



ANNUAL REPORT

2024/25

People with disability have opportunities to live their best life

CEO'S REPORT



Over the past year, Hartley has reported several achievements related to improving services for people with disability. The organisation has continued its efforts to provide opportunities that support individuals in living their best life.

Our commitment to upholding exceptional standards of service remains fundamental to advancing our objectives. We consistently pursue innovation and adjust our practices to address the changing requirements of our clients, thereby guaranteeing the delivery of superior care and support.

Regrettably, we experienced the loss of several clients this year. These individuals are deeply missed and will be remembered with respect and fondness for many years to come. Tributes are included later in this report.

One of our notable achievements this year has been the change in Hartley's entity. Hartley transitioned from an incorporated association to a company limited by guarantee, effective 13 June, 2025. This restructuring enables Hartley to meet demand beyond the ACT borders.

We were also honoured to welcome Her Excellency the Honourable Ms Sam Mostyn AC, Governor-General of Australia, as Hartley's Patron. This historic appointment has special meaning given her family's connection to Hartley.

For the first time in four years, Hartley has reported a modest surplus, marking a significant accomplishment. Following a strategic restructuring of the organisation in 2024 prompted by reduced NDIS funding, Hartley concluded the 2025 financial year in surplus. This positive outcome reflects the dedication and commitment of our employees, whose efforts have been essential in maintaining Hartley's ongoing viability.

We remain committed to excellence as we plan for the future. Upcoming projects will improve our services and broaden our impact. Our priorities next year are to strengthen community partnerships, invest in staff development, and use technology to enhance service delivery. We are also exploring new growth and innovation opportunities to meet clients' evolving needs.

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.

Sincerely,

Eric Thauvette

CEO, Hartley Lifecare

CHAIR'S REPORT



It is with great pride that I present the Chair's Report for Hartley Lifecare for the 2024–2025 financial year. This year has been one of consolidation and continued commitment to our purpose: ensuring that people with disability have opportunities to live their best lives.

Following the successful reopening of Hartley Court last year, we have focused on embedding the new facility into our service model. The positive impact on residents and their families has been profound, reaffirming the importance of investing in environments that are both supportive and empowering.

Financially, we have continued to stabilise. The organisation made a small surplus, as forecast in the FY25 budget approved by the Board. This achievement reflects the hard work of our executive team and the strategic decisions made over the past two years to ensure long-term viability. We are now better positioned to explore new opportunities for growth and service enhancement.

Governance has also been a key focus. The Board has continued to uphold good governance practices, strengthening our oversight and risk management in response to sector-wide changes, including the outcomes of the Disability Royal Commission and the NDIS Review. Hartley is fortunate to have skilled Board directors, including individuals with lived experience, who bring valuable insight and perspective to our decision-making.

In March 2025, the Board held a successful strategic planning day, which reaffirmed our commitment to Hartley's purpose and clarified our priorities for the years ahead. We continue to meet regularly as a Board to monitor progress and ensure alignment with our strategic direction and goals.

This year, we were also pleased to welcome three new directors to the Board:

Mirinda Lawrence

Mirinda brings a rich and diverse background in nursing administration, consulting, and teaching across several countries. Prior to retiring, she ran a private practice in Canberra. Mirinda has been actively involved in the disability sector and brings valuable lived experience to the Board, as her son resides in a shared house supported by Hartley.

CHAIR'S REPORT (CONTINUED)

Sue Bird

Sue is a seasoned consultant with expertise in fundraising, marketing, and governance. Sue has already contributed meaningfully through her involvement in the Fundraising and Marketing Subcommittee and brings a strategic lens to stakeholder engagement and organisational development.

Julian Slater OAM APM

Julian retired from the Australian Federal Police in 2018 as an Assistant Commissioner after 34 years of service in forensic investigations, intelligence, aviation security, and senior executive leadership. Julian lives with Limb Girdle Muscular Dystrophy and volunteers with Sailability and Capital Region Muscular Dystrophy.

I extend my sincere thanks to all Board directors for their dedication and insight.

I would also like to thank the Hartley executive team for their leadership in keeping the organisation aligned with Hartley's strategic direction, and all staff and supporters of Hartley for their ongoing commitment and care. Your contributions are deeply valued and continue to make a meaningful difference in the lives of the people we support.

Looking ahead, we remain committed to our strategic plan and to working collaboratively with our clients, families, staff, and supporters. Together, we will continue to build a future where every person with disability is supported to live with dignity, independence, and purpose.

Thank you for your ongoing support of Hartley.

Darren Box

Chair of the Board



Scan this qr code for the
Hartley Lifecare Board

CLIENT STORIES

CATHY KEEN

Cathy Keen loves her new home. After 20 years of sharing a house and supports with three other women, Cathy jumped at the opportunity to move into an independent unit at Hartley Court in Hughes.

Cathy is a retired public servant and former travel agent. She is bilingual and speaks French fluently. Cathy has lived in London, Sydney, and Canberra, and she studied at the Australian National University and Canberra University.

Cathy's life changed in the early 80's when an operation to treat her epilepsy profoundly impacted the left side of Cathy's body affecting her movement and vision.

Cathy moved into her unit in September 2024, and she relishes having her own space. "The quiet is lovely," Cathy shares, as she sits in her sunny lounge area, gazing out at her garden.

Cathy's love for gardening has blossomed in her new home, and she has many exciting plans for her new garden. Her unit is adorned with her beautiful artwork and furniture that she has built or refurbished over the years.

Cathy has also enjoyed getting to know the other people who live at Hartley Court over the last year and has built new friendships over shared dinners and activities.

Looking ahead, Cathy is excited about the possibilities, knowing she has created a home where her creative spirit can continue to flourish.



"I think that Hartley is a great service provider and aims for excellence in what they do "

Hartley Staff Member



It is a delightful recipe for fun, learning, and creativity

- 1** Take six people with a passion for good food
- 2** Mix in healthy ingredients and good equipment
- 3** Add accessible educational materials and expert tuition
- 4** Bake for 6 weeks in a friendly and fun environment

Voila! You have a room full of passionate cooks who are skilled in preparing delicious, healthy, easy, and affordable meals.

In March 2025 Paul Iacuone, Daniel Rossetto, Justin Jackson, Marc Slaney, Tanya Boulton, and Carol Harrington participated in the OzHarvest Nutrition Education and Skills Training (NEST) program at Renaissance House. Over 6 weeks our budding chefs learnt practical cooking skills while learning about food and nutrition aligned with the Australian Dietary Guidelines. At the end of each lesson

our cooks reaped the benefits of their work and shared a meal together and often had extras to take home.

Since completing this course, many of our cooks are now expanding their skills, and are taking the opportunity to cook the evening meal at home.

Hartley has nominated OzHarvest for a Chief Minister's Inclusion Award for their work in making their cooking classes accessible and inclusive for our clients. We have also nominated Carmel Munson, Disability Program Manager, Hartley Lifecare for a HESTA Excellence Award for taking the initiative to organise and coordinate these classes with OzHarvest.

Planning is already underway for the next classes in early 2026. We look forward to seeing what delicious recipes will be created.

OUR PEOPLE



Hartley is a Workplace Gender and Equality Act (WGEA) compliant employer.

Workforce Strategy

Hartley launched the new Workforce Strategy this year. Hartley's Workforce Strategy for 2025–2028 aims to foster a workforce that is resilient and adaptable, supporting continuous professional development and employee empowerment aligned with Hartley's organisational goals. The strategy emphasises employee well-being, inclusivity, professional development through the following categories:

- **BEING AN EMPLOYER OF CHOICE:** focusing on attracting and retaining talent by engaging with local educational institutions, reviewing recruitment processes, and conducting candidate surveys to enhance employee satisfaction and brand reputation.
- **EMPLOYEE CONTRIBUTION TO OUR PURPOSE:** Initiatives include annual visits by administration to client homes, refreshing recognition programs aligned with Hartley's values, and client-focused training to boost motivation and engagement.
- **HEALTHY WORKPLACE:** The strategy integrates health initiatives such as discounted gym memberships, debriefing guidelines, EAP program assessments, and workplace challenges to improve morale, resilience, and well-being.
- **TECHNOLOGY AND EFFICIENCY:** Investments in improved client database and payroll systems, along with ongoing research into emerging technologies including AI, aim to enhance employee efficiency and compliance with regulatory standards.
- **ORGANISATIONAL CULTURE AND RESILIENCE:** Efforts to rebuild employee engagement post-pandemic and restructure include annual town halls, a refreshed mentoring program, intranet implementation, and a "Speak Up" culture to empower staff and improve client outcomes.



"I enjoy my role with Hartley and seeing the difference we as an organisation make"

Hartley Staff Member



Appointment of Natalie Hillman, Senior Manager – People and Culture

Starting at reception in June 2015, Natalie has developed her skills in Hartley's HR department. From reception to HR officer, manager and now the Senior Manager – People and Culture, Natalie is the embodiment of Hartley's internal development of individuals into leadership positions. We asked Natalie what she enjoys most about Hartley following her decade of service "I started with Hartley just as the NDIS was being introduced and we began to take over the former Disability ACT houses, we had around 90 employees and only 33 clients. Since then, we have more than tripled in size. Despite this, Hartley has maintained its core purpose and culture despite numerous challenges. I have developed strong working relationships with our fantastic and diverse workforce and have been able to connect with our clients, which is not something most HR professionals get the chance to do. Hartley has supported me in so many ways, and I am proud to work for Hartley".

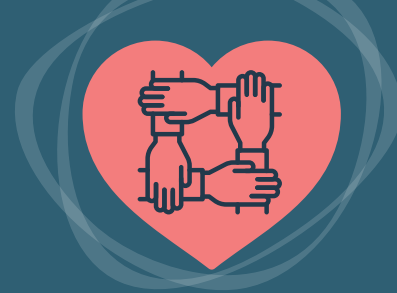
Staff Survey

Hartley conducted the annual Staff survey between December 2024 and January 2025. Pleasing to see that the scores and response rate are similar to the 2023 staff survey. The results for this year's survey came after a challenging year for our staff, with the organisation restructure and multiple roster changes due to clients moving to Hartley Court. The 2025 staff survey demonstrates that our workforce is proud of the work that they do (9.49/10). Our staff feel secure at work (9.29/10) and overall, our staff rated their happiness in their role at Hartley as an average 8.4/10.

New Board Subcommittee

Hartley's Organisational Culture Subcommittee is a driving force behind our commitment to a thriving, values-led workplace. Meeting bi-monthly, the subcommittee brings together Board members, senior leaders, and the CEO to guide the cultural heartbeat of the organisation. It ensures our culture reflects Hartley's purpose and strategic direction, while also championing initiatives that foster inclusion, wellbeing, and staff engagement. In 2025, the subcommittee endorsed the Workforce Strategy and reviewed various metrics of Hartley's culture, including the staff survey. Through its governance and leadership, the subcommittee continues to shape a culture where people feel heard, supported, and proud to be part of Hartley.

EMPLOYMENT



350

Total number of employees

177

Females

173

Males

16-72

Age range

Diversity:

42

countries of origin represented

90%

of our employees provide direct support

65%

of employees are permanently employed

VALE

This past year, Hartley farewelled five clients, four of whom had been supported by Hartley for many years. Each made a lasting impact, bringing light and spirit to our community. Their absence is deeply felt by their housemates and the dedicated staff who shared in their lives. Their legacy endures in the memories of their families, friends and the Hartley community, where they will always hold a special place. They are profoundly missed.



Allan Paulga – 26/9/1966 to 6/11/2024

Allan had been supported by Hartley for 13 years. He was a man who had an amazing sense of humour. As his physical needs changed, he was a fiercely independent person. He enjoyed weekly trips to the movies, shopping, and attending shows. He lived his best life with determination and a fierceness that will never be forgotten.



Daniel Wells – 3/12/1973 to 16/3/2025

Hartley had the privilege and joy to support Daniel for the last 9 years. He was known for his warmth, kindness and brought a smile to everyone who supported him. He loved the simple pleasures in life, enjoying time in the pool and loved his freedom to move around the house in his wheelchair independently. He met all his challenges with determination and resilience.



Helmut Ruecker – 27/4/1941 to 10/4/2025

Helmut was supported by Hartley for 10 years. He passed away at the age of 83, having lived a long and fulfilling life. A gentle and quiet man, he shared a close bond with his housemates and treasured their company. He loved travelling through country towns, spending time in his garden, and growing vegetables to share with others. Each evening ended with a savoured glass of whiskey. Helmut also held a deep religious faith and dedicated his weekends to his church community.



Janice Burt – 1/4/1964 to 29/6/2025

Janice was supported by Hartley for over 25 years. She was a much-loved member of the Hartley community, known by everyone and remembered for the laughter she brought to those around her. Janice was a talented and creative person who produced many beautiful paintings. She embraced life with a strong will and a joyful spirit. Janice also adored animals, especially her cat. Her beloved Cuddles was her constant companion, faithfully curled up on the bed beside Janice.

Charles Jordaan – 28/10/1957 to 6/5/2025

Charles was supported by Hartley for a brief period, even though this time period was shorter than we would have wanted, he was an amazing gentle man who brought joy and smiles to the house. He left a positive mark on everyone in his home.

FINANCIALS

STATEMENT OF FINANCIAL PERFORMANCE - YEAR ENDED 30 JUNE 2025

REVENUE

NDIS	26,947,854
Client Support	743,000
Client Fees	393,212
Donations	267,462
Fundraising	119,587
Other	334,626
TOTAL REVENUE	28,805,741

EXPENSES

Employee Benefits	24,773,624
Technology	53,406
Insurances	931,826
Operations	1,753,206
Other	551,124
TOTAL EXPENSES	28,063,186

PROFIT FOR THE YEAR	742,555
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Other Comprehensive Income	249,713
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TOTAL COMPREHENSIVE INCOME	992,268
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STATEMENT OF FINANCIAL POSITION - YEAR ENDED 30 JUNE 2025

ASSETS

Financial Assets	3,501,273
Property, Plant & Equipment	8,804,222
Cash & Cash Equivalents	3,145,319
Receivables	542,793
Other Assets	67,092
TOTAL ASSETS	16,060,699

LIABILITIES

Employee Benefits	2,330,368
Payables	222,313
Other Liabilities	292,891
TOTAL LIABILITIES	2,845,572

NET ASSETS	13,215,127
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EQUITY

Retained Earnings	4,337,445
Reserves	8,877,682
TOTAL EQUITY	13,215,127



HARTLEY HALL MARKETS

MARKET SNAPSHOT FOR 2024/25



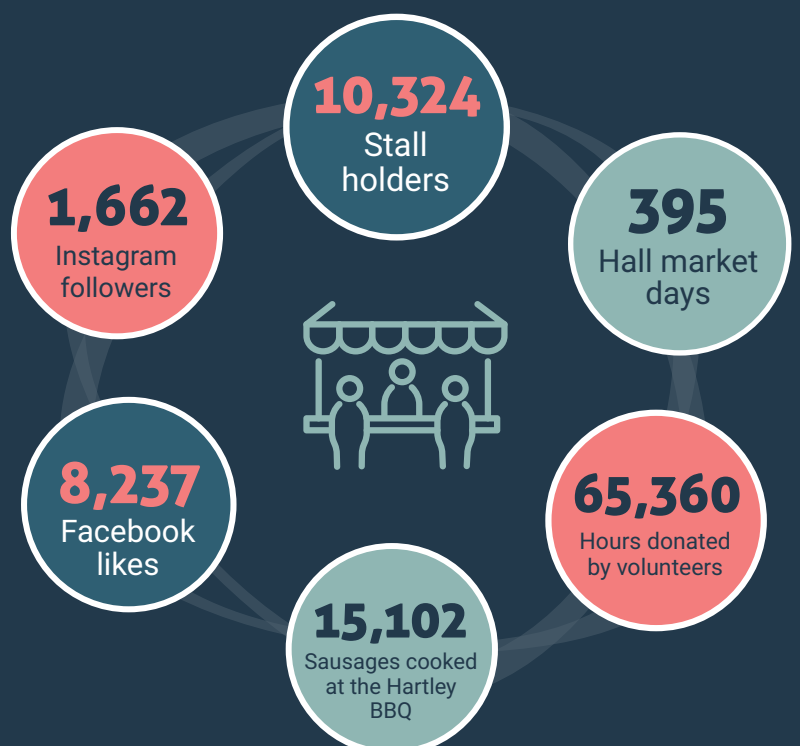
MARKET SNAPSHOT SINCE 1987

“Hartley is doing great and proud to work for them”

Hartley Staff Member

“Keep on providing care and support to the people who need it”

Hartley Staff Member



EVENTS



Hartley's events once again brought our community together and raised vital funds to support people with disability. The 24th Hartley Cycle Challenge in November 2024 was a highlight, with riders, sponsors, and volunteers raising close to \$140,000 while tackling the Snowy Mountains course. Our monthly Hartley Hall Markets continued to attract thousands of visitors and stallholders, strengthening its reputation as one of Australia's largest handmade and homegrown markets.

In March 2025, Hartley took part in the Hands Across Canberra Giving Day raising just over \$5,000, joining with other local charities to raise awareness and support for the services that matter most to our community.

In May 2025, a group of supporters completed the Kokoda Trail trek in Papua New Guinea, raising just under \$40,000. This extraordinary effort was both a personal challenge and a powerful way to contribute to Hartley's mission.

This year saw the return of the Hartley High Tea and Fashion Showcase which was held on Saturday 19 July 2025 at the Albert Hall. This year's theme was "The Golden Age of Hollywood", which led to an afternoon of glamour, celebration and community. Guests were encouraged to dress to impress. A four-course high tea was enjoyed, a dazzling fashion runway by Ted & Olive, and live entertainment from the inspiring Xtreme Stars. We were honoured to welcome Suzanne Orr MLA, Minister for Disability, Carers

and Community Services. The afternoon also featured gin cocktails by Holdfast Distillery, a raffle for a stunning pearl necklace donated by Vangeli's Jewellers, the ever-popular prize wheel, a live DJ, and a photo wall to capture the fun.

We also partnered with the Canberra Raiders through the 50-50 Charity Raffle, raising just over \$3,500 at the Raiders vs Bulldogs game, with volunteers, staff, and clients proudly representing Hartley at GIO Stadium.

The Canberra Disability Expo provided another opportunity to showcase our services and connect with families, while the year concluded with our Clients, Staff, and Volunteer Christmas Party, a festive celebration of the people who make Hartley what it is.

Together, these events not only raised significant funds but also reinforced Hartley's place at the heart of the Canberra community, ensuring we can continue to provide experiences and opportunities that help people with disability live their best lives.



HARTLEY
**Hydrotherapy
Pool**

HYDROTHERAPY POOL

Hartley Hydrotherapy is a vital part of Hartley Lifecare's services, providing a fully accessible hydrotherapy pool in Hughes, ACT, designed to support wellness and therapeutic activities for people of all abilities. The heated pool is maintained at a comfortable 34°C and operates five days a week, with sessions available for self-managed and exclusive-use clients.

Offering over 40 sessions each week and hosting more than 100 regular users, Hartley Hydrotherapy remains a popular choice in the Canberra community and surrounding areas. The facility supports a variety of therapeutic needs and offers a wide range of equipment and accessibility features such as mounted and manual hoists and water wheelchairs to support safe and easy access into the water.

Industry professionals, including physiotherapists, disability service providers, and allied health practitioners regularly utilise the pool for both group and individual sessions. In addition, individual users regularly book independently. Places are currently available for both shared and exclusive-use sessions.

Feedback from our most recent satisfaction survey highlighted the facility's cleanliness, efficient booking process, and the professionalism of staff, who were praised for their welcoming manner and exceptional service. Many users indicated a strong willingness to recommend Hartley Hydrotherapy, reinforcing our reputation as a trusted and inclusive environment.

Committed to providing a secure, accessible, and enjoyable resource, Hartley Hydrotherapy welcomes enquiries from the wider community. For further information or bookings, individuals can contact Hartley Hydrotherapy via phone or email, with friendly staff readily available to assist. Additional details are also available on Hartley's website or by visiting our pool in Hughes, ACT.



SUPPORTERS

7 News Allstars

ACT Department of Sport and Recreation

Affinity Electrical

Alliance Building Group

Arcidiacono Optometrist

Arrpwere

Barlens Event Hire

Bellchambers Barrett

Car Mechanical Services – Fisher

Canberra Distillery

Canberra Hire

Canberra Miniature Railway Association

Canberra Model Railway Club

Canberra Toyota

Canberra Weekly Magazine

Cannons IGA

CentreRED IT

Clayton Utz

Creek Run Media

DATAKOM

Department of Health

DJ Nige

ELITE Event Technology

EY

First Aid Services Australia

Forge

Fyshwick Fresh Food Markets

Gallagher Insurances

Golden Roast

Hall Progress Association

Hartley Hall Market stallholders

Heartstory

Hartley Cycle Team

Hellenic Club Woden

Hertz

Hire All

Holdfast Distillery

Jindabyne Sport and Recreation Centre

Mikes Meats Fyshwick

Mugshots Photobooth

National Mailing and Marketing

NSW National Parks and Wildlife Service

NSW Police

Oakden Enterprises

Ovolo Hotel

Paragalli Haulage

Polis Partners

Projects Coordinated, Red Hill Express

Radford College

Renaissance Homes

Rural Funds Management

Securus

Snowy Monaro Council

Ted and Olive

Three Mills Bakery

Vangeli Fine Jewellery

Victoria's Models

Wiffens

Whalen Image Solutions

xTreme Stars

Yarrh Wines

LEAVING A GIFT

can create a lasting change



Leaving a gift in your will is a simple way to create a lasting legacy. At Hartley, your kindness helps people with disability live their best life, today and for generations to come.

<https://www.gatheredhere.com.au/c/hartley-lifecare>



PEOPLE
WITH DISABILITY
HAVE OPPORTUNITIES
TO LIVE THEIR
BEST LIFE

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



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