

Hartley Lifecare

# ANNUAL REPORT

2019–20



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





# CONTENTS





## 01 Introduction

---

3	Our Values
4	Hartley Snapshot
5	Chair's Report
7	CEO's Report
9	Our History
10	Our Services
11	Our Governance
14	New Strategic Plan 2020-2023



## 15 Client Services

---

17	Client Journeys
21	Meet Our Clients
23	Client Stories



## 25 The Year That Was

---

26	Financial Summary
30	Service Development



## 31 Our People

---

33	Our Workforce
35	Recruitment and Onboarding
35	Rostering and Team Structure
36	Training and Development
39	Work, Health and Safety
39	Staff Achievements



## 43 Our Operations

---

45	COVID-19 Response
47	NDIS Quality and Safeguards
47	Royal Commission
47	Risk and Incident Management
49	Capital Works Projects
51	Facility Management
52	Hartley Hydrotherapy



## 53 Fundraising & Events

---

55	Hartley Cycle Challenge 2019 – Celebrating 20 Years
56	Hartley Cycle Challenge 2019 – The Event
61	Capital Campaign
61	HARTR8 for Hartley
61	Hartley Hall Markets
64	Rogaines
64	Hartley OP Shop
65	Our Corporate Partners
66	How you can help Hartley
67	Our Supporters



# INTRODUCTION



# Our Purpose

**People with disability have opportunities to live their best life.**

Hartley Lifecare works with individuals, their families, and guardians to enable people with disability to have opportunities to live their best life.

To accomplish this, we provide person centred support that actively involves family and friends under a family governance model.



# Our Philosophy



## Person Centred Support

Person centred approach is about ensuring the person with disability is at the centre of decisions which relate to their life. People with a disability have control and are involved in planning, developing and monitoring support to make sure it meets their individual needs.



## Active Support

Active Support is a way for people with disability to engage in meaningful everyday activities of their choice, with the amount of support they need. Our active support training is provided by qualified trainers and tailored to each individual and their support requirements.



## Family Governance

The person with disability, their parents, siblings, guardians, advocates and others are best placed to understand the level of support required. Through ongoing feedback we are able to properly support the individual and help them to achieve their goals and aspirations.



## Our Values



### Person Centred

The people we support are at the centre of decisions made which relate to their life



### Leadership

Our people encompass leadership qualities to drive Hartley to be a sector leader



### Integrity

Trust, honesty and reliability are the foundations of our organisation



### Respect

We are inclusive, kind and responsive



### Quality

We continually strive for excellence

# Hartley Snapshot



**88**  
clients



**36**  
houses

**281**  
staff



**100+**  
volunteers



Hydrotherapy Pool



Facebook  
**1,395** Followers



Instagram  
**214** Followers







## Chair's Report

Taking on the role of Chair of the Board from Geoff Leeper was both flattering and daunting at the same time. Geoff had very successfully led Hartley through a significant period of change involving the introduction of the *National Disability Insurance Scheme* (NDIS). His focus, efficiency and organisation were second to none. From my perspective, Geoff's generosity and subtle promotion of those around him, their causes, their strengths and their nuances, was remarkable. Geoff's contributions are already part of the fabric of Hartley. I am very grateful to Geoff for both these contributions, and for the mentoring, support and guidance he provided to me during his 10 years as Chair.

When I was appointed Chair of the Board this time last year, my primary focus was on working with Hartley to deliver a number of capital projects that we had been planning for quite some time. And indeed, we have made significant progress in delivering on those projects, but no one could have anticipated the challenges Hartley (and our broader community) has faced over the past 12 months.

In late November, I joined one of the Department of Human Services' teams participating in the Hartley Lifecare Cycle Challenge. We rolled out from a Canberra that was already shrouded in bushfire smoke, feeling proud and jubilant to be participating in the 20th Cycle Challenge. I found the kilometres on the road over The Challenge difficult, with extreme heat and strong winds (and that's before I mention my lack of fitness), but it was all worthwhile when it was announced that a record-breaking \$616K was raised over The Challenge.

The return from the Cycle Challenge usually leave participants feeling buoyant and inspired about their Summer of cycling ahead, and about how they can continue to contribute to Hartley's purpose of helping people with disability to live their best lives. Unfortunately, any sense of a Summer of cycling and our usual Summer recreation was quickly thwarted, as Canberra continued to be blanketed by thick bushfire smoke for what turned out to be months. It was a challenging time for all.

From Hartley's perspective, client activities needed modification based on health recommendations; and staff and clients alike were unable to get their longed for Summer breaks. But as bushfires ignited in the ACT, this quickly translated into a real threat to Canberra and our Hartley community. Our staff worked tirelessly to check and update our bushfire survival and evacuation plans for our residents. It was a stressful period, and fortunately we did not need to put any of our plans into practice.

Come February the bushfire smoke finally dissipated and life started to feel like it was returning to normal. It was, however, just a brief respite before life as we knew it and expected it was turned on its head with COVID-19. Our bushfire emergency planning suddenly gave way to pandemic planning. Our client activities had to change to reduce the risk of the spread of COVID-19. Our staff rosters had to change to best protect our clients and their families. Our admin staff had to move to work from home to reduce the likelihood of COVID-19 spreading within the ACT.

Whilst this involved a lot of sacrifice and hard work from clients and staff alike, we have so far managed to keep COVID-19 out of our Hartley Community, which makes it all worthwhile. The measures we have taken to reduce the risk of COVID-19 in our community have been well recognised, with a number of our disability services counterparts reaching out to us for guidance as they sought to put in place their own COVID-safe measures.

As part of these measures, we sadly had to cancel the 2020 Hartley Lifecare Cycle Challenge. This decision was understood and well received by our teams, despite their disappointment. We are already looking forward to the 2021 Hartley Lifecare Cycle Challenge.

In the face of the various challenges of 2019–20, as a Board we also had the opportunity to develop a new Strategic Plan for 2020–2023. We built on Hartley's already strong foundations, and agreed we would apply a new focus on 4 strategic objectives: exemplary services; community leadership; organisation excellence; great people.

Despite the challenges of 2019–20, we have made great headway in our capital works. We turned the first sod for the development of the Hartley's Renaissance House (new short-term accommodation facility), and have made significant headway in the planning for the redevelopment of Hartley Court, which we expect will commence in early 2021. We are very grateful for the continued support of Renaissance Homes, and all of our sponsors and supporters, who have enabled us to undertake this work.

On behalf of the Board, I sincerely thank all of our Hartley staff for their hard work, dedication, versatility and support they have provided Hartley over 2019–20. In particular, I thank our CEO Eric Thauvette and our senior managers: Kathy, Susan, Corey and Shilo. I also thank all of our Hartley clients and their families for their continued trust in Hartley as we navigate these unprecedented times. We will continue to navigate these uncharted waters to deliver on our commitment to our clients: we will provide opportunities for our clients to live their best life now and into the future, even if that future currently feels uncertain.



**Lisa Keeling**

**Chair of the Board**

**The measures we have taken to reduce the risk of COVID-19 in our community have been well recognised, with a number of our disability services providers reaching out to us for guidance as they seek to put in place their own COVID-safe measures.**





## CEO's Report

Bushfires, hailstorms and now COVID-19, there is no doubt in my mind that the past reporting year has been the most challenging since I started at Hartley in 2006, and likely the most challenging in the history of the organisation.

Nevertheless there are some very positive outcomes that have emerged from these unfortunate events. We continue to move ahead with the planning and construction of Hartley's Renaissance House, our new short-term accommodation facility in Chapman which is due to open early in 2021. Simultaneously, planning has commenced for the rebuild of the facilities at Hartley Court with the aim to provide state of the art; best practice supported independent living for people with disability.

We pride ourselves on the extensive training we provided to our staff, however due to COVID-19, we had to rethink how we could conduct training and still observe social distancing requirements in line with government advice. We have seen positive outcomes through the redesign of our training program with a focus on alternative delivery mechanisms and utilising safe and secure online channels.

Furthermore, we have seen clients thrive in the COVID-19 environment where they have appreciated more 'one on one' time with staff and changes to their regular routines. We continue to have regular consultation with every client as well as their families to ensure they have every opportunity to live their best lives.

Financially, Hartley is in a strong position. Moving forward we are adjusting the way we operate to maximise funding as we experience a decline in our revenue due to reduced fundraising revenue due to COVID-19 and the current economic environment.

*The National Disability Insurance Scheme (NDIS)* continues to bring a valuable reform for people with disability. Having said this, it must be noted that Hartley has faced several challenges relating to the constant process and regulatory changes implemented by the *National Disability Insurance Agency (NDIA)*. Fortunately, Hartley's strength continues to be our ability to be flexible and adaptive to the many and sudden changes. We maintain a core focus on the needs of our clients.

At all times Hartley works to comply to the *NDIS Quality and Safeguards Commission's* regulations and reporting requirements and are well prepared for the Commission's audit, which will occur next year.

*The Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability* established in April 2019 continues its important work to improve the supports for people with disability. As an organisation committed to ongoing improvement, we see the Royal Commission as an opportunity to listen, learn and look at how we can continue to improve and ensure the safeguarding of our clients. We welcome the opportunity to participate in and support the Royal Commission. We are committed to engaging openly and transparently with the Royal Commission and responding to any requests in a timely manner.

At such a critical point in Hartley's future, our Board has continued to be actively engaged in the corporate governance of the organisation. This commitment has seen the development of Hartley's new Strategic Plan for 2020–2023 titled 'A Sustainable Future'. Through the implementation of this new Strategic Plan, Hartley will continue to ensure our clients have opportunities to live their best life now and into the future.

The Chair of Hartley's Board, Geoff Leeper, stood down from the Board last August after ten years of holding the position. Geoff's strategic thinking, experience and insights as the Chair of the Board will be missed. Personally, Geoff's mentoring has helped me develop insights and capabilities of immense benefit that will continue to be essential in the management of Hartley. I would like to thank Geoff for his time, support and guidance during the past ten years.

Following Geoff's departure, Hartley's Board was pleased to appoint Lisa Keeling as the new Chair of Hartley's Board. Lisa's dedication to Hartley and her extensive experience and law background makes her an excellent choice as Chair. I would like to thank Lisa and the Board for their continued commitment and support.

Again, this past year has been challenging and I would like to thank all staff and volunteers whose dedication and commitment make a huge difference in supporting people with disability to live their best lives.



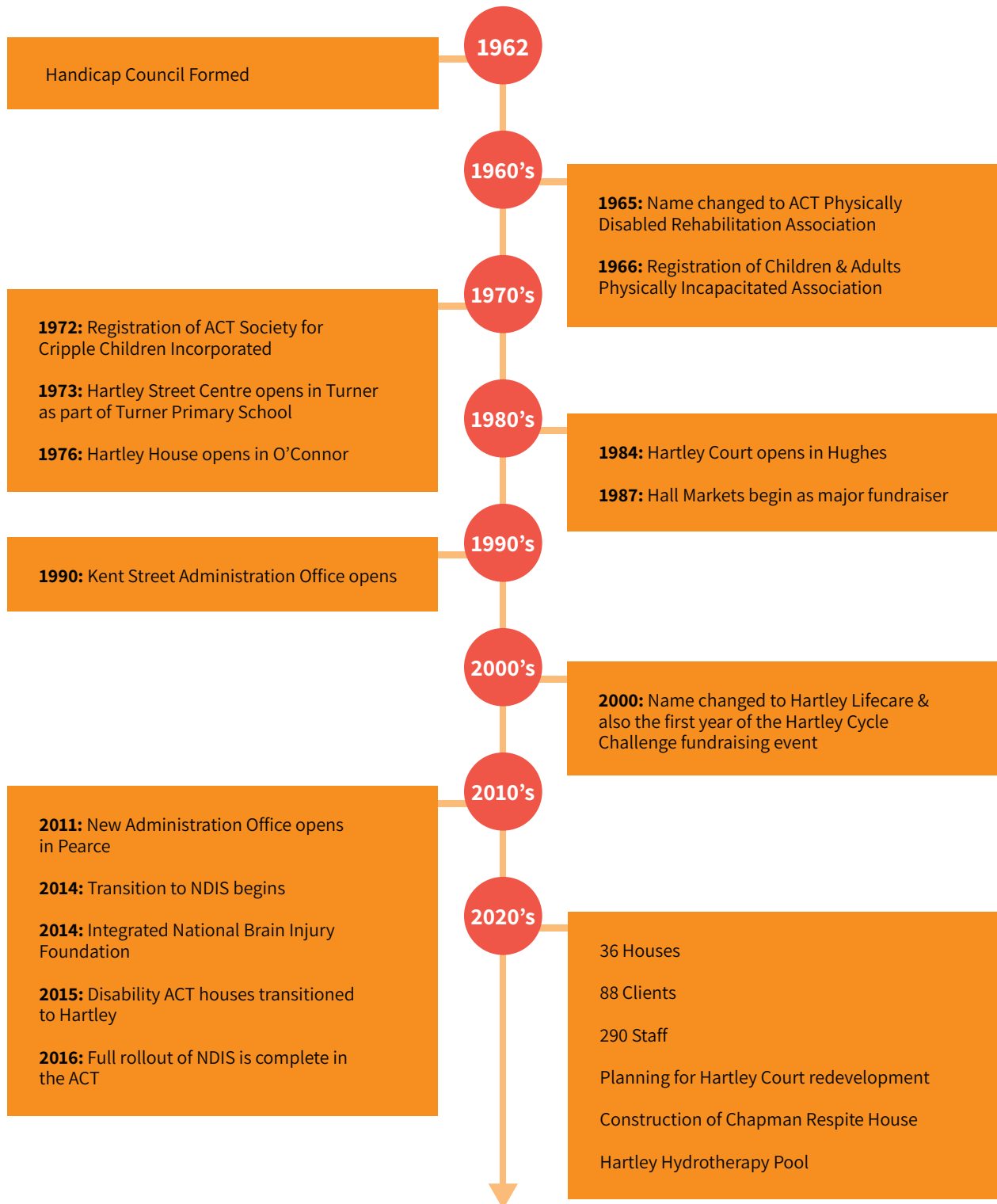
**Eric Thauvette**

CEO

**Hartley's strength continues to be our ability to be flexible and adaptive to the many and sudden changes. We maintain a core focus on the needs of our clients.**



# Our History



## Our Services



### Supported Independent Living

Hartley Lifecare provides Supported Independent Living (SIL) to help with and/or supervision of daily tasks to develop the skills of an individual to live as independently as possible. These are the supports provided to a participant in their home, regardless of property ownership, and can be in a shared or individual arrangement.



### Short Term Accommodation

Hartley Lifecare provides centre-based respite care (short term accommodation) to people with disability. Residential respite care is 24/7 care in specialist disability accommodation for a short period of time.



### Community Supports

Supporting people with disability to enjoy recreational activities of their choice in the community. Examples of activities include swimming, sailing, social outings, movies and other recreational activities that individuals might request.



### Hartley Hydrotherapy

Hartley Hydrotherapy utilises water to assist in the treatment of different conditions such as arthritis. Hydrotherapy differs from swimming because it involves individually tailored exercises that are all completed in warm water. The aim of these exercises is to decrease pain, increase range of movement and flexibility, as well as developing muscle strength and general fitness. Hydrotherapy is often a nice alternative or adjunct to a land based exercise program.



### Transportation

Our fleet of vehicles have been customised to meet the transport needs of people with disability. These vehicles are essential for the people we support to stay active within the community. They allow for greater independence, work opportunities and enable clients to have holidays away.



# Our Governance

## Our Board



Lisa Keeling - Chair



Darren Box -Deputy Chair



Benjamin Battisson



Terrence Gallagher



Jenni Vincent



Peter Brown



Katherine Crichton



Anthony Vincent



## Geoff Leeper, Chair of Hartley's Board 2010-2019



Geoff Leeper accepting his Lifetime Membership Award

Geoff was welcomed to Hartley's Board in February 2010 as the Chair and quickly dedicated himself to Hartley's cause. Geoff's strategic outlook and very strong financial acumen has benefited Hartley during a period of significant change.

During his tenure as Chair, Hartley's growth grew from a yearly turnover of \$4 million to over \$25 million, due in part to the transition of government services to community service providers as well as the significant changes resulting from the roll out of the NDIS.

Geoff led the strategic planning for the rebuild of Hartley Court and the relocation and construction of our new short-term accommodation house in Chapman. In his role as Chair, Geoff also made a significant contribution to the development of three strategic plans during his ten years of service.

Geoff's dedication and passion for Hartley and all of Hartley's clients has been demonstrated repeatedly in his role as Chair and as a Board member. In recognition of his valuable contribution, Geoff was awarded a lifetime membership to Hartley Lifecare in August 2019.

Hartley Lifecare would like to acknowledge the outstanding contribution made by Geoff and thank him for his leadership over the last ten years as the Chair of Hartley's Board.

**Geoff's dedication  
and passion for  
Hartley and all of  
Hartley's clients has  
been demonstrated  
repeatedly in his role  
as Chair and as a  
Board member.**

## Our Patron



We are delighted and honoured to have Her Excellency Mrs Linda Hurley as the Patron of Hartley Lifecare.

Lady Hurley's official biography lists her personal interests in the Arts, especially music. She is passionate about singing, and showing how singing, especially in a group, can have a positive impact on individuals and the community.

Mrs Hurley's own career in education has been in both the public and private school systems, until her retirement from full time teaching in July 2011. She has been an active member of the community as a Pastoral Carer at the Canberra Hospital and Hospice. Mrs Hurley holds a Bachelor of Education from the University of Canberra. As the wife of our Governor General, His Excellency General the Honourable David Hurley, she continues a tradition of vice-regal patronage.

## Life Members

- Tonia Barnes
- Harris Boulton
- Greg Brackenreg
- Peter Bray (deceased)
- Jennie Cameron AM
- Beryl Czesla
- 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



# New Strategic Plan 2020-2023



At such a critical point in Hartley Lifecare's journey, the board of directors, on behalf of our clients, families, staff, volunteers and members, are delighted to share Hartley's vision for the next 3 years through its new Strategic Plan, titled 'A Sustainable Future'.

Hartley's journey begun almost 60 years ago, and over the last six decades, families and the wider community have grown to rely on and trust Hartley to deliver high quality, person centred support, underpinned by the values of respect, integrity, quality and leadership.

## Our Strategic Goals

As we move toward 2023, Hartley will continue to maintain and build upon its already strong foundations of ensuring clients' needs are met, financial viability, sustainable growth and business excellence, and will now apply a new focus on 4 strategic objectives:

Through the implementation of this new Strategic Plan, Hartley will continue to ensure our clients have opportunities to live their best life now and into the future.

We thank you for your continued support and look forward to an exciting future for Hartley.

**Exemplary Services**

**Great People**

**Community Leadership**

**Organisational Excellence**

# CLIENT SERVICES





## Client Services

Once again, the past 12 months for the client services team has seen many challenges and highlights that have allowed our organisation to continue its sustainable growth and reach throughout the Canberra Community. Many of the people Hartley supports had much-awaited holidays supported by staff in 2019, with visits to Dubbo, the NSW South Coast and Queensland. The community members at Benambra Intentional Community enjoyed their annual holiday at the South Coast, along with staff and family members from Hartley.

The end of 2019 and beginning of 2020 brought unexpected challenges, with smoke haze, bush fires and COVID-19 changing life significantly for many of the people Hartley supports. Holidays seem like a distant memory. The greatest impact has come as a result of COVID-19 and the shut down in March 2020. Out of the 88 people who are supported at home by Hartley 24 hours per day, almost all these individuals usually have very busy lives with work and community activities supported by up to 15 different service providers (each).

With the support of Hartley's highly skilled staff, the 'slow down' provided an opportunity for many of the people we support to focus on activities they do not usually have time to pursue including painting, sewing, baking and music. The people we support, and staff, all reported an increase in physical activity and more time in nature.

With the time to dedicate to practice, and the support of their small home-based team of staff, many of the people we support achieved goals they have been pursuing for many years including independent cooking and communication goals.

From July to December 2019 a number of changes were undertaken for our short-term accommodation (STA) or respite services, including the introduction of a new supervisor to oversee the service.

The introduction of three new people to STA provided an opportunity for new friendships to begin and November and December saw an increase in the utilisation of the service.

Unfortunately, the high risk presented by COVID-19 in March 2020 saw the closure of STA at Hartley Court in Hughes after many decades of running at that location. As Hartley Court is also home to long-term residents, COVIDsafe guidelines forced a rethink to ensure our long-term STA clients could continue to access these supports.

In May, planning started towards the reopening of STA services at a property in Symonston while we await the completion of a new, dedicated STA house in Chapman. An increase in the number of rooms available means Hartley will be able to welcome new guests to STA. With a new team, a new building and a brand-new karaoke machine, we are confident people will love their stay with Hartley.

Despite these uncertain times, we are excited for what is to come in 2021.

**Shilo Preston – Stanley**  
**Senior Manager – Client Services**

**Despite the restrictions, many unexpected benefits came from the eight weeks in which people were supported at home.**



# Client Journeys

## Our Trip To Dubbo – Fingleton House

In early September, the Fingleton Team started planning with guardians, clients and staff, a holiday adventure to Dubbo for three days and two nights. Due to the forecasted heat and school holidays timing, it was decided that November 22<sup>nd</sup> to 24<sup>th</sup> 2019 would be the best dates to make the trip to country NSW. The team locked in two cabins side by side at Discovery Parks Dubbo and then started piecing an itinerary together.

As the weeks and months passed the clients were getting very excited about going away together, there was a nice buzz about the Fingleton House as they prepared for the trip. Leading up to the Friday departure, the weather had warmed up dramatically and the team discovered they were going to have 39-45 degrees temps! So much for the planning to avoid the heat. November 22<sup>nd</sup> arrived, bags were packed, and the journey to Dubbo begun.

On the way, the team had a break at Cowra to stretch their legs. They arrived in Dubbo just after 7pm that night and checked-in to their amazing cabins.

The cabins were perfect for anyone with disabilities and the team had their own private BBQ balconies. They fired up the barbie and enjoyed a nice dinner together.

As there were three staff supporting Dean, Jamie and Martin, plans were set in motion for the visit to the Taronga Western Plains Zoo the next day. It was planned to have one staff member waiting in a vehicle at the gates until the zoo opened at 9.00am, while the other staff supported the clients to prepare for the day. The second team arrived at the entrance to the zoo at 8:30am and the team were ready for phase 2 of the plan, divide and conquer the queues!

Team one went to grab the entry tickets, team two lined up for a safari jeep, and team three kept the client's company in the car keeping cool. The plan worked well and all jumped into the safari jeep and started the zoo adventure. It was apparent early on that the day was going to be extremely hot, at 10:00am it was already 40 degrees in the shade! Despite the heat there was plenty of shade in the park and plenty of pit stops to grab cool drinks and ice creams.

Martin enjoying the deer





Dean taking the wheel at the zoo adventure

The beauty of this zoo was that the animals had been placed in natural habitats. This allowed our safari jeep to approach within a very close distance to see the animals up close and personal. The team saw many animals during their visit including cheeky meerkats, rhino's, giraffes, various monkeys, a lot of deer's, elks and otters.

All the clients had a great experience and loved the animals. Dean loved the jeep we hired and even had a go driving. Jamie loved being outdoors and Martin was excited at the end to go to the souvenir shop!"

That afternoon everyone had a rest and escaped from the heat. In the evening, the team all went out to dinner at club Dubbo and enjoyed a delicious meal. The club was decorated for Christmas which Martin loved as it is one of his favourite festive times to celebrate.

The next day the team started to head home and stopped at a cool junk yard at Molong where they had many funky art sculptures which the clients loved. To complete the road trip, lunch at Yass McDonalds!

Overall, everyone had a great time away together and other than the weather, the team would not change a thing! For Christmas 2019, each client was presented with a scrapbook of their holiday, and their guardians were given a collage frame of the client's adventures.



Dean opening his holiday photobook



## Jervis Bay Adventures –Hardman House



The ladies of Hardman enjoying their dolphin tour

In what is becoming a bit of a yearly tradition, the ladies of Hardman once again went for a mini getaway to the coast, this time to the beautiful Jervis Bay! The team spent four days exploring the local attractions, soaked themselves in the sun, took some walks in parks and had BBQs in their cabin.

The local ice creamery was a popular location for the girls where they enjoyed eating their favourite ice cream flavours and relishing in the warm weather. The clear highlight of the trip was the dolphin tour around the coastline. What an adventure!

The ladies were supported by three dedicated Hartley staff, who themselves enjoyed the trip and considered it very special. They are all looking forward to another memorable holiday next year, depending on COVID-19 restrictions.



The ladies enjoying the daily visit to the ice creamery



## Our Mollymook Journey – Keverstone House

The lovely Johnston Sisters (Naomi and Sally) had the chance to enjoy a fantastic holiday to Ulladulla and Mollymook during February 2020.

It was a remarkable break for both of them as it had been a long time since they had their last holiday. They were highly engaged with a range of fabulous destinations & fun activities at the coast such as the Mollymook beach, Dunn Lewis Ten Pin Bowling Centre, Arcadia Twin Cinemas, Mollymook Golf Club and so much more.

They stayed at Jindelara Cottage Services for two nights and three days. Naomi and Sally enjoyed their stay here as they were able to have their own room and had a lot of relaxation time. The Keverstone Team thought that this was a life changing moment. The whole experience was filled with laughter, harmony, compassion, and a strong sense of teamwork.

The team is looking forward to another adventure in 2021.

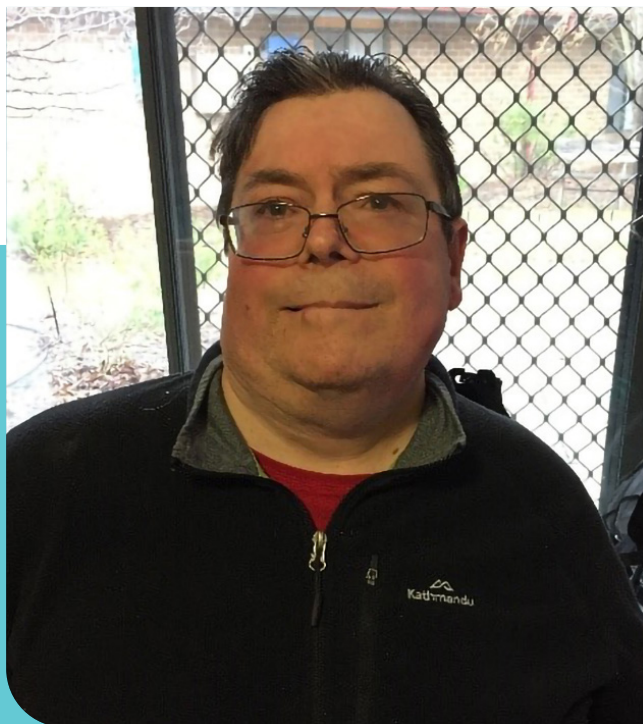


Team Keverstone on their trip to Mollymook



Strike! The girls enjoying some ten-pin bowling

## Meet Our Clients



### Allan

Hi, my name is Allan. I was born in 1966, while growing up I lived in many places in Australia and I also spent a few years in Malaysia with my Dad's job. When we moved back to Canberra I went to Lyneham High School and then onto Dickson College. After leaving school I started a traineeship, and in 1987 I joined the Department of Defence where I worked in many different areas for over 20 years.

I moved into Hartley Accommodation in 2012, and live with three housemates, and of course, Cuddles the cat. During the week I like to go bowling with two of my housemates and sometimes I win. My father likes going to the gym, so I go with him. I really love swimming which makes me feel good and helps me stay strong. My favourite day is Friday when I go to the movies; Harrison Ford and Matt Damon are two of my favourite actors.

My favourite food is seafood, pizza and Chinese. I enjoy going to concerts and listening to Queen and Elton John. I would like to go on a holiday to South Australia when this flaming Coronavirus ends!



### Mary-Ellen

My name is Mary-Ellen, I have been with Hartley for over a decade now. Currently I am living on my own, however I am looking forward to moving into a newly built house soon. Hartley Staff and my family members are assisting me to find lovely people to share the house with me. I am very excited to start shopping for my new house.

I work two days a week and the rest of the days are filled with lots of activities that keep me busy. I like dancing, swimming, walking, listening to my favourite music and going shopping with staff, especially buying DVDs. My favourite household chores are doing my laundry and participating in meal preparation. I enjoy spending time on my iPad and watching TV, my favourite shows are Home and Away and Bold and Beautiful. I have a good memory of my childhood and enjoy talking about it with my friends, family members and staff.

My family members are an important part of my life, I like to stay with my mum over the weekends and celebrate special occasions with my family and relatives. Who wouldn't love lots of nice gifts? I am always looking forward to my birthday and Christmas.





## Troy

Hi, I am Troy, and I have always had a passion for footwear, it is hard to visit Hartley Court without being asked to admire my daily choice of socks and shoes. I love shoe shopping and I have an extensive collection of styles and colours.

Recently I have been supported by staff to create my own tie-dyed pumps and proudly made some for my mum for Mothers' Day. I have since been inundated with orders from family and friends.

Special thanks to my friend Kylie, who has her own business selling coloured shoes and t-shirts. She has helped Hartley Court build quite a cottage industry. Order forms and a sample of products will soon be available at the Hartley Office. Be quick, they are literally walking out of the door!



## Veronica

Hi, my name is Veronica and I have been with Hartley for four years and I live with three other ladies who are being supported by Hartley as well.

I love interacting with people, especially ones who I am familiar with. I say 'Hello' to everyone wherever I go. I am an active woman and love to go out and about. I particularly love going for outings with my housemates, have some fish and chips in the park, and also driving around Canberra and its surrounds.

When I go to the shops, I never miss a moment to get my favourite drink coke, and my favourite reading is the Canberra Weekly. Since my mum and dad passed away, I have Phil who stood as my guardian and I get to catch up with him whenever he is in town. He always takes me to watch hockey and makes sure that I have my coke and chips as a treat.

During my down time at home I love to watch TV, sometimes alone in my bedroom, but most of the time with my housemates. I also enjoy helping out with house chores, particularly getting the washing out on the line!

I am looking forward to another holiday with my housemates next year! As our planned holiday this year to Dubbo needed to be cancelled due to COVID-19.



## Client Stories



Team Lamond enjoying one of their many community outings

### Lamond House

In October 2019, Hartley started providing support services for four new clients at the beautiful Lamond House in McKellar. The house is a purpose-built home by Capital Community Housing and is one of the best designed houses in the disability support sector.

Each client has their own individual room, coupled with a sitting area and Ensuite. We have four lovely clients, two women and two men. They have lived together since the house was opened four years ago, and each have their own varying special needs.

At the time of hand over, guardians and families were very anxious and concerned about their loved ones not participating in enough community activities. Under Hartley's Family Governance Model, these guardians are now very involved in the running of the house and they are very keen on seeing photographs of their loved ones living their best lives.

As is the case with all transitions, there were initial challenges in understanding client's needs and developing a new team with varying degrees of experience.

However, with continuous support from the management team and the resilience of Team Lamond, the whole transition was very successful.

Now we see clients completing not only their normal daily programs, but are now regularly enjoying a lot of community outings. Guardians are also very happy with how Hartley took over the house and successfully managed the whole transition even during challenges such as the bushfires and COVID-19 Pandemic.

All clients are participating in a wide range of activities, they now have meaningful and lasting relationships with other Hartley Clients and other professional providers with day programs.

Lamond House is a wonderful example of a successful family governed model which supports best practice processes, implemented by a well-trained and passionate staff.

## Our Amazing Tanya



Tanya working hard on one of her masterpieces



Tanya showing off one of her beautiful products

Our lovely Tanya lives a very active life that includes swimming, a craft program, bowling, and volunteering at the Hartley Office.

One of her many talents is painting amazing pieces of art. At her last art class prior to the COVID-19 shutdown, she created an incredible abstract painting which has a striking resemblance to Blue Poles.

This artwork was to be raffled during the Governor Generals Open Day, however the COVID-19 Pandemic intervened, resulting in the open day being cancelled.

Not to worry! The team at Tanya's house were quick to react, going out and buying some paint and canvasses so Tanya can continue her love of art from home. Tanya's artwork is highly sought after and has already helped in raising extra funds for Hartley.





# THE YEAR THAT WAS





# Financial Summary

Hartley once again exceeded budget expectations and finished the reporting period 30 June 2020 with a healthy surplus. The organisation remains in a very strong financial position and is adapting well to the changing conditions involving COVID-19 restrictions and subsequent economic downturn.

In the face of much adversity, the Hartley Staff have continued to provide a high standard of support to our clients in an efficient and caring manner. These efficiencies in services, combined with the amazing contributions from our supporters and benefactors, has allowed the organisation to continue to increase its cash reserves for a sustainable future.

These reserves will be used to invest in capital projects, as well as other services that will allow our clients to continue to live their best life. Major projects such as the brand-new Hartley's Renaissance House (providing short term accommodation), and the re-development of Hartley Court, are all on track to be completed in the next 12 months.

Event restrictions due to the COVID-19 Pandemic will once again present fundraising limitations for the organisation over the next 12 months. Despite this, Hartley are hoping to adapt our strategies to ensure we maintain our already strong connection with the Canberra Community.

The finance team has continued their amazing work through the 2019/20 financial year. Under the guidance of the newly promoted Amanda Mangum (Finance Manager) and Matt Bass (Payroll Manager), the team of Rosalie Krause (NDIS, Fleet and Fundraising Officer), Sarah Bannister (Procurement and IT Officer) and Suman Sharma (Payroll Assistant), have all thrived and continue to delivery high quality work for the organisation.

As always, we are thankful for the continued support of our clients, staff, volunteers and every member of the Hartley Family who allow us to meet our strategic goals to ensure people with disability have opportunities to live their best life.

**Corey Ryan**

**Senior Manager – Finance and Communications**

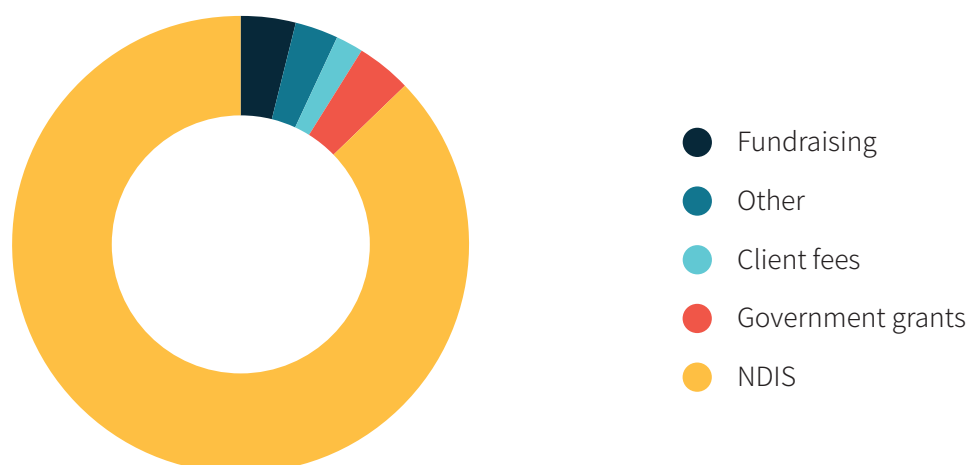
**Event restrictions due to the COVID-19 Pandemic will once again present fundraising limitations for the organisation over the next 12 months. Despite this, Hartley are hoping to adapt our strategies to ensure we maintain our already strong connection with the Canberra Community.**

# Statement of Financial Performance

## 1 July 2019 to 30 June 2020

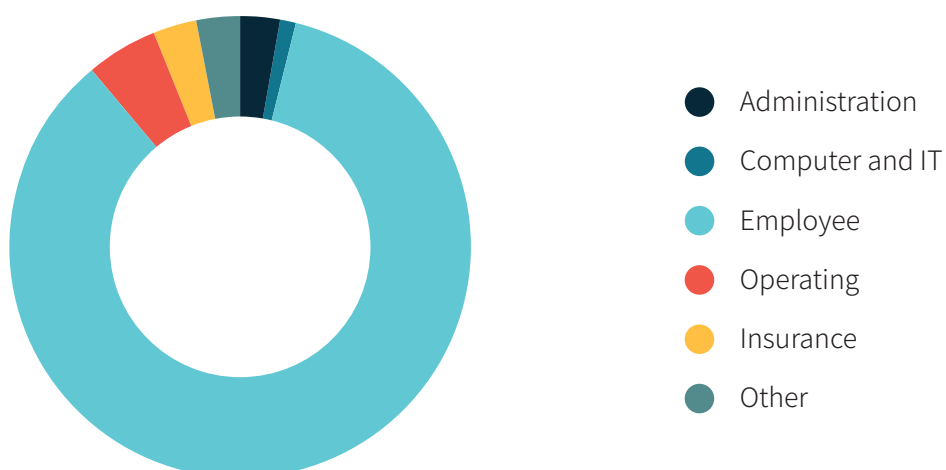
### Income

	\$	%
Fundraising	935,811	4%
Membership Fees	-	0%
Client Fees	563,854	2%
Government Grants	1,037,453	4%
NDIS	22,667,263	87%
Traineeship	-	0%
Other Revenue	554,355	2%
Interest & Dividends	189,504	1%
<b>TOTAL</b>	<b>25,948,240</b>	<b>100%</b>



## Expenses

	\$	%
Administration	765,186	3%
Computer and IT	125,419	1%
Employee expenses	20,014,521	85%
Insurances	747,471	3%
Operating	1,152,321	5%
Investing	28,102	0%
Other	717,163	3%
<b>TOTAL</b>	<b>23,550,183</b>	<b>100%</b>
<b>TOTAL OPERATING SURPLUS</b>	<b>2,398,057</b>	





# Statement of Financial Position

## As at 30 June 2020

### Assets

	\$	%
Cash	10,892,231	47%
Debtors	2,118,534	9%
Financial assets	5,176,440	22%
Other	118,206	1%
Property and equipment	4,803,701	21%
<b>TOTAL</b>	<b>23,109,212</b>	<b>100%</b>



### Liabilities

	\$	%
Creditors	1,433,207	26%
Employee provisions	1,239,308	22%
Other	2,941,542	52%
<b>TOTAL</b>	<b>5,614,057</b>	<b>100%</b>



**TOTAL NET ASSETS**

**17,495,155**

## Service Development

Hartley Lifecare continues its journey as a highly respected and trusted disability service provider in the Australian Capital Territory. During the past 60 years, Hartley has demonstrated its ability to provide high quality support to people with disability, whilst building on its status as a sector leader.

This has been achieved through Hartley's commitment to the rights and responsibilities of people with disability, including support that promotes, upholds and respects an individual's right to freedom of expression, self-determination and decision making. This commitment along with excellence in governance, operational management and a focus on safety, has enabled Hartley to continue to grow and develop its reach and standing in the local community.

Hartley Lifecare now supports 88 clients over 36 houses with the major areas of their supports funded through the *National Disability Insurance Scheme (NDIS)*. This year has been very positive for the people we support but not without its challenges to navigate changes within the NDIS, however engagement with the *National Disability Insurance Agency (NDIA)* and the relevant stakeholders remains strong under a continual changing space.

We have assisted clients to strengthen and expand their abilities and participate more fully within the wider community through coordination as well as having positive involvement with planning conversations to create plans that meet the individual needs. Hartley continues to expand its strong foundations within the community of Canberra and surrounding regions through engaging with potential clients, their families, other government bodies, external providers, and community organisations.

This has seen our service development remain steady with continual growth, this has included the opportunities for new houses as well as accommodating for people already in our supports who required assistance to change their current living situations.

As we move into 2021, Hartley is incredibly excited about the future. We welcome the introduction of the *NDIS Quality and Safeguards Framework* and the *Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability*. We know that these systems and processes will improve the lives of people living with disability.

**Kathy Le Mesurier**

**Senior Manager – NDIS and Service Development**

**We have assisted clients to strengthen and expand their abilities and participate more fully within the wider community through coordination as well as having positive involvement with planning conversations to create plans that meet the individual needs.**

# OUR PEOPLE





## Key Functions

Industrial Relations	Training and Development
Employment Terms and Conditions	Performance
Recruitment and Onboarding	Work, Health and Safety

As a community of dedicated and committed people, Hartley's employees are certainly our most important resource. As we reflect on what has been an incredibly challenging year whereby bushfires, smoke, hail storms and a viral pandemic arrived within months and sometimes weeks of each other, our disability workforce has, and continues to demonstrate just how essential they really are in terms of ensuring people with disability are safe and continue to have opportunities to live their best life.

Through these challenging times we have seen our clients thrive and there has been a renewed focus on the importance and utilisation of our human resources, especially in relation to actively supporting our clients, safety, compliance, health and wellbeing. This has included reviewing how we staff our houses to ensure we have the most appropriate skills, experience and ratios in place to provide the support that Hartley is renowned for.

As we look forward to the next 3 years under the direction of our new Strategic Plan – A Sustainable Future, we will continue to look at ways to retain our valuable and ever-growing workforce, which now totals 281. Already this has included the investment and implementation of our new training program in collaboration with *Oakden Enterprises*.

This program incorporates both online and face to face learning opportunities, ensuring that our employees are equipped with the skills and attributes necessary to provide our clients with the best support possible.

**As we look forward to the next 3 years under the direction of our new Strategic Plan – A Sustainable Future, we will continue to look at ways to retain our valuable and ever-growing workforce, which now totals 281.**

Additionally, during the past 12 months, we have committed to the ongoing delivery of an Active Support education program across the organisation, which Annette Matheson is facilitating.

Jessica Surgeon (Operations and Behaviour Support Manager) has, and continues to be trained and mentored as Hartley's first Positive Behaviour Support Practitioner, providing expertise and support to clients, families, Disability Programs Managers (DPMs), Supervisors and external stakeholders in the area of restrictive practices and the development of positive behaviour support plans. Further investment has occurred through supporting our DPMs undertake a Certificate IV in Leadership and Management to build capacity in this area.

To support the human resource (HR) functions, including recruitment, retention, onboarding, work, health and safety (WHS) and performance, we now have a dedicated HR team which includes a HR Manager (Natalie Smith), Training Officer (Wella Maputi) and the HR Officer (Annabel Coddington).

On a monthly basis, the HR team work in collaboration with other teams to produce the monthly *Workforce report* which is provided to managers to support the staffing process. Hartley would also like to extend a sincere thank you to the team at Clayton Utz for their ongoing support in helping us to achieve excellence in human resource management.

Naturally, we are extremely proud of how our employees have adapted and applied themselves throughout the past 12 months and beyond. As we emerge from COVID-19 and last summer's catastrophic natural disasters, we know that we as group of people committed to the support of people who live with disability, will be stronger, more resilient and better equipped to deal with future challenges that come our way. One of these challenges in the context of human resource management will be to ensure that the industrial instruments we operate within are relevant to our ever-changing environment.

**Susan Granger**  
Senior Manager – Business and Operations

## Our Workforce

### Employment Type

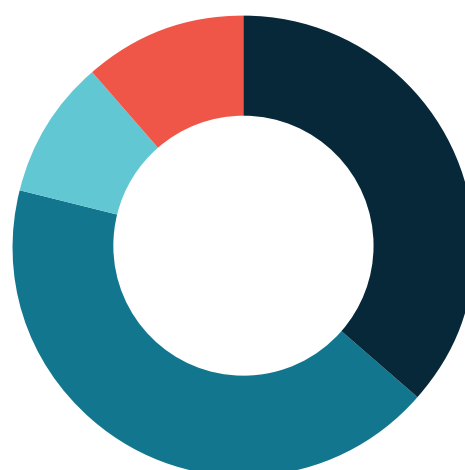
Total employees: 281



- Casual – 91 (32%)
- Permanent Part Time – 100 (36%)
- Permanent Full Time – 90 (32%)

### Position Type

Female: 166 Male: 115



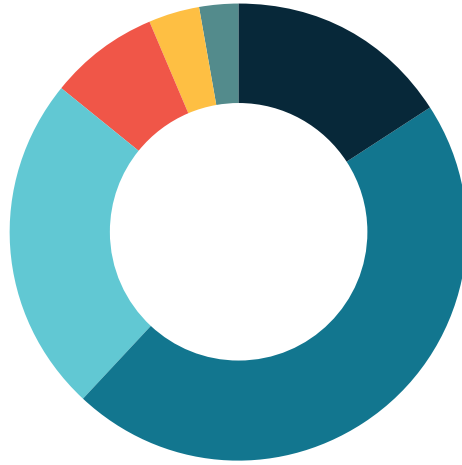
- RSW – 103 (37%)
- SRSW – 119 (42%)
- Supervisor – 27(10%)
- Administration & Market Staff – 32 (11%)

## Employee Age



- 18 ~ 24 – 29 (10%)
- 25 ~ 35 – 86 (31%)
- 36 ~ 45 – 81 (29%)
- 46 ~ 55 – 52 (18%)
- 56 ~ 65 – 27 (10%)
- 66+ – 6 (2%)

## Length of Service



- < 1 Year – 45 (16%)
- 1 ~ 3 Years – 130 (45%)
- 4 ~ 6 Years – 68 (24%)
- 7 ~ 9 Years – 28 (9%)
- 10 ~ 12 Years – 10 (4%)
- 13+ Years – 7 (2%)





## Recruitment and Onboarding

Our recruitment strategy through the 2019/20 period was to ensure that each individual roster and team had the right proportions of employees filling permanent full time (PFT), permanent part time (PPT) and casual positions. Whilst the number of people we employ has remained constant during the past two years (around 280), we are happy to report the following results:

- 88% of our workforce provides direct support to our clients
- A decrease in the number of casuals employed by 22%
- An increase in the number of PFT employed by 10%
- An increase in the number of PPT employed by 12%
- The number of Full Time Equivalent (FTE) employees has increased by 10 (based on 76 hrs)
- Hartley's youngest employee is 17 and our eldest employee is 71. The average age of our employees is 40.

### Recruitment and onboarding snapshot

2019/20 FY	
Employment application packs issued (Expressions of interest)	1,909
Completed applications received and processed	530
Interviews conducted	94
New contracts issued	58
Change of contract issued	123

## Rostering and Team Structure

In March 2020 Hartley's Crisis Management Team, based on advice from the ACT and Federal governments in the context of COVID-19, took the decision to reduce movement of employees across houses with the aim to keep our vulnerable clients, 'at risk' employees and essential staff safe, and to reduce the risk of further spread across the wider community. This decision required immediate action and intensive input and collaboration across the organisation, especially from the Senior Management, Client Services, HR and Payroll teams.

An extensive process was undertaken to analyse existing rosters, consult with staff in the context of implementing COVID-19 restrictions in a workplace perspective, and apply fairness and equity strategies as required. Given the exceptional circumstances of the COVID-19 environment and the speed at which these preparedness and risk mitigation strategies needed to be implemented, this was a challenging task for everyone involved. To date, all of Hartley's clients and staff remain safe and whilst it has been a difficult time, Hartley's approach has proven very successful to date. In saying this, Hartley would like to take this opportunity to sincerely thank its wonderful employees for being flexible, considerate and open to change for the greater good and safety of our clients and for the wider community during these challenging times.

## Training and Development

Due to COVID-19, Hartley's training program was paused in March 2020 with the aim to recommence on 1 July 2020. Some urgent training still took place, especially in relation to medication and specific personal care training such as stoma care. This pause in training provided Hartley with an opportunity to re-assess how training was delivered across the organisation, taking into consideration feedback received via training evaluations received over the past few years, through monthly Workforce Planning meetings and considerations around safety in the context of COVID-19, especially social distancing and infection control requirements. Accordingly, Hartley's training framework was reviewed in April 2020 in consultation with Managers, Supervisors and **Oakden Enterprises**.

In June 2020, the new training program was finalised and a 6-month trial beginning on 1 July. This program is supported by a detailed Calendar covering a 6-month period. The new program includes a mix of online, face to face and workbook type learning, with the aim to make training more efficient, more interesting and safe. We would like to take this opportunity to thank Victoria Oakden and her team from *Oakden Enterprises* for working with us to develop and implement this new program. Through this program, our clients will be supported by highly trained and capable people and our employees will continue to develop and maintain their skills.



### Training Snapshot

2019/20 FY	
Internal training sessions held	80
Training attendance	890
NDIS – Disability Worker Orientation Training module completed	98%
Employees accessing traineeship incentive	9

# Board of Directors

## Chief Executive Officer– Eric Thauvette

Senior Manager  
Client Services  
Shilo Preston-Stanley

Senior Manager  
Business & Operations  
Susan Granger

### Disability Programs Managers

Liz Alexiev  
Sheryl Figuerres  
Michael Hedges  
Katrina Holgate  
Rabin Khadka  
John O'Rourke  
Sylvain Virassamy  
Sally Wooldridge

### Education Officer

Annette Matheson

### HR Manager

Natalie Smith

### Operations & Behaviour Support Manager

Jess Surgeon

### HR Officer

Annabel Coddington

### Training Officer

Wella Maputi

### Operations Officer

Dairinn Bannister

### Operations Officer

Elijah Aleer

### House Supervisors

### Senior Residential Support Workers (SRSW)

### Residential Support Workers (RSW)

### C Team Assistant

Stacey Bowden

### General Assistant

John Clarke

### Receptionist

Sue Bannister

### Hartley Hydrotherapy Pool

Dylan Virassamy



# Board of Directors

## Chief Executive Officer– Eric Thauvette

Senior Manager  
NDIS & Service Development  
Kathy Le Mesurier

Senior Manager  
Finance & Communication  
Corey Ryan

Finance Manager  
Amanda Mangum

Payroll Manager  
Mathew Bass

Events Manager  
Debora Miller

Markets Manager  
Melanie Hugg

Procurement & IT  
Officer  
Sarah Bannister

NDIS, Fleet &  
Fundraising Officer  
Rosalie Krause

Marketing &  
Communications Officer  
Akshata Giri

Volunteers

Payroll Assistant  
Suman Sharma

Markets Assistant  
Dylan Virassamy  
Mathew Coggan

Markets Set Up Assistant  
Stan Callaghan

## Work, Health and Safety

Hartley's *WHS Committee* consists of:

- Senior Manager – Business and Operations (Chair)
- Senior Manager – Client Services
- Disability Programs Managers
- House Supervisors
- Operations and Behavioural Support Manager
- HR Manager
- Hall Markets Manager
- Events Manager
- Fleet Manager.

Meeting every 2 months, the WHS Committee comes together as part of Hartley's *Quality, Risk and WHS meetings* to:

- Provide a permanent forum for communication between workers and management on health, safety and compliance matters
- Ensure Hartley Lifecare complies with the relevant safety legislation, including the NDIS Quality and Safeguards Framework; and
- Report on and make recommendations to Senior management on relevant risk and WHS matters.

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 8 weeks, the following key result areas are discussed:

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

## Staff Achievements

Hartley's success over the past 60 years has well and truly been built on its incredible staff and the amazing work they do on a daily basis. Whilst we acknowledge everyone's contributions to Hartley's purposes, the following special achievements are noted:

### Finalists in the 2019 ACT Chief Minister's Inclusion Awards

On Thursday 5 December the Chief Minister's inclusion awards gala dinner was held at Parliament House to announce the inclusion awards for 2019. The awards acknowledge the outstanding achievements of businesses, organisations and individuals who demonstrate commitment to inclusion of people with disability in their workplace, business and community.

Hartley was nominated for an award again during the 2019 year. In recognition of their outstanding work in 2019, the senior management team invited 7 support workers from 5 different houses to represent Hartley at the event. Nyin Wah, Karma Karma, Debra Watson, Aloysius Okeke, Eva Eze, Maria Cacciotti and Luz Toledo consistently demonstrate Hartley's values in their work and accordingly were invited to attend this special celebration. Shilo Preston-Stanley also attended the event as Hartley's representative.



ACT CHIEF MINISTER'S  
INCLUSION  
AWARDS

## Milestones in service

5+ years of service	Elizabeth Alexiev, Stephanie Brown, Sujan Ranjit, Patricia Riley, Palpasa Shrestha, Nerida Spaccavento, Tia Spencer, Vaishali Bhavsar, Stacey Bowden, Melissa Devine, Namgyal Dolkar, Margrit Gow, Matilda Harper, Sarabjeet Kaur, Rabindra Khadka, Fiona Lukacs, Sandor Collins, Lindu Lukose, Amanda Mangum, Jade McClelland, Adam Robinson, Loraine Tully, Rotimi Awogbemi, Lorna Brown, Debra Conroy, Dechen Dorji, Nerissa Flores, Leomel Leonera, Sembukutti Minoli Nugara, Michelle Widdows, Binog Chettiakunnel, Alyssa Cormick, Sheryl Figuerres, Jennifer Hocking, Alan Murry, David Otokuefor, Concepcion Quizon, Marja Rouse, Sanjeev, Yvonne Sigudu, Natalie Smith, Susan Wood
10+ years of service	Rosalie Krause, Tiona Overhall, Eric Thauvette, Sascha Bartels, Nompumelelo (Gloria) Nkomo, Lhundup Passang, Renee Walsh, Tenzin Chodon, Marshall Marasha, Mu Yai Paw Shew, Kara Massey, Thupten Thupten, Hay Hae Tun Hla, Michael Watts
20+ years of service	Allison DeMaine
30+ years of service	Kathy Le Mesurier, Wendy Millar

## HARTS Cycle team raises \$25,900 for Hartley

The *Hartley Amateur Riding Team* (HARTS) once again put their bodies on the line this year and spent many hours raising funds to support two key events; HART.R8 for Hartley in June and the Hartley Cycle Challenge in November.

Formed in January 2018 with a commitment to raise money for Hartley through setting themselves gruelling personal and team challenges, the team is made up of employees, their partners, Hartley volunteers and 1 Board member.

In July 2019, 4 members of the team endured 6 hours of spin classes during HART.R8, then in the lead up to the Hartley Challenge in November, the full team raised an incredible \$25,900 to finish 7<sup>th</sup> on the leader board in

terms of overall money raised. In total, the team has raised approximately \$46,000 for Hartley since its inception in 2018. They are now considering changing their name to *Hartley's Amazing Riding Team* (HARTS). In wrapping up another wonderful year of comradery, suffering for a good cause and community spirit, the HARTS would like to sincerely thank their sponsors; Oakden Enterprises (Victoria Oakden), Financial Translators (Corey Ryan) and Hardwicke's Accountants (Andrew Snaidero) for their continued support.

TEAM HARTS - From L – Scott Matheson, Annette Thompson, Wendy Miller, Susan Granger, Jess Surgeon, Amanda Mangum, Natalie Smith, Liz Alexiev, Antony Oakden. Absent: Jenni Vincent, Wella Maputi (Driver), James Holgate, Matt Bass (Domestique), Sarah Bannister (Support), Katrina Holgate (Driver), Annette Matheson (Driver), Victoria Oakden (Driver).







## Meet Jess Surgeon

### Operations and Behavioural Support Manager

Jess is from a small country town in North-East Victoria called Yackandandah. She spent her childhood and teens running amuck on a farm with two brothers, two sisters and lots of pets. They had lots of fun together and still do as grown – ups. Jess moved to Canberra straight after high school to experience new opportunities and has not looked back. She love's everything that Canberra has to offer, especially its bush surrounds, and now considers it home.

Jess commenced employment with Hartley over 4 years ago as Receptionist. Since then she has held a number of roles within the Administration Office including Training and Development Officer, Compliance Officer and most recently Operations and Behaviour Support Manager.

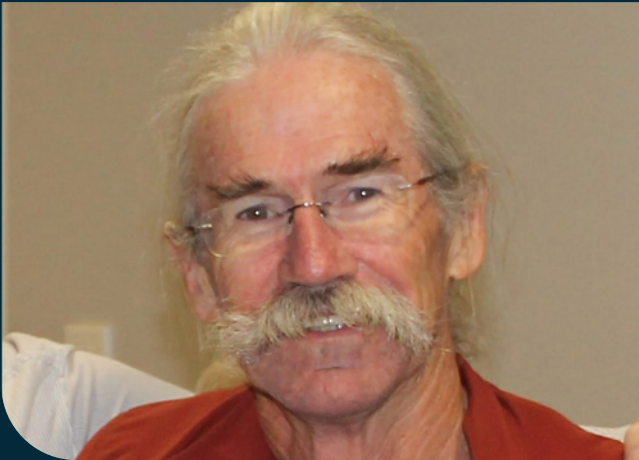
Jess has always had a passion for working with vulnerable people and has worked in the disability and aged care sectors since graduating from school. Jess' journey started in high care dementia, palliative and end of life. These days she thrives on the opportunity to provide and educate Hartley employees on Positive Behaviour Support. Jess loves supporting clients and their support team to achieve personal goals. She feels very privileged to be trusted in supporting people through some of their toughest times, not only the individual, but their family and support team also.

In December 2019, Jess successfully gained registration with the NDIS to become Hartley's NDIS Behaviour Practitioner. An NDIS Behaviour Support Practitioner is someone that the NDIS Quality and Safeguard Commissioner considers suitable to undertake behaviour support assessments and develop positive behaviour support plans that may contain the use of restrictive practices. Jess has written 14 Positive Behaviour Support Plans for Hartley clients, and has also contributed to the positive outcome of over 25 support plans for other Disability Service Providers in the ACT as a member of the ACT panel process. As part of her role, Jess also manages the incident reporting process and Hartley's Hydrotherapy pool with the assistance of Amanda Mangum.

When Jess isn't working, you will find her playing sport and being active. Her favorite sport to play is netball, which she has played and coached since a young age. She also loves 'pushing myself' through military style training, bushwalking up mountains and endurance training. More recently, she has challenged herself to cycling, participating in the Hartley Cycle Challenge for the last 2 years. When she is not playing or participating in sport/activities, you will more than likely find her watching it. She loves the atmosphere at team sporting events. Jess also enjoys travelling, going to the beach, reading psychological thriller novels and spending valuable time with family and friends.

## Our Volunteers

### Thankyou and farewell



#### RON JACKSON

Ron Jackson has been an integral part of the Hartley Family for almost 10 years, specifically as a market's assistant and volunteer leader at the Hartley Hall Markets. It was in these positions that Ron assisted the team and stallholders for over 100 markets.

Ron's journey with Hartley began when he was exploring the local paper for something to keep him busy during his retirement years. One Saturday morning he spotted an advertisement from Hartley regarding two markets assistant positions, and the rest is history.

Ron described his journey as a fun and a 'real' learning experience. He had come from the electrical and data industry where most of the work completed was limited to one site. This was starkly different from the environment at Hartley where there was a lot of involvement from all the stakeholders across multiple sites.

Ron enjoyed working with people at the markets and tried to keep them in the loop as much as possible. He describes 'feeling hollow' every time the markets had to be cancelled as he always knew how much of a positive impact they had on both Hartley as an organisation, but also the wider Canberra Community.

On top of his 100 Hartley Hall Markets, Ron also volunteered at many other Hartley Events during his career. You could always find Ron assisting at the High Tea, Cycle Challenge and manning the Hartley BBQ at many locations over the years.

Hartley thanks Ron for his amazing commitment to the organisation and wishes him and his family the very best for the future.



#### VALE - PETER BRAY

The Hartley Community was saddened in August 2020 by the passing of one of our greatest volunteers and contributors, Mr Peter Bray OAM.

Peter has been a huge part of the Hartley Lifecare Family for many years and his connection with Hartley started many years ago as Executive Director of the organisation.

He has since been a huge part of our volunteer family for over 30 years and was recognised for his amazing service last year when he was awarded the Senior Volunteer of the Year from the ACT Government.

Peter was also involved in many Hartley Events, including the book stalls at The Fyshwick Fresh Food Markets, organising the "Apple Pick", where people would come and pick apples in an orchard in McKellar, and of course his unwavering support at the Hartley Hall Markets.

Every month at the Hall Markets you could find Peter sweeping the bridge, his first job of the day, and then cooking on the BBQs until close. His last gesture at the markets was to hand out his favourite lollies, Werthers Original Caramels, to all the volunteers.

Peter was a great character and a great community member. He was always keeping spirits high when telling his jokes and just being the warm and kind man that he was. We would hear about his times in the army, alongside Ross Ellis, another markets volunteer, and the adventures and stories they shared together.

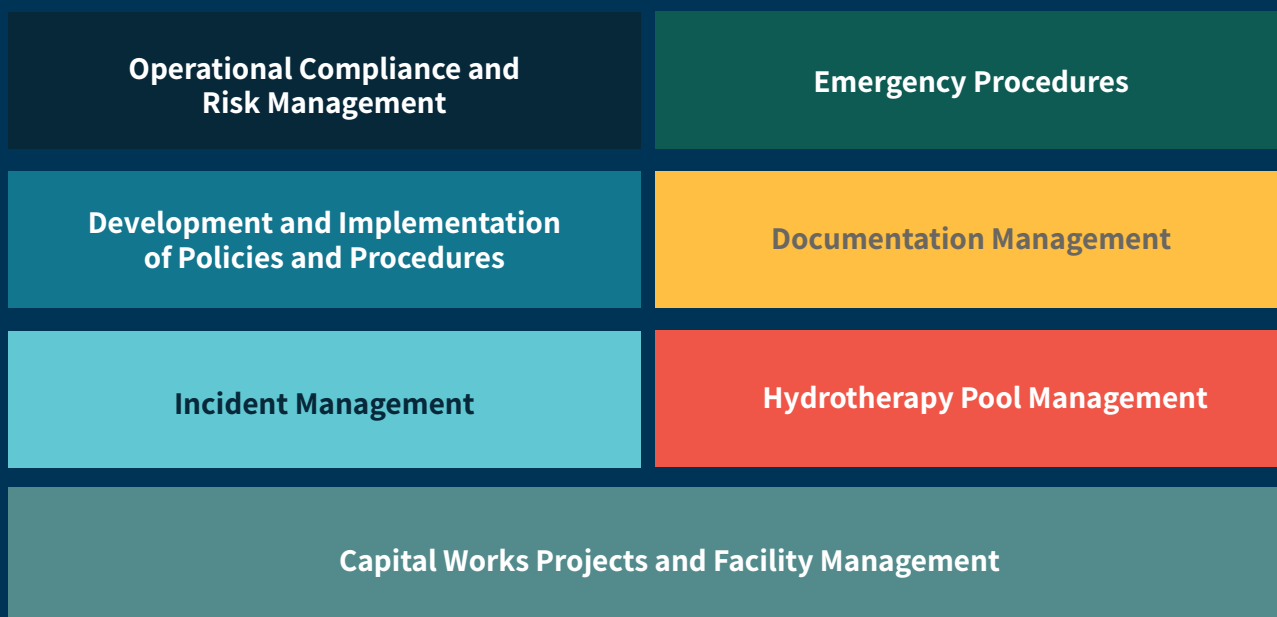
Peter's love for his family, friends and the Hartley community can never be underestimated. He was a loving, friendly and warm character and will be missed greatly, the markets will never be the same without him.

# OUR OPERATIONS





## Key Functions



In the context of Hartley's operational environment over the past 12 months, I can only describe it as an incredibly interesting, busy and challenging time for us all. During this period, whilst we have all personally been affected by phenomenon such as crippling drought, catastrophic bushfires, extended periods of toxic air pollution, hail storms and now COVID-19, we as individuals and importantly as a community of dedicated disability support workers, have grown immensely in terms of the way we work together to protect our clients and to ensure that Hartley continues to operate in an effective way. Given what we have had to endure during this time, I am extremely proud to report that Hartley's operational environment remains robust and ready for our next chapter, especially in achieving the goals and objectives of our new Strategic Plan (2020 – 2023) – *A Sustainable Future*.

I would like to take this opportunity to congratulate the Business and Operations Team for working with, and supporting all staff in the development, review and implementation of a diverse range of projects associated with our operating environment, many of which have required urgent application given these unprecedented times.

This includes the production of a monthly report capturing progress against the Quality and Safeguards Framework, development and implementation of policies and procedures, update on incident reporting and management, including restrictive practices, compliance auditing and facility management functions.

Whilst this report will only capture a few of the operational projects Hartley staff have delivered on during the period, I acknowledge all the work achieved and contributions made by all teams and employees across the organisation in the context of general operations – and there has been a lot as you will read throughout this Annual Report. We all work together incredibly well, and this has especially been demonstrated throughout the past 12 months. The quality and standard to which our work is delivered upon continues to support Hartley Lifecare being considered as a sector leader by the ACT community and beyond.

**Susan Granger**  
**Senior Manager – Business and Operations**

## COVID-19 Response

Since March 2020, Hartley's operational environment has been dominated by our response to the COVID-19 pandemic which has presented an extremely fluid and unpredictable threat to our vulnerable clients, their families and guardians, our essential staff and the wider community. Immediately following the outbreak, Hartley established its Crisis Management Team (CMT) to oversee its response to this every challenging crisis. Meeting at a minimum 3 times per week, members of the CMT include:

- Chief Executive Officer (CEO) – Eric Thauvette
- Senior Manager – Business and Operations – Susan Granger
- Senior Manager – Client Services – Shilo Preston-Stanley
- Senior Manager – Finance and Communications – Corey Ryan
- Senior Manager – NDIS and Service Development – Kathy Le Mesurier
- Nurse Advisor – Victoria Oakden.

To guide Hartley's response to COVID-19, *Hartley's COVID-19 Response Plan* (Version 1) was quickly developed and circulated on 19 March 2020.

This Plan was based on the following 8 principles:

1. Prioritise the safety of clients, staff and the wider community.
2. Ensure regular and open communications with stakeholders.
3. Take a risk based and proportionate response.
4. Comply and align with the ACT Government's response to COVID-19.
5. Seek to continue service delivery as long as is practicable with a proactive approach.
6. If required, seek to move work and service delivery to areas of lower risk.
7. Maintain work practices in accordance to Hartley's values of Respect, Integrity, Quality, Teamwork and Accountability.

Implementation of *Hartley's COVID-19 Response Plan* commenced in March. Alongside this Plan, the following was also implemented:

- A set of COVID-19 related FAQs developed and circulated.
- A COVID-19 Communication Plan developed and circulated.
- A dedicated COVID-19 **webpage** established for all stakeholders.
- A dedicated COVID-19 Dropbox site established for staff.
- Media Release circulated.
- Disease prevention and management policy and procedure developed.
- Hartley's Nurse Advisor has visited houses where Hartley provides support to reassure staff on protocols and practices in the context of COVID-19.
- During peak outbreaks of COVID-19, cessation of non-essential services occurred. This included all non-essential meetings being cancelled until Level 4 – Recovery was achieved.
- Increased supports provided by Hartley over and above the NDIS funded rosters, including an increase in day supports due to the cessation of external activities and supports.
- An *Employee Census* was conducted in March to confirm key workforce demographics, including number of houses each staff member works across, who has a second job, who are our 'at risk' employees, which employees have extra capacity in terms of hours. This information was utilised in a number of ways to ensure the health and safety of workers across the organisation.
- EAP offered to all staff and this is communicated regularly.
- Video conference meetings held between teams as a means of support and connection.
- A Fact Sheet on JobSeeker and JobKeeper payments circulated to all staff. Whilst Hartley does not qualify for JobKeeper payments, this has been useful for some staff whose partners or family members require the information.

- All staff have been issued with a letter confirming they are 'Essential Workers'. This supports the employees in the community, particularly when supporting clients.
- Development of the following for Hartley events:
  - o Hartley's COVID-19 Safety Plan and Tool Kit for Events.
  - o Stallholder Safety Plan and Tool Kit.
  - o COVID-Safe Hartley Hall Markets flyer.
- Regular COVID-19 related email updates from the CEO and CMT provided to all clients, families and staff since March 2020, including targeted information on restrictions in place, social distancing, infection control and service provision. These have also included a series of videos titled *The week that was*, featuring the positive activities Hartley's clients have been participating in during the COVID-19 situation.
- HR & Operational updates provided to all staff on a fortnightly basis. Commencing March 2020, providing a weekly update on key HR, WHS and operational information. This has included a strong focus on health and wellbeing for employees.
- Hartley's COVID-19 Organisational Response Plan and relevant attachments will be updated as the situation evolves and circulated to all staff, board members, clients, families and guardians.

The key component to *Hartley's COVID-19 Response Plan* is preparedness, including preparing for a potential COVID-19 outbreak in one of Hartley's homes or workplaces. In being as prepared as possible, Hartley has, and continues to implement the following key strategies which align with the ACT Department of Health's advice:

- Appropriate infection control measures are in place to stop the spread of COVID-19.
- Clear procedures are in place for rapid action for suspected cases of COVID-19.
- Clear procedures in place for rapid action for confirmed cases of COVID-19.
- Risks associated with COVID-19 are assessed and mitigated.
- Procedures to ensure that adequate and appropriate care is provided to infected individuals, including isolation, quarantine and social distancing.
- Effective Staffing contingency plans are in place.

As we continue to work through, adapt and accept the COVID-19 environment, we are finding new ways of working and delivering our supports, many of which have had extremely positive and reassuring outcomes.





## NDIS Quality and Safeguards

A condition of Hartley's registration as a disability provider is to undertake a self-assessment process against the NDIS Practice Standards. This includes addressing over 200 quality indicators which align with the services that Hartley is currently registered for. Originally, Hartley was required to complete the self-assessment process, engage an external auditing firm and have the quality audit completed by 21 July 2020. However, due to COVID-19 this deadline was becoming increasingly hard to meet for our organisation. Accordingly, in May 2020 we requested an extension to this date.

On 3 June 2020, we received notification from the NDIS Commission that an extension to 21 April 2021 has now been granted for Hartley to complete the self-assessment and audit process. Whilst we are currently juggling many competing priorities, especially COVID-19 and organising our staffing in a way that is safe for our clients, our staff and the wider community, we are progressing well in regard to preparation for the April 2021 Audit process. This has included the ongoing review and development of policies and procedures, checks and balances undertaken in terms of compliance and constant assessment of the support we provide to our clients, ensuring quality and safety is achieved.

## Royal Commission

As part of Hartley's preparation for the *Royal Commission into Violence, Abuse, Neglect and Exploitation of people with disability*, extensive work has been undertaken in partnership with Clayton Utz to ensure Hartley's historical documentation is effectively archived and easily accessible. This included an extensive data mapping exercise, leading to the production of the *Data Mapping Report* which contained the findings of the audit conducted by the Clayton Utz team. Clayton Utz is now undertaking a process to capture and organise all of Hartley's emails (back to the late 1990's) utilising NUIX and Relativity data systems.

This will enable us to collect, preserve, search and produce emails relating to a specific matter in a short period of time. In the meantime, we are continuing to archive (scan) all documentation that has previously been stored in the houses for many years. Whilst we are unsure as to whether we will need to provide any documentation to the Royal Commission, this documentation exercise has greatly improved the way we store, archive and access data. I would like to extend Hartley's appreciation to Clayton Utz for supporting us through this project and also CentreRED IT for their extensive input into this project.

## Risk and Incident Management

Due to the unprecedented wave of natural disasters that we have endured during the past 10 months, along with the COVID-19 pandemic, Hartley's vulnerable clients, its staff and the wider community have been exposed to an unparallel amount of risks.

Accordingly, Hartley's focus on risk and incident management during this period has been extremely high, requiring input from all levels of staff, along with working very closely with our families, guardians and the wider community to develop and implement risk mitigation strategies that keep our clients, staff and the wider community as safe as practicable. Applying such an emphasis on risk and incident management has also ensured that Hartley's risk management system is in alignment with the NDIS Quality and Safeguards Framework. Furthermore, our staff are now equipped with the necessary tools to identify and assess risk more effectively, and act upon and implement risk management strategies in an appropriate and timely manner. Along with the development of *Hartley's COVID-19 Response Plan*, this has included the development, review and/or adoption of the following tools which can be used in any context whereby risks and hazards may be present.

## Risk Assessment and management plan

These have been utilised extensively during the reporting period to assess and manage risks associated with:

- o Transitioning clients and staff through the COVID-19 crisis
- o Taking on new services
- o Work, health and safety matters
- o Environmental and equipment compliance
- o Event management
- o Considering new business opportunities.

## Risk Matrix

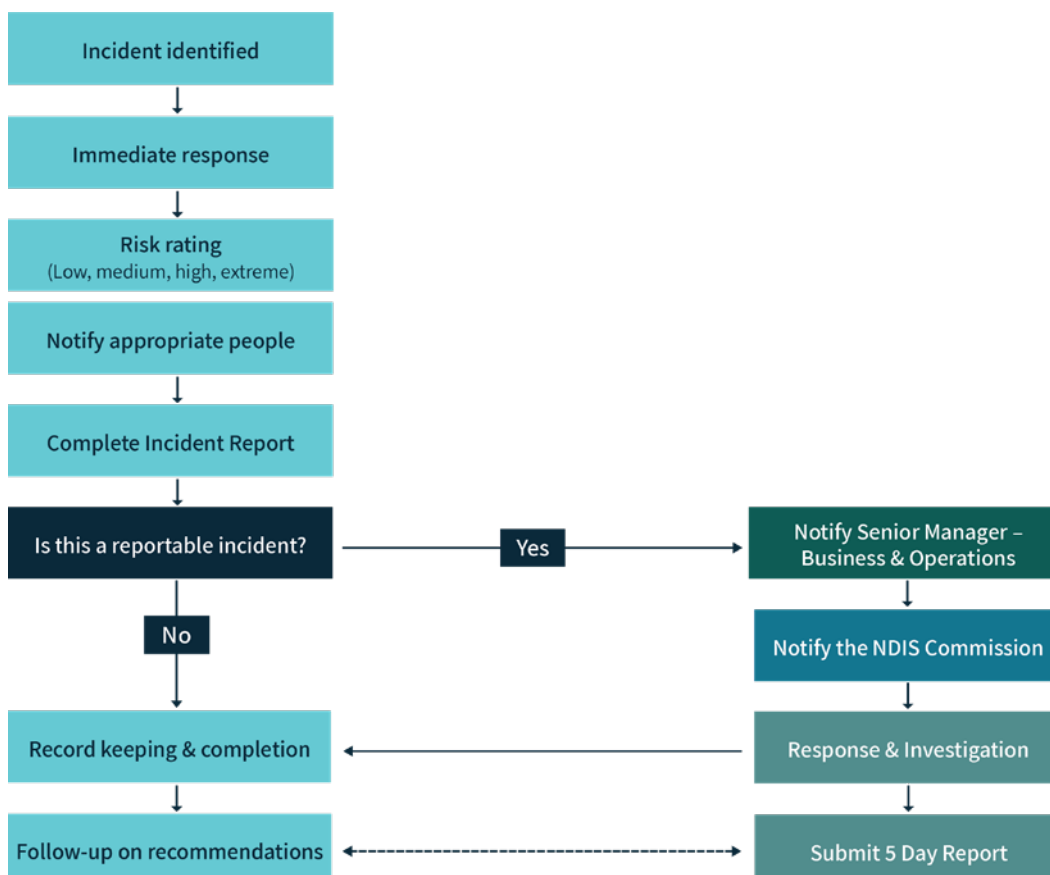
Hartley's Risk Matrix helps staff to define the level of risk by considering the category of probability or likelihood against the category of consequence severity. This is a tool to increase visibility of risks and assists in decision making. Hartley's Risk Matrix includes a 5-step risk assessment process which is integrated into Hartley's *Risk Assessment and management plan*, monthly *Compliance audits* and the incident reporting process

## Incident management process

In May 2020, Hartley's new Incident management process was launched, inclusive of a flow chart, detailed process, definitions, and a new 'fillable' Incident report. This process also incorporates an investigation tool and reporting requirements relating to reportable incidents, including incidents involving restrictive practices, all of which are reportable to the NDIS Commission.

Our new 'fillable' *incident reports* have provided us with the opportunity to go paperless in this context, along with the ability to transfer reports and information very quickly via email and mobile devices. Whilst a few teething problems have been experienced along the way, this has been an excellent initiative, especially during the COVID-19 pandemic. As we continue to build our employees' understanding and focus on risk management, we are very excited about implementation of our new Client Information System which will incorporate this incident management process and make the process even more efficient.

## Incident Reports



# Capital Works Projects

## Hartley's Renaissance House



Mark Newman, Lisa Keeling, Andrew Kerec and Eric Thauvette at the turning of the sod of Hartley's Renaissance House.

In 2017, Hartley successfully applied for a direct sale of land from the ACT Government, with the aim to build a Short Term Accommodation (STA) respite facility in Chapman ACT. In 2018, *Renaissance Homes*, via Andrew Kerec and Mark Newman offered to project manage and build this residence, providing advice, planning and preparation for the Development Application (DA) on a probono basis. Following DA approval, the build commenced in May 2020. The expected completion date is January 2021.

As the build progresses, *Renaissance Homes*, through their strong connection with the local community, has continued to work with businesses to obtain 'in kind' contributions, discounts and competitive prices for almost all of the goods and services required. This is especially humbling given the challenging economic times everyone is currently facing. A special mention is extended to Amanda Kiley from *OMNi Interiors* for working with us on a probono basis to design the colour palate for both the exterior and interior, along with designing and choosing the furnishings, artwork, appliances and general décor.



Jamie Brown (respite client) and Chinedu Nwakor (Respite Supervisor) at the turning of the sod of Hartley's Renaissance House.





Accommodating up to four people, *Hartley's Renaissance House* will be built to comply with the *Specialist Disability Accommodation* (SDA) standard and will align with the *High Physical Support* category. The design incorporates contemporary features such as open plan living, maximisation of natural light, individual living spaces and assistive technology.

Due to the ongoing support that *Renaissance Homes* has provided to Hartley over many years, the Board recently agreed to name this new respite facility *Hartley's Renaissance House*.



**renaissancehomes**  
liveable designs



## Hartley Court Redevelopment

Purpose built nearly four decades ago, *Hartley Court* accommodates 11 permanent residents and up to 3 respite clients. Given its age, this facility is now in desperate need of revamping and/or renovation. Accordingly, the Hartley Board and CEO, in consultation with all of the residents, families and guardians, have taken the decision to knock down and rebuild *Hartley Court* in 2021.

Site plans and floor plans have been finalised, and similar to *Hartley's Renaissance House*, Andrew Kerec and Mark Newman from *Renaissance Homes* have provided 100% of architectural, including design and preparation for DA lodgement on a pro bono basis. *Renaissance Homes* will also be project managing the knock down and rebuild process, which is likely to commence early in 2021.

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.

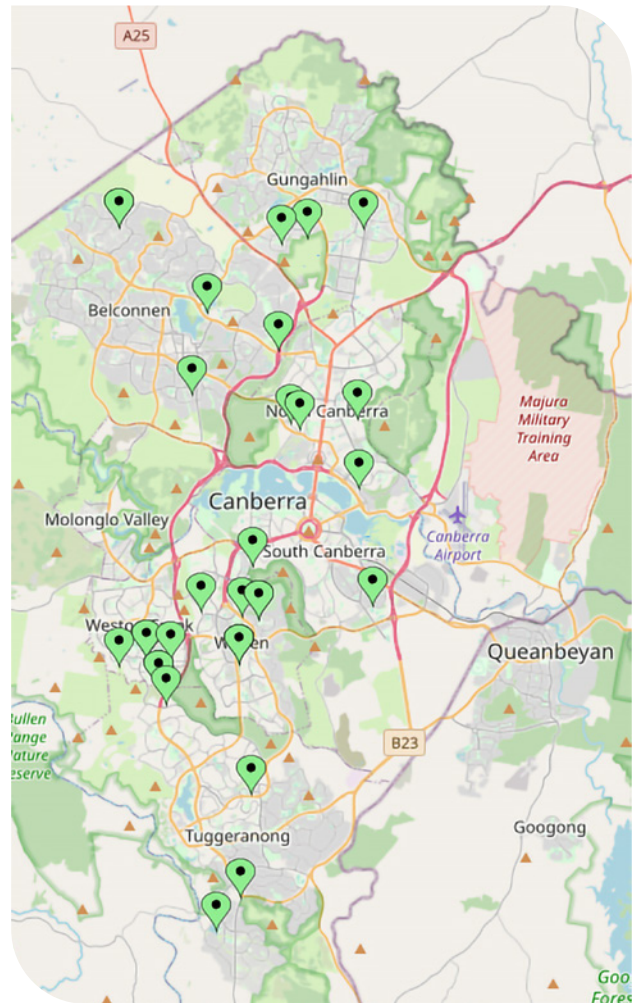
## Facility Management

As at 30 June 2020, Hartley provides supported independent living (SIL) in 36 houses across the ACT (88 clients). In the context of facility and facility management, the Business and Operations team manages the following 10 buildings:

1. Hartley Court (3 homes)
2. Hartley Hydrotherapy pool
3. Tanderra house
4. Rose House Symonston (Leased property)
5. Skardon House (Leased property)
6. Administration Office
7. Dorothy Sales Cottages (2 homes).

The remaining houses are managed as follows, with reporting and follow-up conducted via the Client Services team:

- Havelock Housing – **14 homes**
- ACT Housing – **8**
- Privately owned and managed – **9**.







## Hartley Hydrotherapy

In December 2018, Hartley took over management of the Hydrotherapy pool at 13A Wynter Place, Hughes, and since then it has gone from strength to strength. A full review has been carried out on the services provided, including the introduction of new service agreements, several capital works projects and the creation of a new logo. As part of the Business and Operations team's portfolio, Jess Surgeon and Amanda Mangum manage the pool, supported by Dylan Virassamy and Annabel Coddington (Pool Operations Assistants). However, as Annabel has recently moved to the position of HR Officer, Hartley has recently employed Seb Thauvette to fill Annabel's position. We welcome Seb to the team.

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 load through your joints which in turn makes similar land exercises much more comfortable
- Equipment such as 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.

Operating 5 days per week, our pool offers access via pool steps or a hoist, shallow depth of 1.1m, handrails, non-slip tiles and change rooms 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.

The first 6 months of the 2020 year has brought many challenges to Hartley's Hydrotherapy Pool. For safety reasons, the team welcomed the Australian Government's 3 step framework for a CovidSafe Australia and as a result closed the pool on Monday 23 March 2020 for 2 ½ months. On 9 June, and following the development and implementation of its *COVIDSafe Operating Plan*, inclusive of a risk assessment, communication plan, and ensuring that relevant precautions were adhered to, the pool re-opened.

Since then, and with renewed energy and optimism the pool has reached an 80% occupancy rate, which is an all-time high. The Hydrotherapy Team are committed to ensuring our pool continues to be safe, fun and a great resource for our valued users, especially as they continue to work hard to improve service delivery to the wider community.





# FUNDRAISING & EVENTS



## Fundraising and Events

What a year for the fundraising and events team. It began with a record-breaking Cycle Challenge to celebrate 20 amazing years of the event, was thrown into disarray with local bushfires and hailstorms, and finally ended with the unprecedented COVID-19 Pandemic.

The challenges and restrictions resulting from COVID-19 impacted Hartley's fundraising ambitions almost instantly. Stalwart events such as the 2020 Cycle Challenge, High Tea and Fashion Parade and others have been cancelled. Our beloved Hartley Hall Markets have also been postponed until further notice.

I want to thank the efforts of the fundraising and events team under such challenging circumstances. Deb Miller (Events Manager), Mel Hugg (Markets Manager) and Rosalie Krause (NDIS, Fleet and Fundraising Officer) have all adapted extremely well to the ever-changing environment in 2020. The team also welcomes Akshata Giri, our new Marketing and Communications Officer who has hit the ground running since starting in September 2020.

The next 12 months will present a new frontier for Hartley's fundraising and events team. Logistically, there will be a focus on safeguarding our fundraising efforts from the risks associated with COVID-19 and large gatherings.

Our priority will be the safety of our clients, our staff and the wider Canberra Community when making decisions about our future events. There is no doubt sacrifices will need to be made, however maintaining Hartley's connection with our amazing supporters has never been more important.

Despite this, there will always be ways to support the organisation and we thank all our amazing supporters for their continued efforts during these challenging times. We encourage all community members to keep an eye on our communication channels for more information on how you can help.

**Corey Ryan**

**Senior Manager – Finance and Communications**

**The next 12 months will present a new frontier for Hartley's fundraising and events team.**

**Logistically, there will be a focus on safeguarding our fundraising efforts from the risks associated with COVID-19 and large gatherings.**



## Hartley Cycle Challenge 2019 – Celebrating 20 Years

Our amazing Cycle Challenge celebrated its 20<sup>th</sup> year in operation during 2019 and was commemorated perfectly by breaking the all-time record for money raised with a huge \$616K collected.



Hartley's Chair of the Board Lisa Keeling addressing the Cycle Challenge 20 year anniversary dinner

**When we became a tandem team in the last decade, I wanted to help my friends with a disability meet their additional challenges of the event. Plus, it is so well organised by Hartley's staff and well supported, including by the local communities and the police.**

Keith Speldewinde-  
Hartley Lifetime Achievement Award winner

To launch the 2019 event, a 20<sup>th</sup> anniversary dinner was held at the Hellenic Club of Canberra in Woden. It was a fantastic evening involving past and present cyclist, volunteers, support crews and Hartley Clients, all reminiscing about fond memories over the past 20 years. The highlight of the night saw Keith Speldewinde awarded a Hartley Lifetime Achievement Award by Cam Sullings on behalf of Hartley for his contribution to the Cycle Challenge over all 20 years of the event.

Keith was a cyclist for 16 years under the Fyshwick Fresh Food Markets Team, and a ride coordinator for the other 4 years. Keith is famous for being a part of the rare tandem team which has allowed people with a disability to participate in the event for the past decade.

Keith stated on the night that, when we became a tandem team in the last decade, I wanted to help my friends with a disability meet their additional challenges of the event. Plus, it is so well organised by Hartley's staff and well supported, including by the local communities and the police.

Hartley once again thanks Keith for his amazing support over the past 20 years, we look forward to seeing him out on the road again next year.



Steven, Leonie, Daniel, Justin and Robyn enjoying themselves at the dinner



## Hartley Cycle Challenge 2019 – The Event

From Friday the 22nd to Sunday the 25th of November 2019, teams of up to 12 cyclists faced a 450km journey of windy roads, steep hills and at times challenging weather to complete the 2019 Hartley Cycle Challenge. These cyclists showed extreme dedication to our cause and once again raised a huge amount of money through their fundraising and physical efforts.

When people decide to enter the Cycle Challenge, they are committing to not only fundraising but also the strenuous training routines that are required to undertake the ride itself. This year, fundraising activities included trivia nights, barbecues, raffles, donations from organisations and a host of other events.

Money was also raised through our Cycle Challenge Raffle which is only possible thanks to our amazing event sponsors. This year there was a first prize of a \$3,000 voucher donated by PUSHYS in Fyshwick, second prize was a 6 night and 7 day stay at the Mollymook Beach House. Finally, the third prize was a pair of designer sunglasses donated by one of our riders through their business at Arcidiacono Optometrist.

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 2019 was

won by Department of Human Services who raised \$4.6K per head within their team. The second achievement is the highest total fundraising for a team. The Department of Human Services was awarded this for the fourth consecutive year thanks to the support of their major sponsor, Australian Hearing. They raised an amazing \$111K!

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, their families and the Hartley staff (many of whom are volunteers as well) appreciate the time and encouragement that the volunteers donate.

Other integral members of the event are our ride coordinators, without them, the Challenge would not be as efficient and well organised. A special thanks to Paul Crake, Gregg Berry, Michael Warby and Greg Ash, along with their co drivers, who did an amazing job. A special thanks also needs to be made to the event lead drivers Heath Chester (stage 1), and Jon Gowland (stage 2), who were instrumental in leading the Challenge and keeping everyone safe.



Team Pursuit Award Winners – Team DHS

Another special moment this year was the announcement of The Milton Valentine Award winner which is awarded to an integral Cycle Challenge contributor each year. This year it was presented to Ron Jackson. Ron works at the Hartley Hall Markets on the first Sunday of every month as the logistics expert and also volunteers at many of the events during the year especially the Cycle Challenge. Milton Valentine was a passionate supporter of Hartley Lifecare and the Cycle Challenge, an event he competed in for seven years in several different teams.



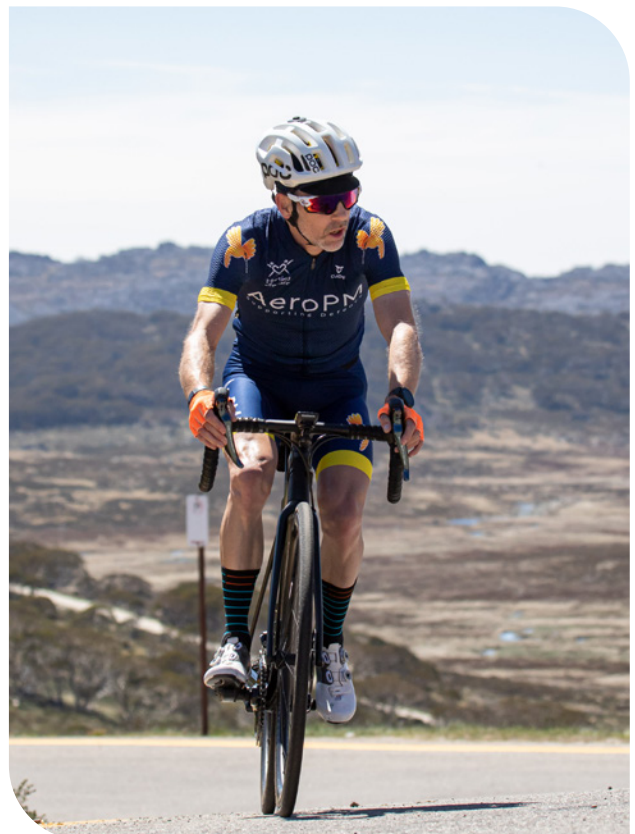
Rosie receiving her award from Minjae

Each year, the Karen Zeller Trophy is awarded to acknowledge the work of an outstanding Hartley volunteer. In 2019 it was presented to a very worthy winner, Rosalie Krause. Rosalie, or Rosie as she is fondly known, is an employee of Hartley and also volunteers her time towards many fundraising initiatives. She has been instrumental in many aspects of the organisation and has been an integral part of the Cycle Challenge for many years.

As is now tradition, the Saturday night celebration dinner and presentation was held for all of the riders, volunteers, clients and staff. Hartley was lucky to have Daniel Gibson as the master of ceremonies again this year, and as usual, he was very entertaining and kept the crowd clapping and cheering all night.

Another growing tradition is the volunteering of Hartley Clients to be team ambassadors. Their role is to offer support to the teams who are participating in the event and provide great motivation to those cyclists participating in the ride. In 2019 the Ambassadors were Minjae, Peter, Stephen, Danny and Justin. They had a fantastic time and put a great deal of effort into encouraging the cyclists and ensuring a fun atmosphere. The event also had several other clients travel to points along the route to offer their support and thanks.

Once again, this year's event was an enormous success. Hartley would like to thank all those amazing cyclists, volunteers, donors and supporters for all their amazing hard work and commitment, all of you truly make it possible for people with a disability to live their best life. A special shoutout to Dean Thompson who undertook the photography for this year's event. The photographs are available at [www.deanthompsonphotography.com.au](http://www.deanthompsonphotography.com.au).











A huge thank you to all the sponsors of the event



Australian Government  
Department of Health



Building a better  
working world



PROJECTS ASSURED

twenty  
mile  
march



CLAYTON UTZ



milestone financial



THE GREEN  
SHED



## Capital Campaign

The end of 2020 will see Hartley launch its official Capital Campaign. This campaign will be aimed at raising money for the re-development of Hartley's original residential facility at Hartley Court in Hughes.

The campaign will encompass three main fundraising initiatives:

- HARTs for Hartley Program – donors will be awarded a coloured HART based on the level of donation.
- Hartley Lifecare Golf Day – aiming to be held in early 2021, 36 teams of 4 will compete under the rules of Ambrose with all funds raised going towards the campaign.
- Online Auction – aiming to be launched early in 2021, this online platform will see a collection of goods and services up for auction with all money collected going towards the campaign.

More details about the Hartley Capital Campaign can be found on our website at [www.hartley.org.au](http://www.hartley.org.au).

## HARTR8 for Hartley

The COVID-19 Pandemic and associated restrictions forced a serious adaption of this year's HARTR8 for Hartley. The event, an indoor cycle challenge usually held on a weekend in July, was required to transform into a completely online experience for participants.

The 2020 event saw entrants choose from four different fitness target categories with the aim to complete these targets and raise \$250 during the month of August. Hartley would like to thank all those who participated and donated to the event. A huge shoutout to our event sponsors below who donated 3-month gym memberships which were awarded to the top three fundraisers.

Hartley hopes this new platform can be utilised for next year's HARTR8 for Hartley.

### Thankyou to our sponsors



## Hartley Hall Markets

Starting in 1987 with just 36 stalls, in 2020 we now have over 300 stalls. The Hartley Hall markets is now one of Australia's largest hand-made & homegrown goods markets.

The Hartley Hall Markets are now in their 33rd year of raising funds for Hartley Lifecare. The Markets are held on the first Sunday of the month, excluding January, at the Hall Showgrounds, from 10am till 3pm.

2019 got off to a great start with all markets from July to December going ahead with great success. These markets averaged between 250 to 300 stallholders and saw up to 6,000 community members visit the showgrounds.

A special shoutout and thank you to Leonie Mayberry (Markets Manager) who stepped down from her role at the end of 2019 after 7 years of amazing service to Hartley. Following Leonie's departure, former Markets Manager Rosalie Krause, returned once again, to manage the November and December markets.

January 2020 welcomed our new Markets Manager Mel Hugg, and almost instantly, her and the team were faced with unprecedented challenges regarding the bushfires and the COVID-19 Pandemic. Unfortunately, due to the circumstances and associated safety concerns, the markets were forced to cancel all events until further notice.

As always, the markets rely on our amazing team of monthly volunteers, whose dedication and knowledge will never go unnoticed. The longevity and continued success of the markets can be directly attributed to this support and simply would not happen if it were not for your hard work, commitment and passion.

Special thank you to George Huitker, who is the Director of Service Learning for Radford College who coordinates the Radford Volunteers each month. His commitment to Hartley and his students is outstanding.

Although it has been a very challenging year, we are all looking forward to coming back bigger and better than ever in 2021. We already have 29 new and exciting stall holders joining us once the markets return.



# Hartley Hall Markets Snapshot

**33**  
years



**360**  
Hartley Hall  
Markets days



**61,024**  
**hours**  
donated by volunteers



**9,400**  
stallholders



**423,200**  
**sausages**  
cooked at the Hartley BBQ stalls



**5,339**

Facebook followers



**297**

Instagram  
followers

## Meet Our Stallholders

### Charli & Molly Canine Coture

Simone Pensko (founder) has been a valued stallholder at the markets on a regular basis since 2018. Simone said she enjoys attending the markets because it has a nice community feel, is dog friendly and is well organised. She added that it is great to have the regular dog owners popping in for a chat and pat each month.

Some of Simone's favourite things to do are to purchase one of the sausage sandwiches and to say hello to Danny (Hartley Client) when she buys his famous home-made dog treats. Simone stated that The Hartley Hall Market's Team are always helpful especially when things do not always go to plan.

As a stallholder she appreciates their work on promoting the markets to attract more people and to provide opportunities for her to showcase her products. The highlight of the markets for Simone is when the Hartley Newsletter is delivered by one of the friendly Hartley Team.

### Mrs Terrarium

Mrs Terrarium has been a stallholder at Hartley Hall Markets for the last 3 years. During that time, Ann-Maree and Melissa (owners) have made lots of new friends both with other stall holders, the Hartley Volunteers and customers.

Both agreed that the markets are well organised, saying "we always have a fun day and look forward to seeing what amazing things the other stall holders have for sale as well as eating the yummy food. The 1st Sunday of every month is our favourite day as we get to spend it doing what we love with our Hartley Hall Markets Family".

We thank Anne-Maree and Melissa for their continued support of the markets and look forward to seeing them back out at the showground soon.



## Rogaines

We were fortunate enough to continue our partnership with the ACT Rogaine Association (ACTRA) last year. Their events vary from 6 hour metrogaines to a 2 day Australian Championship. Hartley having the chance to cater for these events is a great fundraising opportunity and the Rogainers are supplied with delicious well priced meals.



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.



## Hartley OP Shop

After many successful years in operation at the Griffin Centre in Civic, in March 2020 it was decided that the Hartley Op Shop would close its doors. The shop, which was run entirely by volunteers, sold a variety of second-hand items that were kindly donated by the Canberra Community.

Hartley would like to thank the amazing volunteer team that made fundraising at the Op Shop possible. Without your tireless efforts and commitment, none of it would have been possible.



The Hartley Op Shop Team enjoying a celebratory farewell lunch



## Our Corporate Partners



CLAYTON UTZ



renaissancehomes  
*liveable designs*



Hartley was once again 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.

### Capital Chemist

Established in Canberra in 1978, Capital Chemist is wholly owned by like-minded pharmacists dedicated to providing quality pharmaceutical and ancillary services to their clients. Capital Chemist has grown with Canberra and now has 21 outlets in Canberra, 20 in New South Wales, 1 in Queensland and 7 in Tasmania.

Capital Chemist has been an amazing supporter of Hartley in recent periods, particularly as major sponsor for two key fundraising events, the Hartley High Tea and HartR8 for Hartley. Capital Chemist has contributed an impressive \$30,950 over the last 3 years.

These contributions have enabled people with disability to have holidays to the coast, to other states and in one instance to Fiji! The money also helped in the planning and building of new facilities for short term accommodation (respite care) and long-term accommodation.

Hartley thanks Melita and her team for their amazing generosity. Your contributions have undoubtedly allowed people with a disability to live their best lives.

### Clayton Utz

Clayton Utz has continued its strong partnership with Hartley over the past 12 months and their pro bono legal services have been integral during several challenges faced by the organisation related to the Royal Commission and human resource management.

Hartley would like to thank Jennifer and her team for their professionalism, support and generosity towards Hartley and look forward to continuing this strong relationship.

### Hands Across Canberra

Hands Across Canberra (HAC) is Canberra's independent community foundation. Founded in 2010 by a group of Canberra leaders with the idea of creating a foundation to help fellow Canberrans and give back to the community, it now works with more than 250 local community organisations.

HAC provided unrivalled support during an extremely tough fundraising environment in 2020. Through initiatives such as the Canberra Recovery Appeal and Chief Ministers Fund, HAC contributed over \$10K towards Hartley and assisted in marketing efforts for the organisation.

Hartley would like to thank Peter, Julia and all the team at HAC for their continued support.

### Renaissance Homes

Renaissance Homes are a proud local, family owned and operated building company offering a wide range of portfolio designs as well as custom home construction within the ACT and surrounding region.

Established in 1996, Renaissance Homes have developed an enviable reputation for providing exceptional client service and delivering high quality homes, with an excess of 1,200 new homes completed to date including over 150 knock down / re-build projects within established Canberra suburbs.

Renaissance Homes have been an enormous supporter of Hartley Lifecare for over a decade now. Andrew Kerec and his highly skilled team have been at the forefront relating to the planning, management and build of significant capital projects for Hartley. This has included the organisation's administration office, Hartley's Renaissance House (new short-term accommodation facility) and the re-development of Hartley Court in Hughes.

On top of their highly professional construction work, Andrew's efforts and generosity relating to his Spine-Tingling Ride has also led to significant funds being raised for Hartley. We thank Renaissance Homes for their continued support and look forward to working together on many more projects in the future.

## OMNi Interiors

With an eye and passion for colour, OMNi Interiors provides builders, their clients and private clients with a unique and custom colour design palette for their new home, renovation or refresh.

OMNi has been an amazing supporter of Hartley's Renaissance House, providing pro bono interior design planning and implementation.

Hartley thanks Amanda Kiley for all her outstanding work so far, we can't wait to see the final results once construction is complete.



## 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](http://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.



**To find out more about  
these opportunities, visit  
[www.hartley.org.au](http://www.hartley.org.au) or  
call Hartley on  
02 6282 4411**

## Our Supporters

Ability Technology

Accenture

ACT Department of Sport and Recreation

ACT PA Hire

ACT Rogaine Association

Adrienne Steward

ALIVE Health & Fitness

Alliance Building Group

Allhomes

AMP Financial Planning

ANZ

Arcidiacono Optometrist

Australian Government Department of Defence

Australian Government Department of Health

Australian Government Department of Human Services

Australian Hearing

Barlens Event Hire

Beach House Mollymook

Bellchambers Barrett

Birdsnest

Body Basics Queanbeyan

Bruce Griffn

Brumbies

Bunnamagoo Estate Wines

Bunnings

Canberra Aero Club

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

DATAKOM

Dean Thompson Photography

Deloitte

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 63  
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  
ManpowerGroup  
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  
OMNi Design (Amanda Kelly)  
Oakden Enterprises  
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

A photograph showing a young man in a white t-shirt and blue jeans leaning over a black wheelchair. He is smiling and has his hands on the shoulders of an elderly man seated in the wheelchair. The elderly man is wearing a green and brown patterned sweater and a bright yellow towel draped over his shoulders. He is also smiling and looking towards the camera. In the background, other people are visible, including a woman in a purple shirt and another person in a blue shirt. The scene appears to be indoors, possibly at a community event or a social gathering. The image is framed by a red border on the left and top, and a teal overlay on the right containing the text.

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

This annual report was designed  
and printed with the support of

**PAPER CUT.**