



*Making a
difference
for people
with disability*

Integrating the National Brain Injury Foundation

Hartley Lifecare

Annual Report 2015-16





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Vision, mission and values





Our vision

Life care options for children and adults with physical and complex disabilities

Our mission

Provision of high quality residential, recreational, respite and community services for children and adults with physical and complex disabilities

Our values

The Board, management, staff and volunteers of Hartley Lifecare value:

Individual potential

The rights of individuals to achieve their maximum potential

Integrity

Respect, honesty and ethical behaviour towards our clients and stakeholders

Positive outcomes

The achievement of positive outcomes for our clients and stakeholders

Accountability

Decisions and actions that are consistent and transparent

Teamwork

Teamwork that delivers our agreed vision, desired future and strategic objectives

Chairman's report

The financial year to 30 June 2016 has been an immensely important one for Hartley Lifecare. Working in the ACT to improve the lives of people with disability, the implementation of the National Disability Insurance Scheme (NDIS) has seen major changes in operations, funding and in the care of Hartley's clients.

During the financial year, Hartley has assisted all of our clients to move to care plans under the NDIS, itself a major change. With the ACT Government's decision to move out of direct service provision for people with disability, the Board took a considered decision to grow the organisation, as the clients and their representatives chose Hartley as their service provider. As noted in the CEO's report, by the end of 2016 Hartley will be responsible for the care of 75 clients, a large increase on services provided two or three years ago. Importantly, Hartley has been able to maintain the care standards for which it is known, and to preserve the positive culture of the organisation through a period of rapid growth.

The NDIS implementation has moved Hartley from what was essentially a "payment in advance" arrangement with the ACT Government, to one where care plans need to be approved prior to service provision and payment is now made in arrears. This has posed some cash flow challenges for management and the Board is monitoring the situation carefully. Hartley's turnover has grown significantly from around \$4.4 million in 2009-10 to more than \$12 million in 2015-16, with further growth to come in 2016-17 from full year effects of new clients and three further houses coming into Hartley's operations.

Planning has continued through the year for the integration of the National Brain Injury Foundation (NBIF). The Board is now confident that the integration will be complete before the end of 2016.



This is important because the Board's plans for the redevelopment of Tanderra House into a respite care facility, and the proposed redevelopment of Hartley Court in Hughes, are both contingent on the NBIF integration being completed.

We have been fortunate to have stability on the Board for the entire financial year, and I thank our Board members for the dedication, professionalism and commitment to helping Hartley achieve our purpose.

I would also like to make special mention of Helen Falla, our long serving Senior Fundraising and Marketing Manager, who left Hartley in January to pursue another career opportunity. Helen made an enormous contribution to Hartley and we are very grateful for the outstanding role she performed.

I would also like to note that in June, the Board reappointed Eric Thauvette as Chief Executive Officer for a further three years. Hartley has been well served by Eric in his time as Executive Director and now Chief Executive Officer. The Board thanks Eric, the managers and staff for their wonderful commitment to improving the lives of people with disability.

Geoff Leeper
Chairman



Chief Executive Officer's report

This has been an excellent year for Hartley and the people we support. We continue to be a strong viable organisation despite a changing funding environment and the additional challenge of taking over supported services from the ACT Government.

As the ACT is the first jurisdiction in Australia to have the NDIS fully rolled out, Hartley has embraced the new system to empower individuals with their funding packages. Working very closely with the people we support and their families, we have helped people tailor their NDIS packages so that they can have maximum choice and control over the services they use. We are grateful that people continue to choose Hartley as their service provider and are pleased with the number of enquiries we have been receiving.

With the ACT Government relinquishing direct support services to the community sector, Hartley has been approached by many families and individuals seeking our support. At the end of this financial year Hartley is supporting 64 people in 26 different locations with 11 individuals to transition from government supported houses to Hartley by the end of 2016.

Hartley's primary goal during this extensive growth was to maintain the high level of service we were already providing. Changes were made at management level to ensure the continuity of the excellent support our staff were providing and to foster great relationships with new clients, families and staff. We saw new positions created, more training added to the core schedule and policies and procedures being reviewed to adapt to the changing and growing environment.

The Board has been strategic in supporting the changes and they continue to provide excellent governance to the organisation. We have been reviewing governance frameworks, including risk and financial management, and continually adjust the way we provide support services to achieve the best outcomes for our clients. The Board continues to work to the Strategic Plan to ensure that the organisation manages the growth and is NDIS ready.

We remain confident that the NDIS will continue to provide better outcomes for the people we support by giving them more choice, control and opportunities to accomplish their goals and aspirations.

The Better Together Alliance (the Alliance) continues to plan, advocate and work closely to achieve optimal outcomes for the individuals we support. The Alliance is composed of Hartley Lifecare, Sharing Places and LEAD, all well established and reputable service providers in the ACT.

The success of our fundraising through the Cycle Challenge, Hartley Hall Markets and other events has raised money for areas that are not fully funded such as our respite care, recreation programs and the rebuilding of our facilities. We are thankful to all our supporters and to the many enthusiastic volunteers who make these events possible.

Initial planning for the redevelopment of Hartley Court is underway. Preliminary plans are for a purpose built, best practice facility that will accommodate existing residents. As part of this redevelopment, we are looking at relocating our respite service to a more appropriate location.

I would like to thank the Board, our volunteers, stakeholders and all our excellent and passionate staff for making Hartley what it is today.

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 recent 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

Harris Boulton

Greg Brackenreg

Peter Bray

Jennie Cameron AM

Beryl Czesla

Brian Digby and Margaret Digby

Lee Donnelly

Ross Ellis

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

Helen Falla

Our most recent life member

Hartley Lifecare saw the departure of a long term employee in January 2016 – Helen Falla. Helen has made a great contribution to the organisation through her ability to develop and maintain long lasting and meaningful relationships in the community that have been crucial for Hartley's ongoing sustainability.

Helen's dedication to growing the Hartley Cycle Challenge and other major events during her time here at Hartley has been outstanding. Her charisma, warmth and ability to bring people together, combined with her philanthropic expertise will be missed by everyone.

“

I would like to thank the Board for the great honour they have bestowed on me with a life membership.

When I look through the list of my fellow life members it highlights the wonderful contributions these individuals have made to the people supported by Hartley Lifecare.

I am indeed privileged and humbled to join this membership category and look forward to continuing my support.”

Helen Falla



Hartley Lifecare Board



Chairman of the Board



Geoff Leeper

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 Ability 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.

Board members



Tonia Barnes

Tonia was previously the Chief Executive Officer of Palliative Care Australia in 2004. She was appointed to the Hartley Lifecare Board in 2002.



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 Ability 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 Lifecare 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.



Lee Donnelly

Joining the Board in 2010, Lee has been an active member of the Canberra community since 1972. Before retiring, Lee supported Hartley for many years in his role as company secretary at the Fyshwick Markets. Lee has a colourful and varied background in management, marketing, and in television and radio. He is also passionate about sport, especially rugby league and was awarded the Australian Sports Medal in 2000.



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 Ability 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.

Board meeting attendance 2015-16

Board Members	2015		2016			Total	Out of
	Aug	Oct	Feb	May	June		
Geoff Leeper (Chair)	✓	✓	✓	✓	✓	5	5
Tonia Barnes	A	✓	A	✓	A	2	5
Benjamin Battisson	✓	✓	✓	✓	✓	5	5
Harris Boulton	✓	✓	✓	✓	A	4	5
Peter Brown	A	✓	✓	✓	✓	4	5
Lee Donnelly	✓	✓	✓	A	✓	4	5
Terrence Gallagher	A	✓	✓	✓	A	3	5
Lisa Keeling	A	✓	✓	A	✓	3	5
Eric Schick	✓	✓	✓	✓	✓	5	5
Anthony Vincent	✓	✓	✓	A	✓	4	5
Jenni Vincent	✓	✓	✓	✓	✓	5	5

A = Apologies ✓ = Attended



Hartley Lifecare's Board of Directors and CEO. Missing from photo; Tonia Barnes, Lee Donnelly and Anthony Vincent



Our programs and services



Transition of services from Disability ACT

After the introduction of the NDIS, Fisher A was the first house to transition from Disability ACT to Hartley and proved to be a successful test of our transition strategy. As well as ensuring that disruption is kept to a minimum, a smooth transition must create an environment where clients and their families are comfortable with the changes. This was made easier by the transition of existing Disability ACT staff who were already assisting the clients in their homes. In addition to these staff, we trained and provided new staff. Families have been extremely happy with the result and the transition was a great learning experience.

Our greatest challenge is to have adequate numbers of qualified and trained staff as well as having a full complement of both full time and casual staff. Fortunately, Hartley continues to attract high quality applicants for our positions. We also provide a comprehensive core training program, which ensures our staff remain highly skilled and committed.

The new houses have now formed part of the suite of services that Hartley continues to provide. In addition, there has been an increase in requests for Hartley's services to provide individual supports.

With the experience we have gained through the transition of our houses through NDIS, our processes are now much smoother. Residents have continued to access all the care they were receiving before the transition and we have been able to reinstate some activities that had stalled due to funding challenges.

One family's story

Fisher A house had already been managed by Disability ACT for a number of years when Taryn became a resident there in 2006. The transition of management to Hartley took place in August 2015, after eight months of careful planning.

With assistance from Disability ACT and NDIA staff, I took on the role to prepare a needs analysis for Taryn and to identify organisations that could meet these needs. The analysis was presented to NDIA staff who reviewed the appropriateness of the plan for Taryn and determined the funding to be provided in various areas.

Residents, families and guardians selected Hartley to provide care for the house. The transition was challenging because of the multitude of issues and the number of stakeholders. Despite the lengthy process, the valuable input from Hartley meant a relatively smooth transition for Taryn.

Vicki Gardner

Parent

My experience with NDIS – a client's story

My name is Anthony and I have been a client with Hartley since 1975. I was very excited when the NDIS was first announced. At the time I was working for Advocacy for Inclusion and did not really understand how the NDIS would work.

My family and staff from Hartley helped me through the NDIS planning process by:

- *talking with me about my needs before any meetings with my planner*
- *being present at the meetings with the planner to make sure the communication was clear and that my needs were recorded in my plan properly*
- *helping me to make adjustments to my plan when needed*

With this support I found the NDIS planning process to be very easy.

Thank you Hartley.



Anthony at Hartley Court

Our accommodation services

This year saw the exciting and busy expansion of our accommodation services. We have been working very closely with families and Disability ACT through the transition of nine group houses, all of which provide 24 hour accommodation support. We are now supporting 63 clients.

This year has seen all of our clients transition through the NDIS with around half of them in their second year of the scheme. Despite the challenges, the process has been very positive for both clients and their families. As well as increasing individual supports for everyone, many new opportunities have been created for clients to pursue their goals for volunteer work, exploring new community activities and enjoying interests such as music, woodwork and art.

We have worked hard to provide greater opportunities for the families of Hartley clients to have a lot more contact with their family members and extensive input into their care. Staff at Hartley have enjoyed facilitating this interaction and are definitely seeing the benefits for the clients.

The NDIS has enabled one of our clients to fulfil one of her long term goals, which was to live in a different environment. Hartley supported this person explore alternative accommodation through a program established between Anglicare and Capital Community Housing (CCH). This person is now enjoying residing in a home that suits her individual needs.

Hartley Court continues to provide high quality care to all 13 individuals with 10 full time clients and, at times, three respite clients. With three vehicles attached to Hartley Court we now see clients attend many different activities around Canberra with the help of our driver, John. Hartley staff have continually demonstrated their flexibility in many ways, including the facilitation of weekly changeovers of respite clients. Whenever management visit the houses we see the commitment of staff to residents and to the variety of activities our clients attend - mostly due to the initiative of staff. Whenever our staff see an opportunity for clients to participate in an activity, they are proactive in making it happen.

Hartley's outreach program

The outreach program continues to provide an individualised service to people with disability living in their own homes. The program is designed to meet each client's specific request and individual needs. The type of support provided can range from 24-hours, seven days a week support, to several drop-ins throughout the day.

Assisting people to achieve their goals

At our Tuckett house, Cameron had been waiting a long time to experience climbing inside a fire truck, however, he was too hesitant and shy to take the leap. Being able to finally realise his dream was a wonderful moment for Cameron and is a credit to his courage and determination.

Lord Street has seen the introduction of a cooking program for the residents. This involves clients choosing a meal to prepare, and then shopping and cooking for their house mates. Adrian has taken to this with a Master Chef approach in the hope that he is not eliminated. Hartley staff member Ian, has begun a cooking program for Adrian which includes some theory and a certificate at the end. All clients and staff are enjoying the variety of meals being presented.

Cuisine Team

Cuisine Team is a monthly social group where people with disabilities have the opportunity to socialise over a meal out or a BBQ. It is held at a different venue each month, offering either a new experience or a tried and true favourite. This popular event continues to grow and it remains an activity to bring people together. Regular attendees warmly welcome those who are new to Hartley.

Continuation of our Cuisine Team has been made possible through the ongoing support and generous donations from the John James Foundation and funds raised through Hartley's Ability Cycle Challenge and HART.R8 for HARTLEY.



Cameron in the fire truck



Adrian cooking up a feast



Bec with her toy dog Zeb

Gladys Lister has called upon the help of a dog wash for a couple of muddy toy dogs who enjoy their baths! This has proven to be an amusing event for the entire house but not for the local dogs who go into hiding with the arrival of the Big Blue Dog mobile van!

Respite

Hartley Lifecare has seen an increase in enquiries about respite since the closure of some respite services in the ACT. This service has always been sought after by our existing families and also now by families who no longer receive respite from any other agency. For most of the year all three respite beds are occupied while our families take a short break from their carer role.

Hartley are once again grateful to the Novotel Canberra for continuing to provide parents and carers with a wonderful night of rest and relaxation as part of their Novotel Canberra Caring for Carers program.

Currently in the ACT there is a major shortage of respite facilities for families. Hartley plans to embark on a fundraising campaign to raise funds for a complete renovation of Tanderra House to turn it into a best practice respite facility.

Intentional Community – Benambra

Three years on, Benambra has proven to be more than just a bunch of townhouses. It is community inclusion, comprising people from a range of different social, employment and educational backgrounds who have agreed to be supportive, friendly and sensitive to each other's needs and who want to live in and be part of the complex.

In the past three years the Community has had working bees, gardening days, BBQs, good neighbour days and other events to foster good relationships and community spirit. Members of the community are like minded and work hard to maintain the communal garden, reaping the rewards of fresh herbs and vegetables all year round.

Benambra's greatest success is the relationships the young men have formed with other residents which add value and meaning to their lives. They are happy, treated with respect and dignity, have rich and exciting lives and have independence. Karen and Sally feel comfortable with the lives that their sons lead and everybody has benefitted from the development of the community.



Jackson cutting his 30th Birthday cake with family and friends

JACKmail

With the help of his support team, Jackson continues to run his very successful JACKmail courier company which is now in its 10th year of operation. JACKmail enables Jackson to have ongoing employment, earn an income, learn new skills and gives him the opportunity to engage with his local community.

This year also saw Jackson's family, friends and Hartley staff celebrate his 30th Birthday with a wonderful bush dance themed party.

Transport unit

Our fleet of vehicles have had a very busy year. These vehicles are essential for the people we support to stay active within the community. They allow for greater independence, work opportunities and enable clients to have holidays away.

With each house having vehicles assigned to it, there is now a large fleet for us to administer.

Recreation program – wonderful getaways and outings for Hartley clients

With the full roll out of the NDIS this year, clients now have more opportunities for greater experiences within the community. As some of this NDIS support is provided on an individual basis, there is now more choice for each person.

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



Rhi with Kim at Milton beach

Kim shopped and dined out during a weekend trip to Milton on the south coast. It might have been too cold for a swim, but not too cold to enjoy the beach.

Sue hit the road on the historic gold rush and bush ranger trails in Victoria, finishing up over the Great Ocean Road with a bird's eye view from a helicopter.



Mary-Ellen and Louise try kayaking

Gladys Lister ladies Mary-Ellen, Kate and Becky spent a week relaxing at The Entrance on the Central Coast. While shopping and swimming were popular daily indulgences, the highlights talked about long after included rowing, pelican feeding, and a massage and pedicure at the local beauty salon.

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

- Australia Day in Commonwealth Park
- Canberra show
- Skyfire
- Summernats
- Floriade
- Hartley Lifecare Cycle Challenge
- Anzac Day Dawn Service
- Canberra Raiders football games
- Christmas parties with Hartley and other organisations
- In house gatherings, BBQs, morning teas and dinners.



Ben on holidays



Hartley clients and staff at the Xmas in July function



Assistive Technology

Technology is constantly advancing to enable people with disability to perform tasks they could not otherwise do, with greater ease and confidence. Hartley's Assistive Technology (AT) Program has been helping people for almost a decade to gain greater independence through the use of technology. By facilitating one-on-one assessments with technical and hardware training as well as supplying equipment, we are helping individuals to become more confident with technology and they are able to perform a wider range of activities and functions at work and at home.

With the implementation of the NDIS, many Hartley clients and people with disability living in the community now have the opportunity to be individually assessed for specific technology through our AT Program. Since the implementation of the NDIS, there has been an increased demand on our AT Program. In response, we have organised a significant number of assessments and provided recommendations for specific equipment to a large number of individuals from Canberra and the surrounding region.

A number of individuals have been referred to the program through their NDIS planners and coordinators. Hartley's AT Program, with the support of Ability Technology, assists and guides each individual post their assessment. We help source recommended equipment and provide follow up training. The world of technology can be daunting at times and from our experience, we find the best results are achieved with the support of our AT Program to ensure a smooth journey to greater independence for our clients.

We would like to formally thank our loyal supporters; Accenture, John James Foundation, Clayton Utz Foundation and The Snow Foundation. The changes that Hartley's AT Program continues to make in people's lives would not be possible without their ongoing support. This funding has enabled us to continue helping those clients who are unable to access specific funding and to ensure they have the opportunity to access our AT services.

One particular group within our community who are unable to receive funding through the NDIS for Assistive Technology, are people with disability over the age of 65.

Throughout Canberra there are still a large number of individuals facing financial hurdles that restrict them from accessing funding for AT Programs. This group benefits significantly from the support we receive from our sponsors and donors.

One of our clients is continuing to make huge progress towards greater communication options through our AT Program. His primary form of communication prior to our AT assessment was a pointer attached to a baseball cap which enabled him to point to letters on an alphabet board to spell out words. This client has now embraced the use of one of the Hartley Loan Pool iPads and is enjoying the intuitive text feature that enables him to communicate quickly and effectively. He is also fond of watching movies and playing music on the iPad.

We were also recently privileged to witness another client, Helmut, realise that he was on the cusp of discovering an easier method of communication. Tears rolled down his cheeks at the delight of the new technology now available to him. Helmut, who is over 65 years old, is a perfect example of how good guidance, financial assistance from our supporters and Hartley's AT Program can enhance an individual's life in the most simple but profound way.

“Tears rolled down his cheeks at the delight of the new technology now available to him.”

Our AT Program also runs information and workshop evenings throughout the year. These events are useful for all members of the community who wish to expand their knowledge on an array of topics.

This year, one of the more popular topics was *'Using an iPad or other tablet to control the home is a reality'*. This workshop introduced the participants to ways of gaining greater independence and control over their environment through the use of their tablet device. Attendees gained further insight on how to use their device to control doors, lights, fans, TVs, air-conditioners, telephones, curtains and other equipment.



Another very popular information session held at the Hartley Pearce training room was 'The SWERP workshop'.

This session outlined how to use tablets for communication - speech, writing, email, reading, and phone (SWERP) making the most of their features to provide effective tools for people with intellectual/cognitive impairment. The workshop also covered how to engage with social media and how to send and receive emails. The evening was a great success with more than 20 participants from all walks of life learning more about their tablets.

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.

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



Helmut using his iPad



Hartley's AT Program is supported by these generous partners





Hartley Brain Injury ACT

information
service,
supported by
Rural Funds
Management



During 2013, Hartley was approached by the NBIF to take over operations. This has included establishing an information service for people with a brain injury who reside in the ACT and surrounding areas. To support the establishment of this service, Rural Funds Management and Hands Across Canberra have provided generous financial support. This has been allocated to essential planning, scoping, research and modelling work, along with commencing consultation with key stakeholders and potential users of the service. In May 2016, Hartley employed a person to oversee the Hartley Brain Injury ACT Information Service.

The next phase will be to develop a communication strategy, followed by a new website - ensuring that people with a brain injury have someone to talk to, either over the phone or by visiting the office in Pearce. This includes providing information about the type of assistance available in our local region, the NDIS, social, emotional and physical opportunities, and linking people with a multitude of services, including support groups, therapists and other organisations.

Over the past six months, Hartley has been providing valuable information about the NDIS, support groups and case management to people who have a brain injury, their families and carers. We are very excited about the future of this program given its close alignment with Hartley's vision, mission and values.



Cameron and Geraldine at Hartley Court

Acquired Brain Injury (ABI) in Numbers

3 out of 4
people with an ABI
are men

2 million
Australians
are affected
with some form of ABI



75%
of Australians with an ABI
are aged under 65

40%
of people with
an ABI have a
co-morbid*
health issue

2 out of 3
people with an ABI acquired it
before their
25th birthday

Brain Injury is a spectrum disorder that refers to any type of brain damage or neurological disorder occurring after birth. More than two million Australians are affected with some form of ABI, with more men affected than women. More than 40 per cent of people with ABI have a co-morbid Mental Health issues (*Synapse, 2016*).

Hartley Brain Injury ACT is supported by these generous partners



*Two disorders or illnesses occurring simultaneously.



Our staff and staff training

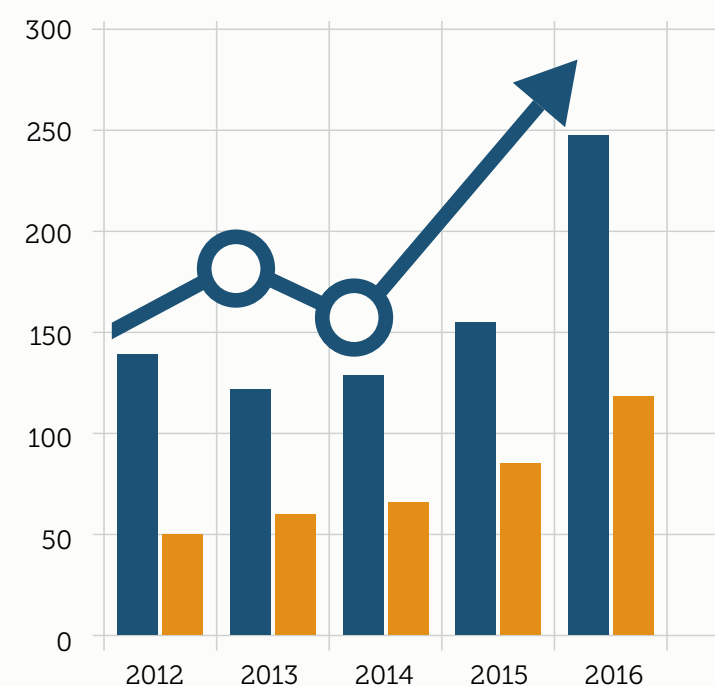
Over the past year Hartley has grown significantly. With this growth, we continue to rely on our dedicated staff to provide high quality support for our clients. From July 2015 – June 2016 we focused on improving access to training for our employees, to ensure they have the skills and knowledge to achieve best practice outcomes across the organisation. This is reflected in the number of training sessions, range of options offered, and the high quality outcomes of our training modules.

Our plan is to focus on reviewing our human resource procedures to ensure continuous improvement in line with best practice. This will ensure the continued provision of quality support, organisational sustainability and effective use of our key resources – our staff. Hartley will continue to be an employer of choice due to our excellent reputation, high quality customised training, competitive remuneration and flexible working arrangements.

Staff growth

Hartley has experienced considerable growth in the past few years as we have taken on more support in the houses from Disability ACT under the NDIS, as well as increasing our outreach services. Accordingly our staff numbers have grown.

Staff demographics



Total Staff at 30 June 2016



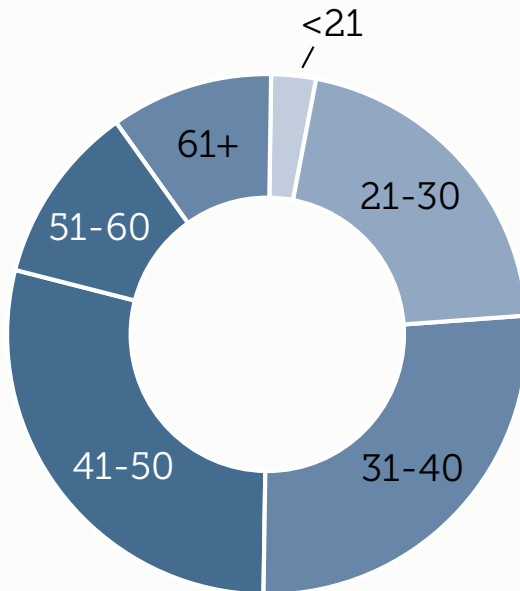
Full-Time Equivalent (FTE)

FTE is calculated on total staff hours across all employees (casual, part-time, and full-time) and divided by 76 hours per fortnight for the April-June 2016 quarter.

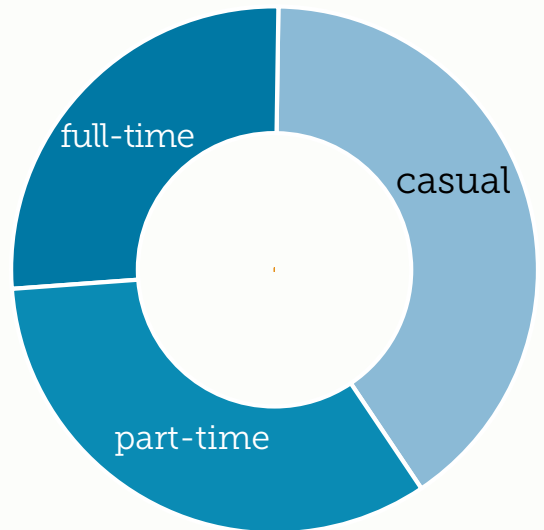
This tells us the number of FTE staff in the organisation.

Staff demographics

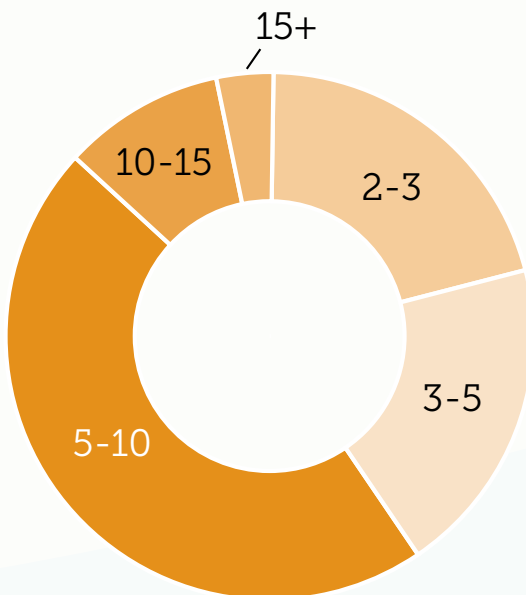
Age of staff (years)



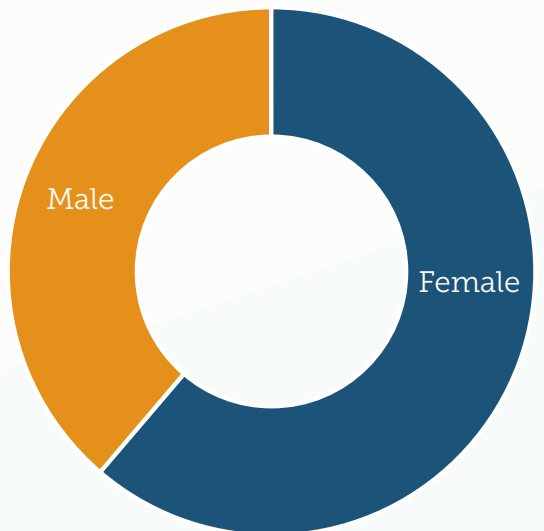
Employment type



Length of service (years)



Gender



Staff training **in numbers**



July - Dec 2015



Jan - June 2016



2015-16

Training

Hartley Lifecare continues to strive towards providing high quality, relevant, engaging training to contribute to meaningful learning and development outcomes for our staff. Our training program is made up of various mandatory modules and also includes optional skill specific modules. We have developed annual 'refresher' modules for key training areas to ensure that our staff remain up-to-date in the latest and best methods. Hartley continues to develop our learning and development program to respond to staff needs and requests.

The training is enhanced by our highly experienced and professional facilitators - Victoria Oakden of Oakden Enterprises and Geoff Wallace from Sharing Places. We have enjoyed a long and valuable relationship with both trainers over many years and we hope they will continue to provide their expertise.

Mandatory training

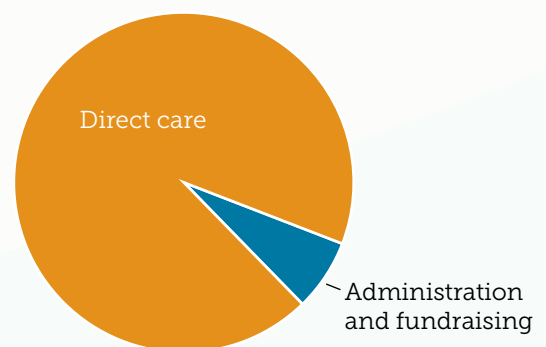
- Orientation
- Manual handling
- Behaviour awareness
- First aid certificate
- Annual update
- Driver training
- Documentation
- Food safety
- Medication management

Skill-specific training

- Bowel
- Epilepsy awareness
- Diabetes/BGL
- PEG
- Oxygen
- Midazolam
- Oral hygiene and suctioning
- Dementia workshop
- Mental health
- Supervisor/team leader training

Direct care emphasis

At Hartley we believe that our clients are the most important part of our business, and our staffing breakdown supports this with 92.7 per cent of our staff providing direct support services.



Mentoring program

Hartley has an established mentoring program that identifies future leaders and supervisors, upskills current employees, and provides valuable planning which ensures the sustainability of our workforce.

The mentoring program encourages eligible staff members to act in a higher role for a period of time whilst receiving specialised support and ongoing development opportunities. This allows the employee to determine their suitability for a higher role and increases their professional development.

Our teams

Hartley Lifecare has four teams that work energetically to achieve our vision. Our new structure was implemented in June 2016.



A meaningful career @ Hartley Lifecare

Kathy Le Mesurier has been working for Hartley for 26 years. She is currently the Senior Manager of Disability Programs and has made an incredible contribution to the organisation over the years.

Kathy is a Canberra girl through and through. She was born in Canberra and grew up in Downer. Kathy attended Merici College in Braddon where, at age 14, she expressed an interest in working with people with disability. This led Kathy to undertake a week of work experience with Hartley when she was in year 12. Kathy told her teacher that she would like to do work experience within the disability sector and her teacher was supportive, but said that she would have to arrange it herself. Not knowing of any local organisations, she pulled out the phonebook and started ringing around.

After college, Kathy worked in after school care and childcare, eventually calling Hartley after six months to check if there were any positions for support workers. She started at Hartley Court working four days on and four days off. Hartley was one of her three jobs at the time, one being a support worker in the attendant care program run by Hartley, where she worked nights. Eventually she switched to full-time work at Hartley and hasn't looked back. Kathy's transition from support work to management was gradual, initially moving into a coordinator role and then into the Community Service Manager position.

Kathy is now a Senior Manager and works in the Pearce Administration Office to manage the four disability program managers as well as being the main contact for the NDIS. She finds her current role exciting and dynamic. It's a big responsibility building relationships and trust with families and dealing with a sometimes emotional and challenging process, but Kathy thrives on being able to make a meaningful difference.

Kathy finds the most rewarding part of her job is to see a person enjoying their life. She loves continually learning and her main focus is the client and their potential. Kathy is driven by the desire to see a person with disability have every opportunity to be as independent as possible while feeling valued for who they are.

During her time at Hartley, Kathy has seen significant changes to the organisation. Hartley has expanded and grown while taking on support for new and different clients. When Kathy first started, Hartley was focused mainly on people with a physical disability. Now Hartley supports a broad range of people.

In her spare time, Kathy enjoys being with her friends and family and going to live shows. She also loves shopping trips interstate and has been on shopping trips to New York and Hong Kong. Kathy enjoys cooking up a storm in Master Chef inspired cooking competitions, resulting in friendly competitions and delicious lemon meringue pies.

Kathy is excited to see Hartley continue with sustainable growth and take on new challenges by providing different styles of support as new opportunities arise. As Hartley grows, she knows the focus will remain on person-centred approaches to support and work closely with families in an equal relationship.



Kathy Le Mesurier



Fundraising and events



Once again the fundraising department had a very busy year with a number of events and wonderful support from the Canberra community. We were successful in obtaining grants to support new and existing services and held a number of social functions throughout the year for our clients.

Fundraising income is very important to Hartley to support our respite, recreation and AT Program as well as the transport unit.

Each year Hartley is invited to cater and host BBQs for several community events including the Airport Open Day, Fitz's Challenge, Ride to Work Day and Amy's Big Bike Ride. These events are run completely by our wonderful volunteers and raise significant funds for Hartley.

We are also proud to continue our long partnership with the ACT Rogaine Association (ACTRA). Rogaining is the sport of long distance cross country navigation using a map and compass.

Hartley volunteers travel out to the various rural locations where the Rogaines are held and cook up a selection of fresh hot and cold food to feed the hungry participants. We are very grateful to ACTRA for continuing to provide Hartley with the opportunity to raise funds from these events held throughout the year.

We are very grateful to local businesses large and small, to our sponsors, and to our volunteer base of more than 100 people who help us to achieve our fundraising goals.



Participants riding in HART.R8 for HARTLEY

For the second year, we ran the HART.R8 for HARTLEY indoor cycle challenge with 100 riders participating and raising funds for Hartley. We were thrilled to once again partner with: Alive Health & Fitness, Narrabundah; Energy Fitness Centre, Kippax; Fitness First, Deakin; Southern Cross Health Club, Phillip; and TEAM Fitness in Dickson. Each centre enthusiastically promoted the event and helped to attract participants through their respective gyms.

The event was an exciting six hour heart pumping indoor cycle challenge run simultaneously at the different locations.

Celebrity riders joined in the fun and were popular participants, they included: Trent Harvey, MasterChef contestant; Stephen Hodge, six-time Tour de France rider; Andrew Barr, ACT Chief Minister; Shane Rattenbury MLA; Steve Doszpot MLA; Andrew Wall MLA; Cam Sullings from MIX 106.3; Lindy Hou OAM and Hamish MacDonald, Paralympians and Alan Tongue, former Raiders Captain.

Total Funds raised - \$25,284 a fabulous result!

Thank you to the many participants who had loads of fun challenging themselves to stay on the bike for six hours as well as working hard to help us reach our fundraising target.

100 participants

6 gym partners

10 celebrity guests

Over **\$25,000** raised





Chief Minister Andrew Barr with Hartley Lifecare's CEO, Eric Thauvette



Michelle Fahy riding for HART.R8 for HARTLEY



Paralympian Michael Milton with ACT Green's Shane Rattenbury at the media launch for HART.R8 for HARTLEY

Thank you to our sponsors of HART.R8 for HARTLEY



Canberra Weekly



Hartley Ability Cycle Challenge

The 16th annual Cycle Challenge held from 27-30 November was a resounding success with all teams on both stages enjoying the event and returning safely at the end of the challenge. We were thrilled by the total raised, an incredible \$513,000!

Twenty two bunches, each comprising of 12 cyclists and four dedicated support crew, rode from Canberra to Mt Kosciusko and returned — a distance of more than 450 kms. Cycle Challenge participants are inspirational and we congratulate and sincerely thank them for their dedication and hard work. In addition, 30 volunteers supported the event in their many roles as marshals, chow crew helpers and ride coordinators and made sure the cyclists were safe, comfortable and well fed. This group of loyal and dedicated volunteers and supporters are the backbone of the event and we could not do it without them.

“Through our efforts we **can** make a difference for people with disability. My involvement in the Hartley Ability Cycle Challenge, over the years, has provided immense personal satisfaction and enjoyment.”

**Hartley volunteer,
Jonathan Gowland**

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 the mission of Hartley to provide excellence in accommodation and life options for people with physical and complex disabilities. Hartley and those we support are eternally grateful.

Jordon Milroy, a champion skytower climber from New Zealand, was this year's event Ambassador and guest speaker at the presentation dinner. Jackson, Ben and Daniel represented Hartley clients and travelled to Jindabyne for the special celebrations on Saturday night. They also went to Perisher and Charlotte Pass to enthusiastically cheer on the cyclists. They thoroughly enjoyed the experience. Some of our clients also travelled to the Bredbo Showground to join in morning tea and/or lunch with the participants to offer their sincere thanks for the support.

John Lafferty Photography once again captured the event and his photos are available on his website. John's partner, Julia, handled all our social media content. A huge thank you to John and Julia for their tremendous support.

Hartley Ability Cycle Challenge **in numbers**



264 riders took
on the Cycle
Challenge



450 kms from
Canberra to
Mt Kosciusko



30 dedicated
volunteers



Raised
\$513,000



The 16th annual Hartley Cycle Challenge



PRIME7 Allstars team



Jackson, Adam, Ben and Dan enjoying the Cycle Challenge

A huge thank you to the sponsors of the Cycle Challenge



CLAYTON UTZ



Hartley Hall Markets

The Hartley Hall Markets are held at the Hall Showground on the first Sunday of every month, excluding January. Hartley has been running the markets for 29 years and each month the markets raise vital funds through the stall holder fees, gold coin entry and our food stalls. Our Hartley fundraising food stalls comprise two canteens, two BBQs and one hotdog stand, all staffed by our dedicated team of volunteers. Each month the markets average 200 stallholders and up to 4,000 visitors.

A large team of volunteers is needed to run the markets and we are incredibly fortunate to have a core group of dedicated volunteers that attend every month, generously giving their time to help make the markets a success. The majority of these volunteers have been assisting our local charity for more than 20 years.

Hartley would like to sincerely thank all of our wonderful volunteers with a special thank you to Marcia and Bob Skidmore, Shirley and Brian Sly, Tony and Margaret Morris, Judy and Paul Stevens, Di Walmsley,

Ross Ellis, Peter Bray, Beth Johnston, Barry Starr and the Lo Pilato family and friends. Their many years of service are gratefully appreciated by everyone at Hartley.

Radford College Year 10 students, Birralea and Lake Ginninderra Scouts also volunteer every month. Radford College provide, on average, 15 students for each market. George Huitker is the Director of Service Learning for Radford College and coordinates the student volunteers each month. His commitment to Hartley and his students is outstanding. To foster a greater understanding of Hartley to his student volunteers, he regularly organises field trips to visit the clients at Hartley Court. These excursions are the initiative of George and benefit both his students and our clients, forging a better understanding of our services and a strong relationship into the future for Radford College and Hartley. We would like to formally thank George for all his support this past year, not just for volunteering at the markets, but also at other events where Hartley needed help.



Shoppers enjoying the Hartley Hall Markets



Radford College students at Hartley Court with Anthony

Hartley Hall Markets thanks our business and community partners for their ongoing support: ACT Department of Sport and Recreation Services; the Hall Progress Society; Bakers Delight, Woden; Toms Freshfruit, Belconnen and Mike's Meat Superstore, Fyshwick. All our supporters, volunteers and local businesses provide extra staffing and supplies to enable us to hold this great event each month.

The Hartley Hall Markets are an opportunity to publicly promote Hartley and our involvement in the Canberra community. A number of our clients volunteer on market day — generally accompanied by their support worker. These Hartley volunteers attend the markets from month to month and do a wonderful job helping to distribute the monthly newsletter to stallholders, collecting donations at the gates and doing general odd jobs to ensure the event runs smoothly. Many of our other clients pay a visit to the markets to have lunch and enjoy an outing.

One of our volunteers and intentional community members, Dan, has taken his time as a Hartley client volunteer at the markets to the next level. This year Dan was inspired to hold his own stall. From volunteer to new stallholder, Dan's first stall in August was a huge success.

The story of Dan's evolution to stallholder is a wonderful example of how the markets can be the perfect partner for an individual. It provides a platform for them to develop and experience independence, making the Hartley Hall Markets a great community event to showcase and foster the entrepreneurial aspirations of our clients to the wider community.

In 2017 Hartley will celebrate 30 years of running the Hartley Hall Markets. Please put the first Sunday of every month into your diaries and come and soak up the atmosphere, community spirit and friendly vibe at the Hartley Hall Markets.



Dan cooking up his Doggylicious Biscuits

Dan's story

My business name is 'Danny's Pet Pantry' and I love dogs.

I had a dog Roly for many years and I looked after him very well. One of the things I did was help cook food and treats for him.

I am in my own home now and do not have a dog but I can cook for your pets. I make these dog biscuits with help from my family and friends. I grow some of the ingredients in my own garden and buy the others from farmers' markets and sometimes organic markets. There are no preservatives in my dog biscuits.

I plan to expand the range so please come and visit me at the Hartley Hall Markets often to see what is new and delicious.

Thank you for visiting my Pet Pantry.

Dan's stall was so successful in August 2016 we received the following email from his mum Karen.

Dear Leonie,

Thank you, and all the Hartley crew, for making Daniel's first day at the Markets such a success. For a first day it was amazing. You, all the helpers and staff are amazing and the stall holders all so friendly and keen to be engaging and helpful, it made the day most enjoyable. As you know Daniel sold out of biscuits – 400 in total and took \$131.

Daniel, while tired, really enjoyed himself and is looking forward to the next Markets but thinks he needs to cook more biscuits! Thanks again for everything.

Kindest regards,

Karen

in **one year**

11,490

sausages cooked and sold at the Hartley BBQs

1850 eggs cooked

60 kg of bacon cooked
and consumed by
visitors over one year

890 loaves of bread cooked by
Bakers Delight Woden for
our sausage sizzle

400 kg of chopped onions
cooked over this last year

Total hours contributed
by volunteers this
year in excess of **3283**



Hartley Lifecare partnerships and supporters

Hartley is very fortunate to have received the support of 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 thrilled to once again be the beneficiary of a generous \$15,000 grant from the John James Foundation this financial year.

These funds were used to support our existing recreation program, including recreation activities locally as well as holidays outside the ACT. It also helped towards maintaining our successful Cuisine Team outings.

Our recreational program supports people with disability to enjoy recreation activities of their choice. The Cuisine Team enables people with and without disabilities from our local community to join in a monthly social group and enjoy activities such as dining out, bowling, movies and BBQs.

CLAYTON UTZ

Clayton Utz Foundation

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 Lifecare since 2006 and Hartley is once again very grateful to have received \$15,000 this financial year from the Foundation.

These funds have been put into our Assistive Technology 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.



The Good Guys

Every year The Good Guys work in collaboration with carefully selected cause partners in each state as part of the company's "Doing Good" program.

During 2016 The Good Guys, in particular the Tuggeranong store, have been working closely alongside Hartley as their chosen Cause Partner. The Good Guys provides support via in-store fundraising, cash donations and in-kind donations.

Hartley was recently the lucky recipient of a brand new clothes dryer, thanks to The Good Guys Tuggeranong's 'Dryers for Communities' initiative. The dryer was delivered by Store Executive Manager, Jon Richards to Hartley. A big thank you to The Good Guys for their generous support #DoingGood



Jon from The Good Guys handing over a clothes dryer to Stanley from Hartley



Ernst & Young

The Ernst & Young (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 recently 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 community. 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 and volunteering opportunities for their chosen charities. EY's workplace giving site (Good2Give) provides staff members the opportunity to donate through their pay.

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 existing fundraising events and working to grow new avenues for contribution and support.

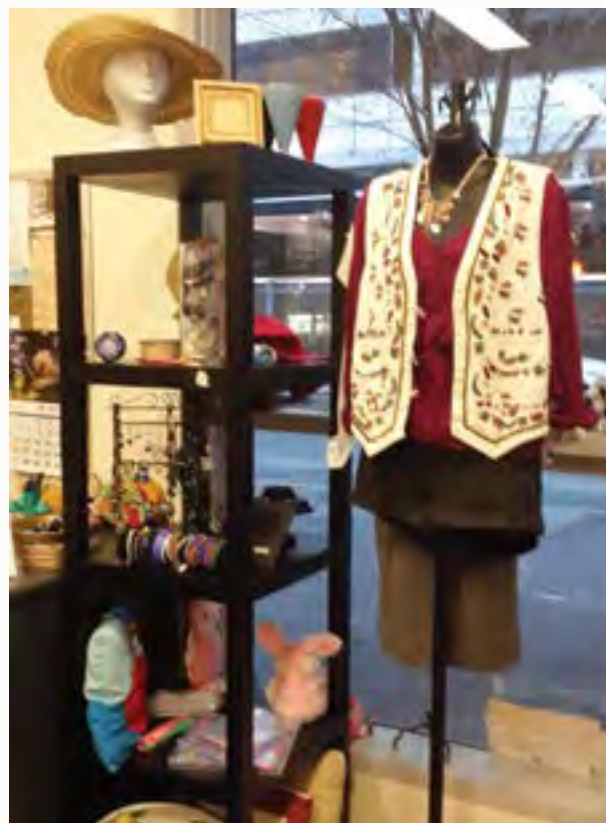
Hartley Lifecare Op Shop

The Hartley Op Shop is run entirely by volunteers, some of whom have been with us for 15 years! We simply could not open the doors without their incredible support. The Op Shop is located on Genge Street, Civic and is open from 10am–3pm Monday to Friday. A big thank you to all the volunteers for your ongoing support and hard work!

We would also like to acknowledge Glenda — one of our long-term volunteers, who helps with the sorting and stock control of the Op Shop clothes. She does a wonderful job and makes the task of swapping over seasonal clothes a lot easier - thank you Glenda.

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

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



Second hand clothes and bric-a-brac for sale



Hartley Op Shop located in Civic

Our volunteers - making it happen

Hartley is incredibly lucky to have the most dedicated and hardworking volunteers. 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 and much more.

The Board and staff of Hartley would like to express our heartfelt thanks to each and every one of our volunteers whose support is invaluable to our local charity.

“

Hartley understands the complexities of helping people who cannot always be completely independent. The positive impact Hartley makes on these people's lives is real and immediate. It is a pleasure to volunteer and provide our ongoing support.”

**Hartley volunteer,
Helen Barnsley**



Hartley's administration staff - thanking our volunteers

Do you have spare time or a skill you would like to share to support people with disability?

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

Do you have a skill you would like to share?

Are you a massage therapist, hairdresser, beautician, gardener, landscaper, handyperson or painter?



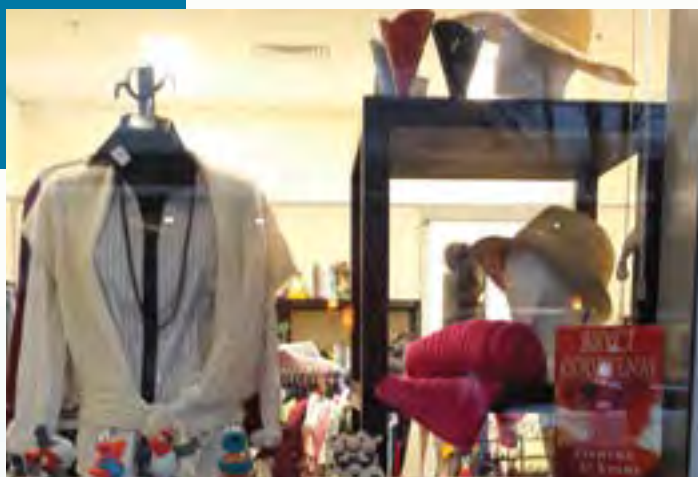
Be a friend

Do you enjoy outings to the movies, meals out, shopping, attending sporting events and just chatting?



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.





Are you interested in IT?

Help us with the Assistive Technology Program by loading software, photos and songs onto a tablet or computer, or teach a person how to use a tablet or computer program.

Hartley Hall Markets

The Markets are organised by Hartley Lifecare and supported by a large number of volunteers who assist with various jobs including set up, office work, staffing the BBQ and food stalls, as well as packing and cleaning up.



Fundraising events

The success of our fundraising events is due to the efforts of the volunteers who support each event. We need helpers to sell raffle tickets, assist with BBQs, help set up and pack down events and much more to help make our events a success.



*Making a
difference
for people
with disability*

Integrating the National Brain Injury Foundation

Contact Hartley Lifecare on
02 6282 4411 to receive a
volunteer information pack
or visit **www.hartley.org.au**

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.

Hartley has two Facebook pages:

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

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



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



Dan with a friendly llama

Our supporters

Ability Technology
Accenture
ACT Department of Sport and Recreation
ACT PA Hire
ACT Rogaine Association (ACTRA)
ALIVE Health & Fitness
Arcidiacono Optometrist
Australian Government Department of Defence
Australian Government Department of Health
Australian Government Department of Human Services
Australian Hearing
Barlens Event Hire
Beach House Mollymook
Bells Dry Cleaners
Body Basics
Bruce Griffin
Brumbies
Bunnamagoo Estate Wines
Bunnings
Canberra Aero Club
Canberra Airport
Canberra Greyhound Racing Club
Canberra Hire
Canberra Southern Cross Club
Canberra Southern Cross Health Club
Canberra Toyota
Canberra Weekly Magazine
centreRED IT
Clayton Utz
Clayton Utz Foundation
Coochie Lawn Services
Cogent Business Solutions
Cooma Monaro Shire and Snowy River Shire Councils
Cycling Australia
DATACOM
Deakin Charity House Project
Energy Fitness Centre
Ernst & Young
EQ Café & Lounge
First Aid Services Australia
FITAbility
Fitness First
Fyshwick Fresh Food Markets
GIO Insurance
Hall Progress Association
HAMIB
Hammer Nutrition
Hands Across Canberra
Hellenic Club of Canberra
Hertz
Hughes Mechanical
Hewlett-Packard
John James Foundation
John Lafferty Photography
Jones Lang La Salle
John McGrath Ford
Jindabyne Sport and Recreation Centre
King O'Malley's Irish Pub
Lake Ginninderra & Biralee Scout groups
Lennock Motors
ManpowerGroup
Marsh Pty Ltd
medibank
Mikes Meats, Fyshwick
Milestone Financial Services
Mix 106.3
Meyer Vandenberg Lawyers
National Capital Motors
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
PRIME 7
Questacon
Radford College
Resolution Consulting Services
Revlon
Richard and Joan Milner
RIDESHOP
Rural Funds Management
SAS
St George Bank
TEAM Fitness Centre
The Cyclery
The Good Guys
The Snow Foundation
Tom's Superfruits, Belconnen Fresh Fruit Markets
Total Ability
Tradelink
Websites by Julia
Weston Creek Rotary Club
Whalen Image Solutions
WSP Parsons Brinckerhoff
Yarrh Wines

How Can You Help

Volunteering opportunities

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

Whether you have a few hours or a few days to spare, let us know if you'd like to help make a difference to people with disability in your community.

Workplace Giving

An effective and simple way to donate to Hartley is through the '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
<http://www.hartley.org.au/donate/>
- Sending a cheque to Hartley,
PO Box 5607 Hughes ACT 2605
- 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 disabilities.

Leaving a bequest

By including Hartley in your will you are passing on a gift that will benefit people with disabilities in our local community. We are extremely 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 operates a Membership Program which is open to any adult members of the Canberra community. We welcome a broad cross-section of the community. As a member you are an important part of our organisation and you will receive many benefits, including: invitations to events; voting rights at the Annual General Meeting; and Hartley Lifecare's annual report.

The Membership Program strengthens our advocacy with funding bodies. This is crucial to our operation.



Hartley
Lifecare

*Making a
difference
for people
with disability*

Integrating the National Brain Injury Foundation

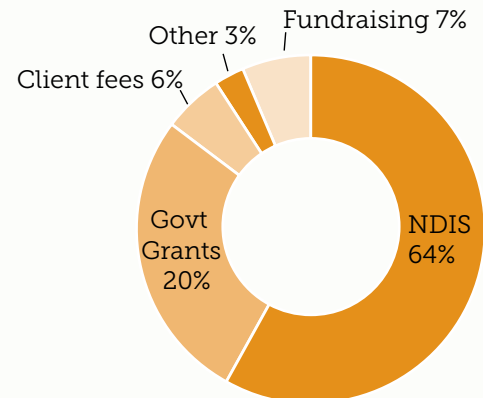
To find out more
about these
opportunities, visit
www.hartley.org.au
or call Hartley on
02 6282 4411



Financial review

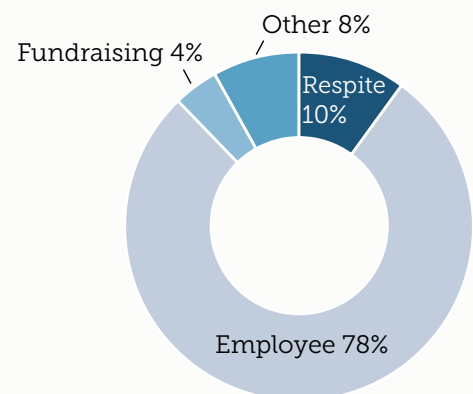
Income

Fundraising	\$827,279
Client fees	\$730,957
Government grants	\$2,402,863
NDIS	\$7,857,187
Other	\$415,927
Total	\$12,234,213



Expenditure

Fundraising	\$406,614
Employee	\$8,590,819
Respite	\$1,048,924
Other	\$930,226
Surplus	\$10,976,583

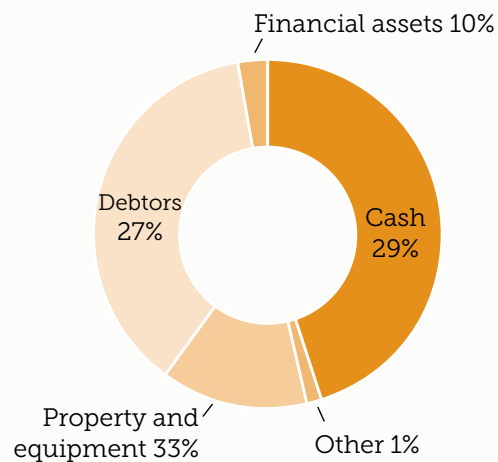


Statement of Financial Position

As at 30 June 2016

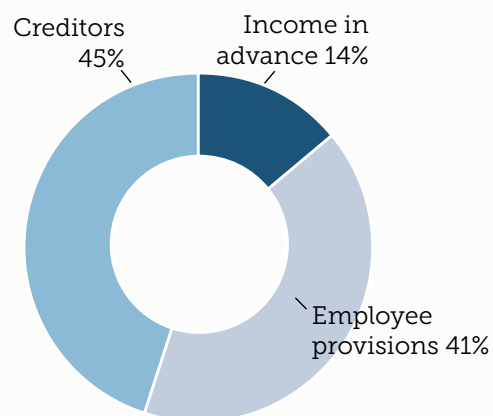
Assets

Cash	\$2,284,135
Debtors	\$2,082,049
Financial assets	\$777,681
Property and equipment	\$2,629,546
Other	\$23,872
Total	\$7,797,283



Liabilities

Creditors	\$687,700
Employee provisions	\$623,038
Income in advance	\$204,657
Total	\$1,515,395



SURPLUS \$1,257,630

EQUITY \$6,281,888



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for people
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Integrating the National Brain Injury Foundation

This annual report was designed and
printed with the support of

downie**design**

