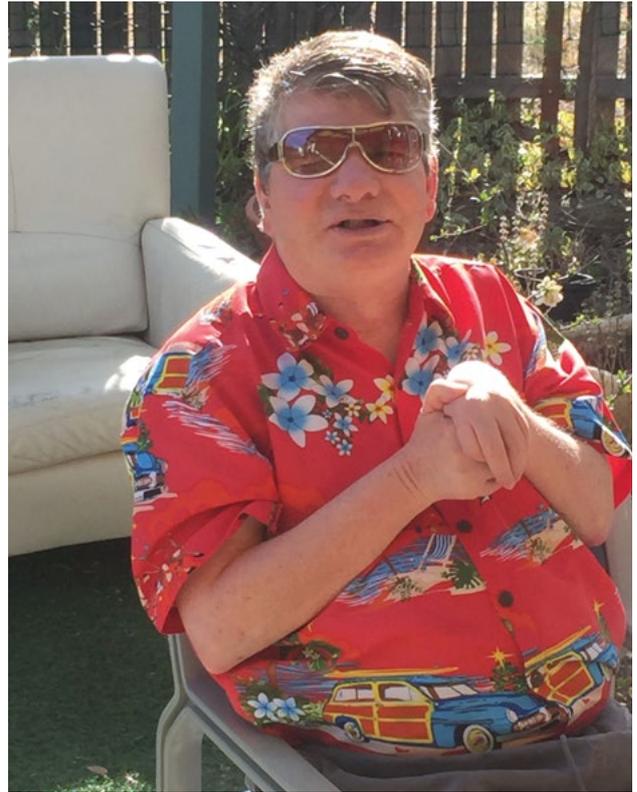
Tarryn with her family having a ball on their cruise.

Special getaways

Tarryn goes on a cruise

Tarryn recently enjoyed a wonderful holiday with her family and friends on a cruise. Sleeping soundly every night she woke up with a big smile every morning of her holiday.

She was spoiled with massages and lots of time on the deck and really enjoyed the vastness of the ocean. She joined her family and friends for meals and a show every night. During the cruise Taryn's family found out that she loves Freddie Mercury and Queen. She spent hours each day exploring the whole ship and it's many decks. Tarryn had a large room with a balcony, two beds and a pull-out sofa, the facilities were wonderful and well suited for Taryn's needs.



Craig enjoying his holiday at the Coast.

Craig has a trip to the Coast

Craig was thrilled with his recent trip to the South Coast, enjoying fish and chips at Batemans Bay, whale watching and a boat ride to Montague Island were the highlights. He also visited the cheese factory and Mogo Zoo. It was an action packed trip with enjoyable scenery and visits to many unique shops and attractions.

While on the holiday, Craig started his days with his favourite breakfast, eggs benedict and ate out every night for delicious dinners in the local café and various restaurants.

Enjoying the must do stop off at Trappers Bakery for a famous pie on the way to and from his coast break, set the mood for Craig on the way there and added great memories at the conclusion of his trip.

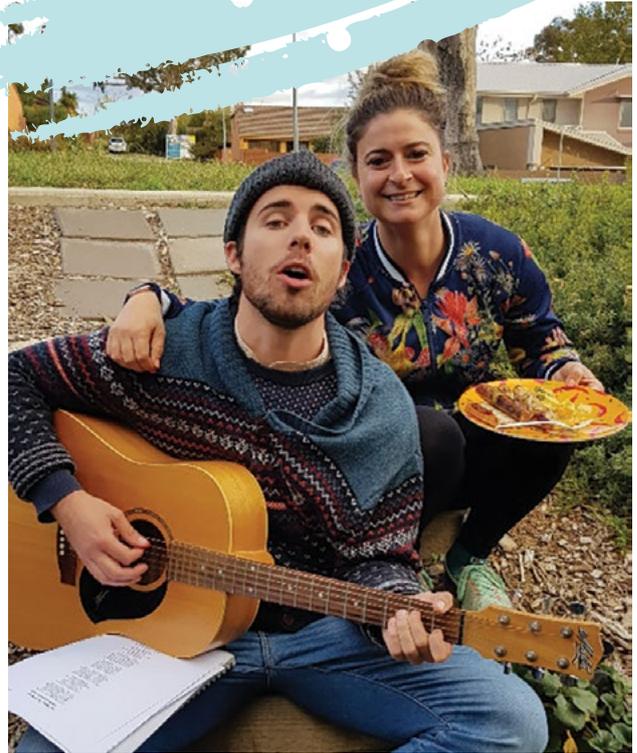


Dean blowing out his birthday candles with his family.

Dean turns 48 with a special party

On a beautiful sunny day in August, the support staff at Hartley organised a BBQ lunch which was attended by his housemates, parents, friends and staff to help celebrate Deans 48th Birthday.

Dean's grin from ear to ear said it all. He loved the balloons and decorations throughout the house, and his family were so grateful to the staff for their efforts to make it a wonderful celebration. Opening lots of lovely presents and eating some of his Freddo Frog ice-cream cake with family and friends, made it a truly memorable day.



Liz and Morgan enjoying the celebrations.

Benambra Intentional Community

In May, representatives from Hartley were delighted to attend the six-year anniversary of the Benambra Intentional Community.

This unique development was established to build a community around three young men with disabilities to provide a safe and supportive environment for them and the other residents of the complex. It's a place where all members work to ensure other residents are not lonely or isolated.

The anniversary was a wonderful celebration of companionship, gratitude and acknowledgement of the incredible efforts of everyone involved in this inclusive community.

For more about the Benambra Intentional Community www.gettingalife.com.au



Christmas celebrations enjoyed by Hartley staff and clients

Our clients, their families and our staff always have lots of fun at our Christmas in July and end of year celebrations. The parties are a great opportunity for clients to get together and enjoy each other's company in a fun and relaxed atmosphere.

Lots of Hartley clients love to get up on the dance floor, dancing away to the awesome tunes played by DJ Nige who generously supports all of our clients' events. Nige happily takes requests and makes a big effort to play everyone's favourite song, ensuring that the dance floor is packed all night.

Our Christmas parties are made possible due to the support of our generous donors and supporters, for which we are very grateful.

“HARTLEY CLIENTS LOVE TO DANCE!”



Some of the activities and events attended by our clients throughout the year included:

- Visiting Floriade
- Hartley Cycle Challenge
- Anzac Day Dawn Service
- ACT Focus Dinner
- Luton Charity Ball
- In-house gatherings, BBQ, picnics, morning teas and dinners
- Interstate travel
- Holidays – cruises/plane trips
- Visiting the Hartley Hall Markets
- Attending art exhibitions
- Hartley High Tea and Fashion Parade
- Cooking
- Attending theatre shows
- Going to the football
- Causeway dancing
- Birthday celebrations
- Hartley on the grass



BUSINESS AND OPERATIONS

BUSINESS AND OPERATIONS

Implementing the NDIS Quality and Safeguards

As part of the implementation of the NDIS Quality and Safeguards Framework, as at 1 July 2019, Hartley's registration and regulatory obligations have changed and we are now regulated by the NDIS Commission. The NDIS Commission is an independent government body that works with service providers to improve the quality and safety of NDIS services and supports, investigates and resolves problems, and strengthens the skills and knowledge of providers and participants.

Preparation for the implementation of the NDIS Commission continues to demand a strong focus from Hartley, including the introduction of a new compliance regime, education, review, and an increase in human resources as appropriate. Over the next 12 months, Hartley will work towards organisational alignment to the new NDIS Code of Conduct, NDIS Practice Standards, changes to the way complaints are made and managed, new incident reporting requirements, changes to the way behaviour support plans are developed and registered, new restrictive practice reporting requirements, and new worker screening processes.

Guided by the NDIS Code of Conduct, which promotes safe and ethical service delivery, Hartley is now in the process of preparing for re-registration through a certification process. This will commence in October 2019, with an audit expected mid-2020. The audit process will assess Hartley's service delivery against the NDIS Practice Standards.

As a values based organisation, with a solid commitment to continuous quality improvement, Hartley welcomes the introduction of the NDIS Commission to the disability sector.

Quality, Risk and Work Health and Safety (WHS)

In 2019, Hartley's *WHS Committee* was reviewed and retitled to the *Quality, Risk and WHS Committee*. The purpose of this review was to ensure that both WHS and the Quality and Safeguards requirements, were discussed regularly in a formal way, and at the most appropriate management level. Accordingly, as all of Hartley's House supervisors, Disability Programs Managers and key management staff attend these meetings, it was agreed that it would be advantageous in terms of resources and time, to amalgamate these two portfolio areas.

Hartley maintains a strong commitment to WHS across the organisation to ensure that the people who live, work and visit Hartley supported houses and premises are as safe as they can be. This commitment is demonstrated through our compliance with the relevant legislation, our WHS policies and the following:

- Management commitment and employee involvement
- Ongoing workplace analysis and monitoring
- Risk and hazard identification, prevention and control
- Ongoing training
- Continuous quality improvement

Through the *Quality, Risk and WHS Committee* which meet every eight weeks, the following key result areas are discussed:

- Quality and safeguards
- Restrictive practices
- Policies and procedures
- Incident management
- Risk management
- Continuous quality improvement
- WHS



Hartley Court is home to 10 Hartley clients who are very excited about the redevelopment plans.

Major capital works projects

Hartley Court redevelopment

Hartley currently supports 10 individuals in long term residential care and a three bed respite facility at “Hartley Court” located at 35 Wisdom Street, Hughes. This facility has provided people with disability and their families with an excellent residential and respite service since the mid-80s. However, the homes and the respite facility at Hartley Court are in desperate need of revamping and renovation. In 2014 it was recognised that the facilities were tired, and although very appropriate for when they were built, are now outdated and have been surpassed by better models and more appropriate designs for the best practice support of people with disability. A consultation with the residents and the families of Hartley Court occurred and a report was written. The report reflected that the residents liked the area where they lived due to its central location and easy access to shops and other services. Accordingly, a decision was made by the Board that Hartley Court houses would be knocked down and rebuilt with new facilities.

The redevelopment plans for Hartley Court were delayed due to the announcement and introduction of the NDIS, which had a significant impact on Hartley. However, draft plans were developed and presented to the Board by AMC Architecture in 2016. During 2018/19, Andrew Kerec and Mark Newman from Renaissance Homes have confirmed they will project manage the Hartley Court knock down and rebuild process. After a meeting with Andrew and Mark in June 2019, commencement of this project will begin in August 2019, with the aim to complete the project early in 2021, if all goes to plan. Hartley would like to sincerely thank Andrew and Mark for all of the pro bono work they have given to date in preparing for this build to take place. Whilst there is a long way to go, it is really exciting that this project has progressed to this point.



Drawing of the new Chapman respite house.

Chapman respite house

In 2017, Hartley successfully applied for a direct sale of land from the ACT Government, with the aim to build a respite facility in Chapman ACT. In 2018, similar to the Hartley Court build, Andrew Kerec and Mark Newman confirmed they would like to project manage the Chapman build, providing much of the advice, planning and preparation for the Development Application process on a pro bono basis.

Floor and site plans have now been finalised and approved by the Board. The plan allows for a four bedroom house to accommodate Short Term Accommodation (STA) {Respite} clients. Contemporary design, open planning, ease of access and assistive technology are key features of this house. Andrew and Mark have managed the pre-application process and have lodged a Development Application (DA) with the ACT Government. As soon as approval is received, the build will commence. It is estimated that this project will be completed mid to late 2020. Once again, Hartley is very excited about this project and would like to sincerely thank Andrew and Mark from Renaissance Homes for their expertise with this project, and especially for all the pro bono work they have provided to date.

Facility management

While many of the houses where Hartley provides support are owned by the ACT Government, and often managed through Havelock Housing, Hartley does own and manage the following facilities:

- Hartley Court: providing SIL and STA accommodation for up to 13 clients in Hughes.
- Hartley Hydrotherapy pool: providing hydrotherapy to people with disability and the general public in Hughes.
- Tanderra house: providing temporary accommodation for Hartley clients.
- Administration Office: Hartley's management office located in Pearce where a team of up to 30 staff are located.
- Dorothy Sales Cottages: while the two cottages are owned and maintained by Hartley, Catholic Care provides the support to the eight residents at this facility.



STAFFING

STAFFING

Our people, our culture

During the past 12 months, Hartley's most important resource, its employees, continued to achieve Hartley's key purpose through supporting *people with disability to have opportunities to live their best life*. This is realised through the provision of high quality supported independent living (SIL) and short term accommodation (STA) that is underpinned by Hartley's three philosophies: **person centred support, active support and family governance**.

As a values based organisation, and in alignment with Hartley's strategic direction, there is a strong focus on ensuring we continually recruit and retain the right people. This is achieved through a rigorous recruitment and on boarding program, the implementation of an extensive training framework, ongoing supervision opportunities, mentoring and leadership opportunities, along with embedding a culture of continued learning and staff wellbeing. This year we have commenced the development of a formal rewards and recognition program, which we plan to implement by the end of 2019.

Hartley's investment in staff is especially important as we start to move through a major period of change with the introduction and implementation of the Quality and Safeguards Framework, including new regulatory requirements and obligations under the NDIS Commission.

While there was no increase in the number of staff employed by Hartley over the past 12 months (approximately 280), the number of full time equivalent (FTE) employees grew by 35%, from 180 at 30 June 2018, to 243 at 30 June 2019. In summary, many of our previous part time staff have now been given opportunities to work on a full time basis or increased their hours substantially.

Throughout the 2018-19 year, close to 1,000 employment applications were received, 90 interviews conducted and 45 new contracts issued. Hartley continues to attract a significant number of applications for employment, meeting the KPI of Hartley being considered an employer of choice.

Of Hartley's employees 87% provide direct support to clients and 13% work in administration, management or fundraising.



Nat and Amanda helping out at a Hartley event.

Operational structure

Led by the CEO and Senior Managers, Hartley's workforce structure is made up of five high performing teams:

NDIS & Service Development

- NDIS engagement
- NDIS planning and plan reviews
- Family and guardian engagement
- Service agreements
- Intake and assessment
- General enquiries

Client Services

- Client experience
- Delivery of SIL and STA
- Family and guardian engagement
- Roster management and staffing levels
- ACT Housing matters, tenancy and maintenance

Business & Operations

- General operations
- Workforce matters
- Quality & Safeguards Framework
- Policies & procedures
- Compliance and Risk
- Work, Health & Safety
- Capital works projects
- Hydrotherapy pool

Finance

- Financial management
- Accounts payable and receivable
- Procurement
- NDIS quotes
- Insurances
- Information technology
- Fleet management

Fundraising & Marketing

- Events management
- Marketing
- Fundraising
 - Cycle Challenge
 - Hall Markets
 - High Tea/Fashion Parade
 - HART.R8 for HARTLEY
- Annual Report
- Website
- Social media
- Assistive technology
- Op Shop



Celebrating staff achievement

While all of Hartley's staff do amazing work, there were several special achievements throughout the year worth highlighting:



Order of Australia Award

As part of the Queen's Birthday 2019 Honours List, Eric Thauvette was presented with a Medal of the Order of Australia (OAM) (General Division) for services to people with a disability. Eric has been the CEO of Hartley since 2006 and continues to work tirelessly in delivering support services for people with disability.

Hartley's CEO, Eric Thauvette receiving his OAM from His Excellency General the Honourable David Hurley AC DSC (Retd).



Finalists in the 2018 ACT Chief Minister's Inclusion Awards

In 2018, Hartley as an organisation and two of our employees, Sylvain Virassamy and Fiona Lukacs were finalists in the ACT Chief Minister's Inclusion Awards. Recognising and celebrating outstanding people and organisations who go above and beyond to include people with disability as participating citizens in the life of the ACT community.

Fiona and Sylvain, proud finalists of the ACT Chief Minister's Inclusion Awards.



The HARTS Cycle Team: From L – Scott Matheson, Natalie Smith, Annette Matheson, Amanda Mangum, Wendy Millar, Corey Ryan, Jenni Vincent, Sally Wooldridge, Susan Granger, Peter Thorn, Matt Bass, Jess Surgeon, Liz Alexiev.

HARTS Cycle team raises \$20,000 for Hartley

The *Hartley Amateur Riding Team* (HARTS), primarily made up of staff members, their partners and one Board member, successfully raised more than \$20,000 for the 2018 Cycle Challenge. The team formed in January 2018 with a commitment to raise money for Hartley and ride from Jindabyne to Charlottes Pass

as part of Hartley's Cycle Challenge. This year, the team is riding again and several fundraising events have already been held with the goal of raising at least \$20,000 again.

Milestones in service

| | |
|-----------------------------|--|
| 5+ years of service | Jessika Ahlgren, Elizabeth Alexiev, Joan Alfreds, Vaishali Bhavsar, Stephanie Brown, Lorna Brown, Sandor Collins, Debra Conroy, Laura Davies, Melissa Devine, Namgyal Dolkar, Dechen Dorji, Nerissa Flores, Margrit Gow, Matilda Harper, Ronald Jackson, Sarabjeet Kaur, Rabindra Khadka, Leomel Leonera, Fiona Lukacs, Lindu Lukose, Amanda Mangum, Kara Massey, Leonie Mayberry, Jade McClelland, Carol-Jayne McManus, Sembukutti Minoli Nugara, Sujan Ranjit, Patricia Riley, Adam Robinson, Palpasa Shrestha, Nerida Spaccavento, Tia Spencer, Thupten Thupten, Loraine Tully, Hay Kae Tun Hla, Michael Watts, Michelle Widdow |
| 10+ years of service | Sascha Bartels, Tenzin Chodon, Carmel Hogan, Rosalie Krause, Liisa Malmberg, Marshall Marasha, Nompumelelo (Gloria) Nkomo, Tiona Overhall, Lhundup Passang, Hazel Rixon, Christa Sanders, Mu Yai Paw Shew, Eric Thauvette, Tonya Tinson, Renee Walsh |
| 20+ years of service | Allison Demaine, John Mutton, De Maine, Stacey Bowden |
| 30+ years of service | Kathy Le Mesurier, Wendy Millar |

Training and development

Hartley’s training and development framework includes three core elements: HIPP, MUST and SPOT.



During the past 12 months, 101 training sessions have been scheduled with 1,000 training bookings received. As part of the success of our training program, we would like to acknowledge the ongoing dedication and commitment from our two training facilitators, Victoria

Oakden of Oakden Enterprises and Geoff Wallace from Sharing Places. Both Victoria and Geoff work closely with our staff to deliver what we believe is an outstanding training program.



John enjoying a Hartley end of year celebration with Nicky.

Meet John Mutton

At 84 years of age, John Mutton is Hartley's oldest employee.

John was born and bred in Geelong, Victoria. He attended school in the small town of Kilmore, just north of Melbourne, where he was a full time boarder. John left school in Year 10 and joined the armed forces, where he met his wife, Judy. Judy was a nurse in the army and it was love at first sight. John and Judy were married in 1960 and had their first child in 1961. It was at this time that John decided to leave the Army and together they moved to Canberra to start their family, which was completed with three children – one son and two daughters.

In 1999, whilst working at ANU, John was asked by a mate whether he would be interested in driving a bus for Hartley Court while his friend was on leave. John was thrilled to be offered an ongoing position upon his mate's return. John was a neighbour of Hartley Court so he had already formed a friendship with clients Kylie and Anthony. Three months passed and much to John's delight, he was offered a permanent position with Hartley and has never looked back.

When John was asked what he enjoys most about working for Hartley, he responded without hesitation, 'The People'. He loves forming friendships with all the clients and staff. He loves the rewarding feeling that each day brings and is very proud to be employed by Hartley.

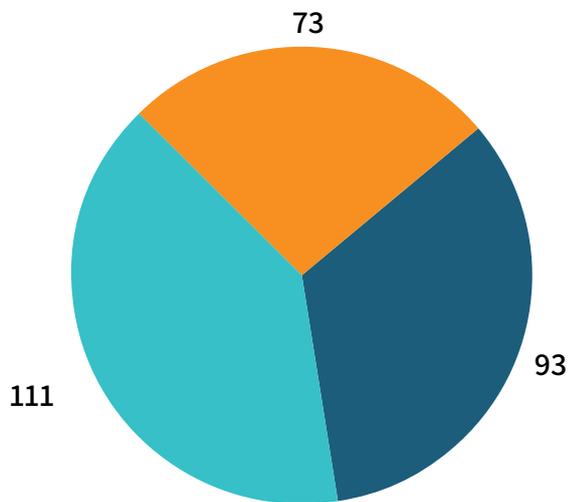
When he is not working, John is kept busy being a very proud grandfather. He is known affectionately as 'Pop' to his seven grandchildren and five great-grandchildren. In his spare time, John enjoys fishing trips to the coast and playing lawn bowls. He is also mad about sport, in particular league and AFL. He especially enjoys cheering his beloved Bronco's (league) and Geelong (AFL) on the weekends.



Hartley staff volunteering at a Bunnings BBQ.

Workforce Demographics as at 30 June 2019

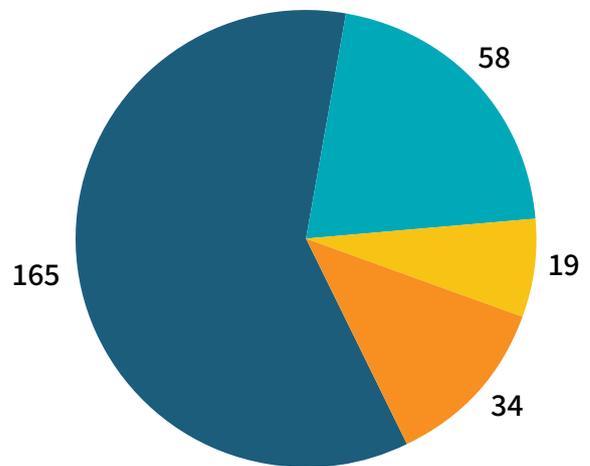
Employment Type



- Casual
- Permanent Full Time
- Permanent Part Time

Total employees: **276**
 Female: **162**
 Male: **114**

Position Types

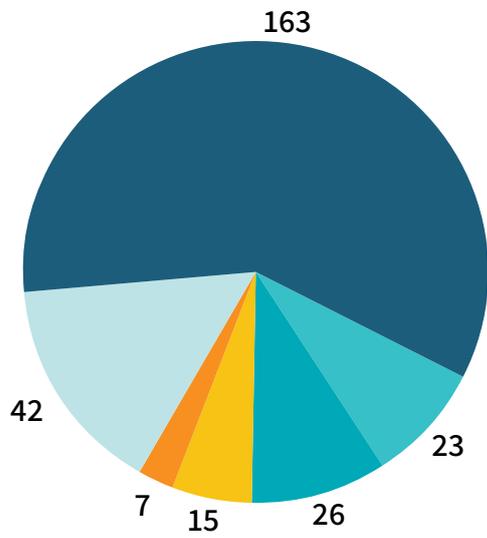


- Residential Support Worker
- Senior Residential Support Worker
- Supervisors
- Disability Programs Managers, Administration & Hall Market Staff



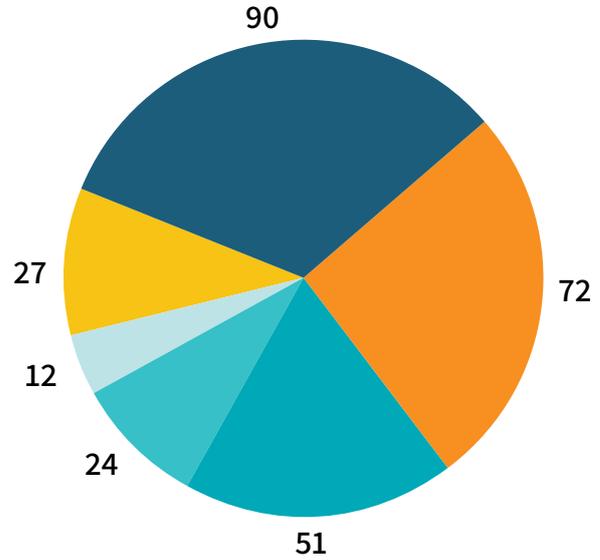
Marg and Sue enjoying the client's Christmas party in 2018.

Length of Service



- < 1 year
- 1-3 years
- 4-6 years
- 7-9 years
- 10-12 years
- 13+ years

Employee Age



- 18-24
- 25-35
- 36-45
- 46-55
- 56-65
- 66+

Hartley's youngest employee is **19**

Hartley's eldest employee is **84**



MARKETING, FUNDRAISING AND EVENTS

How you can support Hartley using social media

The use of social media and networking services such as Facebook, Twitter, Instagram and Snapchat have become an integral part of Australians' daily lives. Hartley continues to grow our social community and boost the number of followers we have to enable us to increase our profile and attract new supporters.

Hartley has two Facebook pages:

www.facebook.com/HartleyLifecare/

www.facebook.com/HartleyHallMarkets/

www.instagram.com/hartleylifecare/

Please like our FB pages and Instagram and keep an eye out for more stories about the work we do, the people we support and how you can get involved and attend our fundraising events.



Fundraising and events

Our fundraising and events team had another busy year raising funds and awareness for Hartley. We hosted a number of our own Hartley events as well as supporting third party fundraising events run by a variety of organisations within the Canberra community.

Once again Hartley was fortunate to have been chosen as the charity of choice for a number of community events where we provided volunteers to collect donations or cooked up a BBQ or took along some of our clients as ambassadors for Hartley.

Hartley was very happy to be chosen as the charity of choice for Officeworks Tuggeranong and their Rounding Up campaign. This was an innovative way to raise funds as customers 'rounded up' their purchase at the register, with the amount rounded up then donated to Hartley.

Each year Hartley is invited to cater and host BBQs for several community events including Fitz's Challenge, Ride to Work Day, Vertikal's open day and Canberra's Big Bike Ride. The responsibility of running these BBQs falls on our dedicated volunteers who raise significant funds for us.

We are also proud to continue our long association with the ACT Rogaine Association (ACTRA). Rogaining is the sport of long distance cross country navigation using a map and compass. Hartley volunteers travel to the various rural locations where the Rogaines are held and cook up a selection of fresh hot and cold food for the hungry participants. We are very grateful to ACTRA for continuing to provide Hartley with the opportunity to raise significant funds from these events throughout the year.

Fundraising income is vitally important for Hartley to support our respite, recreation and AT Program as well as the transport unit. Funds raised this past financial year have been put towards our new respite facility to be built in Chapman.

We would like to acknowledge and sincerely thank local businesses large and small, our sponsors and our volunteer base of more than 100 people who generously help us to achieve our fundraising goals.



Kim from Capital Chemist receiving a certificate of appreciation from Rod at Alive with the Capital Chemist Mascot, Bilby joining in the HART.R8 for HARTLEY event.



Riders at Body Basics, Queanbeyan.

HART.R8 for HARTLEY



Hartley's annual HART.R8 for HARTLEY Indoor Cycle Challenge was held on Saturday 27 July with more than 100 riders participating and raising funds for Hartley.

We're very grateful to our gym partners, who enthusiastically promoted the event and helped to attract participants through their respective gyms.

- Alive Health & Fitness - Narrabundah
- Body Basics - Queanbeyan
- Fitness First - Deakin
- Stellar Canberra - Woden
- Pyscle Life Kingston and Tuggeranong

Participants chose to ride for three or six hours in the heart pumping indoor cycle challenge event led by professionally trained gym instructors. These instructors, who generously donated their time, kept everyone motivated with their enthusiasm and fantastic music pumping throughout the entire event

By registering to ride and raising funds, combined with the support of our generous gym partners and major sponsor, Capital Chemist, this year's event raised **\$14,500 - a great result!**

The fitness centre that had the most registrations and raised the most funds was once again ALIVE Health and Fitness! They have completely embraced this event and we were so impressed with the level of engagement from their members and staff. Rod, Ron and their entire team should be so proud of their efforts - we are so happy to have them as part of the Hartley family.

Thank you to our sponsors of HART.R8 for HARTLEY.

MAJOR SPONSOR



PROUD PARTNERS



CLUBLIME PSYCLE LIFE

Canberra Weekly MAGAZINE

Hartley Cycle Challenge

Over a weekend at the end of November in 2018, teams of up to 12 people who were either extremely fit, very brave or crazy undertook the mammoth challenge of cycling from Canberra to Charlotte Pass and back over three days. That's 450 kilometres of hills! In reality, their efforts were inspiring, as was their ability to raise funds to support people living their best lives with disability in our community and receiving support from Hartley.

When people enter the Challenge they are committing to fundraising for the year as well as all of the training required to undertake the ride. Fundraising activities include trivia nights, BBQs, raffles, donations from organisations and a host of other events. The teams also undertake to sell raffle tickets for fantastic prizes, including a \$3,000 voucher donated by PUSHYS of Fyshwick, 6 nights and 7 day stay at the Mollmook Beach House and an OLAS hand crafted designer bike rack.

Each year Hartley acknowledges two very special achievements. The first is the Team Pursuit Award for the highest amount raised per team member, which in 2018 was won by Team Resolution Cogent. They raised \$3,365 per rider within their team. The second achievement is the Highest Total Fundraising for a team. The Department of Human Services was awarded this for the third consecutive year with the support of their major sponsor, Australian Hearing they raised \$72,321!

To support the cyclists and to provide them with food, water, first aid and a lot of cheerful chatter, more than 100 volunteers donated their time. Without this support the Challenge would not be possible. The cyclists, clients and their families and the Hartley staff (many of whom are volunteers as well) appreciate the time and encouragement that the volunteers donate.

Also without our Ride Coordinators the Challenge would not be possible. A special thanks to Paul Crake, Gregg Berry, Michael Warby, Keith Speildewinde and Greg Ash - they are instrumental in running the Challenge and keeping everyone safe.

Last year the Milton Valentine Award was presented to a very special long term volunteer and Cycle Challenge rider who has been involved in the Cycle Challenge for a number of years. David Lander was the 2018 recipient. He was always smiling, very charismatic and willing to help anyone he could.

Hartley created the Karen Zeller Award to acknowledge outstanding volunteers. In 2018 our very worthy award recipient was Margaret Welsh. 2018 was Margaret's 7th Hartley Cycle Challenge, although she has been involved in fundraising and supporting the Department of Health Team for ten years.

Since retiring from the Department of Health, Margaret has been volunteering in the Hartley office two days a week and she has been instrumental in helping us to get this year's Cycle Challenge up and running. Her skill set has been incredibly valuable and we are so lucky to have her on board.

We are so grateful to all of the cyclists, volunteers, sponsors and donors whose funds raised help Hartley provide the best support it can to improve the lives of our clients. Thank you.

All of the profits raised from last year's Hartley Cycle Challenge have been put towards the knock down and rebuild of our Hartley Court facility. Hartley Court consists of three houses located in the suburb of Hughes and supports ten people with complex disabilities including three overnight respite beds supporting up to 60 people a year.

The vision for the proposed redevelopment of Hartley Court is to create vibrant new living spaces that will enable our clients to live their best lives.

We are thrilled to announce that the final fundraising tally for the 2018 Cycle Challenge was \$481,643!

Saturday night's celebration dinner and presentation was held for all of the riders, volunteers, clients and staff. The very talented Ross and Robbie from Team Milestone were joint MCs for the event and provided a smooth flowing and entertaining evening. One of the guest speakers was Dylan Valentine. Dylan is the son of Sue Valentine, one of the Cycle Challenge Ambassadors. Dylan explained how Hartley has supported his mother since she acquired a severe brain injury and how that has enriched her life and the life of her family.

Ken Dacomb was the special guest speaker at the celebration dinner. He spoke of his survival following a near death experience. His courage was exemplified by his remarkable recovery and his participation in the 2018 Cycle Challenge.



Deb presenting Margaret with her Karen Zeller Volunteer Award.

Each year Hartley Cycle Challenge Ambassadors offer their support to the teams who are participating. In 2018 the Ambassadors were Minjae, Peter and Sue. They had a fantastic time and put a great deal of effort into encouraging the cyclists and ensuring a fun atmosphere.

Minjae, Peter and Sue proudly wore their Cycle Challenge t-shirts to the Saturday night presentation dinner. Minjae now has another t-shirt to add to his already extensive Cycle Challenge collection. Other clients travelled to points along the route to offer their support and thanks.

Dean Thompson undertook the photography for last year's event. The excellent photographs are available at deanthompsonphotography.com.au. Thanks must go to Dean and his wife Annette for the hard work they undertook to record the 2018 event. A special thankyou also to John and Julia Lafferty who have been the official photographers for so many years. Our thoughts are with you.

We are extremely grateful to still be running this event after so many years. It is a tribute to the many generous people who assist in bringing it together each year and to those brave peddling Hartley soldiers who sign up, fundraise and ride. Thank you all, we hope to see you at the same time in 2019 — up the mountain.

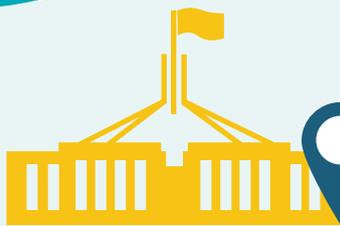
**“PEOPLE HELPING WITH
FUND RAISING AND
PEOPLE WHO OFFER
THEIR TIME TO SUPPORT
HARTLEY ADD A SPECIAL
SOMETHING TO HELP
ENHANCE THE LIVES OF
PEOPLE LIVING WITH
DISABILITY.”**

‘They make a lot of things possible that would otherwise be impossible. Something that people may not be aware of is how much being a volunteer enriches your own life. It is one of the most rewarding things I’ve ever undertaken and I’ve made a host of new friends. Thank you Hartley clients, staff and volunteers for making me feel so welcome.’

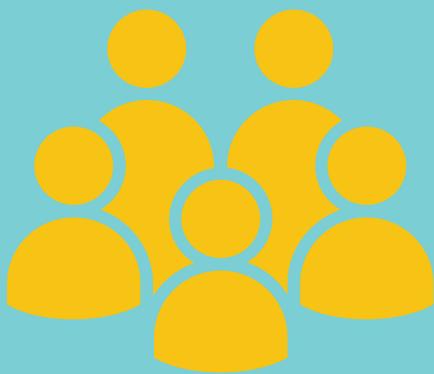
Margaret

Hartley Cycle Challenge rider and volunteer.

20
bunches
of **12**
riders in
each bunch



450km from **Canberra** to **Mt Kosciuszko**



100+
dedicated volunteers

Raised
\$481,643



A huge thank you to all the sponsors of the event



THE PEDLAR



EMC²



CLAYTON UTZ



YARRH WINES



PUSHYS



Benmax



The Tandem Team from FFFM.



Yep – there was snow! Lots of snow!



The Aero PM Team showing great formation.



Ride Coordinators - Keith, Paul and Greg.



Department of Human Services – the highest fundraising team for the third year in a row.

The Mad Hatters High Tea and Fashion Parade

After the success of last year's Royal High Tea and Fashion Parade, Hartley was inundated with inquiries for us to host the event again. On 11 August 2019 we held our second High Tea with this year's theme 'Mad Hatters High Tea and Fashion Parade'.

The event was run to raise funds to support our clients. We are thrilled to say that the 2019 Mad Hatters High Tea and Fashion Parade was an overwhelming success.

Guests were encouraged to dress up in their finest Mad Hatters costume, book a table and join their friends and family and enjoy a fun afternoon of delicious high tea and fabulous fashion with a twist.

We were privileged again this year to have Jason Roses from Luton Properties and Hit 104.7 as our charming MC. Jason is a great supporter of Hartley and he ran the event with lots of laughs and fun.

The Albert Hall with its old world charm was the perfect venue to welcome more than 270 guests to what was declared the 'feel good event of the year' by guest and editor of the Canberra Weekly, Julie Samaras.

Thanks to a large contingent of dedicated volunteers and their creative vision, the venue was transformed into an Alice in Wonderland spectacular. Vintage teapots and antique cups and saucers all filled with fresh flowers plus an eclectic assortment of custom table decorations. After walking through the colourful and crazy balloon sculpture at the entrance, the visual impact and transformation of the old hall was both striking and memorable for everyone.

Glasses of champagne and delicious plates full of high tea treats were served to the guests by a group of hardworking student volunteers from Radford College.

The fundraising opportunities were enhanced with wonderful items donated for the silent auctions and live auctions, which took place during the event.

Our primary raffle was also very popular with Catherine from Vangeli Jewellers donating a beautiful heart shaped diamond pendant valued at \$2,500 as the prize. Those in attendance were encouraged to purchase a heart shaped diamanté brooch for \$20 to then be eligible to go in the draw to win the diamond pendant.

The winning lady was over the moon when her name was drawn.

Entertainment was provided by local singer Georgia Wellard and a very special and heartwarming performance by one of our Hartley clients Cameron and his music teacher Michelle, was a real hit. Not only were guests entertained by these singers but Jumptown Jammers took to the stage and captivated the audience with their fancy footwork and high energy jive moves.

As the guests enjoyed their treats in the main hall, backstage there was a flurry of activity in anticipation of the curtain raising on the main event, the fashion parade.

Working incredibly hard for several weeks prior to the event and with her keen eye to detail, our stylist for the day Frankie from 'Styled by Francesca' worked with the models from Victoria's Models and some very special and excited Hartley client models. Frankie's passion ensured that every garment supplied by local designers Peach Bud Boutique, Anchor & Willow and M.J. Bale were perfect. We would like to thank Frankie for her kindness, dedication and support of the event. Our gorgeous Hartley clients Declan, Carol-Jayne, Justin, Stephen & Joanne and friend of Hartley, Jay were dressed to the nines and exuded nothing but professional confidence on the catwalk.

The reaction of the guests, to our Hartley models was amazing and they clearly stole the show!

The afternoon continued with the final fashion parade, a beautiful selection of bridal gowns by local Canberra designer, Naomi Peris Bridal. The Victoria's Models gracefully moved down the catwalk with a beautiful bouquet of flowers accompanied by the male models who looked very dandy in their M.J. Bale suits.

The finale, in keeping with the Mad Hatter High Tea theme, was a theatrical piece with our beautiful bride, Brooke. She was met by a strategically placed young man in the crowd (flash mob style) who jumped onto the catwalk and proposed to her with a large plastic diamond ring. Our MC Jason performed a humorous wedding ceremony, before the happy couple sipped on champagne, had a little dance and strolled arm in arm to the back of the stage carrying a bright red 'just married' cut out car.



Alice in Wonderland characters from Victoria's Models greeting guests at the entrance to the Albert Hall.

The curtains closed quickly with everyone cheering believing that to be the end, only to be surprised when the curtains again opened to show the happy couple now standing with two adorable little girls, one dressed as Alice in Wonderland and the other a very small Queen of Hearts. Light-hearted and fun, the audience participation in this part of the event was wonderful and the humorous acting well received.

We were thrilled to raise over \$38,000 with proceeds from the ticket sales, silent auction, general raffle and our very special heart pendant raffle. As important as the funds we raised, the fashion parade was an opportunity to hold an inclusive event that demonstrated Hartley values.

Many thanks go to Melita and Capital Chemist for being our major sponsor. To Victoria's Models for donating their time, Styled by Francesca for pulling the entire fashion parade together, Peach Bud Boutique and Anchor & Willow for providing all the fabulous women's clothes and holding pop-up shops for attendees to buy garments they had seen on stage. We would also like to thank M.J. Bale for the very stylish men's clothes, Naomi Peris Bridal for the stunning bridal gowns. A big thank you to ELITE Event Technology and Mista DJ Nige for

your support and to our very talented musicians Georgia Wellard, Cameron and Michelle and the dancers from Jumptown Jammers.

Thank you to all the Hartley staff and their families and our dedicated HARTS team of volunteers who spent hours baking, cooking and preparing the food for the delicious high tea, helping all day with the event and ensuring the guests enjoyed an event to remember.

We are eternally grateful to everyone who supported this event and we can't wait to hold this unique and well received event again next year. We've already got a theme in mind.





Thank you to the list of donors below for their very generous support by donating fabulous prizes for the silent and live auction ensuring we had a great fundraising event.

VANGELI JEWELLERS WODEN JAMALA WILDLIFE LODGE
 THE AVENUE HOTEL CANBERRA NATIONAL GALLERY OF
 AUSTRALIA ELITE EVENT TECHNOLOGY MAWSON DENTAL
 CARE CLEAN ABOVE THE REST BUNNAMAGOO ESTATE
 WINES SEG GLIDE RIDE MIMOSA INTERIORS NATIONAL
 MAILING AND MARKETING STERLING KERSHAW & CO.
 LOLLYPOTZ LYN BRAY NATIONAL PARKS AND WILDLIFE
 SERVICE, SAPPHIRE COAST VICTORIA'S MODELS CAPITAL
 CHEMIST KAMBAH CANBERRA QUILTERS GOURMET
 BY DESIGN ENDLESS BEAUTY, HALL VILLAGE COURT
 RAINBOWTOPIA JODIE TAPLIN ALEX JACKSON JASON
 ROSES M.J. BALE NAOMI PERIS BRIDAL CURVES WESTON
 DARRYL'S DEN JANINE FLORIST AND GIFTS 8FRAMEHONEY
 PHIL STAINES ARTISAN GEORGIA WELLARD HARTS CYCLE
 TEAM OXYGEN NUTRITION HAIR FLAIR QUEANBEYAN
 KURTZ HAIR BY DESIGN AT HAWKER SPENCE AND
 CHIFLEY GROCERS BENAMBRA INTENTIONAL COMMUNITY
 CELEBRATIONS AT BUNGENDORE LUXEWIKS ANDY'S OWN
 BUTCHER AT SPENCE GWS GIANTS STYLED BY FRANCESCA
 REVLON CAROLE'S FAIRIES WIGGLES PIGGLES CARLEE
 CHILDREN'S WEAR, NICHOLLS MOUNT MAJURA VINEYARD
 POACHERS PANTRY DJ MISTA NIGE GULSON FINE CARS
 PEACH BUD BOUTIQUE CANBERRA WEEKLY MAGAZINE
 GREENGOLD NURSERY SUSAN REYNOLDS ANCHOR &
 WILLOW CAPITAL CHEMIST HARTLEY HALL MARKET STALL
 HOLDERS DEANTHOMPSON PHOTOGRAPHY CAROL-JAYNE

Thank you to the Jamala Wildlife Lodge and Carol-Jayne for their donations to our live auction.

Thank you to our incredible sponsors for making this event possible.





Shilo won the limbo competition.



Representatives from Hartley with Richard Luton.

Luton Charity Ball – Homes Of Hope

This year's Luton Charity Ball was once again a fantastic night of live performances, delicious food, creative decorations and outstanding auction prizes. The Miami themed Ball raised over \$110,000 for Hartley, Project Independence and Karinya House.

Hartley was thrilled to once again be one of three charities supported by the annual Luton Charity Ball and as guests walked into the Ballroom at Hotel Realm on Saturday 22 June they were transported to Miami. With stunning table decorations and a room full of palm trees and flamingoes, guests knew they were in for a fabulous night.

Peter Rowsthorn proved to be a very funny and entertaining MC who won over the audience with his humour and hosting abilities. The actor and stand up comedian is internationally known for his iconic role as Brett on Kath and Kim and was a great choice for what was a lighthearted and fun night.

Hartley proudly promoted the Luton Charity Ball to our networks and we were very lucky to be able to take some of our clients to the event. Ben, Jaimie and Declan all had a wonderful time and enjoyed the delicious meals, the live entertainment, the band and the opportunity to get out on the dance floor.

It was also great to have the support of the Hartley Board members who attended - they all had a wonderful night. One of the highlights was our very own staff member, Shilo and her outstanding performance to take out the Limbo competition!!

Hartley would like to sincerely thank the Directors and staff from Luton Properties for their incredible efforts with special thanks to Richard Luton for his generous spirit and ongoing commitment to his local community.

Hartley would like to thank the following sponsors for their incredibly generous support of this year's event:

- Premier Sponsor - Realestate.com.au
- South Beach Sponsor - au.it
- Beach Sponsor - 3 Property Group
- Ocean Drive Sponsors - Re-Seal Bathrooms, bellchambers Barrett and Velocity Conveyancing

Your support is making a real difference to the lives of people with disability in our local community.





Hartley Hall Markets

Established in 1986 the Hartley Hall Markets were created as Hartley's main monthly fundraising event.

In the picturesque village of Hall just outside Canberra, the rural setting transforms on the first Sunday of the month to host our Hartley Hall Markets. Every month we welcome up to 3,000 members of the public who come to buy from more than 200 stallholders displaying craft, arts and home grown produce. It's been thirty two years since the conception of the Hartley Hall Markets and we continue to maintain a viable and exciting market. Born from the necessity for fundraising, the event now encompasses fantastic community involvement and a solid base for marketing our organisation to the wider Canberra community.

This past year has seen great growth in the markets with exciting new stalls coming from near and far to join us. Every month the whole of the Hartley community becomes involved with an ever growing number of clients and their families attending. The Hartley Hall Markets are a truly inclusive event.

We have been blessed to have great community engagement at the markets. One organisation that has been involved in a voluntary capacity is the Hall Bushranger RFC Football team. This partnership provides extra hands on market day to collect donations on the main gate. A collaboration that has cemented the markets as a community event for Hall and has strengthened our relationship with the Hall Village community.

The Bushrangers Football Club have been coming to collect money on the gate for two years now and have given one of our clients Minjae a sense of belonging and real purpose, as he staffs the gates alongside them every market. The job Minjae does with the bushrangers is very valued and the relationship that he has built with these young men is a fantastic display of the club's giving nature. They have taken him into their fold and treat him very much like one of their own, even providing him with a full football uniform. So many of our Hartley clients now attend to help at the markets, distributing newsletters, assisting with stall set up and



Tony LoPilato, Margaret and Tony Morris and Shirley Sly (not pictured) receiving their Paul Harris Fellow Awards from District Governor Peter Ford.



Peter Bray with his ACT Senior Volunteer of the Year Award.

inquiries and in several cases holding their own stalls selling craft and produce they have made and grown.

We rely heavily on our volunteer group some of which have been coming out to the markets since it began 32 years ago. We have a strong alliance with Radford College whose Year 9 and 10 students attend to volunteer on the BBQ each month.

This year we were excited to nominate two of our long serving volunteers for the “ACT and Connect Volunteer of the Year Awards”. We nominated Michael DeSelette for the Junior Volunteer of the Year and Peter Bray for Senior Volunteer of the Year. We were thrilled on the award evening held at the Arboretum on 6 May for Peter Bray to be recognised by others in the community and awarded the Senior Volunteer of the Year ACT 2019. Having community recognition for his support to our markets among other voluntary endeavours that he is involved with, was a fabulous and well-deserved accomplishment.

Earlier this year four of our long-term volunteers were recognised by the Rotary Australia Club and presented with a Paul Harris Fellow award. These awards are highly prestigious and only given to those who have shown dedication and extreme commitment to their communities. Tony and Margaret Morris, Tony LoPilato and Shirley Sly, were presented with the Paul Harris Fellow award at a special ceremony held at Hartley’s office in Pearce.

The markets raise money from both the stall fees and the entrance donations. In addition we run a few food venues including the much-loved Hartley sausages sizzle and two canteen venues also run by volunteers.

It is impossible to measure the continuing and valued support we receive every month from our main suppliers - Mikes Meats, Bakers Delight Woden, Tom’s fresh fruit Belconnen, Ian McGrath Eggs, The Cleaning Warehouse, Woolworths Charnwood and The Department of Sports and Recreation ACT, each contributing to the success of the markets.

The number of clients now wanting to participate is growing and we are thrilled to give them the opportunity to expand their skills and social networks. The Hartley clients’ involvement is so well received by everybody and shows that our markets are truly an inclusive environment.

The Hartley Hall Markets look forward to another solid year of fundraising and wish to give our heartfelt thanks to all of our volunteers who provide us with their incredibly generous gift of time and talent. The markets would not exist without these amazing people.

If you have not yet visited the markets they are on the first Sunday of every month, except January - between 10am and 3pm. You can either enjoy a day of shopping or volunteer and be part of our market family. Everybody is welcome, even the family pooch.



Rosie and Stacey loving the Meerkat enclosure thanks to the National Zoo and Aquarium.

Stacey has volunteered for Hartley for over 20 years

Hartley, like any not-for-profit organisation, is reliant on and privileged to have the support of its dedicated and hard working volunteers. Our volunteers form the backbone of Hartley and make the office and our events run smoothly.

One of our volunteers is Stacey who is 41 and found out about Hartley through an employment agency when seeking volunteer work 20 years ago. Stacey has seen Hartley grow to its current size from a small organisation supporting people living in five houses, to what it is today.

Stacey is employed to organise the Cuisine Team outings for our clients, which takes her a couple of hours once a month. When she is not doing this role, she volunteers her time and enjoys doing office tasks including data entry, filing, photocopying, answering the phone and any other jobs that need doing. She loves seeing the staff, getting out and about and having fun. She always enjoys hearing about Hartley's events and the fundraising results achieved.

For her 40th birthday Stacey celebrated at the National Zoo and Aquarium with the meerkats and Rosie, where she got to pat the meerkats. She found that they were cute and very inquisitive.

Stacey enjoys her sporting and social activities and loves going to the gym every Friday to do resistance training, arm cranks and walk on the treadmill. She also goes ten pin bowling on Friday mornings. Her best score is 209. She enjoys spending time with her family and playing basketball on the Wii. Her favourite food is spaghetti bolognese and chocolate – lots of chocolate!

“THANK YOU STACEY FOR ALL THAT YOU DO TO SUPPORT THE WORK OF HARTLEY.”

Volunteering to support Hartley

Hartley is very fortunate to have some of the most dedicated and hardworking volunteers in our community. They are the heart of our charity, working tirelessly and donating hundreds of hours each year to support our many fundraising events such as the Hartley Hall Markets, HART.R8 for HARTLEY, the Cycle Challenge, the Op Shop and many more associated activities.

Skilled volunteers

If you are a massage therapist, hairdresser, beautician, gardener, landscaper, handyperson or painter, we would love to hear from you. With 80 clients across 34 houses to support, we are often in need of extra helping hands.



Our lovely Op Shop volunteers serving one of their regular customers.

Hartley's Op Shop

The Hartley Op Shop is run entirely by volunteers, some whom have been with us for 16 years! We could not open the doors without their generous support. The Op Shop is located on Genge Street, Civic and is open from 10am – 3pm Monday to Friday. A big thank you to all the volunteers, especially Alice for your ongoing support and hard work!

Hartley accepts donations of good quality clothes, household items and bric-a-brac that can be dropped off to the Op Shop during opening hours.

Why not join the roster and assist at the Op Shop by selling second hand clothes and homewares.

All proceeds from the Op Shop go towards Hartley's services and programs.

**“THROUGH
VOLUNTEERING YOU
CAN LEARN NEW SKILLS,
GAIN DIFFERENT
EXPERIENCES, EXPAND
YOUR SOCIAL NETWORK,
AND GIVE BACK TO THE
COMMUNITY WE LIVE IN.”**

Our corporate partners and supporters

Hartley is very fortunate to have received the support of a number of companies and foundations over the past year. We would like to express our sincere gratitude to these wonderful organisations for making such a positive difference to the lives of people with disability.

John James Foundation

The John James Foundation is a not-for-profit medical charity in Canberra. The foundation was formed in 2006 after the sale of the John James Hospital. Calvary now manages the hospital and the foundation uses income from the extensive Deakin Healthcare Campus to fund five broad programs of charitable activities.

In 2018 Hartley received a \$14,000 donation from the John James Foundation to purchase an automatic pool cover, storage shelves and a water wheelchair for the Hartley Hydrotherapy Pool.

Being able to provide the new equipment has enhanced the experience of every person who uses this facility. Hartley is excited to be able to provide our clients with a hydro pool that is clean, modern, accessible and meets all of the current hydrotherapy pool standards.



Clayton Utz Foundation

Clayton Utz has partnered with Hartley for 13 years and the relationship is still going strong. During this time, Clayton Utz partners and employees have taken part in the annual Hartley Cycle Challenge, raising funds and awareness for Hartley and the firm has provided pro bono legal assistance.

The Clayton Utz Foundation has also granted funding over the years. \$15,000 was granted this year towards the fit out of a new van which will provide efficient, accessible transport that is necessary to assist people with disabilities to be involved in mainstream activities, such as work, school, and recreation – as well as attendance and involvement in disability-focused activities and programs.

CLAYTON UTZ

EY

EY Canberra chose Hartley as their local focus charity in April 2016, and the relationship will continue to the maximum term of four years to 31 March 2020. EY aims to support its chosen charities like Hartley through pro bono professional services, workplace giving, fundraising and volunteering, led by their passionate local EY Foundation Committee volunteers.

EY Canberra is proud to support Hartley, with recent highlights including participation of two EY teams in the 2018 Cycle Challenge, fundraising events such as the Tour de Office and the EY Canberra Trivia Night. Most recently EY provided a skilled volunteering project where EY facilitated a workshop with senior leadership and Disability Programs Managers to refine Hartley's business process maps and validate leadership responsibilities. Whilst the conclusion of EY Canberra's alignment to Hartley as their local focus charity will mark the end of the formal relationship, support for Hartley among many EY Canberra people remains."



How you can help Hartley

Volunteering

Hartley has a range of interesting and rewarding opportunities for volunteers across our programs, services and fundraising activities.

If you have spare time and want a rewarding and fun experience, contact us and help make a difference to people with disability in your community.

Workplace Giving

An effective and simple way to donate to Hartley is through a 'Workplace Giving' program. Many employers offer this option through their payroll. Some corporations match their employees' donations dollar-for-dollar. Simply nominate a regular amount to be deducted from your pay and your payroll office will remit the funds on your behalf. You will receive immediate tax relief from your donation.

A fortnightly donation of \$5 may not seem like a lot, but it will make a considerable difference to Hartley's work.

Make a donation

You can make a tax deductible donation to Hartley in the following ways:

- Our secure website www.hartley.org.au/donate
- Send a cheque to Hartley Lifecare, 6 Hodgson Place Pearce, ACT 2607
- Contact us on 02 6282 4411 to make a credit card donation over the phone

All donations make a positive difference to the lives of people with disability.

Leaving a bequest in your will

By including Hartley in your will you are passing on a gift that will benefit people with disability. We are grateful to those who make that one final gift to support the programs and services provided to people who are supported by Hartley.

Become a member

Hartley's membership is open to any adult member of the Canberra community. As a member you are an important part of our organisation and you will receive benefits including: invitations to events, voting rights at the Annual General Meeting and Hartley's annual report.



Hartley
Lifecare

To find out more about
these opportunities, visit
www.hartley.org.au or
call Hartley on
02 6282 4411

Our supporters

- Ability Technology
- Accenture
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- ACT PA Hire
- ACT Rogaine Association
- Adrienne Steward
- ALIVE Health & Fitness
- Alliance Building Group
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- Arcidiacono Optometrist
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- Bruce Griffin
- Brumbies
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- Canberra Airport
- Canberra Business Chamber
- Canberra Greyhound Racing Club
- Canberra Hire
- Canberra Quilters
- Canberra Southern Cross Club
- Canberra Toyota
- Canberra Weekly Magazine
- Capital Brewing & Co
- Capital Chemist
- Capital Wines
- centreRED IT
- Clayton Utz
- Clayton Utz Foundation
- Cogent Business Solutions
- Cooma Monaro Shire and Snowy River Shire Councils
- Curves Weston
- Cycling Australia
- DATACOM
- Dean Thompson Photography
- Deloitte
- Dorothy Sales
- DJ Nige
- Eastlake Club Gungahlin
- Elements Face and Body Queanbeyan
- Elizabeth Barton
- ELITE Event Technology
- EY
- Fifth Lane Photography
- First Aid Services Australia
- FITAbility
- Fitness First Deakin
- Fyshwick Fresh Food Markets
- GIO Insurance
- Go Hosting
- Gourmet by Design
- Hall Progress Association
- HAMIB
- Hardwickes Accountants
- Hartley Hall Market stallholders
- Hellenic Club Woden
- Hertz
- Hughes Mechanical

- Hewlett-Packard
- Hire All
- Hot Shots Photography
- Jason Roses
- John James Foundation
- John Lafferty Photography
- Jones Lang La Salle
- Jindabyne Sport and Recreation Centre
- Lake Ginninderra & Biralee Scout groups
- Lennox Motors
- Lucy Horodny
- Luton Charity Ball
- Luton Properties
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- Marsh Pty Ltd
- Mastercut Meats
- Medibank
- Microsoft
- Mikes Meats Fyshwick
- Milestone Financial Services
- Mix 106.3
- MJ Bale
- Mutual Brokers
- Naomi Peris Bridal
- National Capital Motors
- National Mailing and Marketing
- National Zoo and Aquarium
- NetApp
- NSW National Parks and Wildlife Service
- NSW Office of Communities Sport & Recreation
- NSW Road & Maritime Services
- NSW Police
- Oracle
- Physique Technique
- PRIME 7
- PUSHYS
- Questacon
- Radford College
- Reino Holopainen
- Renaissance Homes
- Resolution Consulting Services
- Revlon
- Richard and Joan Milner
- Rural Funds Management
- Russell Kennedy Lawyers
- Song of Onya
- Sue Murray
- Steve Berry Photography
- Styled by Francesca
- The National Gallery of Australia
- Tom's Superfruits, Belconnen Fresh Fruit Markets
- Total Ability
- Tradelink
- Victoria's Models
- Vangeli Fine Jewellery
- Veducci
- Websites by Julia
- Weston Creek Rotary Club
- Whalen Image Solutions
- Yarrh Wines



FINANCIAL REVIEW



Bec enjoying the client's Xmas in July party.

Financial review

Hartley finished the 2019 financial year with a healthy surplus and exceeded our forecasted annual budget. This surplus was the result of a substantial increase in NDIS funding driven by a requirement to meet support demands in the changing NDIS market.

Our team has continued to deliver a high standard of efficient and effective support to our clients and their families. This support, along with the amazing generosity of the community towards our fundraising events, resulted in a surplus that will allow Hartley to sustainably grow as an organisation.

Hartley received \$986,801 in fundraising and donation revenue during the past 12 months (a 25% increase from the previous year). This revenue was a result of the continued success of events such as the Hartley Cycle Challenge, Hartley Hall Markets, the Luton Charity Ball and the new addition to the fundraising calendar, The Hartley High Tea.

Hartley plans to use the sustained growth of the organisation to invest surplus funds back into the community during the immediate future and will be a big part of our new Strategic Plan for 2020 to 2023. This includes the construction and opening of a new respite centre, an upgrade to the Hartley Court facilities and other potential capital projects which are in the very early stages of planning.

Finally, we would like to thank all stakeholders for their ongoing support to ensure that Hartley can continue to meet both its business and strategic goals to maintain its positive impact on the Canberra Community.

Statement of Financial Performance

As at 30 June 2019

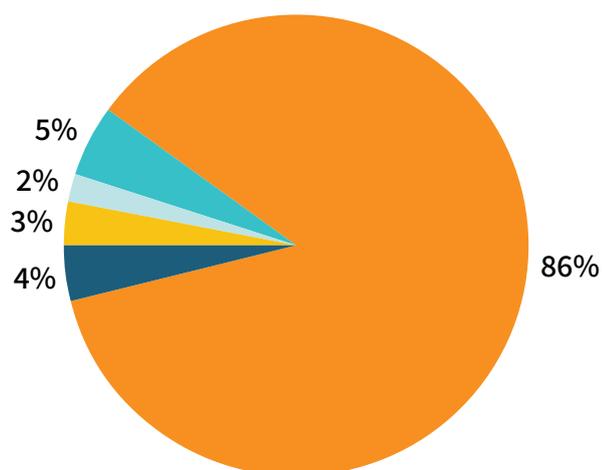
Income

| | |
|----------------------|---------------------|
| Fundraising | \$986,801 |
| Client fees | \$489,368 |
| Government grants | \$1,110,117 |
| NDIS | 20,243,061 |
| Other revenue | \$550,578 |
| Interest & Dividends | \$182,547 |
| TOTAL | \$23,562,472 |

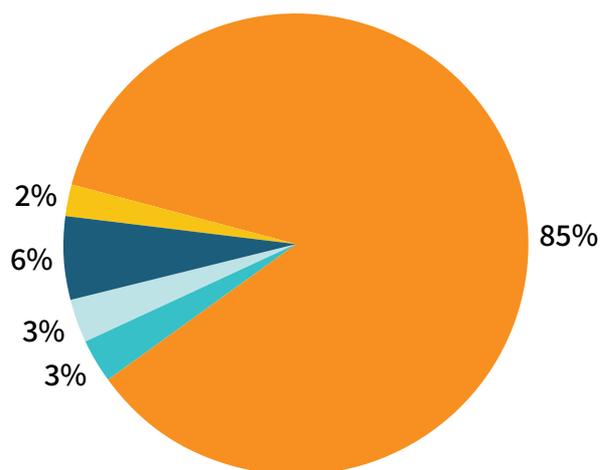
Expenditure

| | |
|-------------------|---------------------|
| Fundraising | \$417,787 |
| Employee expenses | \$17,196,917 |
| Administration | \$640,353 |
| Other | \$1,248,001 |
| Insurances | \$630,194 |
| TOTAL | \$20,133,252 |

Surplus \$3,429,220



- Fundraising
- Other
- Client fees
- Government grants
- NDIS



- Other
- Fundraising
- Employee
- Administration
- Insurance

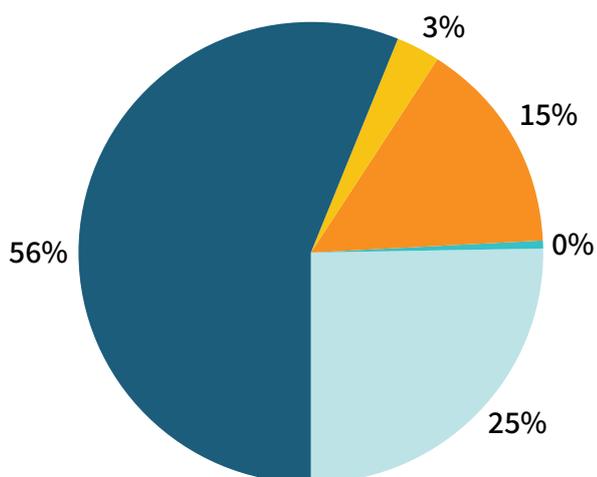
Statement of Financial Position

Assets

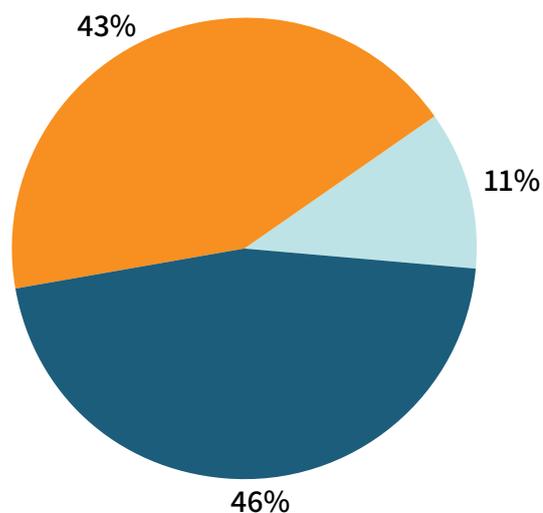
| | |
|------------------------|---------------------|
| Cash | \$10,176,480 |
| Debtors | \$605,121 |
| Financial assets | \$2,710,241 |
| Other | \$66,461 |
| Property and equipment | \$4,602,418 |
| TOTAL | \$18,160,721 |

Liabilities

| | |
|---------------------|---------------------|
| Creditors | \$898,050 |
| Employee provisions | \$837,174 |
| Income in advance | \$213,596 |
| TOTAL | \$1,948,820 |
| Equity | \$16,211,901 |



- Cash
- Debtors
- Financial assets
- Others
- Property and equipment



- Creditors
- Employee provisions
- Income in advance



**THANK
YOU**

This annual report was
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