Hartley Lifecare

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Annual Report 2016-17

People with disability have opportunities to live their best life

Troy

Contents

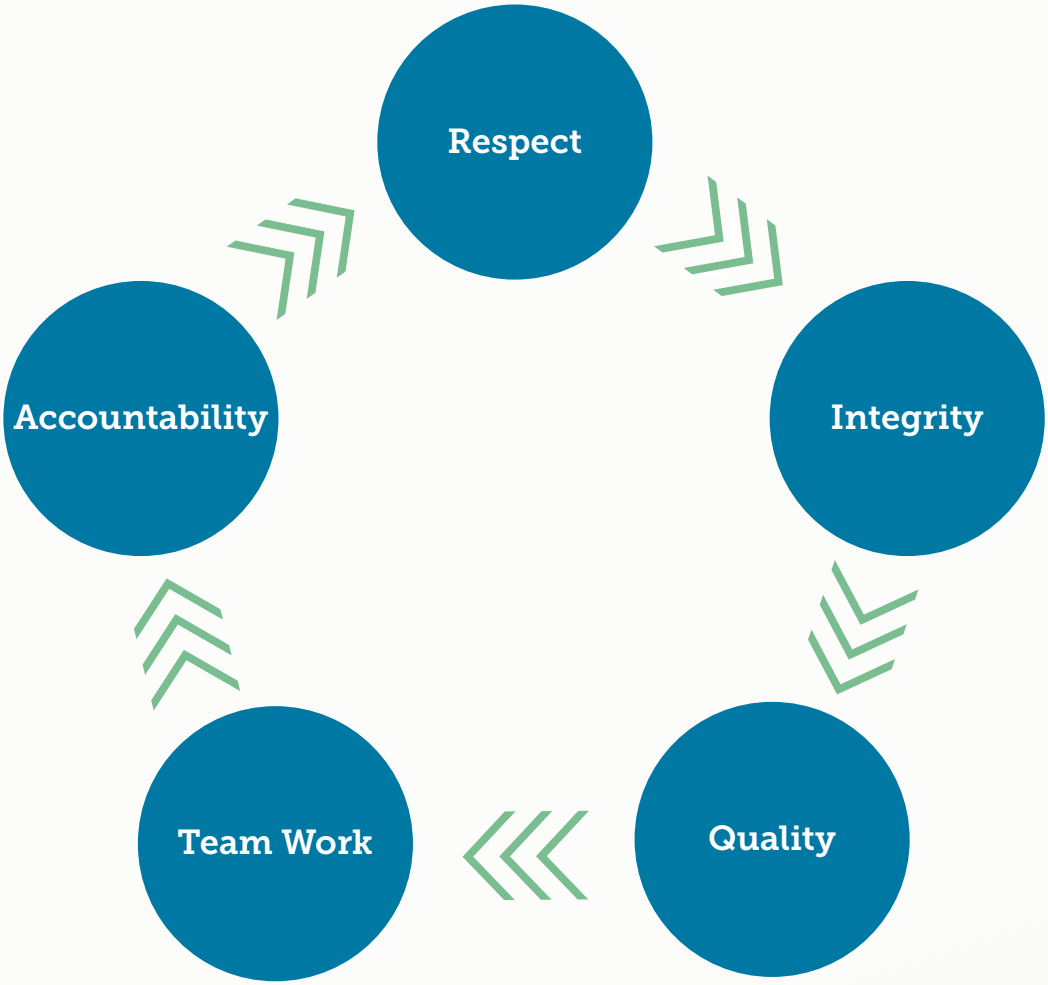
Our purpose and values	4
Chair's report	6
Chief Executive Officer's report	7
Our Board	10
Our programs and services	14
Assistive Technology Program	28
Hartley's brain injury information service	32
Our staff	34
Marketing, fundraising and events	40
Our partners and supporters	59
How you can help Hartley Lifecare	60
Financial review	61

Our purpose and values

Our purpose

People with disability have opportunities to live their best life

Our values



Chair's report

Once again, I am both pleased and privileged to report on the achievements of the staff at Hartley Lifecare as they work hard to achieve our Purpose: *people with disability have opportunities to live their best life.*

This year we launched a new Strategic Plan (see **www.hartley.org.au**) which will shape how Hartley works to maintain our reputation for high standards of care, and positions us to further improve our services to our residents and clients.

As was the case last year, 2016-17 has been a very busy year for Hartley and the Board has greatly appreciated the positive spirit and the professionalism with which our managers and staff have embraced the challenges of providing high quality support in a changing environment.

As a result of decisions by the ACT Government to move back from direct support provision in 2016-17, we completed the transition of the remaining houses from Disability ACT. As a result, Hartley now provides full-time support for more than 70 people in over 30 different residences in the ACT. Importantly, we also fund and provide over 1,000 nights of respite care each year and we plan to double that service in the next few years.

With the introduction of the National Disability Insurance Scheme (NDIS) in the ACT in 2015, Hartley has maintained a very careful watch on the implementation of the administrative and funding arrangements for the NDIS. This has occupied considerable time at both management and Board level. Regrettably, for the second year in a row Hartley has finished the financial year with over $2 million in receivables from a turnover of between $15 million and $20 million. The vast majority of this money was owed to Hartley for services already provided under the NDIS. Long delays with the acceptance of service quotes for NDIS clients and arrears in payments from the NDIS are a significant risk to the viability of Hartley. The uncertainty caused by these cash flow pressures is limiting Hartley's ability to support our residents and clients in the best way possible.

The Board would welcome more active engagement by the National Disability Insurance Agency (NDIA) with organisations such as our own, in addition to their interaction with the clients of the NDIS.

We cannot cease providing services to people with profound and complex disability simply because the paper work has not been agreed, or because payments for services already delivered have not been received.

That said, Hartley continues to benefit from the selfless work of our committed and generous supporters. Andrew Kerec in particular, has done extraordinary things in the past 18 months in support of Hartley, including the Deakin Charity House Project and his own Spine Tingling Ride from Canberra to Darwin. Andrew's efforts have raised nearly $400,000 for Hartley and the Board is very grateful for his support.

In addition, we continue to benefit from the commitment and generosity of many other sponsors, and also from the many cyclists and volunteers who make the annual Hartley Cycle Challenge such a success year after year. Hartley is very fortunate to receive such amazing support, and we use the funds from events such as the Cycle Challenge to provide respite care to families in the ACT and surrounds.

Our integration with the National Brain Injury Foundation (NBIF) is almost complete. During 2016-17 we recognised the transfer of the Dorothy Sales cottages in Hughes to Hartley. Which together with fundraising and other activities noted above, has resulted in an operating surplus of over $3.5 million. The Board plans to use these resources to redevelop Hartley Court in Hughes (subject to development approval) and also to expand our capacity to provide respite care by building additional facilities for that purpose.

The Board works well in support of Hartley's management team. This year we farewelled Tonia Barnes after 15 years as a Board member, and recognised her service and her valuable contributions to the Board by investing her as a Life Member of Hartley. Thank you Tonia, you will be missed.

Sadly, this year our serving Board member Lee Donnelly passed away after a long period of ill-health. Lee continued to attend Board meetings up to the end, and his quick mind and preference for action over delay have been of great value to Hartley over the past five years.

Benjamin Battisson was appointed to the Board to fill the absence left by Lee's passing. The other vacancy will be filled following completion of the actions from a Board review, undertaken for Hartley by EY. This review represented a timely opportunity to assess how the Board is structured, how it operates and how best it can both direct the strategy of Hartley, and support the management team as they work to achieve our Strategic Plan objectives.

In closing, and on behalf of the Board, I would like to again thank our CEO Eric Thauvette and his managers and staff for the wonderful, caring and professional job they do for our residents and clients.

Geoff Leeper
Chair

Chief Executive Officer's report

This past year has been an excellent year for Hartley Lifecare and the people we support.

We continue to be a strong viable organisation in a changing funding environment whilst working to accommodate a considerable increase in demand for support from people seeking our expertise. We continue to adjust and make changes to the structure of the organisation to ensure the continuity of the high quality support our staff provides, and to foster productive relationships with our clients, families, staff and important stakeholders.

As at the end of this financial year, Hartley provided supported accommodation (Supported Independent Living) to 76 people in 32 homes across Canberra. We maintain a focus on continual improvement and innovation to grow and enrich the quality of support for people with disability. A family-centred governance approach enables us to provide the best outcomes for the people we support and enable people with disability to have opportunities to live their best life.

This year we have released our *2017-2020 Strategic Plan* that sets out four strategic goals for the organisation. Additionally, our new Business Plan underpins the Strategic Plan by clearly articulating the actions required to reach our goals. These plans reflect the adjustments needed to achieve outcomes within the parameters of the NDIS environment that will support the continued growth of Hartley.

It is with sadness that one of the clients that we have supported passed away this year. Elizabeth (Libby) McKay had been living at Hardey House for 30 years and will be missed by her family, house mates, staff and friends.

With the integration of the NBIF, Hartley is now the owner of Dorothy Sales Cottages including the therapy pool. *(continues overleaf)*

We continue to deliver the brain injury information service that provides information and direction regarding services available for people with brain injury in the ACT and region.

Andrew Kerec, a long-time supporter of Hartley set out to ride his mountain bike from Canberra to Humpty Doo (near Darwin) to raise money for both Hartley and Project Edge (Spinal Cure Australia). This was an amazing effort and we are grateful for the invaluable support of Andrew, his family and the broader community who supported his Spine Tingling Ride.

Our Cycle Challenge continues to be very successful in raising funds for Hartley with the proceeds of last November's event contributing to our respite care, transportation and the accumulation of funds to rebuild Hartley Court.

The Better Together Alliance continues to thrive as Hartley, LEAD and Sharing Places collaborate to share expertise and resources in preparation for the future direction of disability in the ACT and the NDIS. Getting people with disability transitioned for the NDIS has been a key area of focus for the Alliance.

We continue to work with Ability Technology to provide assistive technology assessments, support, equipment and workshops to help make people with disability more independent. We have increased our levels of assessments providing a greater level of community/workplace participation by people with disability.

Hartley continues to build on its foundation of strong governance, with an excellent Board providing the strategic direction of the organisation. I would like to thank all Board members and the Chair for their support and guidance through the challenging changes we have endured over the past few years.

I would also like to thank Hartley's employees who continue to be the strength of the organisation. Without their dedication and passion for supporting people with disability we would not be able to provide our high quality services.

Eric Thauvette
Chief Executive Officer

Our Patron

Her Excellency Lady Cosgrove

We are delighted and honoured to have Her Excellency Lady Cosgrove as the Patron of Hartley Lifecare.

Lady Cosgrove's official biography lists her personal interests as art, architecture, nature and gardens, as well as a keen follower of sport. As the wife of our Governor-General, His Excellency General the Honourable Sir Peter Cosgrove AK MC, she continues a tradition of vice-regal patronage.

Actively involved in the welfare of partners in the Defence community, Lady Cosgrove became the inaugural Patron of Partners of Veterans Australia. She has worked with numerous charitable organisations, supporting the aged, people with disability and also endangered Australian wildlife.

Life members

Tonia Barnes

Harris Boulton

Greg Brackenreg

Peter Bray

Jennie Cameron AM

Beryl Cziesla

Brian Digby and Margaret Digby

Lee Donnelly (deceased)

Ross Ellis

Helen Falla

John Hicks

Tony Lo Pilato

Chris Michalis (deceased)
and Mary Michalis and family

Tony Morris and Margaret Morris

Dino Nikias OAM

Jan Puckett

Tony Radovanovic
and Cherie Radovanovic

Bob Skidmore and Marcia Skidmore

Shirley Sly

Our most recent life member

Tonia Barnes has been a valuable Board member for 15 years and has been instrumental in helping Hartley Lifecare with its strategic direction. During her tenure, Hartley has gone through many changes, including substantial growth. Tonia's contribution to Hartley's Board has been crucial for Hartley to become the sustainable organisation it is today.

We thank Tonia for her many years of service. She will be missed by clients, staff and the entire Hartley community.

"It has finally come, my time to resign from the Board of Hartley Lifecare after 15 years.

I have been very privileged to be a Board member of such a dynamic organisation. Under the leadership of two very dynamic Chairs, the journey has been one of highs and exceptionally very few lows. Our current Chief Executive Officer has made many changes to the day-to-day operations of Hartley that have improved the performance of the organisation and made the job of being a Board member that much easier. This has allowed us to concentrate on strategic direction, performance and the governance of Hartley.

Over the time, Hartley has grown to meet its clients' ever increasing needs and expectations along with those of government and community. Hartley can be very proud of its growth and future directions.

Being involved with Hartley has been a great pleasure to me and I will miss the interaction with the clients, Board and staff of Hartley."

Tonia Barnes

Our Board

Board Members

Geoff Leeper - Chair

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

Tonia Barnes

Tonia was previously the CEO of Palliative Care Australia in 2004. She was appointed to the Hartley Board in 2002.

Tonia retired from the Board this year.

Benjamin Battisson

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

Harris Boulton

Harris has been associated with Hartley for 40 years. He has been a member of the Board since the incorporation of Hartley and served as Chairman between November 2009 and August 2010. He was awarded honorary life membership of Hartley in 1993. Harris' youngest daughter is supported by Hartley.

Peter Brown

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

Terrence Gallagher

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

Lisa Keeling

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

Eric Schick

Eric is the Honorary Secretary of the National Brain Injury Foundation and became a member of the Hartley Board in August 2013. He is a retired specialist consultant in property development, property budget planning and management, property client representation, property taxation and contract dispute resolution.

Anthony Vincent

Anthony joined the Board in 2015. He has been associated with Hartley since 1974 in many roles. He is a client at Hartley, has been the Cycle Challenge Ambassador, and most recently began a term as the Client Representative on the Hartley Board.

Jenni Vincent

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

Lee Donnelly 1936 - 2017

This year Hartley saw the passing of a friend and a long standing Board member, Lee Donnelly. Lee had been a Hartley Board member since 2010 and brought his extensive finance and business experience to the Board. Lee's comprehensive understanding of finances as a member of the Finance sub-committee helped us to establish a strong financial foundation. Lee was associated with Hartley for many years before his tenure as a Board member, including supporting Hartley through sponsorship of the Cycle Challenge whilst in the position of the Fyshwick Markets Manager.

Hartley recognised Lee's long contribution with Life Membership in 2012. Lee's efforts in supporting Hartley, his presence on the Board and as part of the Hartley community will always be remembered and appreciated by all.

Board meeting attendance 2016-17

Board Members	2016		2017			Total	Out of
	Aug	Oct	Feb	April	June		
Geoff Leeper (Chair)	✓	✓	✓	✓	✓	5	5
Tonia Barnes	A	✓	✓	✓	-	3	4
Benjamin Battisson	✓	✓	✓	✓	✓	5	5
Harris Boulton	✓	✓	✓	✓	A	4	5
Peter Brown	✓	✓	✓	✓	✓	5	5
Lee Donnelly	A	✓	A	-	-	1	3
Terrence Gallagher	✓	A	✓	✓	✓	4	5
Lisa Keeling	✓	✓	✓	A	A	3	5
Eric Schick	✓	✓	A	✓	A	3	5
Anthony Vincent	✓	✓	✓	✓	✓	5	5
Jenni Vincent	✓	✓	✓	✓	A	4	5

** Lee Donnelly passed away before the April Board meeting*
** Tonia Barnes stepped down after the April Board meeting*

A = Apologies ✓= Attended

Hartley Lifecare's Board Members and CEO
Absent; Tonia Barnes and Anthony Vincent

Our programs and services

Supported accommodation

This year saw the continued expansion of our accommodation services with Hartley Lifecare now supporting over 75 clients across 32 houses.

In this past year Hartley was able to offer one of our long term respite clients permanent accommodation at Hartley Court. This has been a great relief for him and his family and he has settled in well and is very comfortable with all of the residents and staff. It's great to see that as the youngest resident in the house, the other residents have taken him under their wing.

A new client has moved into Fraser House where his brother currently resides. This move has made things much easier for the family to have both of their children in the same house. They have not lived together since they were boys and are enjoying the time together with the normal banter that goes on between brothers. Their family have also commented on how their other son has become a lot more verbal since his brother moved in.

Long term employee, John Mutton has returned to Hartley Court as the driver and maintenance man which has been welcomed by all of the staff and clients. The clients had missed his smiling face and his gentle reminders to keep the vans cleaned and the lawns mowed!

Sadly one of our residents, Elizabeth (Libby) McKay, who lived at Hardey House passed away this year. This was a very sad occasion for the families involved and the staff who had supported Libby over the years.

Elizabeth (Libby) McKay

Transition of services from Disability ACT

During 2016-17 we completed the transition of the Disability ACT group homes to Hartley. All of these homes offer 24 hour support. Whilst challenging, it has been very rewarding to see the extremely successful outcomes for the clients in the homes as well as their families. We have enjoyed providing many new opportunities for the people we support through the community, including work opportunities as well as providing day trips or short holidays out of Canberra. For some clients, prior to transitioning to Hartley, the opportunities to have these experiences were limited or non-existent.

Hartley has also expanded its in-home community support with the commencement of new services. One of these is for people who are living away from their family for the first time. It has been very rewarding to see these young people start to develop a new and fulfilling life.

We had a busy year with most of the clients we support now in their second or third year of National Disability Insurance Scheme plans. Navigating the needs of the scheme has definitely been a challenge. However, we are still seeing many positive outcomes for the people we support.

We had an increase in the number of families and clients who have requested Hartley to take on the responsibility of community based services such as recreational programs and activities which have resulted in growth in the individual community support services that we provide. We are very pleased to see that the clients who have requested this support are not only being introduced to new activities but are also able to keep doing what they have long enjoyed.

This year Capital Community Housing (CCH), the tenancy management organisation Hartley has been dealing with for many years, closed its doors. We were sad to see CCH leave the industry as they have been very supportive of Hartley and we developed a strong working relationship over the years. Havelock Housing Association has taken over the tenancy of most of the houses where Hartley provides support and our experience with Havelock has been very positive. We are grateful to be dealing with a professional and experienced organisation to manage the tenancy for the clients we support.

Maintenance and the environment

A major achievement during the year was the installation of solar panels on Hardey House. Because of the excellent financial management of the families of people living there, the clients could afford to install an additional 10 solar panels to the existing 40 panels to help reduce their utility bills and to reduce their carbon footprint. The house is now producing 2.8 megawatts of electricity but only uses 2 megawatts. The main goal is to reduce the Hardey House power bill to zero and we are well on the way to achieving this.

To further increase Hardey House's efficiency, the gas heater has been replaced with two air conditioners. The Department of Housing has also installed two electric hot water pumps to replace the two gas hot water systems and meters to collect data to further improve efficiency.

Fraser House has been painted throughout and looks fresh and homely. Some artwork has been donated and framed, as well as photos of the clients have proudly been put on display.

As part of monitoring the maintenance and environment of the houses we support, Hartley has a very active Work, Health and Safety Committee, which meet every two months. Committee members include all of the House Supervisors.

Hardey House solar panels and power inverters

Sally and Naomi enjoying the Arboretum

Naomi and Sally's new home

Naomi and Sally are sisters who have recently moved out of their parents' home into 24 hour supported accommodation.

This was a big step for the two girls as well as their parents who knew they would miss them terribly, however also wanted their daughters to live independently.

There was a period of adjustment for Naomi and Sally as they got used to new faces and new routines but they have settled in well and continue to show off their wicked sense of humour, charm and cheek. The girls have also received a pet fish each. Naomi's fish is 'Tim' and Sally's fish is 'Tam' and they are a welcome addition to the house.

The sisters love to go out and see new things and they are looking forward to planning a holiday next year, somewhere on the coast as they both love being near the ocean.

Lorna, Hartley supervisor

Alan and Jamie

Respite care

This year Hartley Lifecare has seen an increase in enquiries about respite care (short term accommodation). This service has always been sought after by our existing families and also now by families and participants who no longer receive respite from other agencies. For most of the year all three respite beds are occupied while our families take a short break from their carer role.

Currently in the ACT there is a major shortage of respite facilities for families and Hartley continues to assess how to meet the demand and how to plan for the future.

Transport unit

Hartley's fleet of vehicles have been well utilised over the past year by providing transport for our clients, to and from their activities, including community programs and appointments, as well as transporting clients to their workplaces. Within the fleet, we are fortunate to have a spare modified vehicle to share amongst the houses to assist when others are being serviced or for extra outings and holidays.

The services that have transitioned to Hartley from Disability ACT have provided additional resources so that we can continue to use vehicles to meet the needs of the people we support in those services.

Outreach program

Community outreach support continues to provide an individualised service to people with disability. Support services range from a few hours several times a day to 24 hour support or live-in carer roles depending on the client's needs.

Staff are carefully selected to ensure a good match is made to nurture and foster strong relationships. Staff pride themselves on their dedication, reliability, passion and high level of flexible and individualised support. These qualities enable those we support to reach their full potential at home and within the community.

Callum and Jo cycling

Cuisine Team at lunch

Cuisine Team

The Cuisine Team has seen big growth over the last 12 months with regular attendees increasing to over 35. This has meant a change to the format as the group is now too large to be accommodated by some of their favourite venues. Following consultation with Hartley staff and clients, every second month remains a large group booking at one of Canberra's popular clubs or restaurants for Saturday lunch or the ever popular BBQ. The alternating month provides for new options for a meal out with a smaller group on a different day of the week, or an activity such as bowling.

Continuation of our Cuisine Team has been made possible through funds raised from Hartley's Cycle Challenge and HART.R8 for HARTLEY.

A parent's story

For quite a long time Patrick and I have envisaged a life for Declan that is independent of us. We realised that he was never going to be completely independent but we wanted him to have a full and meaningful life of his own. We have been working on this for years and looked at many models of support before we decided that the one that would suit Declan best was the co-resident model. With this model, Declan could become part of the community while being supported in his own home by one main person who shares his home and his life. There are other staff members who support the co-resident and fill in when needed.

Hartley Lifecare worked with us to make this a reality.

The transition process started earlier this year with Hartley staff taking on weekend day shifts as well as a mid-week evening shift which involves dinner and an outing, to get to know Declan.

Declan quickly got to know the support workers and has formed close bonds with all of them. A co-resident position is harder to fill and it took months of careful selection to find a suitable candidate. Hartley have done this and so far the arrangement is working very well and Declan is happy.

We are very pleased with the guidance and support that we have had from Hartley to make this a success.

Helen White

Parent

Declan

A co-resident's story

I came to Canberra for a job and instead I met a friend.

I first met Declan in July 2017 and from the very first meeting, I was impressed by his warmth, generous spirit, great sense of humour and general positivity. It's been a few months living together and it has been a very positive experience for me. Before I got involved with this program I thought it was going to be me providing a service but it has turned out to be a reciprocal arrangement. I have received far more from this experience than any remuneration can offer.

Co-residency with Declan has proved to be more than a job but a lifestyle with a great person that I'm happy to call my friend.

Hartley co-resident

Intentional Community – Benambra

Four years on and Benambra has proven to be more than a bunch of townhouses. It provides community inclusion, comprising of people from a range of different social, employment and educational backgrounds who have agreed to be supportive, friendly and sensitive to the needs of each other. Those who want to live in the complex actively contribute to its success.

In the past year, the Community has had working bees, gardening days, community BBQs, a good neighbour day, clean up Australia day and an Easter Egg hunt. Along with the entertainment and events that are held at the Community, members have built good relationships with one another and will often borrow tools, share trades and services as well as working together to maintain the upkeep of the communal garden - reaping the rewards of fresh herbs and vegetables all year around.

Ben, who is also part of the Intentional Community, has had a very busy social year! From celebrating his 30th Birthday to travelling several times this year to visit family, attend weddings and to generally wind down. He also continues to work three days a week at The Canberra Hospital and is kept busy collecting and sorting mail.

For his 30th birthday Ben went skydiving! He has always wanted to skydive since a young age and this dream was finally made a reality with the support of his family, friends, Hartley Lifecare and Skydive Canberra.

Being his first time jumping, nerves were very high. The instructor's enthusiasm was refreshing and made him feel at ease throughout the entire experience. Ben loved the feeling of the wind through his hair and the spectacular views. It was definitely an unforgettable experience.

Dan is an active and helpful member of the Intentional Community. He loves walking his neighbour's dogs. He does the mail drop off and continues to work at the Convention Centre. Dan also runs his own business 'Danny's Pet Pantry' where he makes, distributes and sells dog treats at the Hartley Hall Markets.

Jackson cooking a meal after work

Ben on holidays, and Ben taking to the sky

Dan and Lilly the Labrador

Murramarang team building conference

The Intentional Community Murramarang team building conference gives everyone who is involved in the Community the opportunity to spend a weekend away with good neighbours, colleagues and friends.

The conference is a wonderful opportunity to get to know people on a more personal level and strengthen existing and new relationships.

Activities at the conference include joint lunches, team building games, bush walking, evening BBQs, trips to the beach, a visit to the zoo and some of the surrounding towns.

The intentional Community Murramurrang team building conference

Sally, Jackson and Karen enjoying the coast

Philippe and Jackson

JACKmail

Jackson and I have been working together for ten years. During this time we have developed a good friendship and working relationship where we are comfortable with one another. This year we have been pretty busy delivering mail and parcels mostly in the inner south of Canberra from Weston Creek to Fyshwick.

We have signed up new clients and lost a couple of clients - but overall we are doing a similar number of deliveries as last year. Jackson is very comfortable and happy to do his work and looks forward to starting his day at 8.30am every morning.

JACKmail has a busy delivery schedule throughout the morning until lunch time and Jackson takes his part of the job, of carrying the bags of mail, very seriously. JACKmail clients continue to appreciate the valuable service they receive and enjoy interacting with Jackson on a regular basis. Although we have taken very little time off in the last 10 years, the feedback from clients is that they are very relieved we when come back from our one month shut down period in December, as they miss the convenience and reliability of our service.

Philippe – Jackson's carer and JACKmail driver

Assisting our clients to achieve their goals

Hartley Lifecare's staff continue to work closely with Allied Health Services to support Richard from Tuckett House. As the support staff get to know him better and receive specific training, they are better equipped to provide the specialised support Richard needs.

Max Solutions are continuing to work with Richard to find him suitable employment. Richard is very keen to work – it's just about finding the right position for him. In the meantime he volunteers at the Hartley office and loves visiting the administration staff and being helpful.

Richard helping out with admin tasks in the Hartley office

Kylie in her new electric wheelchair

Many of our clients have received new wheelchairs, which is exciting because often their old chairs did not provide them with sufficient independence. The new chairs mean they can do more and get out into the community a lot more which has many benefits. The chairs also elevate, so clients can be at eye level with people they are talking to or spending time with.

Steven and Justin recently competed in a ten pin bowling competition in Sydney with The Wizards Bowling Club. They compete regularly at state and national levels and they train every Saturday morning at their local AMF Bowling Centre. Their next competition will be held in Orange later this year and next year they are off to Adelaide! They are both very committed and enthusiastic about their ten pin bowling and over the years have won many trophies.

Justin and Steven celebrating their win

Justin also attends drama classes at The Hub weekly and he is currently learning his part in a play to be performed soon. It's called - Abigail Awesome and the Amberland thief. Good luck Justin!

Alex is proudly enjoying his veggie garden at Hartley Court. Alex told us that he is already trying some of the parsley. Alex's garden was created earlier this year with the assistance of his parents and Hartley staff.

Alex working on his veggie garden

David enjoying the art show

David has a great passion for all things art.
This talented man was lucky enough to have his art work selected to be shown during the opening of M16 art space in Griffith. David regularly attends art class at Hands On and he is very proud of his achievements and so is everyone at Hartley.

Our clients and their pets

Helmut has wished to have a chicken coop at Fisher A House since the day he moved in and at the beginning of the year his wish came true. Helmut is also passionate about his vegetable garden and the grazing chooks complement the garden and make the house more lively and vibrant. The garden is thriving with wonderful home grown seasonal healthy vegetables and free range eggs which are enjoyed by both clients and staff.

Jan gets a lot of joy in feeding and patting the chickens

Cuddles the cat plays an important role in Janice's life. Cuddles is Janice's much loved companion who is always around. Cuddles greets visitors as they enter the house and is always up for a tummy rub.
She brings a lot of happiness and comfort to Janice and the other clients in the house.

Janice and Cuddles

Recreation program – wonderful getaways and outings for Hartley Lifecare's clients

With the full roll out of the National Disability Insurance Scheme (NDIS) this year, clients now have more opportunities and choices for greater experiences within the community.

Hartley staff continue to support clients to have fulfilling lives by being part of the community, keeping in touch with friends and family and experiencing weekends away and much anticipated holidays.

Some of the many activities that have been enjoyed by our clients have included: having a pamper holiday on the south coast, cooking at home, swimming, aqua aerobics and dancing.

Nimbin House clients enjoy their monthly adventures where they travel interstate to somewhere new. A highlight for the house was a road trip to see the Big Merino in Goulburn. Nimbin's clients have also been learning to cook and have been making meals for their house mates which have been thoroughly enjoyed by all clients and staff.

The ladies of Hardman House have enjoyed the sites of Canberra and a number of activities including; birthday celebrations, trying new restaurants, dancing with Causeway Dancing and short outings around Canberra and the surrounding regions. Picnics in the park were the flavour for summer and they went to the movies for a brand new experience - and walked out all smiles. Tracey took to the water for Sailability and was fantastic as skipper.

Kate dancing

Dean and Michael visiting the Big Merino

Skipper Tracey

Mary-Ellen, Rebecca and Kara cooking dinner

Exercise physiologists from the University of Canberra ran a six week group exercise program during the year for our clients living at Lord Street.

The exercise program was specifically based on the needs of the group and focused on balance, coordination, overall strength and promoted the benefits of exercising in a supportive group.

The feedback from our clients from this program was very positive and they looked forward to the classes each week.

Clients enjoying the benefits of gentle exercise

Minjae with the dolphin trainer

Recently Minjae enjoyed a trip to visit his sister in Hawaii with support staff member Phil. They took a tour of Pearl Harbour and Minjae had a one-to-one session with a dolphin trainer. Minjae celebrated his birthday on the flight home which included an announcement from the pilot wishing him a happy birthday from all the crew!

Sue knitting her next beautiful blanket

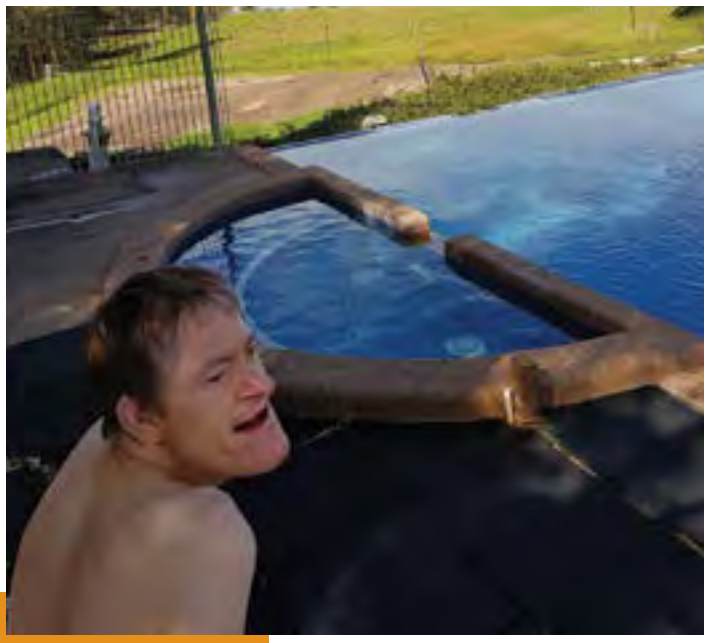
Sue has been honing her many talents as a gardener and hostess. She has also knitted an entire blanket as a gift for a family member and is now working on the next one.

Getting out and about on weekends is something that the clients at Fingleton love. Most weekends they enjoy getting out for a drive somewhere different and having a BBQ or picnic and a bit of a walk. They have been to Cooma, Yass, Goulburn, Captains flat, Braidwood, Bungendore, Lake George and several other places surrounding Canberra. They love trips in the car and are mesmerised by the passing scenery.

The guys had a great time travelling from Canberra to Murrumbateman to visit the Long Rail Gully Winery. They enjoyed a BBQ lunch followed by a walk and then a visit to the farmer's market stalls where they sat and had muffins for afternoon tea.

Jamie, Dean and Martin enjoying their weekend outing

Alex at the coast



Michael at the coast

Our staff from Nangor had a significant achievement this year by taking all of the clients on a trip to the coast. Everyone had a great time and for some of our clients this was the first time they had been to the coast for a number of years.

The lovely ladies at Suttor Street went to Sydney to see the musical Kinky Boots. They all enjoyed this hilarious and heart-warming story.

Philip had been talking for months about going to Wangaratta so one of our staff proposed a four day road trip to Victoria. They headed straight to Wangaratta and then made their way to Glenrowan which is the place of the last siege of the Kelly Gang. This was Philip's first holiday away without his housemates and he is already planning his next trip.

Philip enjoying the sites at Wangaratta

Carol-Jayne, Penny, Joanne and Wendy attending Kinky Boots in Sydney

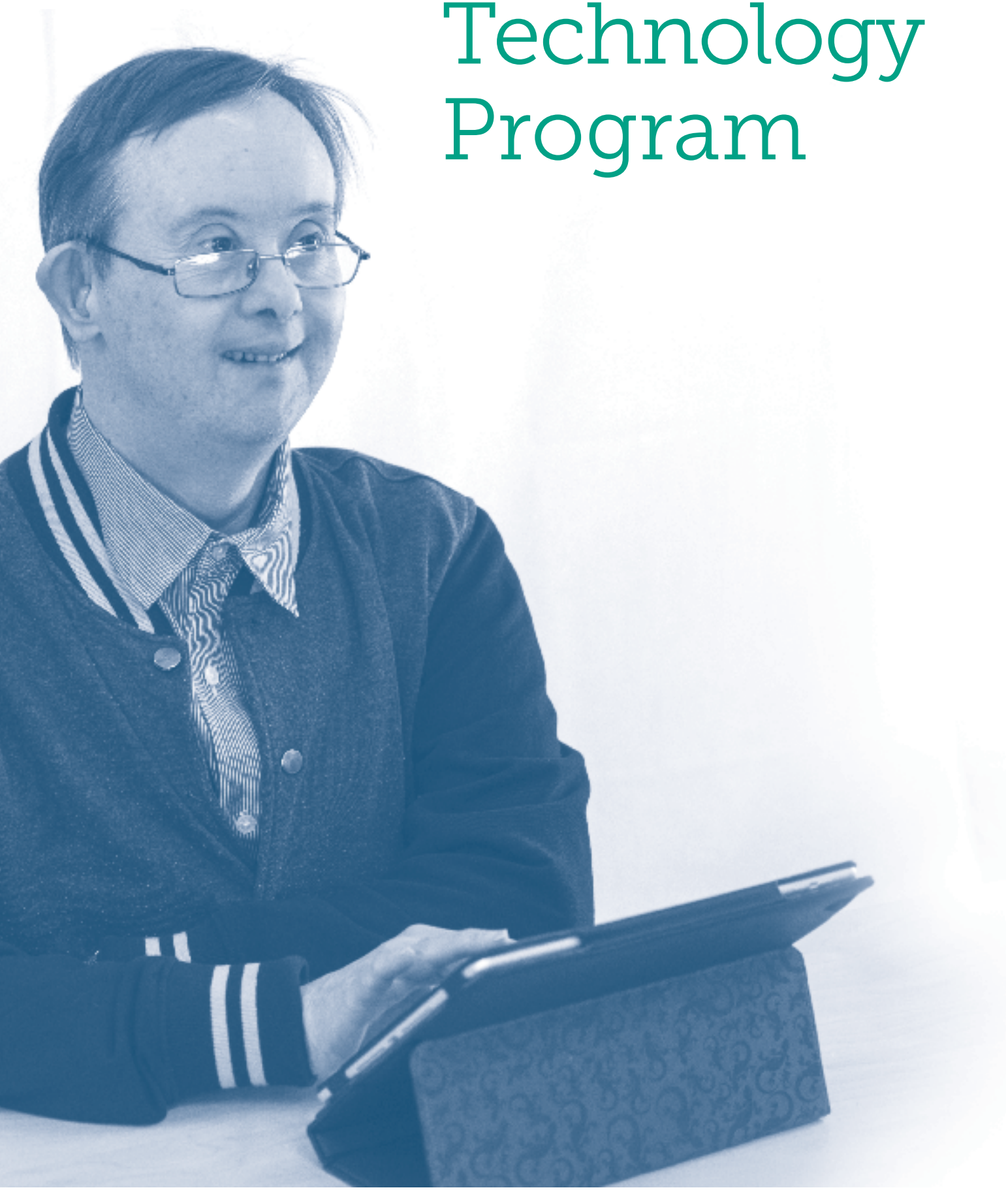
Hartley Lifecare's staff and clients celebrate Christmas (twice!)

Our Christmas parties are always a lot of fun and enjoyed by everyone. The parties held in July and December 2016 were well attended by most of our support staff, clients and their families. The parties are a great way to celebrate Hartley and the significant growth we have experienced as well as getting our clients and support staff together to meet each other or catch up and enjoy each other's company.

Some of the other activities and events our clients have attended include:

- Visiting Floriade
- Hartley Lifecare Cycle Challenge
- Anzac Day Dawn Service
- Christmas parties with Hartley and other organisations
- In house gatherings, BBQs, picnic, morning teas and dinners
- Interstate travel
- Holidays – Cruises/Plane trips
- Visiting the Hartley Hall Markets
- Attending art exhibitions
- Cooking
- Attending theatre shows
- Going to the football
- Causeway dancing
- Birthday celebrations

Assistive Technology Program



Bryan using his iPad

Bryan is a client of Hartley Lifecare who has endured the rollercoaster of highs and lows trying to find the right solution to assist him to be able to communicate effectively. The solution he was seeking would provide him with a feeling of dignity and inclusiveness with his family and his peers.

With his mother's support and the guidance of our Assistive Technology (AT) Program, Bryan believes he has finally found the answer - the iPad.

His story is one that is familiar to many people living with disability.

At the age of five, Bryan was supplied with his first screen based communication device. It was the size of a small suit case with a communications symbol board that took six weeks and a trip away from Canberra to have any changes made. Besides being clunky it was impractical in size and weight for a little Bryan to use, but at the time it was all that was available.

At seven years of age, he was given a tape machine, much like a labelling machine – smaller and easier to carry. It seemed promising, but with poor vision, the tape it dispensed was impossible for him to read. He could spell the words but was not able to review his work.

Bryan found all these devices embarrassing to use, no one else had one - just him. He disliked being perceived differently to everyone else and this led to his frustration and objection to using any device that stopped him fitting in at his school.

And then came the iPad. iPads were already extremely popular in the general community and now they're being celebrated even more because of their useability to help people living with all types of disability.

> "After so many years, Bryan has finally found a solution that helps him day-to-day and makes him feel part of our tech savvy world. In his words .... 'is cool as'.

iPads are a cost-effective option as a communication aid. The benefits of the iPad to our clients are undeniable as a tool for education or simply for recreational purposes.

People with disability nationwide are using iPads as a tool to help them practice their cognitive-functioning skills and gain greater self-sufficiency.

Endless apps exist that teach people how to perform daily tasks using video and/or step-by-step instructions.

Increasing the size of the font and the 'text to voice' app has made this the perfect communication tool for Bryan as it is affordable, practical and light weight. After so many years, Bryan has finally found a solution that helps him day-to-day and makes him feel part of our tech savvy world. In his words .... 'is cool as'.

Hartley's AT Program has been helping people gain greater independence by using available technology for over a decade. Facilitating one-on-one individual assessments in partnership with Ability Technology has enabled us to provide technical and hardware training to people with disability.

Ability Technology -

To gain more information about the latest news and tips on assistive technology visit
www.facebook.com/AbilityTechnology

Hartley would like to formally thank our loyal supporters; Accenture, John James Foundation, The Snow Foundation and Clayton Utz. The changes Hartley's AT Program continues to make in people's lives would not be possible without their tremendous support again this year. This support enables us to continue helping those clients who are unable to access specific funding - ensuring those that are not covered through funding still have the opportunity to access our AT Program.

> "Our AT Program is helping individuals to perform independently a range of skills required to enhance their lives."

We look forward to continuing our AT Program into 2017, providing more one-on-one assessments, information and technology solutions. Through the Hartley AT Program we will continue to help individuals reach their full potential at home, in their community and in the workplace - allowing them to achieve greater inclusiveness and independence.

Hartley's AT Program is supported by these generous partners

CLAYTON UTZ

Hartley's brain injury information service

Hartley's brain injury information service

Brain injury refers to a number of conditions and brain disorders that result in a level of neurocognitive impairment, which is distinct from intellectual disability. Acquired Brain Injury (ABI) refers to any damage to the brain that occurs after birth, including accidents, trauma and medical conditions such as stroke, infection and degenerative neurological disease. ABI is the silent, invisible disability that can happen to anyone at any time. People with ABI can experience a range of disabilities that will affect them physically as well as affecting how they think, feel and behave.

With over 600,000 Australians having an ABI, it is important that relevant and accessible services are available to ensure meaningful support is available.

Hartley's brain injury information service (the service) provides a beneficial, supportive and accessible local service assisting individuals gain more independence, self-determination and creates community inclusion. This is achieved through individuals, groups and other stakeholders having direct access to our brain injury information service, a custom built and innovative website, information packs, factsheets, education seminars and peer support.

Through information and referral, people with ABI and their families can navigate issues and make decisions affecting their lives. In addition, linkages with other services enhances community awareness and capacity building by increasing access to specialist information and services, including medical, financial, legal, and lifestyle choices as well as ongoing residential, respite and health support.

During 2017, the establishment phase of this service has continued and is now nearing completion. We are very excited to announce that we now have a fully operational service in place, providing meaningful information to people with ABI and their families.

Coordinated by Annette Matheson, our brain injury information service is available to the ACT community and surrounds and ensures that people with ABI and their families have someone to talk to, whether over the phone, via email or by visiting our office in Pearce.

Annette Matheson, Coordinator of Supports and Emily Nguyen, Administrative Assistant working on some future tool kits for people with ABI

Rural Funds Management (RFM) have been pivotal in providing generous financial support throughout the establishment phase of this service. This support has enabled essential planning, scoping, research and modelling work, along with commencing consultation with key stakeholders and potential users of the service. In addition, we have continued to receive essential support from past and present members of the National Brain Injury Foundation (NBIF) following its decision in 2013 to wind up its services and transfer its functions to Hartley Lifecare. Hartley has appreciated the confidence and support from the NBIF and look forward to growing and expanding this service.

Currently, we are conducting research on specific information to be included on our new website and within our information tool kits. This work will be followed by the development of a new business plan, inclusive of a targeted communication strategy. We are very excited about the future of this program given its alignment with Hartley's purpose and values.

Rural Funds Management

To access Hartley's brain injury information service:

Call 02 6282 4411 or

Email reception@hartley.org.au or

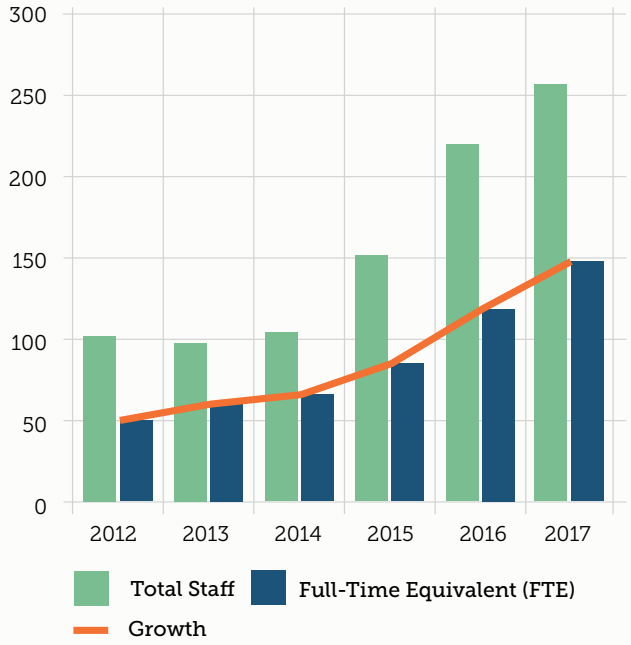
Visit www.hartley.org.au

Our staff

1. Staff Growth

In response to significant growth in service delivery during the past three years, coinciding with the roll out of the NDIS and the transition of services from Disability ACT, Hartley Lifecare has continued to grow its workforce accordingly, increasing the number of full time equivalent employees (FTE) from 66 in 2014 to 144 in 2017. This represents a growth rate of 118% during this three year period, with a 22% growth rate recorded during the 2016/17 FY.

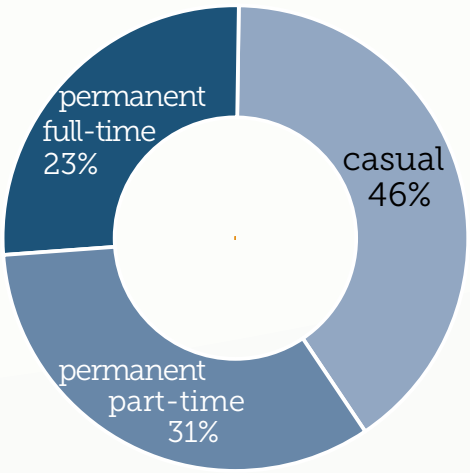
Our 'careful growth' strategy has ensured that our clients continue to receive high quality, person centred support, reinforced by our unique family governance approach and a focus on active support.



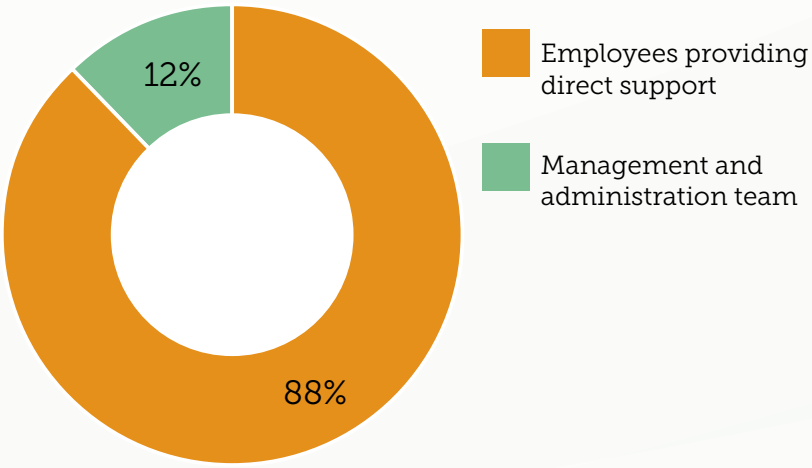
2. Staff Demographics

Hartley's focus is on providing our clients with high quality and appropriate support. For that reason, we dedicate 88% of our workforce to directly supporting clients in their homes across the ACT. Whilst the number of our employees has continued to grow steadily over the past 12 months to 144 (FTE), our management and administration team, consisting of 18 FTE employees, has not increased in size. Furthermore, several members of our management team regularly provide direct support to our clients as required.

Employment Type

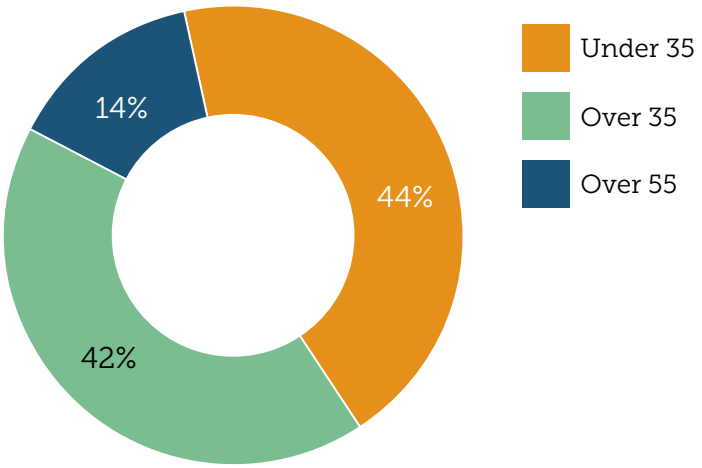


Direct support focus

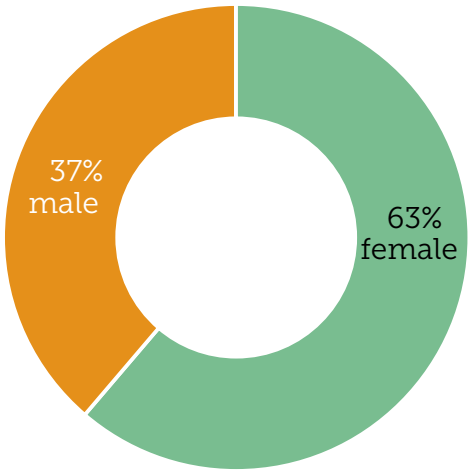


Hartley prides itself on it's a multi-generational workforce and can proudly report that we have four generations of employees working together to support our clients - from the age of 18 through to 82. This environment, coupled with a multicultural staff and relatively equitable gender balance, creates a diversity of experiences, perspectives, personal values and ideas, which ultimately enriches the lives of our clients and creates an interesting and motivational workplace for our staff.

Multi-generational workforce

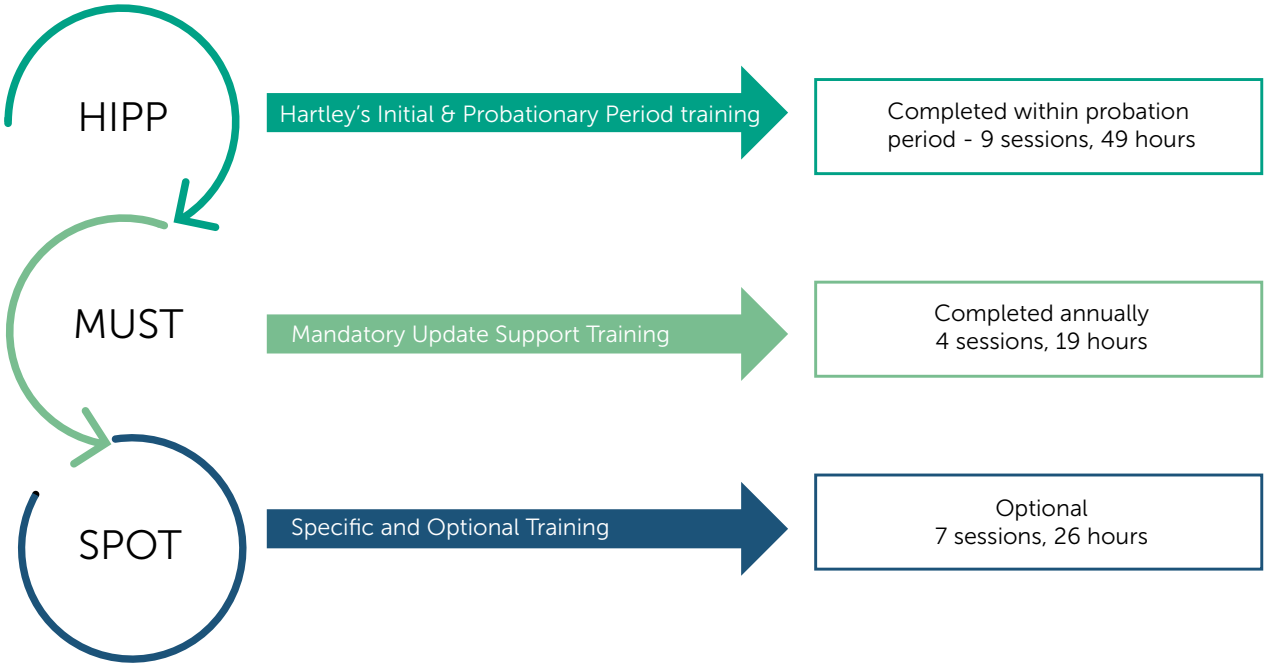


Gender



3. Staff training and development

During the past 12 months, 125 training sessions have been conducted, with over 1,000 attendances recorded. This represents an increase of 148% in training attendance rates. The 2016 - 2017 attendance rate was 408. This success can be attributed to a focus on training communication, improving access to training and the implementation of the new training and development framework which includes three core elements: HIPP, MUST and SPOT.



Furthermore, we have introduced the following training programs this year, with the aim to strengthen our leadership pool and to support our holistic approach to supporting people with disability:

- Leadership
- Palliative Care
- Active Support

As part of the success of our training program, we would also like to acknowledge the ongoing dedication and commitment from our two training facilitators; Victoria Oakden of Oakden Enterprises and Geoff Wallace from Sharing Places. Both Victoria and Geoff work closely with our staff to deliver what we believe is an outstanding training program for our staff.

4. Continuous Quality Improvement

As part of Hartley's commitment to Continuous Quality Improvement, a review of the following workforce functions has taken place during the past 12 months:

	Outcome achieved
HR roles and responsibilities	Review of the Business and Operations team, including a restructure of positions.
Training and development program	Implementation of our new training framework.
Workforce planning and reporting	Monthly workforce planning meetings, inclusive of targeted workforce reports that align with Hartley's strategic objectives.
Performance management	Implementation of a revised performance review system.
Recruitment and selection	Implementation of our new 3 stage recruitment framework and development of a new orientation program.
Employee conditions	Review of employment contracts.
Payroll processing	Implementation of an electronic payroll system - *easy*EMPLOYER.
Staff engagement	Introduction of our new staff newsletter *PULSE* which is distributed quarterly.
HR policies and procedures	Continual review of key HR policies and procedures.

5. Team Structure

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

Disability Programs	• Accommodation support • Individual support • Respite care • Community engagement
Business & Operations	• General business, operations and policy development • Recruitment and selection • Training and development • Reception • Brain injury information service
Finance	• NDIS billing and claiming • Accounts payable and receivable • Payroll • Vehicles and maintenance
Marketing & Fundraising	• Marketing • Fundraising • Assistive Technology • Hartley Hall Markets • Volunteers

6. A great workplace culture

As Hartley continues to grow and develop, it has been really important for us to maintain our strong and rich workplace culture. We achieve this by firstly attracting and retaining the right people - those who really want to work for Hartley and who sincerely want to support our clients live their best life. Secondly, we ensure that our employees know and work in accordance with our five core values of *respect, integrity, quality, team work* and *accountability*. This includes knowing and integrating our philosophy into everything we do, including adopting a person centred approach, the family governance model and providing active support. Thirdly, we constantly engage with our employees through a diverse range of communication channels. As part of this engagement, we now have our staff newsletter called *PULSE* which is a compilation of important information, social updates, training and development updates and positive client and staff stories.

Another initiative from staff this year has been the holding of our first *Hartley on the Grass*. The aim of this event, organised by a few staff within the Administration team, is to bring everyone together, including clients, their families, neighbours of the Hartley office, key stakeholders and our staff. Our first *Hartley on the Grass* was held back in April 2017 and was attended by 120 people. Our second *Hartley on the Grass* will be held in November 2017.

From Kathmandu to Hartley Lifecare

Rabin Khadka has been working for Hartley for the past five years and has recently been promoted to Disability Programs Manager.

Rabin grew up in Kathmandu and completed college before moving to Sydney Australia. Prior to working with Hartley, Rabin worked in Sydney as a disability support worker. During this time he also completed a Diploma in Community Welfare. Whilst considering his future and searching for better career opportunities he came across Hartley, which he believed was a very well established organisation in the Australian Capital Territory. Accordingly, and after successfully applying for a Residential Support Worker (RSW) position, Rabin relocated to Canberra.

After settling in Canberra, Rabin decided he wanted to further his qualifications and enrolled in a Bachelor of Nutrition at University of Canberra. During his studies, Rabin was able to juggle a busy working life as an RSW with Hartley. It wasn't long before management saw a lot of leadership potential in Rabin, so before long he progressed to the position of Senior Residential Support Worker and then to the position of House Supervisor. More recently he accepted a position as Disability Programs Manager (DPM), where he will oversee and manage multiple group homes. Rabin is a great example of a valued employee who has progressed successfully through the ranks of the organisation. His commitment, diligence, attention to detail and dedication to Hartley's clients is exemplary.

Rabin and Jan

During Rabin's five years with Hartley, he has seen some very positive growth in both the number of clients we support and the number of staff employed. An increase in staff training has also been a significant highlight over the past few years, all of which add to the quality of support provided.

On a personal note, Rabin enjoys being outdoors, especially swimming, bush walking and riding his motorbike. He likes to get away to the coast as often as he can with his wife. Rabin also enjoys entertaining people through cooking, which has been very much appreciated by our clients and colleagues.

Rabin enjoys being surrounded by positive and dedicated staff, and likes the feeling of making a difference and assisting the clients to live their best life. "*Being able to assist in making a difference in someone's life and seeing the smile on their faces has been very rewarding and is an extremely warm feeling*."

Rabin is looking forward to continuing to watch Hartley grow as an organisation and to watch it cement its status as one of the most well recognised organisation in the ACT, and even nationally.

Marketing, fundraising and events

Gregg and Karen, volunteers on the BBQ for Canberra's Big Bike Ride

The fundraising team at Hartley Lifecare had another busy year hosting a number of our own events as well as supporting third party events run by various organisations within the Canberra community. We were also successful in obtaining grants to support new and existing services and were the lucky beneficiaries of the Deakin Charity House Project, The Spine Tingling Ride and the Luton Charity Ball.

Fundraising income is vital to Hartley and supports respite care, recreation activities, transport services and our Assistive Technology Program.

Each year Hartley is invited to cater and host BBQs for several community events including Fitz's Challenge, Ride to Work Day and Canberra's Big Bike Ride. These events are supported by our dedicated volunteers and raise significant funds to support our clients.

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

We would like to acknowledge the local businesses large and small, our sponsors, and our volunteer base of more than 120 people who help us to achieve our fundraising goals.

This year's HART.R8 for HARTLEY Indoor Cycle Challenge had over 120 riders participate and raise funds for Hartley. We were grateful to once again receive the support of our gym partners:

- Alive Health & Fitness, Narrabundah
- Fitness First, Deakin
- Fitness First, Canberra City
- Southern Cross Health Club, Phillip
- TEAM Fitness, Dickson

Each centre extensively promoted the event and helped to attract participants through their respective gyms.

This year we welcomed our first major sponsor to our HART.R8 for HARTLEY event – Capital Chemist.

The event involved participants riding for either three or six hours of heart pumping indoor cycling whilst being motivated by the talented instructors simultaneously at the different gym locations. High profile Canberrans joined in the fun and were popular participants, including: Paralympian - Michael Milton OAM, MasterChef contestant - Trent Harvey, Olympic Rower – Marty Rabjohns, PRIME7's - Daniel Gibson, Elizabeth Lee MLA, Shane Rattenbury MLA, Paralympians - Lindy Hou OAM, Hamish McDonald and ex Brumbies and Wallabies player Pat McCabe.

Total funds raised from this year's HART.R8 for HARTLEY event - $25,470.

Thank you to the participants who rode, the instructors who donated their time, our gym partners who made the event possible, our wonderful volunteers and a special thank you to Capital Chemist for their major sponsorship of this event.

Macey and Kylie volunteering to support HART.R8 for HARTLEY

Paralympian Michael Milton OAM at ALIVE Health and Fitness to promote HART.R8 for HARTLEY

Participants riding in HART.R8 for HARTLEY

major sponsor

Capital Chemist

proud partners

Alive! Health & Fitness

Canberra Southern Cross Health Club

Body Basics

HAMMER NUTRITION® ENDURANCE FUELS

Fitness First

The Tradies TEAM FITNESS CENTRE

mix106.3

Canberra Weekly

Hartley Cycle Challenge

The 17th annual Cycle Challenge held between 25 and 28 November was once again a great success with all riders and volunteers enjoying the beautiful sunny weather across the entire weekend of the challenge.

The event saw 20 bunches, each comprising 12 cyclists and four dedicated support drivers, ride from Canberra to Mt Kosciuszko and return - a distance of 450 kilometres. The efforts of our Cycle Challenge participants are inspirational and we sincerely thank them for their dedication and hard work. It total we had over 100+ volunteers who supported the event in their many roles as marshals, chow crew helpers and ride coordinators. They made sure the cyclists were safe, comfortable and well fed throughout the entire event. This group of loyal and dedicated volunteers and supporters are the backbone of the Cycle Challenge and we could not hold the event without them.

Hartley Lifecare is thrilled to announce that our final fundraising tally for our 2016 Cycle Challenge reached $540,694!

> "Being a part of, and supporting your community is the key to making a difference for those who need that little helping hand. The efforts we as individuals put in today change lives for those who need it tomorrow. Being a part of the Cycle Challenge has given me the opportunity to meet and work with so many amazing and dedicated people."
>
> **Hartley Cycle Challenge rider and volunteer, David Lander**

Hartley Ambassadors with riders from EY

Each team worked incredibly hard to raise funds by running numerous events in the lead up to the Cycle Challenge. They held BBQs, trivia nights, fundraising dinners and sold thousands of raffle tickets. Importantly, their participation, hard work and team effort makes a major contribution to Hartley to enable us to continue to provide excellence in accommodation and life options for people with physical and complex disability. Hartley and those we support are eternally grateful.

A big thank you to the team from The Cyclery who won the Team Pursuit Award this year for having raised the most funds per head within a team. A heartfelt thank you also goes out to the entire team at the Department of Human Services for taking out the Award for the Highest Fundraisers for 2016. With the support of their major sponsor, Australian Hearing, they raised a staggering $87,485!

Our three Hartley Cycle Challenge Ambassadors; Justin, Phillip and Stephen, had the best time during the Cycle Challenge and haven't stopped talking about the event. They even have photos of their experience up on their wall at home. They loved visiting the cyclists and waving them on as they rode past. They also enjoyed being a part of Saturday night's presentation dinner and have been proudly wearing their Cycle Challenge t-shirts. We also had a number of clients who travelled to the Bredbo Showground and Cooma to join in morning tea and lunch with the participants to offer their support and thanks.

The presentation dinner on the Saturday night was a great celebration for all of our riders, volunteers, clients and staff who were all entertained by our very talented MC, Daniel Gibson from PRIME7. We were inspired and moved by our guest speaker, Paul Crake.

Hartley Cycle Challenge in numbers

20 bunches of riders/12 in each bunch

450 kms from Canberra to Mt Kosciuszko

100+ dedicated volunteers

Raised **$540,694**

FFFM Team on top of the mountain

A very special thank you to Bob McHugh for stepping in to photograph the entire Cycle Challenge event.

Cyclist Gracie Elvin being interviewed by PRIME7's Daniel Gibson

Hartley volunteers ready for Stage 1 roll out

Hartley Lifecare would like to sincerely thank our major sponsors; Australian Hearing and The Snow Foundation and all of our supporting sponsors for so generously contributing to our 2016 Cycle Challenge. Your support is vital to the success of this event and makes a significant difference to the lives of people with disability.

major sponsors

sponsors

The Deakin Charity House Project

Deakin Charity House Project

Hartley Lifecare's Chair, Geoff Leeper with Andrew Kerec

In 2016, the Master Builders Association of the ACT (MBA) and the Land Development Agency (LDA) partnered with Renaissance Homes to deliver a new Charity House Project.

What then became known as the Deakin Charity House Project was a joint venture where the LDA contributed two adjoining separate parcels of land in Deakin. The existing buildings were demolished and replaced with a one-level house and a two-storey house, both designed by AMC Architecture.

The Deakin Charity House had more than 80 project partners who donated their time and talent to make the project a success. Renaissance Homes was the project's principal partner, and for Owner Manager Andrew Kerec, the project was a deeply personal one.

A born and bred Canberran, Andrew established Renaissance Homes with his father Lud in 1996. Seven years ago, Lud was involved in a bicycle accident that left him with quadriplegia.

The net proceeds from the auction of these two stunning houses were distributed to local charities. Hartley Lifecare was thrilled to be chosen as one of the three charities to be supported from this ambitious project alongside the Boundless Children's Playground and Hands across Canberra.

The auction of the two houses was conducted by Peter Blackshaw Real Estate Manuka agent, Mario Sanfrancesco and took place on Saturday 5 November 2016 in front of a very enthusiastic group of interested buyers and supporters.

Numbers 63 and 65 Buxton St Deakin achieved a combined sale of $3,025,000 and with approximately $800,000 spent to build and market the project, there was an excess of $2,200,000 left to be distributed to the three incredibly lucky local charities being supporting by the project.

At the Deakin Charity House Project cheque presentation held shortly after the auction, the Chair of Hartley Lifecare accepted a donation for the amount of $309,000!

Hartley was overwhelmed by this outstanding contribution and sincerely thanked the wonderful team at the Master Builders Association of the ACT and the Land Development Agency who came together to deliver this project.

Hartley also expressed a very special heartfelt thank you to Andrew Kerec and Renaissance Homes who built the houses and put forward Hartley as one of the charities to be supported from this remarkable project - we are so grateful.

These funds will make a very real and significant difference to the lives of people living with physical and complex disability in our local community.

Deakin Charity House Project

From Canberra to Humpty Doo – The Spine Tingling Ride!

Andrew Kerec left Canberra on Wednesday 15 March 2016 and rode 5,550km to Humpty Doo in the Northern Territory to raise funds for Hartley Lifecare and Spinal Cure Australia.

The Spine Tingling Ride was ridden mostly on dirt roads and Andrew saw some incredible sites whilst riding through our vast Australian outback. To complete this ambitious event, he rode through Quorn, Oodnadatta, Stuarts Well, Alice Springs, Wycliffe Well, Katherine and arrived in Humpty Doo on Monday 15 May.

The completion of the ride was a very emotional moment as Andrew's dad Lud, rode the last 10km of the journey with him on an adapted hand cycle bike. Andrew was so happy to share the final leg of his epic ride with the person who inspired the entire event.

In 2010 Lud Kerec went for a light ride on a Sunday afternoon as part of his final 'wind down' preparation for the Port Macquarie Ironman event he was going to undertake the following weekend.

He was hit by another cyclist who was on the wrong side of the cycle path around a corner and they both came off their bikes. There were no apparent physical injuries to either of them apart from a few scratches. The other cyclist got up. *Lud didn't.* His helmet strap had 'garroted' his neck and caused a dislocation of his spine around the C5/C6 vertebrae level. His spinal cord was intact but badly bruised and he had instantly lost pretty much all function below his chest including his hands and chest muscles. While the family obviously hoped for some recovery of function in the ensuing months - none came and Lud had become, and remains, a C5/C6 quadriplegic.

Living with quadriplegia became Lud's new 'normal' and it was this experience that led to Andrew and Lud to creating The Spine Tingling Ride.

Hartley was honoured to have been a part of this incredible journey with Andrew and his wonderful family. Andrew's family covered the entire cost of this event to ensure that every dollar raised would go to support Hartley Lifecare and SpinalCure Australia and we were thrilled to announce that they raised over $125,000! Such an outstanding result.

Hartley would like to give a very special heartfelt thank you to Andrew and his family for all that they have done to support our clients at Hartley. They have made a true and significant difference to the lives of many people with disability in our community and it has been our privilege to be a part of The Spine Tingling Ride.

Sponsors of The Spine Tingling dinner

Hartley will be utilising funds from this event towards the renovation and rebuild of existing facilities that we own for people with high and complex needs.

Many of our facilities are getting old and tired and these funds will greatly assist us to upgrade these houses and provide the people we support with a state of the art facility and a beautiful home to live in.

Andrew facing a long ride ahead

Andrew and Lud

Luton Charity Ball – Homes Of Hope

Guests enjoying a spectacular Luton Charity Ball 'Homes of Hope'

This year Hartley Lifecare was delighted to be chosen as one of three charities supported by the annual Luton Charity Ball. Luton Properties have been holding this signature Ball for many years and once again it was an amazing event with incredible entertainment, stunning theming and attended by over 660 people.

As one of the three charities supported from the Ball, alongside Project Independence and Karinya House, Hartley proudly promoted the event to our networks and thoroughly enjoyed being a part of the entire experience.

Following the outstanding success of the Luton Charity Ball, we were invited to the official cheque presentation hosted by Richard Luton. Hartley Board member and client, Anthony Vincent and Hartley CEO, Eric Thauvette were thrilled to receive a giant cheque from Richard Luton for $62,500!

Richard Luton, Anthony Vincent and Eric Thauvette

The Board, staff and clients at Hartley are so grateful for this extremely generous donation which will go a long way to supporting people with disability in our local community.

Hartley would like to sincerely thank the Directors and staff from Luton Properties for their incredible efforts and acknowledge the the Premier Sponsor of this year's Luton Charity Ball – Allhomes and the Sunset Sponsor – Gohosting.

Thank you for your generous support of our local charity.

2017 LUTON CHARITY BALL

allhomes

GOHOSTING YOUR SPACE

Hartley Hall Markets

The Hartley Hall Markets

Raising funds for Hartley Lifecare, the Hartley Hall Markets are held on the first Sunday of every month excluding January at the Hall Showground. Established in 1987 by Hartley as a key fundraising event, the Hartley Hall Markets proudly celebrated its 30th anniversary this year.

Raising much needed funds for Hartley through stall holder site fees, gold coin entry fees from the public and four Hartley owned and operated food stalls. The markets are co-ordinated by one part time Hartley employee, two part time Hartley employed assistants and a very large generous team of volunteers. The markets average 200 stallholders and up to 4,000 visitors through the gates each month.

The longevity and continued success of the Hartley Hall Markets can be directly attributed to the support and dedication of the many volunteers who attend and help each month. This core group of long serving volunteers have been assisting this event for decades. The majority of these volunteers have worked for Hartley at some stage, have received assistance for a family member through the organisation or have a strong link to the organisation through connections that were established years ago.

A strong partnership was established in 2006 with Radford College, who send on average 10 to 15 student volunteers from years 9 and 10 who help out with the market set up, manning the BBQs and packing down the markets at the end of the day. These students gain their volunteer hours required by the school to receive their Year 10 Certificates.

George Huitker is the Director of Service Learning for Radford College and coordinates the Radford volunteers each month. His commitment to Hartley and that of his students is outstanding.

Hartley Hall Markets thanks our business and community partners for their ongoing support. The Department of Sport and Recreation Services, Hall Progress Society, Hall Polocrosse, Bakers Delight Woden, Toms Fresh Fruit Belconnen, PFD and Mikes Meats Fyshwick all contribute greatly to our fundraising efforts through the markets. All our supporters, volunteers and local businesses provide extra man power and supplies to enable us to hold our famous markets each month.

Hartley would like to thank those individuals who go above and beyond to help out our organisation in both big and small ways, your help really does make a difference. We would like to thank Ian McGrath owner of Grassy's Grass Fed Free Range Eggs, a former stallholder and now full time free range chicken farmer who regularly donates 15 dozen happy eggs for our Hartley breakfast BBQ at the markets.

The Hartley Hall Markets are an opportunity to promote the work of Hartley to the general public and enhance our involvement in the Canberra community. If you have not experienced the fun at Hall, put the first Sunday of next month from 10am to 3pm into your diary and come and visit us.

Long standing Hartley Hall Market volunteer Tony LoPilato, Hartley Lifecare Board member, Harris Boulton and Hartley Lifecare's Chair, Geoff Leeper unveil the 30 year anniversary sign

30th Anniversary celebration of the Hartley Hall Markets

The Hartley Hall Markets celebrated its 30th Anniversary at the markets on Sunday 2 September 2017.

The official 30th anniversary ceremony was held on site at 11am the morning of the markets. Tony LoPilato, who has been volunteering since the beginning of the markets in 1987, conducted the ceremony with professionalism and great knowledge of our history. He successfully set the tone for a very warm gathering of past and present Hartley Hall Markets friends to share old and new memories.

We were thrilled to have Auntie Matilda House open the ceremony with a beautiful speech about the meaning of community and its relevance to the markets and Hartley, before she officially opened the ceremony with a 'Welcome to Country'.

Harris Boulton (President of the Society for Physically Handicapped 1987 which is now Hartley Lifecare) and current Chair of the Board, Geoff Leeper, both gave exceptional speeches before handing out awards to our remaining three original stallholders, June, Wendy and Ruth.

The symbolism of having the 1987 President and current Hartley Chair of the Board as the speakers, made for a wonderful ceremony that gave great perspective on how far the markets have come in the past 30 years.

The ceremony was attended by former volunteers, stallholders, former market staff, Hartley staff and a great number of clients and market visitors.

To help celebrate and ensure a festive atmosphere was felt throughout the entire day, we had in attendance: Morris Dancers, a Line dancing Flash Mob, the ACT Fire Brigade, the National Zoo and Aquarium with some reptiles which the crowds loved, an old restored fire truck for rides, and finally mascot characters handing out treats all day including two Minions, Scooby Doo and Billie Bilby from Capital Chemist.

A large commemorative sign was unveiled and a huge cake was cut to end the ceremony. Everyone who attended had a wonderful time and stayed on for the festivities and fun until well into the afternoon.

Some fun facts - over the past 30 years...

- 316 Hartley Hall Market days have been held
- Our volunteers have donated in excess of 60,672 hours
- Over 9,280 stallholders have joined us across 30 years
- In excess of 379,200 sausages have been cooked at the Hartley BBQ stalls - now that's a lot of sausages !

Volunteers at the Hartley Hall Markets

Volunteering at the Hartley Hall Markets

After taking up an opportunity a few years ago to get our Hartley Lifecare clients involved in the markets, the level of client attendance and interest has flourished. Every month a number of clients join us to work side by side at the markets.

Mary-Ellen, Rebecca and Katie, three of our residents from Gungahlin attend the first Sunday of every month to assist in the distribution of the stallholder newsletter. This is a very important job for them as it brings social interaction skills and assists them with communication skills.

Jackson, one of our Intentional Community members, attends every month with his support staff to collect money at the stable gate. Jackson clearly enjoys his job. He loves the fresh country air and constant stimulation of the busy markets.

The tasks that our clients undertake at the markets are not only fun and provide a great day out for them, but assist towards the goal of inclusiveness in our community for everyone.

The familiarity of our Hartley clients and their support staff at the markets every month has created a wonderful environment for stallholders, our volunteer team and general public to interact with our clients and learn new skills from each other. The welcome the clients receive and the opportunities to engage with members of their community is a positive experience all round.

One of our volunteers and Intentional Community members, Dan, has taken his time as a volunteer at the markets to the next level. Last year he was inspired by attending the markets to hold his own stall selling dog biscuits. From client volunteer to stallholder, his stall continues to be a huge success with loyal customers coming every month to collect their orders. A wonderful example of how the markets can be the perfect partner for an individual to demonstrate independence and showcase their entrepreneurial ideas to the community in a safe, fun and supported environment.

Many of our Hartley houses and an increasing number of individuals from other organisations appear to be setting aside the first Sunday of the month to attend Hall. Planned gatherings of clients seems to be more frequent than years past, proving the markets are a great opportunity for all to do some volunteer hours, or just enjoy an outing while catching up with old friends for lunch.

Hartley Hall Market volunteers Bob Skidmore, Tony Morris, Marcia Skidmore and Margaret Morris accepting the 2017 Volunteer Team of the Year Award from General Jeffery (middle)

2017 Volunteer Team of the Year Awards

Volunteering and Contact ACT held their annual awards at the National Arboretum Canberra, on Monday 8 May 2017. With Canberra's most spectacular views in the background over 1,000 people attended representing numerous Canberra organisations. Eight Award Categories were recognised with hundreds nominated.

The main criteria was; 'Volunteers who make a significant difference to the Canberra community and its organisations'. The Volunteer Team Award is an award that is presented to a team whose volunteering contribution has made a significant impact in the Canberra Region.

Hartley Lifecare is thrilled to announce and congratulate our incredible team of Hartley Hall Market Volunteers who were awarded 'Volunteer Team Award for 2017' on the night. During this very special year - the 30th anniversary of the Hartley Hall Markets, the timing of this award was particularly special.

The current core volunteer team at the Hartley Hall Markets has 15 members who have been volunteering for between two and 30 years! Their contribution of time and labour has undoubtable been the reason why the Hartley Hall Markets continues to this day.

Our volunteer team provide exceptional customer service - building relationships with our stall holders and the general public who visit the markets each month.

They are positive representatives for Hartley and wonderful mentors for the students from Radford College and other young volunteers that help out at the markets.

This team of volunteers has been instrumental to the growth and development of the Hartley Hall Markets over the past three decades enabling us to expand and flourish. They are a loyal and committed team of people who work incredibly well together. They are the backbone of the markets and we could not be more grateful for their consistent hard work, the effort and pride they take in the success of the markets, and the hundreds of thousands of dollars they have helped to raise for Hartley and the people we support. We are so happy for this wonderful group of dedicated volunteers to receive this recognition from the broader ACT community.

Thank you sincerely to Volunteering and Contact ACT for honouring our volunteer team.

The core 2017 volunteers at Hartley Hall Markets are:

Tony & Margaret Morris

Marcia & Bob Skidmore

Judy & Paul Stevens

Di Walmsley

The LoPilato Family

Shirley Sly

Peter Bray

Beth Johnston

Ross Ellis

David Hine

Barry Starr

Michael Delessert

Radford College students

Our partners and supporters

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

John James Foundation

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

Hartley was delighted to once again be the beneficiary of a generous $10,000 grant from the John James Foundation this financial year.

These funds will be used to purchase a new lounge suite and a garden shed for two of our houses as the current ones are old and in need of replacement. Hartley works hard to create an inclusive, comfortable and homely environment that is enjoyed by the eight adult clients who live in these two homes, their families when they visit and our dedicated staff.

Clayton Utz Foundation

CLAYTON UTZ

The Clayton Utz Foundation was established by the firm to be the source of all donations made by Clayton Utz to community organisations and charities. It is funded by the partners and employees of Clayton Utz through donations from the partnership, individual partners and employees via a Workplace Giving Program.

The Clayton Utz Foundation has been supporting Hartley since 2006 and we are once again very grateful to have received $15,000 this financial year from the Clayton Utz Foundation.

These funds have been put into our Assistive Technology (AT) Program to purchase equipment, run workshops and provide assessments for our clients.

Our AT Program specifically targets people who have profound mobility and/or communication limitations and aims to provide people living with disability the opportunity to participate equally in education, employment and socially within their community.

Hands across Canberra

This year Hartley Lifecare was fortunate to receive a grant from Hands across Canberra towards the Implementation of a Client Information Management System.

This system will empower us to simplify client data administration and enable us to greatly increase our capacity for record keeping for all our clients giving our support workers more time to attend directly to our clients.

Hartley is grateful for the ongoing support we have received from Hands across Canberra over a number of years, providing grants to enable us to grow and continue our programs and services.

EY

The EY Australia Foundation was formed in 2004 to provide a focused approach to their commitment and involvement in the community. The EY Foundation supports two national charities, and each office then has one or two local focus charities providing volunteering and fundraising opportunities.

EY Canberra elected to support Hartley as their local focus charity for an initial period up to March 2018. Their local focus charities connect their people with their local communities, and EY staff are encouraged to provide their time and skills to their local focus charities to make a real difference. Their passionate local Foundation Committees volunteer their time to drive fundraising, volunteering and skilled contribution opportunities for their chosen charities. EY's Workplace Giving site (Good2Give) provides staff members the opportunity to donate through their pay.

Since the commencement of our relationship, EY and Hartley have worked together on a number of initiatives, including a fundraising Trivia Night in early 2017, and a skilled volunteering project involving an assessment of the Hartley Board performance and governance. The EY team worked with our Board to complete a self-assessment process, with a questionnaire and a range of interviews to provide Hartley with a view of Board performance, to better enable future decisions and approach. EY is planning a range of other events to raise funds for Hartley in the New Year, and a team of riders will also be participating in the 2017 Cycle Challenge.

EY Canberra is proud to be aligned with Hartley, and is committed to offering support through financial giving, volunteering, pro-bono professional services and mentoring. They look forward to being involved with Hartley's staff and clients, supporting existing fundraising events, and working to grow new avenues for contribution and support.

Hartley Lifecare Op Shop

The Hartley Op Shop sells good quality clothes, shoes, household items, books and brick-a-brac and is run entirely by volunteers, some who have been with us for 16 years!

Location:	Genge Street, Civic
Opening hours:	10am – 3pm Monday to Friday

The Op Shop would not exist without our dedicated volunteers who work hard to keep the shop running and provide an important community service to their loyal customers.

Hartley accepts donations of good quality items that can be dropped off to the Op Shop during opening hours and all proceeds go towards Hartley's services and programs to assist people with disability to live their best life.

Our lovely smiling volunteers, Gail and Alice helping out in the Op Shop

Our volunteers - making it happen

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

The Deloitte team of volunteers at Hartley Court

Here are some ways that you can get involved and volunteer to support Hartley

Share a skill

If you are a massage therapist, hairdresser, beautician, gardener, landscaper, handyperson or painter – we would love to hear from you.

Hartley Hall Markets

We need help with a variety of jobs including set up, office work, staffing the BBQ and food stalls, as well as packing and cleaning up.

Op Shop

Join the roster and assist at the Hartley Op Shop in Civic by providing customer service and selling second hand clothes and homewares.

Fundraising events

We need helpers to sell raffle tickets, source raffle prizes, assist with BBQs, help set up and pack down events and much more to help make our events a success.

Corporate volunteering

This year Hartley hosted corporate volunteer teams from Deloittes and ANZ who volunteered their time to do a backyard blitz on two of Hartley's supported accommodation houses.

The representative from ANZ said: "ANZ believes volunteering is a rewarding experience that benefits both the volunteer and our community. Through volunteering you can learn new skills, gain different experiences, expand your social network, and give back to the communities we live in".

Another team of corporate volunteers from Deloittes worked hard to clean up and provide maintenance on the Hartley Court gardens and they also prepared a BBQ lunch for Hartley's clients and staff to enjoy.

Our Hartley staff and clients really appreciate all your efforts - you did a fantastic job!

Our Board, staff and clients of Hartley would like to express our heartfelt thanks to each and every one of our volunteers whose support is so valuable to our local charity.

Jess looking up the new website

Our new website

Our website has been completely re-designed with a brand new look and feel that we hope you will enjoy. The new site incorporates our services, general information about the organisation, the Hartley Hall Market pages and all of our fundraising events and campaigns on the one platform.

Visit: www.hartley.org.au

How you can support Hartley Lifecare using social media

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

Hartley has two Facebook pages:

https://www.facebook.com/HartleyLifecare/

https://www.facebook.com/HartleyHallMarkets/

Like

Please like both our Facebook pages and keep an eye out for details about our events as well as stories about the work we do, the people we support and how you can get involved.

Our supporters

Ability Technology
Accenture
ACT Department of Sport and Recreation
ACT PA Hire
ACT Rogaine Association
ALIVE Health & Fitness
Alliance Building Group
allhomes
AMC Architecture
AMP Financial Planning
ANZ
Arcidiacono Optometrist
Aussie Butt Cream
Australian Government Department of Defence
Australian Government Department of Health
Australian Government Department of Human Services
Australian Hearing
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Birdsnest
Bob McHugh photographer
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Brumbies
Bunnamagoo Estate Wines
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Canberra Southern Cross Health Club
Canberra Toyota
Canberra Quilters
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Capital Brewing & Co
Capital War Birds
Capital Wines
centreRED IT
Clayton Utz
Clayton Utz Foundation
Clear Complexions
Coast to Coast The Golden Roast
Coca Cola
Cogent Business Solutions
Cooma Monaro Shire and Snowy River Shire Councils
Curves
Cycling Australia
DATACOM
Deakin Charity House Project
Deloittes
Dorothy Sales
Elite Physique
EY
ERROYL
First Aid Services Australia
FITAbility
Fitness First City
Fitness First Deakin
Fyshwick Fresh Food Markets
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Hard Cover
Hardwickes Accountants
Hands across Canberra
Hellenic Club Woden
Hertz
Hughes Mechanical
Hewlett-Packard
Hire All
Jervis Bay Wild
John James Foundation
John Lafferty Photography
Jones Lang La Salle
Jindabyne Sport and Recreation Centre
La Sable Patisserie
Lake Ginninderra & Biralee Scout groups
Land Development Agency
Lennock Motors
Lucy Sugerman
Luton Charity Ball
Luton Properties
ManpowerGroup
Marsh Pty Ltd
Master Builders Association ACT
Mastercut Meats
Medibank
Microsoft
Mikes Meats, Fyshwick
Milestone Financial Services
Mix 106.3
Mutual Insurance Brokers
National Mail and Marketing
NetApp
NSW National Parks and Wildlife Service
NSW Office of Communities Sport & Recreation
NSW Road & Maritime Services
NSW Police
NTT Communications
Novotel Hotels & Resorts Canberra
Oracle
PRIME7
PUSHYS
Radford College
Renaissance Homes
Resolution Consulting Services
Revlon
Richard and Joan Milner
RIDESHOP Braddon
Royal Military College Band
Rural Funds Management
Russell Kennedy Lawyers
Tea Garden Co
TEAM Fitness Centre
Teresa Zarlenga
The Cyclery
The Kerec Family
The Mill Design
The Snow Foundation
Toast AV
Tom's Superfruits, Belconnen Fresh Fruit Markets
Total Ability
Tradelink
Turkish Embassy
Websites by Julia
Weston Creek Rotary Club
Whalen Image Solutions
Yarrh Wines

How you can help Hartley Lifecare

Volunteering opportunities

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 volunteer experience, then please 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 to employees through their payroll. Some corporations match their employee's 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 as little as $5 may not seem like a lot, but it can make a considerable difference to Hartley's work.

Make a donation

You can make a tax deductible donation to Hartley via the following methods:

- Our secure website **www.hartley.org.au/donate-options**
- Sending a cheque to Hartley Lifecare, 6 Hodgson Place Pearce ACT 2607
- Or by contacting us on 02 6282 4411 and making a credit card donation over the phone

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

Leaving a bequest

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

Become a member

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

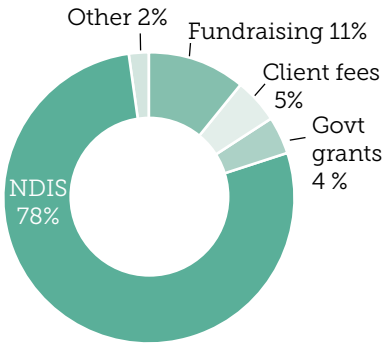
Hartley Lifecare

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

Financial review

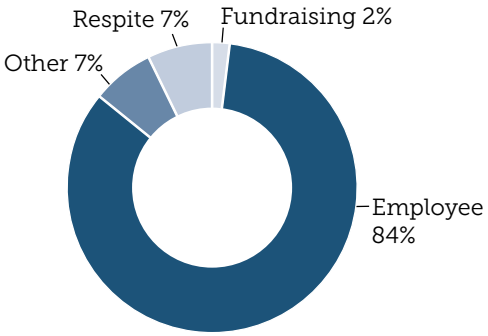
Income

NDIS	$15,339,607
Fundraising	$2,191,098
Client fees	$1,018,812
Government grants	$796,855
Other	$336,006
Total	$19,682,378



Expenditure

Employee	$13,184,052
Respite	$1,133,362
Other	$1,043,246
Fundraising	$365,246
Total	$15,725,906

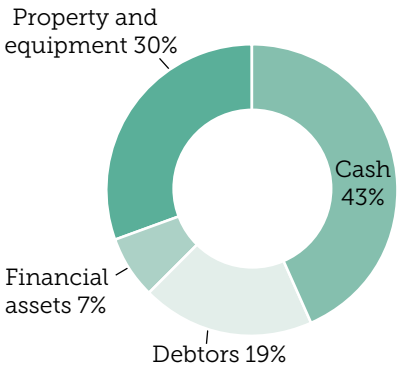


Statement of Financial Position

As at 30 June 2017

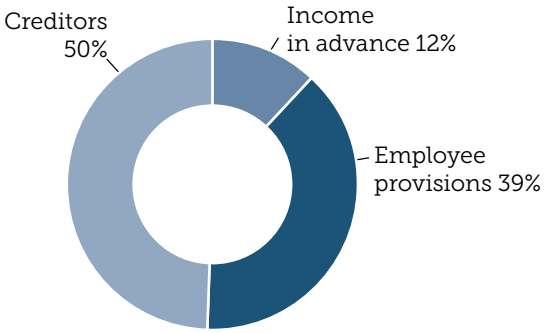
Assets

Cash	$5,223,654
Property and equipment	$3,636,258
Debtors	$2,316,052
Financial assets	$838,560
Other	$36,983
Total	$12,051,507



Liabilities

Creditors	$902,605
Employee provisions	$700,776
Income in advance	$209,766
Total	$ 1,813,147



EQUITY $10,238,360

SURPLUS $3,956,472

Hartley Lifecare finished the 2017 financial year with a healthy surplus which exceeded budget expectation and was driven by several extraordinary (one off) fundraising and donation transactions. As part of the integration of the National Brain Injury Foundation (NBIF), Hartley has inherited the assets of the NBIF, including the Dorothy Sales Cottage worth approximately $950,000 and cash assets worth approximately $110,000.

We are very grateful that Hartley also received approximately $609,000 of donations during the past 12 months which included a significant donation of $309,000 from the Deakin Charity House Project. Hartley's Cycle Challenge also continued its success, finishing with a $407,000 surplus for the November 2016 event.

Other fundraising events, such as HART.R8 for HARTLEY, the Hartley Hall Markets and The Spine Tingling Ride, also resulted in approximately $250,000 worth of additional fundraising revenue.

Finally, Hartley has continued to provide timely and efficient support to all of its clients and stakeholders which has contributed to the continuing profitability and sustainability of the organisation. This continued success will allow Hartley to continue to meet both its business and strategic goals in order to maintain its positive impact on the Canberra Community.

Hartley
Lifecare
Thank You!

Hartley Lifecare

This annual report was designed and printed with the support of

downiedesign

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