

ANNUAL REPORT
2022/23



Hartley
LIFECARE

People with disability have opportunities to live their best life

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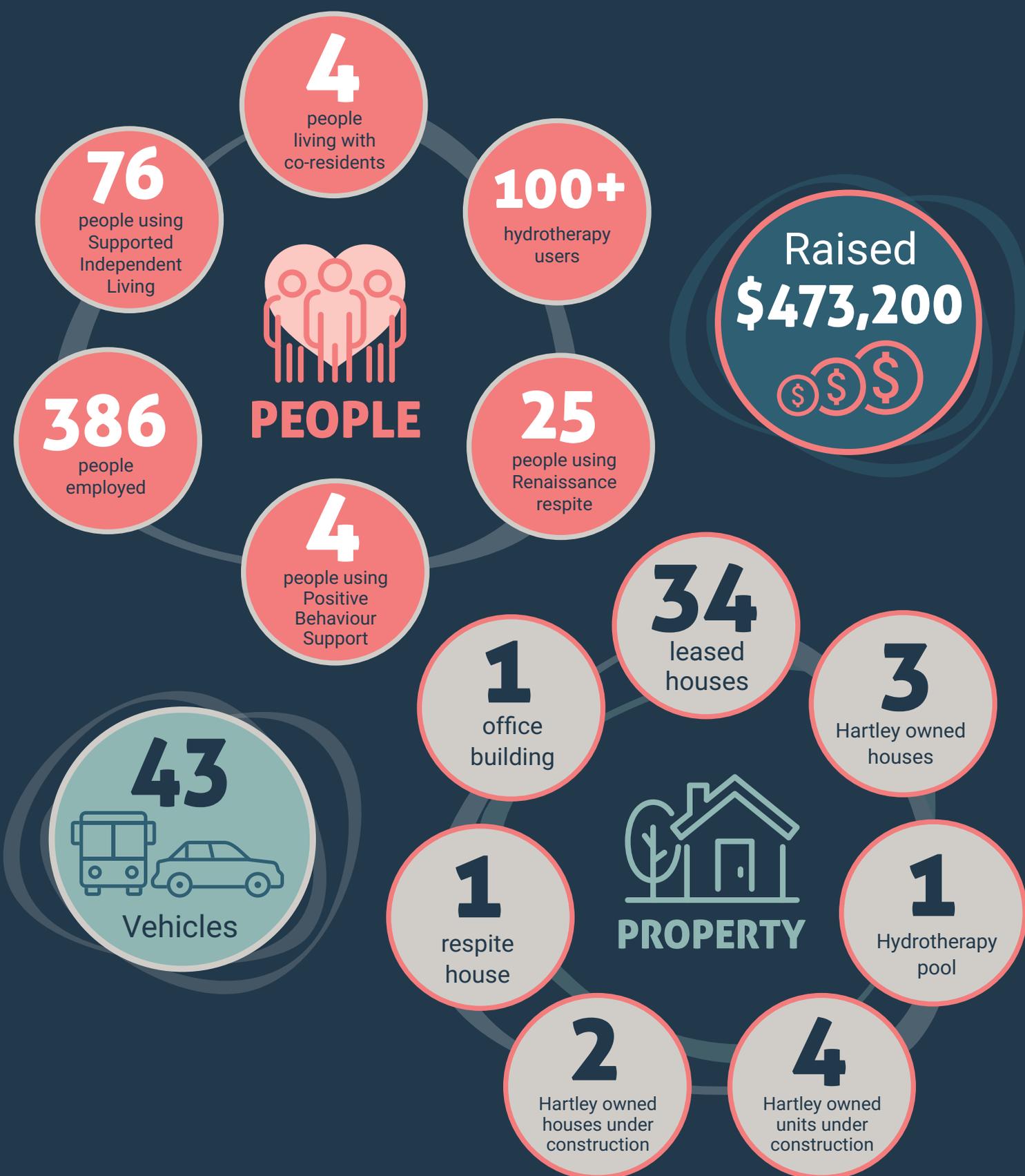
*People with disability have
opportunities to live their best life*



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ABOUT HARTLEY





351



Hartley Hall Market
stallholders

Supported
Independent
Living

Short Term
Accommodation

Positive
Behaviour
Support



SERVICES

Support
Coordination

Hydrotherapy



10,002
followers

SOCIALS



2,623
followers



402
followers

100+
partners



10
fundraising
events

37
volunteers



PURPOSE

PEOPLE
WITH DISABILITY
HAVE OPPORTUNITIES
TO LIVE THEIR
BEST LIFE

Hartley Lifecare (Hartley) works with individuals, their families, and guardians to enable people with disability to have opportunities for living their best life. To accomplish this, Hartley provides person-centred, active support that involves family and friends in decision-making under a family governance model.

PHILOSOPHY

Person Centred

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

Putting people and their families at the centre of decision making is a core focus for Hartley. We also train our staff in active support and implement this model across our support service for the best outcome for the person with disability.

Family Governance

Hartley applies a Family Governance model to all of the services we provide, allowing the person supported and their families to be involved in determining the care requirements as much or as little as they like.

It is crucial for us to be able to provide appropriate support through listening to each individual in an effort to fully understand their needs. This involves working closely with those who have a greater level of awareness of the individual's life experiences. Through ongoing feedback we are able to properly support the individual and help them to achieve their goals and aspirations.

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 registered qualified trainers and tailored to each individual and their support requirements.

Through ongoing feedback we are able to properly support the individual and help them to achieve their goals and aspirations.



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.

CHAIR'S REPORT

I am pleased to present the 2022-23 Chair's Report. It has been a year of challenges, successes, and unwavering commitment to our mission of supporting individuals with disability to live their best life. As we reflect on the past year, we also look forward to the opportunities that lie ahead.

Over the past year, we welcomed a new Board member, Hedley Middlebrook. Hedley is a familiar face around our Hartley office, having been working with us for almost two decades in providing IT and related technology support. I extend a very warm welcome to Hedley and to his IT and cyber expertise, which will undoubtedly assist us as we navigate living and working in increasingly online world – with all of the opportunities and risks it represents.

The National Disability Insurance Scheme (NDIS) environment has remained a key challenge for Hartley over 2022-23, with increasing funding pressures and less certainty with respect to funding. Notwithstanding this, Hartley has remained resilient, ending 2022-23 with only a small deficit thanks to our very dedicated finance team and our staff more generally. The commitment and dedication of our staff, combined with the continued support of our community, allowed us to weather these challenges in 2022-23, which places us in good stead for 2023-24 and beyond.

I am delighted to announce that we have not only weathered the 2022-23 financial storm but have also achieved our goals outlined in the 2020-2023 Strategic Plan. This accomplishment is a testament to the hard work, strategic vision, and collaborative spirit that define Hartley. It demonstrates our ability to adapt, innovate, and remain steadfast in our commitment to improving the lives of those we serve.





In February, the Board and Senior Managers convened for a strategic planning day. The insights shared and the strategies formulated have been instrumental in shaping Hartley's steps over the next year and beyond. We are very proud of the 2023-2026 Strategic Plan developed as a result of the work we put in on this day. We are confident it reflects the client-centric and sustainable focus we all discussed.

Throughout the challenges and triumphs over the past year, our core mission remains unwavering. We continue to strive towards supporting individuals with disability to live their best life. Our commitment to providing person-centred care, fostering independence with active support, and championing inclusivity remains at the forefront of everything we do.

The past year has also provided significant opportunity for Hartley to demonstrate its leadership in the disability sector in the ACT, something I am very proud of. Our dedication to advocacy, innovation, and best practices sets a benchmark for others. We remain committed to not only meeting the needs of our community but also shaping the discourse and direction of disability support on a broader scale.

In closing, I would like to express my deepest gratitude to every member of the Hartley community. This includes our clients and their families, our dedicated staff members, our generous sponsors, and our dedicated fundraisers. Your unwavering support has been the cornerstone of our resilience and success over the past year.

As we look towards the future, let us embrace the challenges with fortitude and the opportunities with enthusiasm. Together, we will continue to make a positive impact on the lives of those we serve.

Thank you once again for your continued dedication and support.

Warm regards,

Lisa Keeling

Chair - Hartley Lifecare

CEO'S REPORT



This year has been marked by significant changes and progress, even amidst the challenges posed by the NDIS.

The challenges that we have been presented by reduced NDIS funding and continued changes in NDIS systems and procedures has presented significant challenges for the organisation. However, the past year has clearly demonstrated our organisation's resilience and determination. We have adjusted our service delivery model, continued to advocate to government for adequate funding for people with disability while remaining focused on our core mission of supporting people with disability to live their best lives. Our commitment to the success of the NDIS remains unwavering, and we are proud of the strides we have taken to adapt and thrive in this evolving landscape.

During this reporting year, we saw significant progress in our journey towards achieving our strategic priorities as outlined in the "Sustainable Future 2020-2023" Strategic Plan. Despite the challenges presented by the pandemic, we remained steadfast in our commitment to providing exceptional services and forging new connections with our clients. Notably, the establishment of Hartley Renaissance House, our specialist respite facility, marked a significant achievement in expanding our services to the next generation of clients.

As we bid farewell to the "Sustainable Future" plan, we look forward to a new era with our newly established 2023-2026 Strategic Plan – "Safeguarding and Growing our Future". This plan sets the course for our organisation's pathway forward, guiding us through the challenges and opportunities that lie ahead. Our new plan reflects our commitment to continuous improvement, innovation, and a client-centred approach that empowers individuals with disability to live their best lives.

We are proud to continue providing Supported Independent Living (SIL) across Canberra, empowering individuals to lead independent and fulfilling lives within the community.

Our Renaissance House providing Short Term Accommodation (respite), opened in 2021, has continued to provide exemplary respite care. The consistently high feedback from our guests is a testament to the quality of care and support they receive as well as the high standard of the purpose-built facilities.

We have committed substantial effort to meet the requirements of the NDIS Quality and Safeguards Commission. Adjusting reporting obligations, meeting registration requirements, and delivering required training have all been vital to our continued compliance. We are pleased to report that Hartley has successfully passed the required standards for the mid-term assessment necessary for our NDIS registration.

Post COVID-19, the construction industry presented its own set of challenges, with workforce and supply chain issues delaying the commencement of the Hartley Court rebuild project until 2023. We are excited to share that the rebuild is underway and set to be completed by July 2024. This milestone represents a significant advancement in our commitment to providing state-of-the-art facilities for people with disability. We thank Andrew Kerec and Renaissance Homes for the ongoing partnership and incredible level of support in progressing this significant rebuild project.

Amidst the year's challenges, two key events—the Hartley Cycle Challenge and the Hartley Hall Markets—stand out as significant achievements. The Hartley Cycle Challenge, after two unprecedented years and cycle course changes, made a triumphant return, raising an impressive \$660,000 of funding for Hartley and people with disability.



The Hartley Hall Markets, despite disruptions from COVID-19 and inclement weather, persevered to deliver respectable outcomes whenever they were held. The dedication of our volunteers and staff in managing these challenges was noteworthy, demonstrating their commitment to creating successful events that benefit our clients.

While we celebrate the achievements of the past year, we also acknowledge the passing of four beloved clients. Their lives were a source of inspiration to us all, and they will be remembered for the joy and resilience they brought to our community. Our thoughts are with the families, friends and the many dedicated staff who have been instrumental in their support.

Guided by our dedication to responding to the evolving needs of the disability community, we have undertaken the task of proposing a new Constitution to our Hartley members at the AGM. The proposed constitutional changes are designed to equip Hartley to address and respond to the needs of individuals with disability beyond the borders of the ACT.

In the past year, we bid farewell to Corey Ryan, who served as the Senior Manager of Finance and, in the last two years, also took on the responsibilities of Fundraising, Marketing, and Community Engagement. Corey's unwavering commitment and dedication to Hartley were truly exceptional. Corey was instrumental in our successful million Harts campaign. He has chosen to pursue new career opportunities in Queensland, and we wholeheartedly wish him the very best in his future endeavours.

We also bid farewell to Shilo Preston-Stanley in the role of Senior Manager Client Services. Shilo has made significant progress on client services and conquered the challenges of service delivery during COVID-19. We wish Shilo every success.

We welcomed Ian Ross as the new Senior Manager Client Services. Ian comes to us with extensive experience in the disability sector both with community organisations and government with a special focus on person centered approaches and promoting inclusion for individuals with disability. We also welcome Tania Goodacre to our Senior Management team. As Senior Manager Fundraising, Marketing, and Community Engagement, Tania brings a wealth of experience that has enhanced our efforts to engage with the community and raise crucial funds for our mission. Additionally, we extend a warm welcome to Lee Cheng, who joins us as Senior Manager Finance. Lee's financial expertise has contributed significantly to our organisation's financial stability and viability.

We would also like to express our heartfelt appreciation to our exceptional Board of Directors. Your guidance, expertise, and unwavering commitment have been instrumental in shaping our organisation's success. Your dedication to Hartley's mission and vision set a strong example for us all, and I am immensely grateful for the opportunity to work alongside each of you.

The past years have showcased the exceptional resilience and commitment of our staff. Working in an environment of constant change and increasing pressure to maintain our commitment to quality service as our funding has diminished has required unparalleled dedication. We extend our heartfelt gratitude to all staff members for their tireless efforts in keeping our clients safe, supported, and empowered to live their best lives.

Eric Thauvette
CEO

OUR BOARD

In April 2023 we welcomed a new Board member, Hedley Middlebrook. Hedley comes with vast knowledge of governance and Information Technology. He knows Hartley well having been associated with Hartley since 2005.

While the past year presented its fair share of challenges, the Board leveraged Hartley's robust governance structure to mitigate risks, tackle obstacles, and formulate strategic decisions to secure Hartley's long-term sustainability.

The Board remains committed to backing Hartley's strategic path and guiding it towards a sustainable future.



Lisa Keeling

Chair Lisa is a corporate lawyer with considerable experience in advising public and private sector clients on a range of complex contractual arrangements, including the allocation of risk.



Darren Box

Deputy Chair Darren has experience in the public sector, having worked as a senior officer in various roles across government departments in Australia and the UK.



Peter Brown

Peter is a manager in the Australian Government Attorney-General's Department. Prior to this he was a police officer for 18 years with the Victorian Police, resigning as an Inspector.



Tony Lo Pilato

Born in Canberra and is a long term local resident, Tony is a Chartered Accountant and brings his wealth of financial and accounting knowledge to the Hartley Board.



Cathy Hudson

Cathy is a highly experienced board director and a principal consultant focussing on policy development, strategy, governance, stakeholder management and change management.



Jenni Vincent

Jenni has worked for various Commonwealth and ACT Government departments and began working as an IT consultant in 2000.



Benjamin Battison

Benjamin has a combination of public, private and not-for-profit experience acquired over 20 years working within government as well as public and private sector organisations.



Hedley Middlebrook

Hedley has a wealth of experience in the IT services industry spanning 17 years. Prior to his work in the IT sector, Hedley dedicated his efforts to the non-profit sector.

OUR PATRON



“She has been an active member of the community as a Pastoral Carer at the Canberra Hospital and Hospice”



We are delighted and honoured to have Her Excellency Mrs Linda Hurley as the Patron of Hartley. Mrs Hurley's official biography lists her interests in the Arts, especially the music field. She is passionate about singing and teaching others to sing, especially in a group, positively impactiwng individuals and the community.

Mrs Hurley's 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 is dedicated to championing causes that are developing new technologies to recycle rubbish, and ways to reduce our use of plastic, particularly plastic packaging and plastics used for single use items, which are not only harmful to the environment but add unnecessarily to landfill sites.

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 AC DSC (Retd), she continues a tradition of vice-regal patronage.

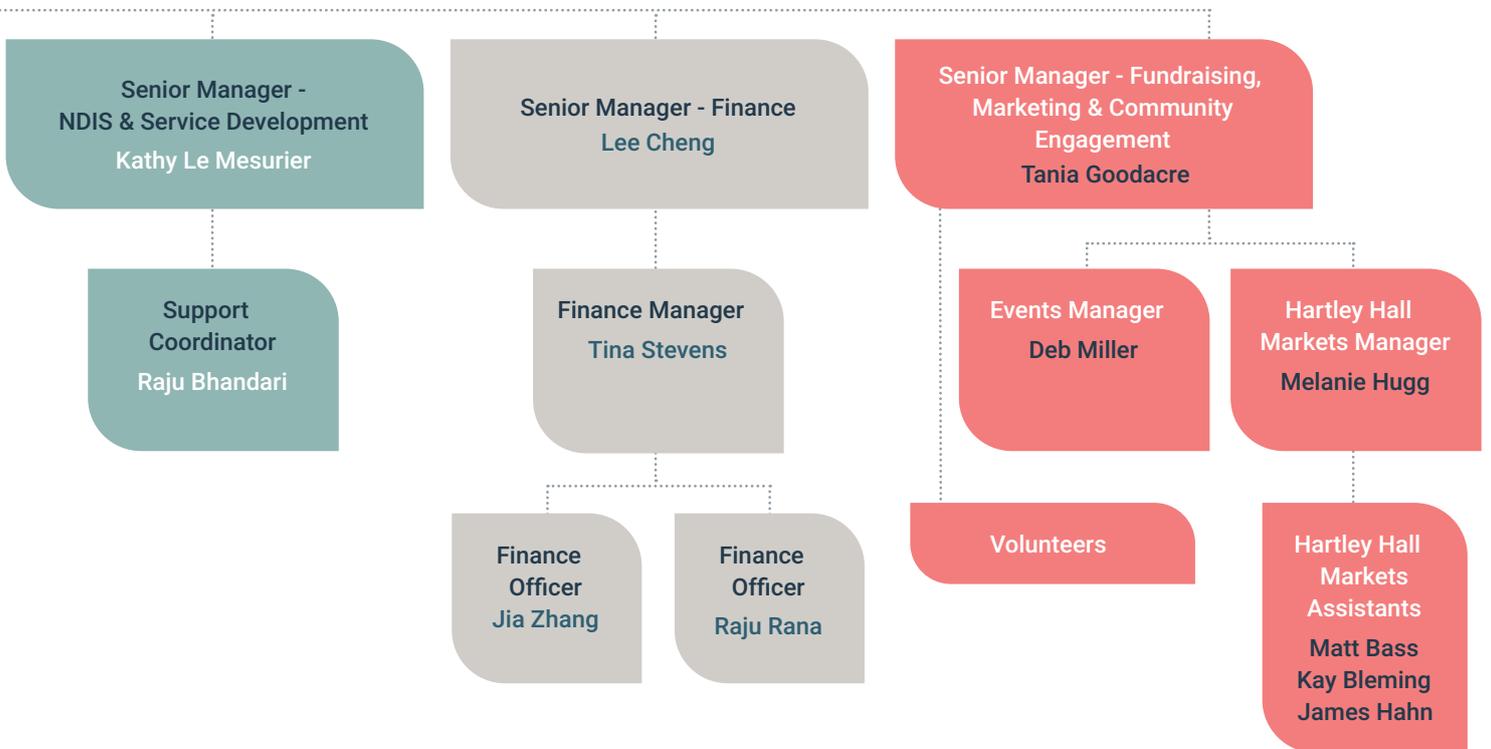
ORGANISATIONAL CHART





Hartley

LIFECARE



CLIENT SERVICES

Over the last year, Hartley has breathed a sigh of relief as the impact of COVID-19 has slowly waned, and lives have begun to return to normal. We are pleased that most people we support have now been able to resume their work, social, and recreational activities again.

Many people have also been able to start taking holidays again. Package trips with holiday providers have been popular, while others have taken shorter or longer trips interstate supported by their house staff. It has been wonderful to see the photos and stories of peoples travels together. Even a weekend away can be a wonderful bonding experience, and I am delighted that some of these stories have been shared in this Annual report.

Hartley's social events have also resumed in earnest (Hartley loves to party!). We have held larger organised parties: Christmas, Christmas in July, the High Tea and Fashion Showcase, and smaller locally organised activities such as: picnics, BBQ's and the Coronation morning tea. We were also delighted to be able to celebrate several milestone birthdays this year, including Bridget Mason's 50th which was celebrated with her family and support team in February.

Hartley's Renaissance House respite has continued to be popular, with high guest bookings continuing throughout the year. Small wonder, given the wonderful facilities, and the Renaissance teams focus on delivering fun and active stays, and a high-quality guest experience.



Operationally, it has been a busy year for the client services team. Our Positive Behaviour Support service was launched in February. It now works with four people, providing evidence-based strategies to help them and their teams to better understand and manage their behaviors. This service will continue to expand in 2023/4 with the intent that we will eventually be able to deliver this service both to people within our organisation and externally.

Hartley's new Scheduling team was formed in June. It provides after-hours and weekend scheduling support. The service has been operating effectively and responded to almost 200 calls in the first two months of operation. Most calls have been to replace staff who are sick, or who need to care for sick family members. These after-hours calls had previously been managed by our Disability Program Management team, but as Hartley has grown, this approach was neither cost effective or sustainable.

In 2023 Hartley has also restarted work on developing our client database. We have recently engaged a provider that specialises in digital records management in the disability



sector, and are looking forward to transitioning from paper to electronic records. This project will be completed in December and will enable us to deliver better services through better management and reporting of a whole range of client data.

In 2023 Hartley also conducted our annual Client Family and Guardian survey. The survey received strong engagement with 47 responses received (43% of our client base, including respite and accommodation services). Overall, the responses are very positive and show that Hartley is meeting our clients' expectations and is performing to a high standard. The respondents also provided useful advice and suggestions that Hartley will use to further improve our services going forward.

Sadly, in the last year we lost some people who were dear to us. Geoff Steward, Janet Mackie,

David Evans, and Stephen Papps all passed away in 2022-23. Each of them been supported by Hartley for many years and each had enriched our community with their presence and their lives. They are remembered and they are missed.

I would like to thank our amazing client services team for their commitment to Hartley and the people we support. I am regularly uplifted when I meet with support workers who are excited and engaged in their roles in supporting people to live their best lives. I would also like to thank Hartley's many clients and families for continuing to choose our services, and to put their trust in the work that we do.

Ian Ross

Senior Manager – Client Services

NDIS & SERVICE DEVELOPMENT



This past year has been a challenging one with the changes and the tighter pricing environment under the NDIS but we continue with our ongoing commitment to support individuals with disability to lead fulfilling lives in their own homes and the wider community.

Our approach to SIL goes beyond just providing accommodation. It is about creating a home that reflects the individuality of each client and to help with the daily tasks to develop the skills to enable people with disability to live as independently as possible.

Hartley's experienced staff actively support people with disability to pursue interests and hobbies, make friends, plan holidays and participate in the community. Our staff support clients to transform their ideas and goals and aspirations into achievements and experiences, whatever they may be.

Under Hartley's family governance model clients and their families are encouraged to be inclusive in the decision-making process for the care of people with disability.

The role Hartley has in providing support coordination for our clients who have engaged is to create a network of services that work together to enhance the well-being, independence, and overall life satisfaction for the individual. It is important to collaborate with people with disability, their families, and other stakeholders to ensure that coordination efforts are person-centered and responsive to their specific needs and preferences to achieve the best results for the person as well as providing the right support to navigate the NDIS.

This year marked a period of increased vacancies in our SIL homes at Hartley due to the unfortunate loss of some of our clients. We understand that choosing suitable accommodations is a major decision, and effective communication is key. We've been efficient in responding to inquiries, providing individuals with the necessary information to make well-informed choices. This approach ensures a fitting match not only with their requirements and preferences but also with the existing clients and the specific environment of their prospective home.

We continue to have a strong presence within the Canberra community with consistent enquiries for our services. Even when we couldn't directly provide assistance, we have been able to supply ongoing information and aid, ensuring individuals with disability can access the broadest array of opportunities possible.

Kathy Le Mesurier

Senior Manager – NDIS and Service Development



CLIENT STORIES

WHEELER SNOW TRIP

Hi! My name is Erickson Ross Lara, and this is my short story about the trip we took to the Snowy Mountains. It was an exciting adventure that created memories to cherish.

The morning kicked off with energy and excitement. Maryellen Henshaw, Michael Orsi, Laura Hooper, and us, their carers (Anju, Abin, and I) were ready for a day filled with fun and joy.

We had our favorite songs playing in the car, and laughter echoed through the air. The drive was just as enjoyable as the destination. Along the way, we stopped for a break, stretched our legs, enjoyed the cool mountain air, and rented the toboggan and chains for the tires. It was a moment of shared laughter, and preparation for the snowy adventure ahead.

When we arrived, we sat down for lunch in a cozy place. The meal brought us all together, it was more than just food—it was a special time of bonding.

With our bellies full, it was time for the snow! The excitement was so high as we walked and played in the cold snow. The three clients' creativity shone as they crafted their very own snow masterpiece! While we took pictures and shot videos to make sure the moment was captured. We spent more than an hour building snowmen, having friendly snowball fights, and laughing as we enjoyed the clear skies and the snow under our feet. We then took a short ride to get to an area where we could slide down a snowy slope. After we reached the spot, one

by one we slid down on our rented toboggan.

With smiles on their faces, our clients experienced the thrills of playing in the snow. Each moment magical that as a group, we shared.

As the sun started to set, we knew it was time to head home. The journey was a mix of contentment and tiredness, along with the echoes of our songs and laughter from the day. Before we finished the trip, we stopped at a café for coffee and dessert. It was a perfect way to end an incredible adventure.

This trip would not have been possible without the support of the whole team and more importantly, the guidance of our Supervisor, Richard Laman and Disability Program Manager, Sylvain Virassamy. We turned a regular day into a remarkable experience filled with laughter, connections, and memories.

That trip to the snow has become a canvas for shared stories and moments that will stay with us all.



CLIENT STORIES



FINGLETON

Determined to make the most of the warm Autumn sunshine, Jamie, Martin, and Dean took a much needed and well-deserved holiday in April this year. Accompanied by Sandip, Dhiraj, and Krishna the three men from Fingleton house travelled to beautiful Narooma, to stay at Jindelara cottage. Jindelara is a purpose-built holiday cottage which specifically caters for people with disability and has plenty of space.

Everyone was made welcome by the cottage caretakers and were supported to settle comfortably into the cottage. Over the next couple of days, the Fingleton men enjoyed everything that makes a coastal holiday great: a day at the beach (the water was still quite warm), playing ball in the sand, fish and chips on the pier, walks along the ocean frontage and drives the countryside as well. The three men were made to feel welcome and several locals come and say hello and got to know them better.



Before the trip ended, the Fingleton crew went armed with cake and party poppers to the Narooma RSL where they celebrated Jamies birthday over an evening meal! A perfect end to a wonderful trip. This was the first holiday these men had had away together for some (thanks to COVID-19) and everyone had a great time.

Special thanks to the Fingleton team who really supported Dean, Jamie and Martin to have such a wonderful break, and to Theresa, the Fingleton supervisor, who organised everything brilliantly.



KATHERINE MAREE FADOU LIS

Kathy had her first stay with Hartley respite this year. As you can imagine, staying overnight in a new respite service for the first time is a big step for anyone! There is a new house to explore, and new people to meet, there are new staff who support you, and new rules and expectations in the house, and new activities to try. It all can be a bit daunting for the first time.

Kathy however, quickly settled in and found her place in the Renaissance crew. We discovered that Kathy loves cooking and tasting different dishes from around the globe. Kathy soon became involved in the preparation of the evening meals at Renaissance. Kathy also loves music and dance, and enjoyed going to the NRG disco in Tuggeranong with the other people she was staying with. Kathy also enjoyed trips with the Renaissance team to visit some of Canberra's iconic attractions. And, on quieter days Kathy enjoyed relaxing on the lounge or doing puzzles and craft on the kitchen table.

After her first stay, Kathy's dad Perto described her visit to respite as very positive.

“She was made to feel welcome and secure, and thoroughly enjoyed the different outings she was taken on and being included in meal preparations. Kathy enjoyed her break away from her parents' household and was quick to ask when she could visit again”

Many thanks to the fantastic Renaissance team for making Kathy's stay such a success.



Janet Mackie



Janet is fondly remembered as a woman whose enchanting smile warmed our hearts and made us feel better about ourselves.

Janet Mackie moved into supported independent living at Araluen in July 2008. Prior to moving to Araluen, Janet was receiving home care in her parents' home in MacArthur.

Janet lived an active, happy, and wonderful life. While living at Araluen, she enjoyed attending day programs at Darryl's Den (where she did a lot of artwork and craft), Sharing Places and hydrotherapy sessions at Hartley Hydrotherapy pool. Janet enjoyed going to the cinema, shopping, and having lunch meetings with family and friends. Janet attended theatre/music shows and went on holiday in Sydney with her housemates in July 2016.

Janet's health had sadly deteriorated in the last 12 months of her life, and she passed away peacefully in her sleep on the morning of 17 June.

Geoffrey Steward



Geoff will be fondly remembered as a man who loved music, particularly country music, movies, (westerns!) a large coffee and a cold beer. He was a social man, and very close to his brother Des and his sister Ann. It was impossible to miss how happy he became when his family came to visit!

Geoff lived in north Canberra most of his life, and when he was younger had been actively engaged in his community, and participated in a range of Canberra services. In the latter years of his life, Geoff shared a home with Sean, Mick, and Stephen in a large house in Page. Geoffrey Steward passed away peacefully in his home on 4 June 2023. He was 76 years old when he passed and had been unwell for the last few months of his life.

Stephen Papps



Steve is remembered as gregarious and happy man who was deeply loved by his family, by the people he lived with, and the many people who worked with and supported him. Steve worked in the public service as an administration officer, and was fond of music and movies.

Steve had been supported by Hartley for most of his adult life. He shared a home in Waramanga with two other men: Justin and Daniel, and they shared many holidays and adventures together. Prior to his passing, Steve's health had been compromised by a significant health condition.

Steve passed away in hospital on 1 December 2022. He had a significant turn for the worse, and he has spent the last few days in intensive care. He was 55 years old.

David Evans



David Evans passed away on the 31 October 2022. David was a gregarious man with an engaging personality and an incredible smile. David loved people and shone when he was with people he liked. David was very close with his family, including his sister Bronwyn who lived in QLD, and guardian Shirly.

David was the longest standing client of Hartley coming into our services at Lord Street (then called Hartley House) when he was 14 and then moving into Hartley Court when it was brand new in 1985.

David had a great sense of humor loved a good joke and a laugh. David was also interested in cars, woodworking, and hardware. David loved watching tradesmen working. During the build of the original Hartley Court David spent many days watching the work being done and engaging with the builders. The construction team built him an observation platform and gave him a hard hat so that he could spend time there.

Once built, David enjoyed living at Hartley Court for many years. Later he moved into Tanderra House which he shared with Nicky and Minjae.

David passed away in Clare Holland House. He was 56 years old. He has been part of the Hartley community for over 42 years. He is missed.

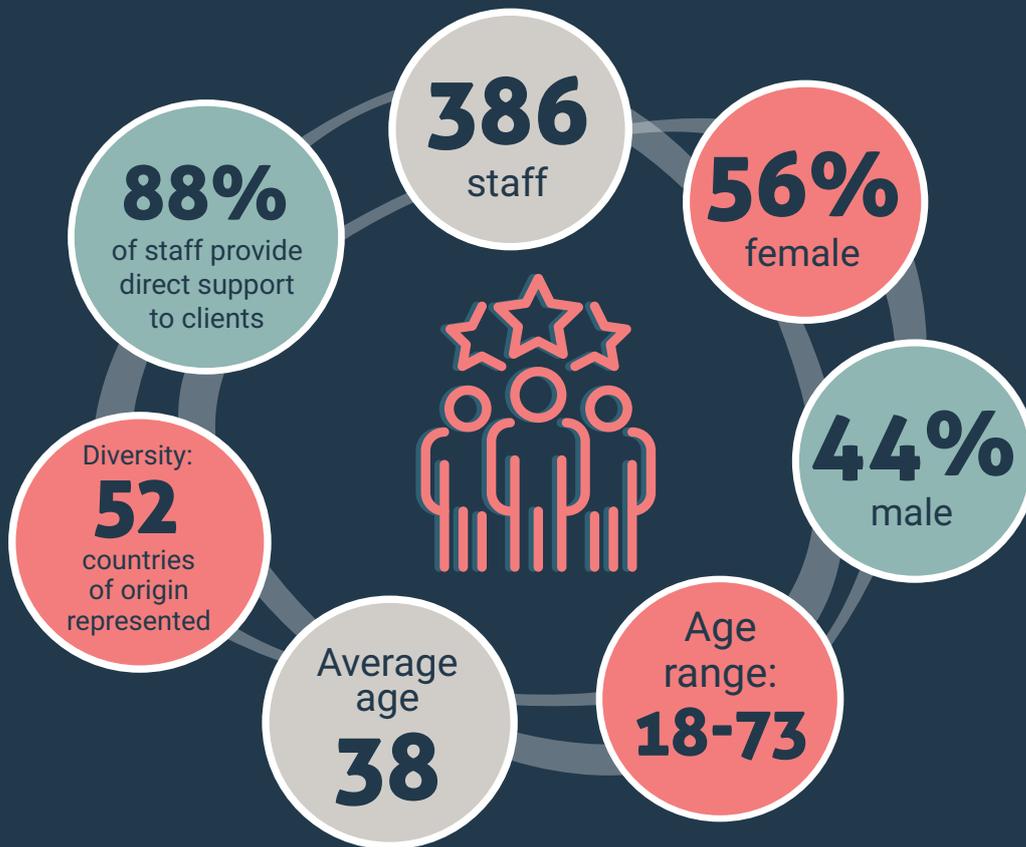
OUR PEOPLE



Gladys Lister employees enjoying a team building activity

Our most valued resource

Providing person centred, active and quality supports to SIL, Short Term Accommodation (STA) and Hydrotherapy clients across the Canberra region is our core business. With a tireless commitment to ensuring people with disability continue to live their best life, our employees are certainly our most valued resource in delivering these services. We are extremely proud of every employee as we continue to receive excellent feedback from our clients, their families and external stakeholders. In return, Hartley works hard to ensure the employment experience for our employees is second to none. We do this through maintaining a strong workplace culture, investing in training and development, continually building on our inclusive Hartley community, acknowledging and rewarding good work, celebrating success, achievement and diversity. In return, we continue to maintain a stable workforce and retain quality staff who are skilled, experienced and respectful in providing services to each of the individuals who choose Hartley as their service provider. Through careful workforce planning, best practice recruitment, selection and on boarding practices, and a focus on developing each and every employee to enable them to be their best in the workplace and beyond, our workforce is strong, innovative, agile and resourceful.



Innovative team structure

Successful HRM is achieved at Hartley through a contemporary team structure led by Eric Thauvette, CEO.

Each team is led by a Senior Manager who oversee the following key functions:

| | Senior Manager | Key functions of the team |
|---|-------------------|--|
| NDIS and Service Development | Kathy Le Mesurier | <ul style="list-style-type: none"> • Client Intake and Assessment • NDIS funding • Coordination of Support |
| Client Services | Ian Ross | <ul style="list-style-type: none"> • Client experience (SIL and STA) • Rostering and Scheduling • Restrictive Practices and Behaviour Support |
| People, Quality and Compliance | Susan Granger | <ul style="list-style-type: none"> • Human Resource Management • Compliance • Quality Management |
| Operations | Jess Surgeon | <ul style="list-style-type: none"> • Risk and Incident management • Emergency procedures • Facility Management • Fleet and Hydro pool management |
| Finance and IT | Lee Cheng | <ul style="list-style-type: none"> • Financial Management • IT Management |
| Fundraising, Marketing and Community Engagement | Tania Goodacre | <ul style="list-style-type: none"> • Fundraising • Marketing • Community Engagement |

Innovative and agile HRM

In relation to establishing, maintaining and managing key HRM systems, policies and protocols, the People, Quality and Compliance team (PQC team) continue to explore innovative ways to improve HRM practices across the organisation. As a result, our HRM systems have become increasingly efficient and transparent through ongoing investment in contemporary software programs. These programs, paired with a strong commitment to continuous quality improvement (CQI) have strengthened the integration of best practice into core HRM practices, including but not limited to:

- Alignment to the relevant industrial instruments and employment laws
- Recruitment and selection
- Payroll management
- Rostering and scheduling
- Learning and development
- Performance management
- Work, Health and Safety
- Reward and recognition program
- Healthy workplace program

As part of this, the PQC team have devoted a large part of the 2022/23 year to managing large projects associated with the implementation of contemporary cloud based HRM systems. These projects included:

- Employment Hero Implementation (Hartley's new HRM database)
- KeyPay Implementation (Hartley's new rostering and payroll system)
- NoahFace (Hartley's new time and attendance clocking system)

Special mention is extended to Natalie Smith (HR Manager), Wella Maputi (Training and Compliance Manager) and Seb Thauvette (HR and Payroll Officer) who have worked tirelessly alongside Susan Granger in delivering these projects throughout the year, whilst at the same time successfully maintaining their normal positions. Their ongoing dedication, commitment, professionalism and expertise is very much appreciated.

Earlier this year, we were excited to welcome Tess Gong (Training and HR Officer) to the PQC team. With a growing workload, Tess's contributions will be greatly appreciated.

After 5 years of service, Matthew Bass decided to depart Hartley in November 2022 to focus on raising his young family. Matt worked tirelessly and independently, with great skill and expertise in managing Hartley's payroll function prior to the arrival of KeyPay. We wish Matthew all the best in the future and sincerely thank him for his service.



A changing employment environment

The 2022/23 year has been a year of change for all our employees as we continue to navigate a changing environment in relation to the delivery of disability support services within the Canberra region. The necessity to adapt and continually look for efficiencies in the human resource space is largely driven by our passion to continually improve and ongoing changes to industrial instruments, including the Fair Work Act and the SCHADS Award. However, one of the major drivers for change over the past 12 months has been a result of ongoing challenges due to insufficient funding from the NDIS.

Alongside the major projects mentioned, we also managed the successful transition of the payroll function from the Finance team to the PQC team, including working closely with the Client Services team to provide training and advice in relation to rostering and timesheet management. Special mention is extended to Natalie Smith (HR Manager) and Matt Bass for their work in this regard. As part of the KeyPay roll out, we have also established a successful partnership with the team at PayCat in supporting the management of the payroll function.

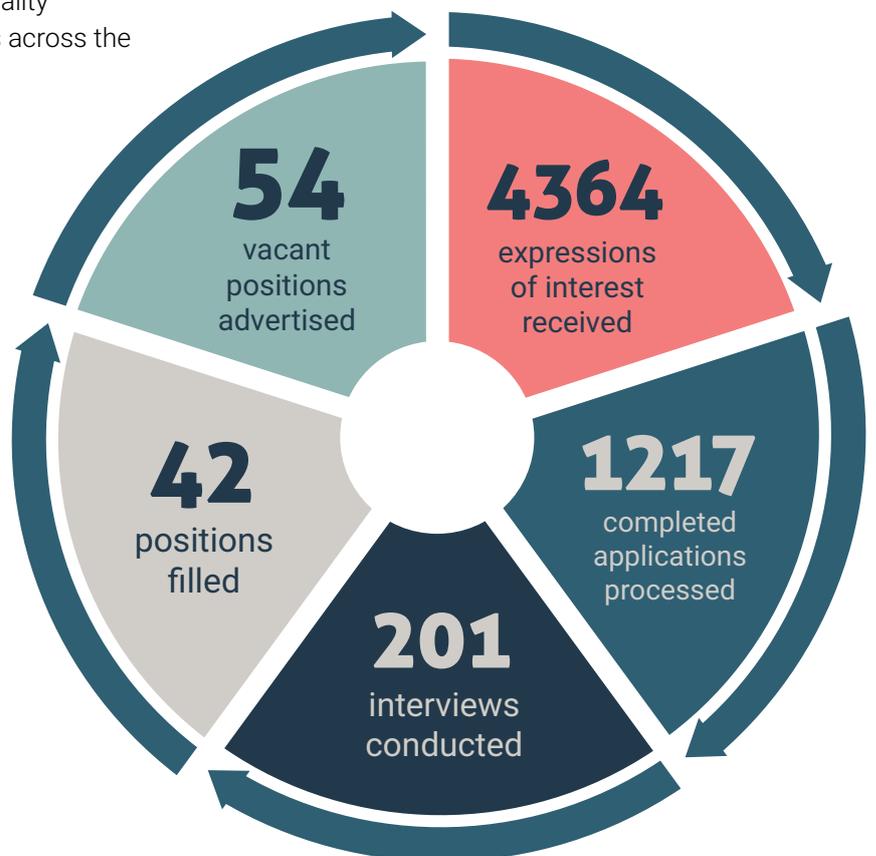
With the arrival of KeyPay, Employment Hero, NoahFace and SharePoint, Hartley is now realising the benefits of contemporary cloud based HRM systems which not only talk to each other, but are integrated with the SCHADS Award, reduce duplication and provide diverse functionality, especially in relation to reporting.

Hartley has continued to review several rosters during the past 12 months to ensure each roster meets the needs of the client(s) and the operational requirements of the organisation. Whilst this can be disruptive, our policies and processes provide a strong foundation to ensure roster review processes are undertaken effectively, efficiently and in consultation with our staff. The arrival of the new Scheduling team within the Client Services team will also support further efficiencies as we move through this changing landscape.

Employer of choice

As a sector leader in the provision of disability services across the Canberra region, Hartley continues to achieve the status of *Employer of Choice*. In this context our employees value the following:

- We are a high profile, reputable and accredited organisation
- We have operated locally and successfully for over 60 years
- Our staff are considered our most valuable asset
- Clients and employees are at the centre of all that we do
- The work carried out by Hartley staff is truly valued and acknowledged by our clients, their families, management and the community
- There is a strong continuous quality improvement culture that exists across the organisation
- We are diverse and inclusive
- We invest in our people by providing:
 - + excellent training and development opportunities
 - + competitive salaries and remuneration benefits
 - + flexible and varied working conditions
 - + opportunities within the organisation for career growth
 - + Excellent salary packaging (up to \$15,900 for living expenses, a further \$2,750 for meals and entertainment)
- There are opportunities to work permanently and casually; full time and part time
- There is an active staff recognition and reward program in place
- There are multiple volunteer opportunities available





Satisfied employees

In May 2023 an employee satisfaction and engagement survey was conducted. It was wonderful to receive feedback indicating high levels of satisfaction in relation to employment experiences at Hartley. Key results from respondents included (noting scores provided are out of 10):

- 98% were proud of the work they do
- 87% indicated they are paid appropriately
- The average rating for employee “Happiness” was 8.6
- 100% understood how their work contributed to the lives of clients and Hartley’s success
- 86% feel like they are part of an effective team
- 85% have opportunities to help make decisions in the workplace
- 90% have what they need to do their job well
- 80% confirmed they are recognised by their Managers in the workplace
- 92% know what is expected of them in the workplace
- Staff feel safe at work
- Staff have the knowledge, tools, technology and equipment to do their job well
- The average rating for staff feeling their workload is fair and manageable was 8.6
- The average rating for Hartley’s training program was 8.7

The survey also provided several areas for improvement which we have started working toward already. We hope to conduct a similar survey each year to track trends and to ensure our staff remain highly satisfied with their employment at Hartley.

Targeted training and development

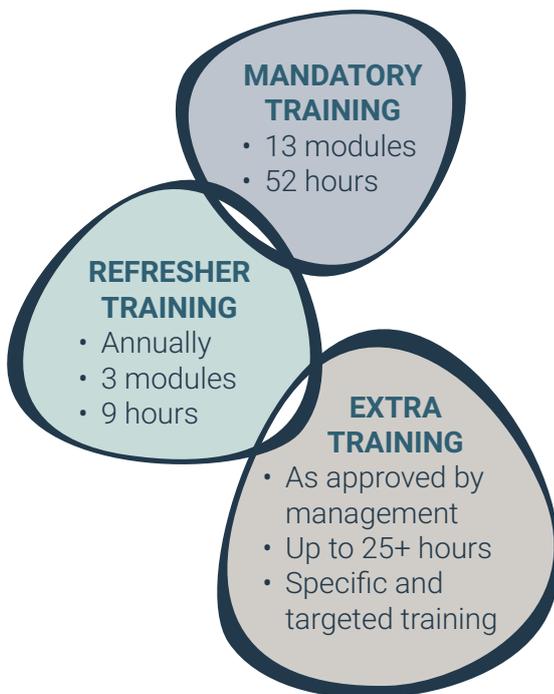
On a 6 monthly basis, Hartley's Training Framework is reviewed to ensure the training and development opportunities Hartley provides align with the needs of our clients and the organisation. In 2023 this included surveying all staff to ascertain their satisfaction with the current training program. 112 responses were received with key results as follows:

- 93% rated the Training Program between 4 and 5 (with 5 = Excellent). The average rating was 4.58.
- 95% stated the Training Program continually develops them in the context of their role.
- 92% stated the Training Program is balanced well and they feel adequately trained to support our clients effectively.
- 86% stated there were no barriers to attend Hartley's Training Program.
- 94% rated training facilitators between 4 and 5 (with 5 = Excellent). The average rating was 4.67.
- 99% said facilitators were knowledgeable, and information was well presented.
- 99% said the training process is efficient.
- 99% answered "high" on the relevance of the training sessions to their job.
- 100% agreed the training provided will continually improve the way they do their job.
- 93% said the length of training sessions was sufficient
 - + Only 4% of our staff said the length of training sessions was too short
 - + Only 3% of our staff said the length of training sessions was too long.

Following the review, Wella Maputi (Training and Compliance Manager) launched our revised training Framework in December 2022. Congratulations to Wella and the team for conducting this excellent review and continuing to improve our training program.



Hartley's Training Framework currently consists of the following sessions which are reviewed every 6 months:



- Orientation to Hartley
- Employment at Hartley
- Understanding Abuse
- Incident and Risk Management
- Active Support
- Positive Behaviour Support
- Fire Safety
- Epilepsy Awareness
- Medication Essentials
- Continence Essentials
- Food Safety, Nutrition and Meal Planning
- Dysphagia and Oral Care
- Infection Prevention and Control
- Documentation
- Manual Handling
- Human Rights – Zero Tolerance
- Supported Decision Making
- Driver Awareness
- Leading Teams and Performance

In delivering this training to over 380 staff, Hartley utilises both external and internal expertise to deliver training sessions. In this context, we would like to acknowledge and thank the following facilitators:

- Oakden Enterprises (Victoria Oakden and Fran Stevens)
- Jess Surgeon (Senior Manager – Operations)
- Susan Granger (Senior Manager – People, Quality and Compliance)
- Ian Ross (Senior Manager – Client Services)
- Mollee Marsh (Behaviour Support Manager)

Hartley also utilises online training resources where appropriate.

Supplementary to Hartley's training program are opportunities for eligible employees to undertake traineeships in relation to a Certificate IV in Disability or in Leadership and Management. Currently 9 employees are enrolled within a funded traineeship course. Additionally, Hartley offers ongoing mentoring opportunities for employees who would like to advance into supervisor and/or management positions. This has been very successful over the years and Hartley has a proud "grow our own" reputation. Finally, as a foundation to our training and development program, our new supervision system provides opportunities for Managers and Supervisors to touch base with individual employees on a regular basis. This fosters communication and creates a supportive, caring and positive working environment.

Staff reward and recognition

Hartley's new reward and recognition program has been launched which includes informal 'shout outs' and the formal recognition of employees who do great work. Since its launch, we have seen an increase in engagement of employees across the organisation through the Employee DashBoard and via participation at the Employment at Hartley training. The DashBoard is our employee intranet which is used for communications associated with employment matters and key organisational announcements, including the CEO's Newsletter. This program has certainly helped strengthen our inclusiveness and employee communication strategies and sits nicely within our HRM database (Employment Hero). During the 2022/23 year, the following employees have received nominations and formal acknowledgement from their peers for the great work they do:

| Recipient | Category | Recipient | Category |
|-------------------|----------------|----------------------|----------------|
| Natalie Smith | Leadership | Felita Garcia | Leadership |
| Jessica Surgeon | Leadership | Sajan Shrestha | Person Centred |
| Sandra Holloway | Leadership | Bindu Sharma Ghimire | Person Centred |
| Patience Ajala | Quality | Chinedu Nwakor | Leadership |
| Debbie Sturgess | Person Centred | Anju Lamichane | Leadership |
| Sylvain Virassamy | Leadership | Carmel Munson | Leadership |
| Yogesh Regmi | Person Centred | Evaristus (Eva) Eze | Quality |
| Jack Herring | Person Centred | Theo Tagoe | Quality |
| Calvin Muzvuru | Leadership | Namgyal Dolkar | Respect |

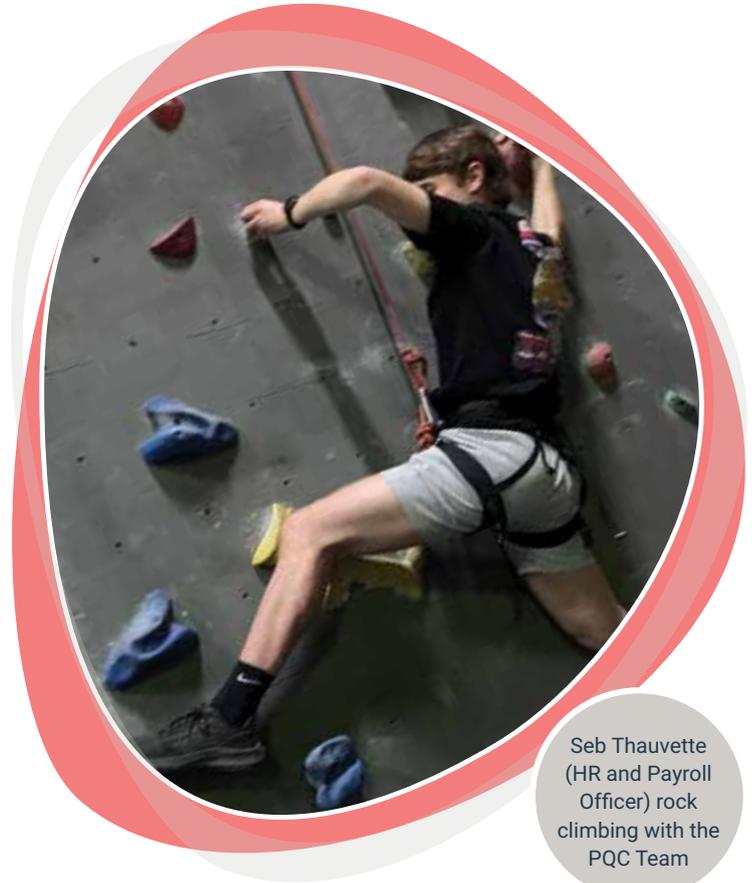
Service milestones

| | |
|--------------------|---|
| 5-9 years | Anderson, Anjeena, Benjamin, Beth, Calvin, Chinyama (Chichi), Danielle, Debbie S, Doris, Anita, Dorji, Eliza, Evaristus, Funmilola, Gemma, Jennifer, Jina, Joy, Karma, Laura, Luke, Maria, Matthew, Peter, Rupak, Shelton, Suman, Aloysius, Baburam, Elijah, Emanuela (Ema), Jerry, Jessica, Joshy, Kayla, Leslie, Mark, Nyin, Roymon, Sahay, Scott, Tanya, Tisha, Akihisa, Amuche, Anastasia, Andrews, Angela, Benilda , Benjamin, Carmel, Chinedu, Debora M, Debra W, Eva Grace, Felita, Fredarosa, Geoffrey, George, Ian S, Jacob, James, Katrina, Kim, Kuldeep, Limasene, Luke S, Maria, Maxime, Michael H, Michael O, Miranda, Monica, Muhammad H, Muhammad S, Navpreet, Neil, Obianuju (Viola), Paw Gay, Phillip, Richard, Suresh, Susan, Sylvain, Wella, Xochitl, Yang, Zililo Jakobe (Jacob), Binog, Jennifer (Jenny), Natalie, Sanjeev, Debra C, Leomel, Lorna, Nerissa, Sembukutti (Minoli) |
| 10-14 years | Adam, Lindu, Loraine, Sandor, Fiona, Margrit, Melissa, Namgyal, Nerida, Rabindra, Sarabjeet, Palpasa, Hay Kae, Thupten, Marshall, Mu Yai Paw, Tenzin |
| 15-19 years | Lhundup, Renee, Sascha, Eric, Tiona |
| 20-29 years | Allison |
| 30+ years | Kathy, Wendy |

Health and wellbeing

Seb Thauvette and Natalie Smith have continued to build on Hartley's health and wellbeing program with the following activities taking place throughout the year:

- Employee Assistance Program
- Unlimited access to health and wellbeing articles through the Employment Hero platform
- As part of the monthly People, Quality and Compliance Reports, health and wellbeing articles and initiatives are included for sharing across the organisation
- Healthy workplace challenges held
- HESTA information sessions for all staff regardless of current superfunds
- Yoga sessions
- Mount Taylor walks
- Paint and Sip sessions
- Opportunities for participation in the Hartley Cycle Challenge
- Team building opportunities and activities with each area
- Employment at Hartley training, incorporating health and wellbeing aspects
- Successful return to work programs
- Celebration of support programs and events such as R U OK, Dry July, Mental Health week and Jeans for Genes Day
- Potluck luncheons



Seb Thauvette
(HR and Payroll
Officer) rock
climbing with the
PQC Team

Special thanks

Throughout the year and in the context of our human resources, Hartley continued to receive amazing support and professional advice from the following. We are truly grateful for their ongoing support.



CLAYTON UTZ

Clayton Utz: Jennifer Wyborn, Belinda Miller, Nick West-Froy and Charisse Matthews for their ongoing advice and support to Hartley in relation to HRM and industrial relation matters.



ashurst

Ashurst Law: Melanie McKean (Partner) and Elisa D'Andrea (Lawyer) for their ongoing advice, support and involvement in relation to visa and residency matters.



 **Gallagher**
Insurance | Risk Management | Consulting

Gallagher Insurance: Adrian Dodd (Principal Broker) for his support, advice and commitment to Hartley in relation to injury and compensation matters.



PayCat: Martin Frappell, Garth Belic, Phyo Tun and Tasya O'Connell for their support and advice in relation to the implementation of KeyPay.



 **Workforce
Analytics**

Workforce Analytics: Lisa Spiden and her team for their ongoing support with roster optimisation processes.

Susan Granger

Senior Manager – People, Quality and Compliance

≡ HARTS Cycle team

Made up of Hartley employees and volunteers, the HARTS Cycle team is now 4 years old. The team continues to build on its enormous success in fostering amateur and like-minded riders to participate in the Hartley Cycle Challenge each year to raise much needed funds for Hartley. To date, the team has raised close to \$150,000 since establishment. In November 2022, two HARTS teams participated in the challenge and rode courageously into the Snowy Mountains with the aim to not only raise over \$40,000, but to ride successfully in a proud bunch and smash out individual goals. It was great to see most team and individual objectives were achieved, except where a couple of people unfortunately fell ill. In total, 12 riders completed all 3 days of the challenge which consisted of close to 400 km and around 4500 metres of elevation. Another 4 first time riders conquered the mountain, riding from Jindabyne to Charlotte's Pass, a 90 km round trip with close to 2000 metres of climbing.



Wendy Millar,
Wella Maputi and
Scott Matheson
riding for the
HARTS

A highlight for the HARTS team as part of the 2022 Hartley Cycle Challenge was to have Dale Maizels ride with the team. Dale is a multiple Australian Champion and in 2022 won the UCI World gravel race championship in her age category. It was also humbling to have Andrew Kerec ride as our group leader. Andrew is a record-breaking mountain bike rider who has raised a significant amount of money for Hartley as part of his Spine Tingling Rides across Australia. Andrew is the owner of Renaissance Homes who has supported Hartley in building our respite (STA) house at Chapman and who is currently building (with his partner Tony Bell) our new Hartley Court. Andrew brings experience, calmness and wisdom to the group – which is much needed.

On behalf of the HARTS team, we would sincerely like to thank the following sponsors for their generous commitment.

HARTS sponsors

Gold Sponsorship:



Silver Sponsorship:



Bronze Sponsorship:

- Kim Granger Building
- Blacker Electrical
- Workforce Analytics
- Financial Translators
- Remedy Plumbing

Special thanks to:

- Deb Miller and her team of volunteers for putting on such a great event for amateur cyclists to participate in and give back to the community which they belong.
- Team HARTS for 2023

| Support Crew | Vessels <i>Aim: To ride the entire event (3 days)</i> | Capillaries <i>Aim: To ride 2 or 3 days of the event</i> | Veins <i>Aim: To ride 1 day The Mountain</i> |
|---------------------------------|--|---|---|
| Jess Surgeon (Captain) | Bunch Lead: Andrew Kerec | Bunch Lead: Scott Matheson | Natalie Smith |
| Jodie Kerec | Seb Thauvette | Wendy Millar | Felita Fortuita |
| Tess Gong | Susan Granger (Captain) | Baburam Paudel | Sajan Shrestha |
| Victoria Oakden | Drew Adams | Mollee Marsh | Tisha Alonza |
| Katrina Holgate | Dean Thompson | Marshall Marasha | Jon Gowland |
| Reserve Driver: Tina Stevens | Annette Thompson | Karen Hoskings | |
| | James Holgate | | |
| | Sally Thauvette | | |
| | Wella Maputi | | |
| | Ian Ross | | |



Staff profiles



Roney Reesha Buan

At 22 years old, Roney is one of Hartley's youngest ever House Supervisors, but this young woman is mature beyond her years. Growing up in Maguindanao in the Philippines, Roney enjoyed spending time with her family, singing and playing futsal.

Upon finishing her year 12 education, Roney moved to Australia on her own at just 18 years old. Originally planning on studying accounting, Roney reassessed her plans and chose to study a Certificate IV in Aging support, after reflecting on the level of health care provided in the Philippines compared to Australia.

Despite studying ageing support, no aged care facilities were able to accommodate Roney for placement during the COVID-19 pandemic. Instead, Roney completed her 120-hour placement with a disability provider, working in one of their most complex houses. During her placement, Roney realised her passion in supporting people with disability. It was then that she decided to focus her studies on Disability and enrolled in a Diploma in Community Services.

Whilst studying her Diploma, Roney applied for a casual position with Hartley and an aged care facility. Just days before starting with the aged care facility, Roney received the call that she was successful with Hartley and immediately jumped at the chance to work in the sector that she found her purpose in.

Roney enjoys working in the disability sector because "it's not just about the personal care, you are actively involved in their daily lives. I learn so much from the clients, from the interactions with their families and the allied health professionals involved in supporting our clients."

Roney is always looking to learn all that she can within the health care sector to be able to provide the best possible care for the people who require support. Prior to being successful as the new supervisor at Frost, Roney was looking at opportunities to volunteer her time to gain additional skills and help her feel more confident with things like talking on the phone. However, she has found that the House Supervisor position has helped her to push her boundaries and help her confidence grow. Roney is not afraid to ask others for help to develop her professionalism and skills as a leader.

As Roney came to Australia by herself, one of her goals for the future is to be able to support her family in joining her in Australia. Whilst the church she attends has become her family, she can't wait until her real family is able to join her here with her new life.

Roney can speak 3 languages; English, Tagalog and Bisaya, and can understand a further 2 dialects.

Roney loves to cook and bake lots of different dishes and enjoys being able to share dishes from home with others.



Yogesh Remgi

A talented musician, Yogesh has come a long way from Biratnagar, Nepal to finding his passion within the disability sector.

As a child, Yogesh developed a keen interest in music, however his dad wouldn't buy him a guitar, as he wanted Yogesh to focus more on his academic studies. Yogesh took it upon himself to ride many kilometers to learn how to play music and, once he saved up enough money, Yogesh bought his very own guitar. Whilst studying a Bachelor of Business in Nepal, Yogesh created a band with some friends. The band, Kush, just reached 2 million streams on Spotify.

After university, Yogesh worked as a property valuer during the day and played gigs of an evening. It was during this time that Yogesh realised he wanted to come to Australia to establish a new life for himself. When he first moved to Australia, he worked in Sydney in a retail store and was appointed manager within 6 months, and worked there until the pandemic hit.

It was during the first lockdown that Yogesh found his opportunity to enter the community services sector and commenced studies in a Certificate 4 in Disability. Having a cousin with a disability inspired Yogesh from a young age to get involved in community service however, the support sector in Nepal wasn't as established as it is in Australia and he was unsure how he could make an impact. Finally, Yogesh had found a way to make a positive impact in the lives of people with disability in Australia.

After working in a few different organisations in Sydney and Canberra, Yogesh sought out an opportunity with Hartley after hearing positive feedback about our organisation. Yogesh feels that "hands down, Hartley is the best at providing quality care" and he is genuinely proud to be a part of the team.

Yogesh has brought his passion for music to Hartley, often singing and playing his guitar with the clients. This talent has unlocked a new aspect to the support provided by Hartley and has endeared Yogesh, affectionately known as 'Yoggie', to our clients.

If being a talented musician wasn't enough, Yogesh can speak 3 languages, English, Nepali and Indian, multiple Nepali dialects and is considering studying a PHD in economics. Yogesh is truly a jack of all trades.

Yogesh has many plans for his future, including seeking management opportunities within Hartley and spending quality time with his new wife. Yogesh's main focus now is to be able to purchase a new home for his parents as a thank you for the life they have given him.

QUALITY AND COMPLIANCE

NDIS Quality and Safeguards Certification

Hartley has successfully achieved full certification under the NDIS Commission's Quality and Safeguards framework. In doing so, Hartley has met the relevant practice standards and criteria relating to the 4 Core modules and 5 supplementary modules which are a requirement of our NDIS registration (refer below). This includes effectively aligning our services to over 210 Quality Indicators. To achieve this ongoing certification, Hartley participated in the NDIS Quality and Safeguards mid-term audit in April 2023. Confirmation of conformity to all relevant standards was received in August 2023 by our auditors, HDAA. Certification demonstrates Hartley's ongoing commitment to quality and safe service provision on all levels. Our next audit will be late in 2024.



Core Modules:

1. Rights and responsibilities for participants
2. Governance and operational management
3. The provision of supports
4. The support provision environment

Supplementary Modules:

1. High intensity daily personal activities
2. Behaviour support
3. Implementing behaviour support plans
4. Support coordination
5. Specialist disability accommodation (SDA)

We are very proud of this result and congratulate all staff across the organisation who were involved in some way or another in achieving this outcome.

Registration groups

Hartley holds NDIS registration for the following groups under the umbrella of SIL and STA:

- Accommodation/Tenancy assistance
- Assist access/Maintain employment
- High intensity daily personal care and safety
- Assist Life Stage, Transition
- Assistance with daily personal activities
- Daily tasks/shared living
- Development of life skills
- Participate in community'
- Specialist Disability Accommodation (SDA)
- Support Coordination
- Group/Centre activities
- Positive behaviour support





Hartley has an incredibly strong commitment to CQI and ensures its systems and processes are regularly reviewed, further developed and continually improved. We are constantly monitoring and reflecting on our work with the aim to achieve excellence in everything we do. This is demonstrated through achieving certification by the NDIS Commission, along with ongoing research, review, benchmarking, networking and reaching out to individuals, organisations, experts and other service providers to identify how we can do things better.

To ensure our systems remain contemporary, we have made significant investment into technology during the last few years, including but not limited to Employment Hero, SharePoint, KeyPay, NoahFace and Weel. Furthermore, there has been significant work carried out towards the automation of documents through SharePoint Forms and Lists, including but not limited to incident reporting, risk management, fleet management, training databases, use of personal vehicles, scheduling of staff, on-call, infection control and gathering feedback from staff, clients and external stakeholders. Additionally, we have focused on centralising systems to reduce duplication across teams and sites, which has enabled easier access to information, documents and registers. As part of this, most of our sites will be phasing out paper where possible over the coming years and in this context, we are eagerly awaiting the implementation of our new client database (CTARS).

Moving forward, and now that we have effective technical and computer-based systems in place, along with our new Training and Compliance Manager (Wella Maputi), and Tess Gong (Training and HR Officer) to support increased workloads and growing compliance requirements, we will be shifting our focus to the review and development of policies and procedures, along with setting up specific registers to capture documents and work associated with compliance, feedback, forms and templates. As part of the CTARS implementation, all client related forms will also be reviewed and reconfigured to integrate with this system. We will also be strengthening our Internal Audit and Review program in alignment with the requirements of the NDIS Quality and Safeguards recommendations, and to ensure our resources are utilised effectively.

Ultimately, through our commitment to quality management principles, the clients we support, their homes and our workplaces will become more efficient. When efficiency is underpinned by the philosophies of person-centred support, family governance, active support and the values of respect, integrity and teamwork, our clients will receive excellence in service provision and achieve better life outcomes.

Susan Granger

Senior Manager – People, Quality and Compliance

HARTLEY'S OPERATIONS



The principle functions of the Operations team include:

- Incident management system
- Risk management system
- Capital works projects associated with Hartley owned buildings and renovations
- Tenancy Agreements, MOUs and contracts
- Facility Management, including working collaboratively with housing providers to ensure repairs and maintenance are undertaken in non-Hartley owned buildings
- Emergency responses, plans and procedures
- Infection control
- Fleet management
- Hartley's Hydrotherapy Pool business

This overview highlights key areas of focus, accomplishment, and challenges throughout the year, and in this context, thank you and congratulations to the Operations Team for their positive response in navigating and establishing a new team and portfolio whilst continuing to contribute to Hartley's success in a very productive period.

The team continue to provide high level advice and support in the areas of incident management, risk management, emergency procedures, fleet, facility management, together with managing Hartley's Hydrotherapy Pool business. This includes the production of our bi-monthly Operations report capturing progress and information about general operations, produced by Hester Chen (Operations Manager) and Suyash Shrestha (Operations Officer). Sue Bannister (Receptionist) continues to deliver friendly front of house service at our Administration office, while Dylan Virassamy and Matt O'Rourke (Operations Officers) work independently at Hartley's Hydrotherapy Pool to ensure it continues to run smoothly day to day.

I would also like to acknowledge all teams, employees, and volunteers across the organisation in the context of general operations. As we continue to experience change, progression and challenges faced within the sector and our communities, the quality and standard to which our work is delivered upon continue to demonstrate great resilience and sector leadership.

Jess Surgeon

Senior Manager – Operations



EMERGENCY PLANNING AND PREPARADNESS

COVID-19 Response

Hartley continues to maintain a strong and efficient response to COVID-19. We are well prepared with PPE and houses continue to respond promptly to reduce the spread across clients and staff. Clients had quick access to the appropriate antiviral medication and showed minimal symptoms throughout their isolation periods. Furthermore, all staff associated with each individual exposure and/or outbreak have demonstrated extraordinary commitment, which has enabled us to keep our clients and staff as safe as possible and enabled business continuity through a very challenging time.



Hartley's COVID-19 Guideline continues to be implemented. This guideline, which aligns with expert advice from ACT Health, ATAGI and NDIS Commission, is a tool which has been developed to guide staff through what to do if a client or themselves test positive for COVID-19. We continue to report any positive case for clients to the NDIS Commission and monitor staff positive cases through an online notification form and register. In summary, Hartley's ongoing response includes:

- Masks are strongly recommended. Hartley continues to provide each house with masks as required.
- Positive COVID-19 Test
 - + **Staff:** isolate from work for 5 days and can return after 5 days if no symptoms
 - + **Clients:** Outbreak kit available. This kit is prepared and ready to be delivered to a house within 40 mins of a positive test, providing enough PPE for donning and doffing over a 5 day period. Clients are encouraged to isolate from their housemates and speak to their GP about accessing antiviral medication.
- Exposed to COVID-19
 - + **Staff:** recommended to test daily on shift for 5 days after exposure.
 - + **Clients:** Encouraged to wear mask and test on day of and 2 days after exposure where possible.
- Clients and staff are encouraged to remain up to date with their COVID-19 and influenza vaccinations.



Emergency procedures

Though disasters and emergencies may be infrequent, the services Hartley provides are essential before, during and after an emergency occurs. It is vital we have a robust Emergency Plan in place to ensure we continue to thrive and be viable into the future.

The purpose of Hartley's Emergency Plan is to coordinate Hartley's management of an emergency situation in an effective and centralised way so as to prioritise the safety of clients, staff and other stakeholders, while maintaining service and business continuity for as long as practicable. Furthermore, the implementation of this plan will support and contribute to a safer community into the future.

The objectives of Hartley's Emergency Plan are:

1. Provide an adequate level of service to our clients before, during and after an emergency
2. Ensure clients are supported and build resilience by preparing for emergencies
3. Ensure staff and volunteers are well prepared to cope with an emergency
4. Through strengthening our organisation's disaster resilience, we strengthen the resilience of our whole community
5. Ensure our organisation is well positioned to work with our community to 'build back better' after an emergency.

Implementation of *Hartley's Emergency Plan* includes:

- Centralised PPE stocks for easy and quick access to supplies
- Emergency Evacuation Policy reviewed
- Personal Emergency Evacuation Preparedness Plan in place for all clients
- Quarterly Emergency Evacuation Drills in all Hartley owned and supported houses/areas
- Fire Response Training and Fire Awareness Training offered to all staff as part of Hartley's extensive training schedule.
- Emergency and Key Community Contacts list

RISK AND INCIDENT MANAGEMENT

Hartley has strong and effective risk and incident management systems in place, which we continue to review and enhance to ensure that the focus remains on good quality outcomes for our clients, whilst also ensuring that our systems meet the regulatory requirements of the NDIS Commission.

Risk

Hartley recognises risk management as an integral component of good corporate governance which is fundamental in achieving Hartley's strategic and operational objectives and continues to adapt a strong focus on risk

Hartley's risk management framework includes the following elements:

- Risk management policy and procedure
- Process map
- Risk matrix
- Risk assessment and management plan template
- Risk assessment and management plan flowchart
- Organisational Risk Register
- Operational Risk Register

Ongoing review of Hartley's organisational risk register continues to be a significant focus. Developed in August 2021, the register is updated every 2 months or as required and is shared with Hartley's Board to keep them informed and up to date with risk. The register is a great tool in monitoring Hartley's risk in a very challenging environment, particularly considering the new and ongoing NDIS sector challenges, and externally, the residual impact of COVID-19, and the pressure on our current economy.

Risks across the organisation are regularly discussed, assessed, and rated by all staff and Board members. Furthermore, risk assessments are included within key documents, forms and templates to trigger a risk management approach to a diverse range of situations. Applying an emphasis to risk management has also ensured Hartley's risk management system is in alignment with the NDIS Quality and Safeguards Framework and Hartley's strategic framework. Our staff are equipped with the necessary tools to identify and assess risk more effectively, and act upon and implement risk management strategies in an effective manner.



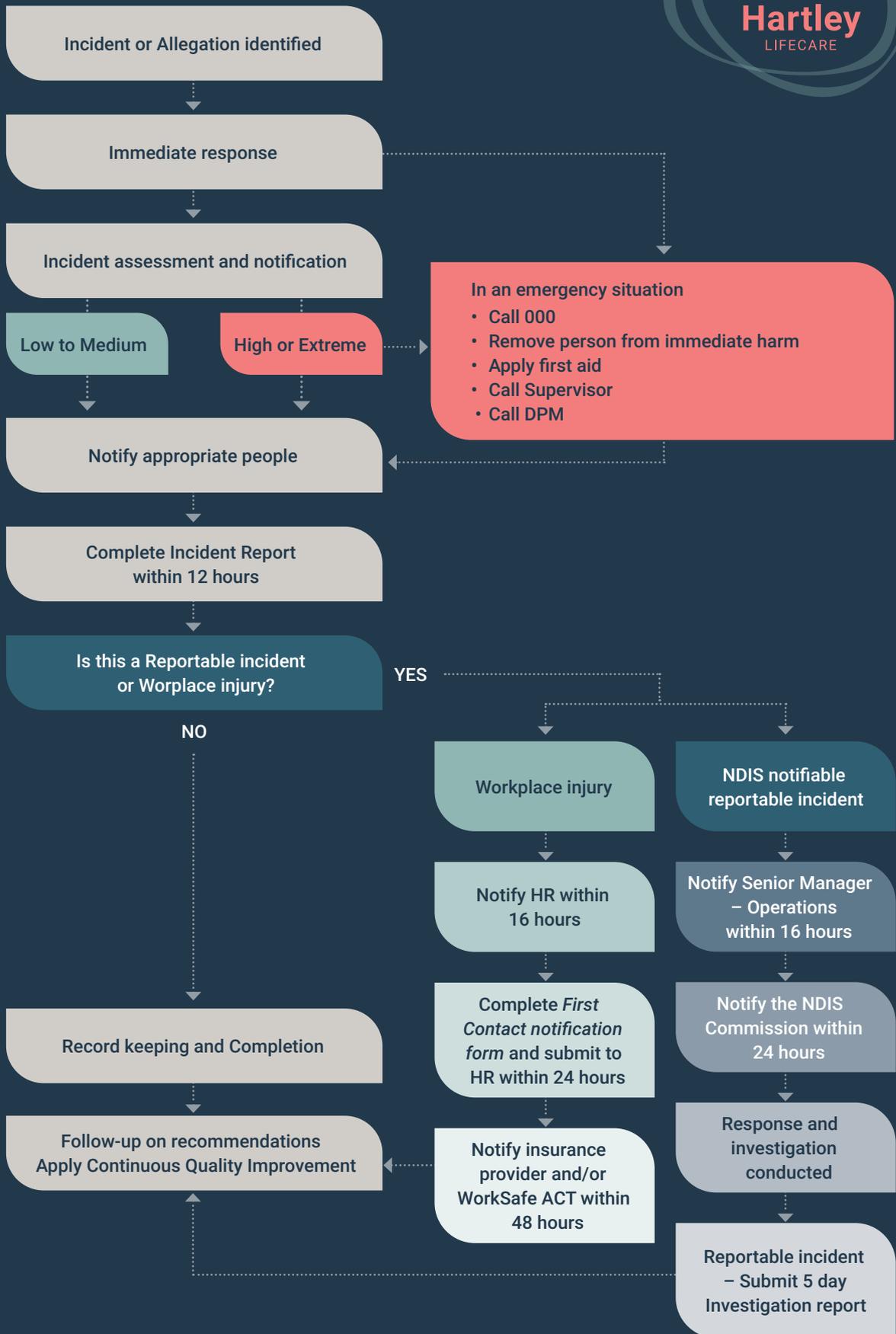
Incidents

Hartley is committed to an effective Incident Management system to respond to and prevent future incidents and safeguard clients, to identify systemic issues and promote improvements in the quality of supports delivered. Hartley adapts the definition of an incident from the NDIS Quality and Safeguards Commission:

Any act, omission, event or circumstance that is connected to Hartley Lifecare's business and has caused or could have caused harm or damage to a person, an animal, the environment, equipment, Hartley's reputation and viability. This includes near misses and allegations.

Our incident management process includes a flow chart, detailed process, definitions, and a 'fillable' Incident report. This process also incorporates an investigation tool and reporting requirements relating to reportable incidents.

We continue to invest time to enhance our employees' understanding and focus on incident and risk management, introducing a new training module for all employees. We are also excited to explore the incident management processes within Hartley's new client records management (CRM) system and continue to build on an already robust incident management system.



HARTLEY COURT REDEVELOPMENT

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

After a lengthy delay due to unprecedented supply chain issues, material and labour shortages and price escalation and delay which the construction industry faced throughout 2021/22, we are excited to announce that the build of two homes and 4 units officially commenced on 26th June 2023. To date, ground reinforcement has been inserted, concrete has been laid and timber framing has commenced.

Waiting in anticipation for their new home, 6 of our previous Hartley Court residents continue to live at Rose Cottage at Symonston, whilst 3 reside at Hartley's Tanderra House.

Hartley would like to sincerely thank Andrew Kerec, Mark Newman, Tony Bell and team from Renaissance Homes for all the work they have given to date in preparing for this build to take place and continue to provide as they project manage the build. Whilst there is a way to go, it is exciting to see the progression of this project.





FACILITIES MANAGEMENT

Facilities management

Hartley provides services in 39 houses/areas across the ACT. In the context of facility, facility management, and maintenance, the Operations team manages the following buildings:

1. Administration Office
2. Hartley Hydrotherapy Pool
3. Hartley's Renaissance House (STA)
4. Tanderra House
5. Dorothy Sales Cottages (2 homes)
6. Hartley Court (2 homes, 4 units) *currently in redevelopment phase*
7. Non - Hartley owned properties (maintenance reporting and follow-up only)
 - + Havelock Housing - 12
 - + Housing ACT - 10
 - + CHC - 4
 - + Privately owned and managed - 7

Through process optimisation, and the continued focus on facilitating a relationship between Hartley and housing partners such as ACT Housing, Havelock Housing and CHC, we now have streamlined processes which allow us to capture and report upon maintenance issues with relevant property managers in a more efficient, effective, and collaborative way.





Fleet management

Hartley maintains an extensive fleet of vehicles to support the transportation needs of clients and the business requirements of the administration office. To support this to happen, we have focused on establishing a fleet management system which includes, but not limited to:

- Ongoing review and implementation of policies and procedures
- Streamlined approach to vehicle insurance claims
- Ongoing assessment and review of vehicles for client and business need
- Access to fuel cards, disability parking permits and e-tag

Hartley's fleet consists of the following:

| | |
|---------|----|
| Bus | 17 |
| Van | 8 |
| Sedan | 12 |
| SUV | 1 |
| Ute | 1 |
| Trailer | 4 |



Alex
with Leane and
Glen at the Hughes
Mechanics
farewell party

Maintaining a large fleet requires us to have a great relationship with a mechanic. Hartley has sustained a great relationship with local mechanics at Hughes Mechanical for as long as we can remember. Sadly, after 20 years in business (and almost the same amount of time supporting Hartley), Hughes Mechanical closed its doors at the end of June. Leane and Glen from Hughes Mechanical supported Hartley to find a new local mechanic to take care of Hartley's fleet – Car Mechanical Services (CMS) in Fisher. CMS have been servicing cars in Canberra for 40 years and have experience with modified vehicles with hoists. Hartley is looking forward to growing this relationship.

HYDROTHERAPY POOL



Hartley Hydrotherapy Pool

Operating 50+ hours a week, and with over 100 regular users, Hartley Hydro has become the pool of choice amongst many within the Canberra community. As part of the Operations team portfolio, Dylan Virassamy and Matt O'Rourke (Operations Officers) maintain the daily operations of the pool, supported by Jess Surgeon (Senior Manager).

Located in Hughes ACT, Hartley Hydro is an all-abilities accessible heated pool, which operates 5 days per week at a temperature of 34°C.

Hartley Hydrotherapy pool is available for hire to all members of the Canberra community and surrounds. We offer two different hire arrangements, including Shared use and Exclusive use.

Our pool offers access via pool steps or a hoist, shallow depth of 1.1m – 1.5m, handrails, non-slip tiles and a change room on site. We also provide a large range of equipment free of charge including steps, floating devices, arm resistance equipment, kick boards, and an in-water seat.

We are committed to maintaining a safe, accessible and a fun resource for our valued users and welcome further enquiry from the wider community as we continue to expand.

Hydro User Profile:

CHRISTIAN 3 years old

Supported to use the pool by
Mum (Shona) and Dad (Brendan)

HOW LONG HAVE YOU BEEN COMING TO HARTLEY HYDRO?

We have been coming to Hartley Hydro for two and a half years. We sourced it through some research, as we were looking to see what hydrotherapy facilities were available in Canberra. Hartley Hydro was the only one that was available for public use and accommodating for our needs.



WHY DO YOU COME TO THE POOL?

We started coming to Hartley Hydro to encourage water safety and comfortability for Christian from a really young age. The facility welcomed and accommodated our needs through a shared use setting. We wanted a pool that was warm enough for Christian and having the pool at 34 degrees celsius is definitely a highlight.

Christian fractured his femur in April 2022, and hydro assisted greatly with his rehabilitation. Our clinical advice was much around aquatic activities involving many exercises in a hydrotherapy setting. It sped his recovery, and we noticed a difference after every visit to the pool. He was able to move in the water without having too much pressure or weight on his joints.

Christian was previously guided by a physio but coming here gave us an additional opportunity to continue his hydro program in a self-managed environment.

WHAT DO YOU ENJOY MOST?

We love coming to hydro as it's a great family time and we all enjoy it together. This has been the highlight of our week for many years. The community atmosphere at the pool is so welcoming

FINANCE & IT

FINANCE

Hartley finished the financial year ended 30 June 2023 with a deficit of \$621.1K (2022: \$2.07M), a third consecutive year of deficit result for the organisation.

Despite the temporary reprieve in NDIS pricing assumptions due to the change in Federal government, Hartley continues to navigate a fiscally challenging environment. This is because the structural issues around NDIS pricing model remains, and the impact is felt across the disability sector.

Another contributing factor to this year's deficit was vacancies within our services. Regrettably, a portion of these vacancies is a consequence of our clients passing away. Vacancies due to these unfortunate circumstances resulted in a dip in revenue, impacting our financial

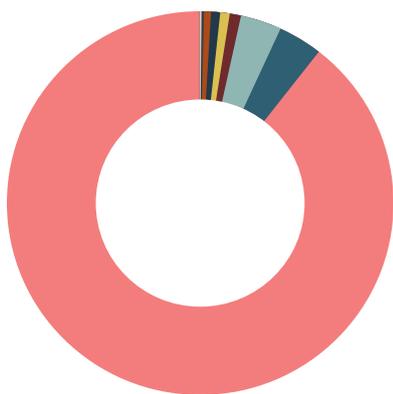
performance. Hartley is actively addressing this issue with strategic engagement to ensure vacancies are quickly and compatibly filled.

Amid these challenges, Hartley is resolutely working towards aligning our cost base with the NDIS funding model. This endeavour, however, is particularly challenging due to the intricate and nuanced nature of the disability sector. The intricacies of providing specialised care and support to our clients demand a thoughtful and measured approach, making the process of cost alignment an intricate task.

The Board and Senior Management team continue to monitor the financial performance and position of Hartley, and how these changes will hopefully positively impact the long-term sustainability of the organisation.

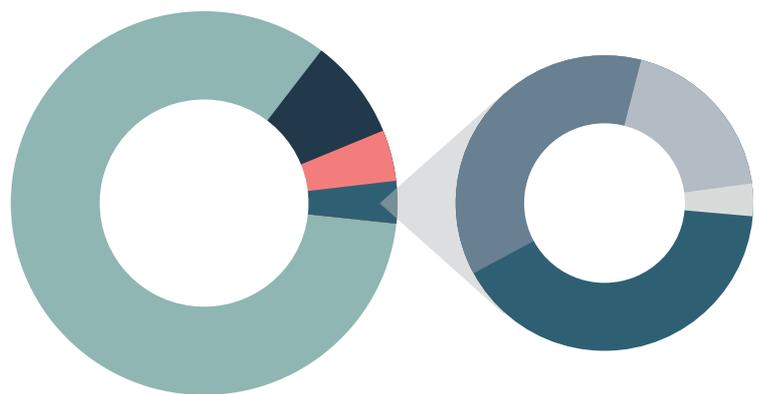
Diagrams below illustrate the breakdown of Hartley's income for 2023.

Breakdown of Income



| | |
|--------------------------|-------|
| Revenue - other | 0.1% |
| Project Revenue | 0.1% |
| Client Fees | 0.6% |
| Donation Revenue | 0.8% |
| Fundraising Revenue | 0.8% |
| Administration Revenue | 0.8% |
| Investment Revenue | 3.4% |
| Client Support | 3.9% |
| Participant Funding NDIS | 89.3% |

Breakdown of NDIS Funding



| | |
|-----------------|-------|
| SIL | 83.9% |
| Individual Supp | 7.6% |
| Respite | 4.8% |
| Other | 1.4% |
| SDA | 1.4% |
| Support Coord | 0.7% |
| Work Support | 0.1% |
| Personal Care | 0.0% |



INFORMATION TECHNOLOGY

Hartley continues to enjoy the close working relationship with our external information technology service provider, CentreRED. CentreRED has been working on improving services across the houses and continue to investigate options for more streamlined and reliable services. The Hartley Board appointed CentreRed part owner Hedley Middlebrook to the Board during the year. This appointment has enabled more robust conversations around data and information security at Hartley.

Statement of Financial Performance: Year ended 30 June 2023

REVENUE

| | |
|----------------|---------------------|
| NDIS | \$26,472,081 |
| Client Support | \$1,184,952 |
| Client Fees | \$269,890 |
| Donations | \$254,230 |
| Fundraising | \$219,295 |
| Other | \$605,634 |
| TOTAL | \$29,006,082 |

EXPENSES

| | |
|-------------------|---------------------|
| Employee Benefits | \$25,954,661 |
| Technology | \$588,551 |
| Insurances | \$775,871 |
| Operations | \$3,602,596 |
| Other | \$430,459 |
| TOTAL | \$31,352,138 |

Statement of Financial Position: As at 30 June 2023

ASSETS

| | |
|-----------------------------|---------------------|
| Financial Assets | \$6,999,683 |
| Property, Plant & Equipment | \$4,651,575 |
| Cash and Cash Equivalents | \$1,825,820 |
| Receivables | \$905,848 |
| Other | \$26,637 |
| TOTAL | \$14,409,563 |

LIABILITIES

| | |
|-------------------|--------------------|
| Employee Benefits | \$2,316,527 |
| Payables | \$852,744 |
| Other | \$23,281 |
| TOTAL | \$3,192,552 |

MARKETING, COMMUNICATIONS FUNDRAISING AND EVENTS

“...the organisation undertook a series of strategic initiatives aimed at revitalising its brand”

The year 2023 marked a transformative period for Hartley, particularly in the realms of fundraising, marketing, and community engagement. Spearheaded by the newly appointed Senior Manager, the organisation undertook a series of strategic initiatives aimed at revitalising its brand, increasing community interaction, and diversifying its fundraising portfolio.

The year kicked off with immediate planning for the 2023 events and fundraising activities. Notable among these was Hartley’s participation in the Hands Across Canberra campaign, which saw the organisation’s \$5,000 fundraising efforts matched, effectively doubling the amount to \$10,000. Other successful ventures included Bunnings BBQs, a twilight rogaine, and the Snowy Mountain Classic.

Hartley’s social media platforms underwent a strategic shift, focusing more on client activities. This change in direction led to increased interaction across all platforms, indicating a more engaged community.

In February, during a strategic planning day, it was unanimously agreed that Hartley’s brand needed a refresh. A contract was awarded to a graphic designer in April, and the new branding began to be deployed across Hartley’s assets in August.

March saw the launch of a new fortnightly newsletter, ‘From the Desk of the CEO,’ which has consistently maintained open rates above 50%, indicating its effectiveness as a communication tool.

While the annual golf day scheduled for April was cancelled due to low interest, it was replaced by a bowls day, set for March 2024, offering a fresh approach to community engagement.

April also marked the commencement of a project aimed at attracting new corporate partners. A tailored partnership prospectus was sent out to potential partners in August, and the project continues to be a focus into the third quarter.

In August, the Hartley Board adopted a new marketing and communications strategy that will guide the organisation’s efforts over the next twelve months.



A significant development was the twelve-month community partnership with Region Media, publishers of the online newsletter 'The Riot Act.' The partnership aims to boost exposure for the Hartley Hall Markets, thereby increasing both stallholder participation and public attendance.

Hartley was honoured to be one of the recipients of The Spine Tingling Ride, a world record cycling attempt by Andrew Kerec from Renaissance Homes cycling from the western most part of Australia, Steep Point to the eastern most part, Cape Byron and then down to Canberra. A huge 6,820 kilometres! Half of the money raised by Andrew will be donated to Hartley with all expenses of the trip covered by the Kerec family. Hartley was proud to host the launch at Renaissance House (built by Andrew) with Duncan Wallace from SpinalCure Australia in June 2023.

Special thanks are due to Deb Miller, Events Manager, and Melanie Hugg, Hartley Hall Markets Manager, for their invaluable support and dedication. Their expertise has been a tremendous asset to Hartley. Additionally, the organisation extends its heartfelt gratitude to its loyal volunteers, whose contributions are immeasurable.

As projects initiated in 2023 roll into 2024, and as funds from ongoing initiatives begin to materialise, Hartley looks forward to a year filled with productivity and success.



One Million Hearts Campaign

The end of 2022 saw the completion of our One Million Harts Campaign. Although initially scheduled to run for a period of 12 months, due to COVID-19 restrictions, the campaign was extended an extra 6 months. This decision allowed Hartley to reach the goal of raising \$1 million to be put towards the redevelopment of Hartley Court.

An impressive total of \$1,119,259 was raised across the 18 months which involved a well strategised digital marketing campaign as well as over 6 events targeted at raising money and stakeholder awareness.

The money raised will go towards the rebuild of Hartley Court to be able to provide state of the art best practise facilities for 10 people with disability.

We would like to thank all sponsors and donators to the Million Harts campaign and helping people with disability to live their best life.



Cycle challenge

November 2022 marked a significant milestone for Hartley, as it successfully hosted its second cycle challenge of the year. The event took place over the weekend of 26-28 November following an earlier challenge in February that served as a rescheduled event from 2021.

The timing of the November challenge was particularly poignant, falling close to the International Day of People with Disability, celebrated annually on 3 December. This alignment underscores Hartley's commitment to fostering inclusivity and providing opportunities for people living with disability.

The event was nothing short of awe-inspiring, as cyclists braved powerful winds and steep climbs, including the now-infamous "wall." Their resilience and determination were a testament to the indomitable "Hartley Spirit," a core value that defines the organisation and its community.

The Jindabyne Sport and Recreation Centre served as both the starting and finishing point for each day's ride, as well as the accommodation for the weekend. The route chosen for the November challenge was a continuation of the new course introduced in February. It took riders through quieter roads, allowing them to fully appreciate the natural beauty of the surrounding mountains.

The event saw participation from 13 teams, collectively raising an impressive \$250,000. These funds are earmarked to help people living with disability lead fulfilling lives. A unique and heartwarming feature of this year's event was the donation of homemade fruit cakes by Jenny, the mother of long-time volunteer Peta Sheppard. These cakes were offered at chow crew stops and were met with enthusiastic approval from participants.

The celebration dinner was another highlight, masterfully MC'd by Daniel Gibson. It was an evening filled with heartfelt speeches, encapsulating the essence of community and shared purpose that defines Hartley.

None of this would have been possible without the dedication of volunteers and support staff. Special recognition goes to the chow crews, marshals, lead and rear car support, and ride coordinators. Their unwavering commitment to safety, fun, and hard work ensured the event's success.



Hartley High Tea and Fashion Showcase

On Saturday, 5 August Albert Hall was abuzz with the excitement of over 220 guests who gathered for the fifth annual Hartley High Tea and Fashion Showcase. This year's theme, "Effortless Elegance," encapsulated a style that is both refined and comfortable, offering a polished yet relaxed atmosphere for all who attended.

The fashion segment was a highlight of the event, featuring regular client models Carol-Jayne and Joanne. They showcased an array of fashion pieces from Ted & Olive Boutique. Accompanying them were models from Victorias Models, who graciously volunteered their time for the event. Adding a touch of masculinity to the runway, male models Justin and Danny escorted the ladies, looking dapper in both casual and formal wear. For the models, their friends, and many family members who attended, the experience was invaluable.

The Xtreme Stars dance group returned this year with two riveting performances. The group's passion and dedication were palpable, adding a dynamic layer to the afternoon's entertainment.

Mugshots provided a photobooth that continues to be a hit among the guests. The photobooth offered a fun and interactive way for attendees to capture memories with friends at their tables. The printed photos served as delightful keepsakes from the day.

Catering for the event was expertly handled by the HARTS cycling team, comprised mainly of Hartley employees. The funds raised from the catering will contribute to the Cycle Challenge scheduled for November.



One of the standout moments of the event was the generous donation from Catherine, the owner of Vangelis Jewellers. She donated a stunning string of cultured pearls with a 9ct yellow gold clasp for the raffle. Catherine expressed her joy at being part of such a meaningful charity event in a heartfelt note to the Events Manager.

"It is such a pleasure to be part of the best charity afternoon tea in Canberra! Thank you for including me in such a wonderful charity."

The Spinner Winner was another fundraising activity that drew enthusiastic participation. All 100 tickets sold out quickly, thanks to the attractive prizes donated by local businesses such as Canberra Weekly, Hair Flair Queanbeyan, Holdfast Distillery, and JayStar, among others.

The event was further enhanced by the beautiful floral arrangements from Love Grow Bloom that adorned the tables, as well as the delicious welcome cocktails provided by Canberra Distillery.

The fifth annual Hartley High Tea and Fashion Showcase was a resounding success, blending style, philanthropy, and community spirit. It served not just as an afternoon of entertainment, but also as a meaningful platform for fundraising and social engagement.



Rogaines

Rogaining is an adventurous sport that involves teams of two to five members navigating through various terrains using a map and compass. The events can last anywhere from 6 to 24 hours, requiring participants to select their own routes to checkpoints. The sport not only tests physical endurance but also fosters teamwork, strategic thinking, and a deep appreciation for nature.

On average, Hartley caters for eight rogaining events each year, ranging from local twilight 'metrogaines' in Fadden to more extensive championships on the South Coast or in Oberon. The catering needs are as diverse as the events themselves. For shorter, 4-hour events, a light afternoon tea suffices, while 24-hour events necessitate a full menu that includes dinner, breakfast, and lunch. The all-night café is a particular highlight, serving up to 400 rogainers whose ages span from as young as 3 months to over 80 years.

The culinary offerings are tailored to meet the needs of the rogainers, providing them with the energy and nourishment required to compete. The menu typically includes hearty soups and curries, as well as burgers and sausage sizzles. Breakfast favourites include porridge and bacon and egg sandwiches. Beverages like cordial, tea, coffee, and milo are available throughout the events.

One constant across all events has been the ever-popular cheese toastie. Over the years, an estimated 34,850 cheese toasties have been served, becoming a staple that participants look forward to.

This year, the volunteers faced a variety of weather conditions, from icy mornings in the mountains to sweltering heat during the twilight rogaine in February. Despite waking up to shards of ice in their water bottles at 5am, the volunteers remained steadfast, finding warmth and camaraderie around the fire bucket.

The February twilight rogaine was notably hot, prompting the volunteers to offer special treats like icy poles and chilled watermelon, which were enthusiastically welcomed by the participants.

Hartley's long-standing partnership with the ACT Rogaining Association has been a mutually beneficial relationship, enriching the community and adding a layer of comfort and hospitality to the challenging sport of rogaining. The volunteers' unwavering commitment, even in the face of diverse challenges, underscores the spirit of community service that both organisations embody.

HARTLEY HALL MARKETS

The Hartley Hall Markets stand as one of Australia's longest running and largest markets, now in its 36th year. Established in 1987, the scenic Hall Village has become the backdrop to a monthly celebration of community, creativity, and connection.

The Hall Showgrounds burst into life on the first Sunday of every month, excluding January, offering a diverse and vibrant experience. Visitors can explore unique creations, jewellery, local produce, baked goods, wine and spirits, plants, furniture, clothing, pottery, and gifts. The aroma of fresh coffee and the flavours of authentic hot food tantalise the senses.

The markets offer entertainment for all ages, from live music performed by buskers to face painting, circus performers, and classic sideshow attractions like laughing clowns and Catch a Duck. A special delight for the children is the Canberra Miniature Railway, providing exciting train rides.

The Hartley Hall Markets thrive thanks to the core group of fourteen dedicated volunteers. Their commitment ranges from three to thirty-six years, tirelessly helping set up various elements such as two canteens, the famous Hartley BBQ, car parking, and up to 300 sites. The pre-market chores, starting on Friday, include:

- Bunting off sections for parking and marking stallholder sites, a task that can take up to five hours.
- Erecting gazebos and furniture at entry points.
- Setting up BBQs and canteens, including cooking, restocking, cleaning, and packing down at day's end.

A heartfelt thanks to this incredible team, with a special mention to the Coordinators of Service Learning, Erica Whitby & Kath Notley of Radford College. Since 2006, the college has contributed fifteen-year 9/10 students each month to volunteer to support the markets, helping to make them such a success.





The Hartley Hall Markets do more than offer a fun day out; they bring the community together in a meaningful way. The markets support Hartley's work in the Canberra community, providing an inclusive environment for clients.

The markets raise vital funds for Hartley through various means, including site fees, entry donations, the renowned Hartley BBQ, and two canteens named after devoted volunteers. The collective hard work and commitment of staff, volunteers, stallholders, and the public have made the Hartley Hall Markets a cherished community event.

The Hartley Hall Markets embody a community spirit that has thrived for 36 years. With its blend of entertainment, shopping, and connection, the markets are more than a marketplace; they are a celebration of what makes the community unique. A sincere thank you to everyone involved in continuing this incredible legacy.

MARKET SNAPSHOT FOR 2022/23



MARKET SNAPSHOT SINCE 1987



STALL HOLDER PROFILE

KarmaKat Emporium

Unique, ethically made artisan treasures for your kids & kitties. Crafted from 100% hand-felted merino wool using azo-free dyes.

Introducing: Zina Richardson

When did you start selling your beautiful wares at the Hartley Hall Markets?

March 2021. I had recently moved back to Australia from Canada to care for an aging parent and needed a side hustle to help pay the bills. I always loved attending markets and had run market stalls on and off over the years, going as far back as Gormon House Markets in the late 1980's. I especially love seeing all the adorable cats that visit with their humans to buy cat toys and cat caves. One of our earliest customers, Bandit, and her dad Boat, became my brand ambassador. They can often be found doing meet and greets at our stall on the first Sunday of every month.

How long have you been attending the Hartley Hall Markets?

As a vendor since April 2021, as a customer since the late 1980's

What do you love about the Hartley Hall Markets?

That it is in my village! And that it feels like a real community country market. I love seeing so many of my favourite fellow stallholders on market day!

In your eyes what makes Hartley Hall Markets a different market?

Being in Hall, with the timeless feel of coming out to a little country village. The stalls offer unique goods that are not always found at other markets. And visitors can make a real day of it by strolling through the village or hiking the local trails during their visit as well. Also knowing the market helps to support Hartley.



VOLUNTEER STORIES



“For Tony and Margaret, it’s the relationships and joy derived from their interactions that stand out”

Tony and Margaret Morris

Tony and Margaret Morris are not just volunteers at the Hartley Hall Markets; they are its heart and soul. Serving since 1987, their commitment has spanned decades, bringing both operational efficiency and a warm community spirit to the markets.

Their roles are extensive. Beyond taking charge of parking, an essential task ensuring public safety, they are instrumental in setting up stalls, positioning signage, maintaining cleanliness, and even ensuring the bridge is in top condition. Their meticulous attention to detail is evident in the affectionately named ‘Margaret’s Corner’, a testament to their deep connection to the place.

But it’s not just about the tasks. For Tony and Margaret, it’s the relationships and joy derived from their interactions that stand out. “It’s a very friendly, happy time each month,” says Tony, underscoring their personal satisfaction and the broader societal impact of such community endeavours.

The respect they’ve garnered is palpable. Tony, often referred to as the ‘unofficial Mayor of Hall’, exemplifies the community’s trust in them. They’re the go-to for any information about the markets, from weather updates to bookings, indicating their irreplaceable role.

Their mentorship has been crucial for the Hartley staff and volunteers, ensuring that the market’s legacy continues to flourish. In conclusion, Tony and Margaret are pillars of the community, weaving operational excellence with emotional depth. Their legacy at the Hartley Hall Markets is profound, resonating with dedication, love, and service. Thank you, Tony and Margaret!

Jonathan Gowland - My Hartley Journey

My journey with Hartley began in 2001, when I completed my first Cycle Challenge from Canberra to Kosciuszko with the Vikings Cycling Club Team. From then on I was hooked! Apart from the challenge of the ride, I relished the fun and camaraderie.



Over the past 22 years, I have continued riding and/or supporting the Cycle Challenge in various roles. I have now completed 16 Hartley Cycle Challenges with various teams including Vikings, Southern Cross, FACS/ FACIA, Accenture, FFFM, Team Resolution Cogent (TRC) and HARTS

In the years I chose not to ride in the Cycle Challenge, I continued to support the event in various volunteer roles. These included:

- Follow vehicle for Team Resolution Cogent - supporting and protecting the riders on the road
- Ride Co-ordinator / volunteer (4 times) assisting in multiple roles within the event

In 2003, I got more involved in fundraising for Hartley by selling chocolates at work, which I continued for the next seven years.

In 2009, I took on the role of Ride Co-Ordinator and enjoyed it so much I repeated the experience in the 2010 Cycle Challenge.

Eager to get back on my bike, I joined Team Resolution Cogent (TRC) in 2011. TRC were involved in a number of fundraising activities, including supporting the ACT Rogaining Association. This involved providing catering services for participants for their 1 and 2 day events, held at various locations throughout ACT & NSW.

Other cycling fundraising activities included 'HART.R8 for Hartley', which involved participating in spin classes at various Fitness Centres in Canberra and Queanbeyan.

In 2022, I was asked to provide bicycle maintenance on a regular basis for one of Hartley's valued clients, who refers to me as "Jon the Bikeman". This is a role I gladly took on.

After many years involvement with Hartley and the Cycle Challenge, I continue to find it both fun and fulfilling. It's heartening to know that I have played a part in helping to raise awareness of the many issues confronting people with disability - and also much needed funds to provide respite, community and accommodation services.



OUR STAKEHOLDERS

Corporate Partners



VOLUNTEERS

Hartley has a range of interesting and rewarding opportunities for volunteers across our programs, services and fundraising activities. If you have spare time and want a rewarding and fun experience, contact us and help make a difference to people with disability in your community.

WORKPLACE GIVING An effective and simple way to donate to Hartley is through a 'Workplace Giving' program. Many employers offer this option through their payroll. Some corporations match their employees' donations dollar-for-dollar. Simply nominate a regular amount to be deducted from your pay and your payroll office will remit the funds on your behalf. You will receive immediate tax relief from your donation. A fortnightly donation of \$5 may not seem like a lot, but it will make a considerable difference to Hartley's work.

MAKE A DONATION You can make a tax-deductible donation to Hartley in the following ways:

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

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

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

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





SUPPORTERS

7 News Allstars

ACT Department of Sport and Recreation

ACT Rogaine Association

Agnew Building Supplies

Alliance Building Group

Arcidiacono Optometrist

Ashurst

Barlens Event Hire

Bellchambers Barrett

Blacker Electrical

Canberra Distillery

Canberra Hire

Canberra Toyota

Canberra Weekly Magazine

CentreRED IT

Clayton Utz

DATAKOM

Deloitte

Department of Health

DJ Nige

ELITE Event Technology

EY

Financial Translators

First Aid Services Australia

Forge

Fyshwick Fresh Food Markets

Hall Progress Association

Hartley Hall Market stallholders

Gallagher Insurance

Hardwickes Accountants

HARTS Cycle Team

Hellenic Club Woden

Hertz

Hire All

Hughes Mechanical

Jindabyne Sport and Recreation Centre

Kim Granger Building

Mikes Meats Fyshwick

Mugshots Photobooth

Mutual Brokers

National Mailing and Marketing

NSW National Parks and Wildlife Service

NSW Police

Oakden Enterprises

PayCat

Polis Partners

Projects Coordinated, Red Hill Express

Radford College

Remedy Plumbing

Renaissance Homes

Securus

SMS Online

Snowy Monaro Council

Vangeli Fine Jewellery

Victoria's Models

Whalen Image Solutions

Workforce Analytics

Yarra Wines

Zen Creation Photography



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

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