



17/18

Hartley Lifecare Annual Report



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



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Our purpose and values



Our purpose and values

Our purpose

People with disability have opportunities to live their best life

Our values



Our goals



Chair's report



I am very pleased to report on activities at the Board level as we work to support Hartley Lifecare's (Hartley) Purpose – that people with disability have opportunities to live their best life. I hope this report gives ample demonstration of the commitment of our staff, our managers, and the Board to help our clients and residents have the best and most fulfilling lives.

The year ending 30 June was another busy year for Hartley. The Board extends its gratitude to the staff and management team for the achievements accomplished throughout the year. At the Board level we continue to stay closely informed about the National Disability Insurance Scheme's (NDIS) implementation and the Board is actively working with CEO, Eric Thauvette to manage financial and service risks that remain present in the NDIS space. In particular, the processes around the renewal of support plans and the processing and payment of those plans, remains front of mind for us due to NDIS income being greater than 90 per cent of our revenue. Furthermore staffing costs associated with NDIS support, are well over 80 per cent of Hartley's overall costs.

Put simply, we want to be successful in partnership with our government agencies because that offers the greatest certainty and stability for our clients.

This year, the Board conducted a governance review and as a result, we have both reviewed the appointment arrangements for Board members and created a Deputy Chair role. Five of the 10 Directors of Hartley are appointed for five-year terms by the Chair, the other five members are elected each year at the Annual General Meeting. However, we have now moved to make these elected positions, two-year terms and appointed positions, four-year terms. The 2018 AGM will see these arrangements fully implemented and I welcome the greater stability in Board membership that these changes offer.

A Deputy Chair role was created with effect from June 2018, and I am very pleased to advise members and other stakeholders, that Lisa Keeling was elected Deputy Chair. Lisa has been on the Hartley Board since 2010 and will both deputise as Chair when needed and share in driving some of the Board's work. Most importantly, Lisa will chair our Capital Works sub-committee.

Hartley is in discussions with the ACT Government seeking to establish a specifically constructed respite care facility and we are hopeful that we can get this project underway in 2019. We are also looking at redevelopment options for Hartley Court in Hughes in consultation with our current residents. Hartley Court is now an older facility and the Board is hopeful that we can soon begin the process of updating the accommodation there whilst managing any short-term transition issues through the new respite facility.

As a result of these intended capital works, which are likely to involve more than \$3 million in construction costs, and to manage the continued cash flow uncertainties associated with the NDIS, the Board has deemed it prudent to ensure that we have significant reserves and these are evident on our balance sheet. Our intention is to make that cash work for us as we support our clients to live their best lives.

Hartley is very well served by more than 280 staff and an excellent management team. The Board thanks our CEO Eric Thauvette and our Senior Managers; Corey Ryan, Kathy Le Mesurier, Kellie Edwards and Susan Granger for their support and enthusiasm in leading the organisation capably and professionally.

In thanking my Board members for their continued contribution to Hartley, I would like to pay particular attention to the extraordinary and long-serving commitment of Harris Boulton to Hartley through Board activities. The name Harris Boulton first appeared in the formal minutes of Hartley in 1976, and he has been associated with the Board almost continually since that time. Harris has been Chair, has moved from appointed to elected status, and back again as he switched roles as needed to ensure that the Board had the right mix of skills and personalities to guide the organisation. After more than 40 years involvement at Board level, Harris has elected to step aside in October 2018 at the expiry of his current appointed term. Hartley has been most fortunate to have had Harris contribute over that time. On behalf of the Board I thank him very deeply for his service and wish him the best in the future.

As is the case every year, Hartley benefits enormously from the selfless work of our committed and generous sponsors, volunteers and supporters. Many events are now firmly entrenched in the Canberra social calendar – the Hall Markets are a signature Hartley event, the Cycle Challenge will visit Jindabyne for the 20th time in 2019 and many other generous sponsors include Hartley in their dedicated fundraising events.

In closing, and on behalf of the Board, I would like to again thank all of our wonderful staff for their dedication and commitment to Hartley's clients and their representatives. And to our clients; I thank you for your trust in Hartley to provide you with the high quality support for which we have become known.



Geoff Leeper
Chair

As is the case every year, Hartley benefits enormously from the selfless work of our committed and generous sponsors, volunteers and supporters.

Chief Executive Officer's report



During the past year Hartley continued to provide supported accommodation, respite care, assistive technology, brain injury information and community services to people with disability. As a testimony to the excellent services we provide across Canberra and surrounds, and as demand for supported accommodation increases, Hartley continues to receive ongoing enquiries from people who would like to receive our services. In 2014 the NDIS trial was introduced. Now fully rolled out, the focus has been on redesigning our operating model to allow Hartley to adapt to changes and opportunities that the NDIS presents. In the past year we have transitioned the support of three homes and at the end of the financial year we were supporting 83 people in 32 houses across Canberra.

We also supported approximately 25 people with disability through our respite care and we have been fortunate to recently be deemed eligible for land to be gifted by the ACT Government. Once a development application has been approved,

we will build a new respite house in Chapman and increase the number of respite beds we have available to four. During the past year we have been working closely with Renaissance Homes to design the new respite care house. We also continue to plan for the rebuild of Hartley Court which will see new state of the art facilities built on the existing property in Hughes.

Through our Assistive Technology Program, we continue to provide specialist equipment to people with disability, which improves communication and enhances their independence in a variety of ways.

This year we upgraded and refurbished our therapy pool in Hughes with new tiles, fresh paint and much needed repairs, all made possible due to the ongoing support of the Clayton Utz Foundation. This pool allows for people with disability and other conditions to receive much needed therapy.

The ability of Hartley to carry out such extensive projects and programs is due to strong financial management and excellent fundraising efforts over the past year. The Cycle Challenge continues to be a great success with \$451,000 raised last year. The HART.R8 for HARTLEY and new events such as the highly successful High Tea and Fashion Parade have made it possible for Hartley to invest in new facilities and continually improve on the high quality of support we provide to people with disability.

In February I was honoured to be appointed as Chair of the committee for National Disability Services (NDS) which is the peak body for disability service providers in the ACT. This appointment will help advocate for better services for people with disability in the ACT and nationally.

Having skilled employees is crucial for the delivery of our services. Over the past year we concentrated efforts on increasing training for our workforce to ensure we maintain contemporary workforce skills. The training schedule also includes yearly refreshers in key areas of learning.

I would like to sincerely thank all our volunteers who help out at the Hartley Hall Markets, the Cycle Challenge and many other events held throughout the year. Without their help, fundraising would not be possible. I would also like to thank the many volunteers who provide their time to help out with the broad range of activities and initiatives across the organisation.

I would like to take this opportunity to also recognise the dedication and commitment of our employees, without whom the success of Hartley would not be possible.



Eric Thauvette
Chief Executive Officer

I would like to take this opportunity to also recognise the dedication and commitment of our employees, without whom the success of Hartley would not be possible.

Our Patron

Her Excellency Lady Cosgrove

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

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 endangered Australian wildlife.



Hartley's Life Members

- Tonia Barnes
- Harris Boulton
- Greg Brackenreg
- Peter Bray
- Jennie Cameron AM
- Beryl Cziesla
- Brian Digby
- Margaret Digby
- Lee Donnelly (deceased)
- Ross Ellis
- Helen Falla
- John Hicks
- Tony Lo Pilato
- Chris Michalis (deceased)
- Mary Michalis and family
- Tony Morris
- Margaret Morris
- Dino Nikias OAM
- Jan Puckett
- Tony Radovanovic
- Cherie Radovanovic
- Bob Skidmore
- Marcia Skidmore
- Shirley Sly

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 a number of times, including joining the 2013 and 2014 CEO's Cycle Challenge. Geoff is particularly interested in the Board's role to improve life outcomes for Hartley's clients.



Lisa Keeling – Deputy Chair

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 and was appointed Deputy Chair in 2018.



Benjamin Battison

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 other roles within community organisations. He has participated in the Cycle Challenge since 2002. As a Board member, Benjamin is supporting Hartley to help build the management and leadership capability of our staff.



Harris Boulton

Harris has been associated with Hartley since 1976. He has been a member of the Board since the incorporation of Hartley and served as Chair between November 2009 and August 2010. He was awarded honorary life membership to Hartley in 1993. Harris's 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 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 from Hartley.



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 and has previously been an Ambassador for the Cycle Challenge. Anthony is a 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.



Kevin Reiher

Kevin joined the Hartley Board in 2017. Kevin has broad experience in government and commercial property both in the public and private sector. After his late son suffered a severe brain injury in 1990, Kevin spent five years as a full time voluntary advocate lobbying for the provision of purpose-built residential facilities, adequate levels of care and dedicated programs for young people with severe brain injury who were inappropriately accommodated in aged care facilities. As Chair of the National Brain Injury Foundation (NBIF), he is overseeing the winding-up of the NBIF which is expected to take place in 2019.



Our services



56 years of service to Canberra

Established in 1962, Hartley is a Canberra-based not-for-profit organisation providing supported accommodation and services for people with disability, their families and carers. Originally established to provide a learning facility and therapy support service for children and adults, Hartley has grown extensively to support clients in over 30 homes across the ACT.

Over the last six decades, families have grown to rely on and trust Hartley to deliver high quality, person centred support. This is reinforced by our family governance approach and a strong connection to the people who form part of our organisation – our clients, their families, our Board, staff, volunteers and the local community.

As we move toward 2020, Hartley will continue to maintain and build upon these strong foundations, ensuring that our clients and their families have opportunities to live their best life. Hartley relies on NDIS funding, corporate partners and individual donors as well as special events to raise the funds needed to enable us to expand and enhance the services we provide to people living with disability in our local community.

Hartley's core services

Supported accommodation

Community support

Respite care

Assistive Technology Program

Brain injury information

As part of Hartley's careful growth strategy, we ensure that new clients have adequate time to settle in.

New clients to Hartley

During the past 12 months, three new houses successfully transitioned to Hartley. We continue to meet with potential new clients and their representatives to discuss support services and how these can be facilitated to ensure that our clients receive high quality, safe and person centred support.

As part of Hartley's careful growth strategy, we ensure that new clients have adequate time to settle in. Furthermore, this approach allows us to, create, enhance and maintain high quality services for all clients. This has occurred through effective "active support", exploring and building on community involvement, work support for clients who volunteer or are employed, as well as providing much needed holidays. Some of these breaks away have also allowed clients and family members from interstate to reconnect.

The NDIS has once again provided challenges during the past 12 months, however Disability Programs Managers and Supervisors have worked closely with the clients and their families, and the National Disability Insurance Agency (NDIA) to achieve the best possible outcomes for our clients.

Chris transitions to Hartley

Hartley is pleased to be working with Chris, a young man who lives in his home in Palmerston. The transition of his support services to Hartley has been very positive for Chris, particularly as some of his existing and familiar support staff decided to also transition to Hartley. This supported a smooth transition period for Chris. During Chris's first few months with Hartley, we have quickly learnt of Chris's love of games, particularly those that he can beat his opponents at. He is especially good at board games such as "Trouble", the odd game of Foosball and Totem Tennis.

Every Friday he spends time with his buddy Ben. Together they do all sorts of fun activities including, shopping, playing pool, watching movies and bowling. Chris and Ben also enjoy sharing the odd game of Putt Putt golf.

Chris really gets a thrill out of his regular visits to Daryl's Den and is a keen participant in 'The confident speakers program.' This program is run by the ACT Down Syndrome Association and is an inclusive program with practical tips and tricks for public speaking. The program gives the participants the ability to practice public speaking in a fun, enjoyable and non-confrontational way. Chris also enjoys the supper provided at the end of each session and looks forward to being awarded his certificate. Hartley are excited to work with Chris and provide him with the support he needs to live his best life.



Chris with his furry friend

Transition of Macquarie

Hartley was pleased when approached to provide support services by the residents living in Macquarie. For twelve months prior, the residents as a group had been exploring their options in the hope they would find the right organisation to provide their support. Deciding on Hartley, the residents became part of our Hartley family in October 2017.

Hartley was thrilled to transition three new clients to its services; Frances, Cathy-Jane and Brianna who all reside in Macquarie. As part of this transition, Hartley provided a wheelchair accessible vehicle, which was a welcomed additional service as previously the residents had no suitable vehicle at their house to provide effective transport options. All three residents have settled in very well and greatly value the services they receive from Hartley's dedicated staff.

One of the residents, Cathy-Jane, is a talented artist and this year she has painted and donated to Hartley three original pieces of art. The largest work is her personal depiction of Hartley and the Cycle Challenge. This amazing painting can be viewed in the foyer of the Hartley Administration office in Pearce.



Cathy-Jane with her Hartley Cycle Challenge painting

... Hartley provided a wheelchair accessible vehicle, which was a welcomed service ... as previously the residents had no suitable vehicle at their house ...

Together we are making real strides with the implementation of individual programs and assisting each client to put their NDIS plans into action.

It is an absolute pleasure working with these ladies to ensure continuity of support services. We look forward to enhancing their lives through Hartley's positive and inclusive culture, and continuing to meet all their support needs into the future.

The Hartley Assistive Technology Program is helping individuals to perform a range of skills independently to enhance and enrich their lives.

Hartley Assistive Technology Program

For more than a decade the Hartley Assistive Technology Program has been assisting individuals to gain greater independence and joy through the use of both specialised and mainstream technological solutions. Beginning with an individualised assessment, the goals of the client are assessed in conjunction with their current abilities and desires. Throughout the one-on-one assessment, different types of technology are tested and trialled, until the right solution is found for the individual and their needs. The Hartley Assistive Technology Program is helping individuals to perform a range of skills independently to enhance and enrich their lives.

The rate of acceleration in the world of technology has given us the flexibility and confidence to explore more mainstream and affordable solutions for clients. Hartley's Assistive Technology Program is a specialised program that continues to make real changes in people's lives through the use of adapted and mainstream technology solutions.

We would like to formally thank the Clayton Utz Foundation for their ongoing funding of this program. The changes that Hartley's Assistive Technology Program continues to make in people's lives would not be possible without their tremendous ongoing support.

Peter Thorn

Peter, who has received support from Hartley since August 2016, lives in his own home and has a committed team of support staff who encourage him to be actively involved in all aspects of his daily living.

Peter and his parents are staunch supporters of the Hartley Cycle Challenge. Peter's dad, John, has ridden for a number of years and Peter's mum, Pauline, has been a long serving volunteer who will be taking part in the Cycle Challenge herself this year. Peter is also a familiar face on the Challenge and can always be seen mingling with riders and helping out at various check points along the route.

Peter has a full week, working at LEAD on their garden crew three days a week, volunteering at *Vinnies* and *Meals on Wheels*, attending the *Communities@Work Connections* program as well as *Hands on Studio*, and *Music for Canberra*. Peter has an active lifestyle as he is an accomplished swimmer, is on the Special Olympics Team and trains at Tuggeranong Pool on two evenings a week. He also enjoys bowling with the Daredevils on Friday evenings.



Peter sharing a laugh with Hartley support worker, Harry

Peter has good comprehension but limited verbal skills. He has an iPad for listening to music and storing photographs and he keeps in touch with family via Facebook. Recently, through an assessment using his NDIS Assistive Technology package, Peter has been trying some recommended apps to improve his communication skills. His support worker, Harry, has been working with him on *Pictello* which is an app where they can put together visual stories with photos and add voice recordings. Peter also enjoys a Dr Seuss app where he repeats the rhymes and *FW Delux* which is a word spelling app. Peter has a lovely connection with Harry and really enjoys this one-to-one interaction which has improved his confidence in speaking.

"Peter's transition to Hartley has been great. He really enjoys the time with Hartley's support workers. It has taken a big weight off our shoulders knowing that we can rely on them and the excellent coordination provided by Sally and other Hartley staff. Our experience with Hartley in relation to the NDIS has also been very good and we would like to thank Kathy and Liz for their valuable assistance in putting together Peter's plan. We like the way everyone at Hartley is committed to improving Peter's communication and life skills."

John Thorn

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



***More than 700,000
Australians have
an acquired brain injury,
with three out of every
four aged under 65.***

Hartley Brain Injury ACT information service

Brain injury can be a silent, invisible disability that can happen to anyone at any time. More than 700,000 Australians have an acquired brain injury, with three out of every four aged under 65. As many as two out of every three people acquire their brain injury before they turn 25. (*Brain Injury Australia 2016*).

When the brain is injured, people can experience a range of disabilities that will affect them physically as well as affecting how they think, feel and behave. Consequently, the impact of a brain injury can be incredibly challenging and isolating for the person with the brain injury, their family, carers and other people around them. The Hartley Brain Injury ACT information service was established to provide information and referrals for people with a brain injury as well as for their families, friends and carers. The service is also available to members of the general community who need information or support in relation to someone they work with or know, who is living with, or has been impacted by a brain injury.

How we can help

The Hartley Brain Injury ACT information service provides people with up-to-date information and prompt access to links to organisations that can assist them.

We endeavour to support the welfare of those living with brain injury, as well as their family members. We do this by providing much needed support as they navigate a number of issues and decisions including complex medical information, difficult financial, legal, and lifestyle issues, as well as ongoing residential, respite and health support require throughout their life.

Rural Funds Management (RFM) have been instrumental in providing generous financial support to establish this service. Their support has enabled Hartley to undertake the essential planning, scoping, research and modelling work to implement this service.

If you need help finding a service,
accessing information or just need
someone to listen to your concerns:



02 6282 4411



reception@hartley.org.au



www.hartley.org.au



Community support

Respite care

Over the past 12 months there has been a great deal of interest shown in Hartley's respite facility (short term accommodation) at Hartley Court. Many families have been shown through the facility which has resulted in our respite being well utilised. The number of families currently accessing respite is up to 25 which is a real tribute to the staff at Hartley Court and the support they provide. We are pleased to be able to provide this service for the clients and their deserving families, especially providing those essential small breaks for carers.

Currently in the ACT there is a major shortage of respite facilities for families and Hartley continues to work hard towards building a new respite facility at Chapman to help to meet the increasing demand on this type of service.



Robert and David at Hartley Court respite facility

Recreation – wonderful getaways and fun outings for our clients

Hartley encourages people of all abilities to be involved with and included in their community. This can be achieved through keeping in touch with friends and family, experiencing weekends away and enjoying much anticipated holidays. Furthermore, and in keeping with our goal to provide our clients with experiences that make them happy, we support clients to attend activities and programs such as swimming for therapy, sailing, gym sessions, supported employment, art classes and adult education; just to name a few.

A long awaited holiday to Narooma

Planning a holiday break for people with disability is not as easy as packing a bag, jumping on a bus or plane and heading off. Most of these breaks take months of preparation. Our staff have to ensure that the destination and transport facilities are accessible, safe, and that all our clients' needs are met. Most importantly, we want to make sure that our clients have an amazing holiday.

One such trip took several months to organise and included a four day Narooma holiday for our clients from Hardman. Gail, Tiffany, Tracey and Veronica had not been away for years! So when Hartley took over the services for the house two years ago, one of the agreed goals was to do whatever we had to and make sure these lovely ladies got out of town on a well-deserved break.

To ensure this holiday would eventuate, our support staff had to undertake additional training in order to accompany these clients away from their everyday home which is uniquely equipped with essential supports. This training included the administration of insulin to one of the clients who has Type 2 diabetes. Facilitated by Hartley's expert Trainer and Assessor, Victoria Oakden, the staff gained valuable skills through customised training sessions. Prior to this training, the administration of insulin was only permitted by the ACT Community Nurses.



Everyone enjoying a stroll alongside the beach



Group selfie!

All trained up, bags packed, and accommodation booked, the ladies set off for their long awaited holiday, which included staying in beautiful beachfront accommodation. They were able to take walks along the seashore and spend time chasing the waves and enjoying the beach. The outdoor pool also had a lot of use as they sat soaking up the sun. To see the joy on their faces when they saw seals and manta rays while watching the beautiful sunset, was priceless.

Of course, any trip to the seaside has to include the all-time favourite of fish and chips — shared with the accompanying three support staff. These staff went above and beyond to ensure that the holiday ran smoothly and that each of them would take home happy holiday memories.

At the moment the ladies are planning another holiday for early in 2019. Their only request so far is for another beach holiday, especially as all of these clients have an undeniable love of the water!



So much excitement at the airport before takeoff

Gladys Lister ladies go to Fiji!!

June was the month for the trip of a lifetime for Rebecca, Kate and Mary-Ellen. After months of careful planning, saving up and preparation, the three ladies, accompanied by three Hartley staff, were off to Fiji. The build up to this trip was phenomenal and the ladies were very excited. They stayed in luxury accommodation and were treated like princesses – which they undoubtedly were!

The beautiful Fijian people spoiled the ladies and gave them many wonderful experiences. They did lots of swimming, lazing around, sightseeing

and shopping, as well as enjoying the amazing meals provided by the resort. One memorable experience was visiting a local primary school where they were entertained beautifully by the children's choir. The three ladies absolutely loved every minute of their very special holiday.

The six day trip was the brainchild of the house supervisor, Fiona Lukacs, who showed enormous determination and perseverance as she was faced with the task of organising, planning and accompanying the clients on the trip. Obtaining passports for people without a driver's licence who cannot prove their age and address, or who cannot sign their name, was just one of the many challenges.

The families of Rebecca, Kate and Mary-Ellen were absolutely thrilled to see them having such a wonderful, enjoyable and fun-filled overseas holiday, and to see them blossoming in such a fashion.

Grateful thanks to Fiona, Kara and Tilly (and their families) who generously gave their time to accompany the Gladys Lister ladies on this adventure and who entered wholeheartedly into the spirit of the trip and contributed immensely to its success. It was an outstanding achievement.

The Johns, Henshaw and Byers families also passed on a big thank you to the Hartley CEO and senior management for their hard work and support in ensuring this trip took place.



Kate and support worker, Fiona with one of the locals

Callum's four days in the sun

There is nothing like getting out of town for a few days during the cooler months and taking a well-deserved break to sunny Queensland.

Sun, sand, family catch ups, yummy food and art galleries were all on the must-do list for Callum's amazing adventures north.

A very excited Callum was accompanied on his holiday by Hartley's support staff, Alyssa and Jack. With their bags packed and ready to go, they boarded their plane. The service provided from the staff at Virgin went above and beyond. They did everything possible to ensure Callum had a great flight and their kindness set the tone for the whole holiday.

Landing safely in Queensland, Callum checked into a very nice apartment in Burleigh Heads and by midday he had settled in and was busy making plans for the next few days. These plans included spending valuable time catching up with his aunt and uncle and his much loved grandparents.



All smiles ready for their flight

Sun, sand, family catch ups, yummy food and art galleries were all on the must-do list for Callum's amazing adventures north.

On day two Alyssa, Jack and Callum drove to Newrybar and had a casual lunch at Harvest, then headed back up to Byron Bay. With the sea breeze and sunshine on his back, Callum enjoyed a long walk along the beach to the famous Byron lighthouse. He also enjoyed live music on the beachfront whilst taking in the views and eating his favourite tasty Mexican food.

The following day, Callum and his support staff drove to Brisbane where they visited the Gallery of Modern Art (GOMA) and the Queensland Art Gallery. Callum enjoyed meeting and talking with the staff at the galleries and interacting with other members of the public. After a delicious lunch at the GOMA Gallery café, Callum and his support staff decided to visit Southbank — a stroll along the boardwalk and people watching made for a lovely final evening for Callum's Queensland getaway.

More wonderful holiday breaks

This past year, Hardey could be better known as the 'Hardey House of Holidays', thanks to the dedication of the staff and their commitment to person-centred support. It was decided that each client would greatly benefit from an individual holiday, with the focus on each person having time to themselves away from the busy household. Each trip was specifically designed to cater for the individual needs and interests of each client.

Many hours of planning and preparing resulted in each client from Hardey being able to head away for their own special breaks at various locations along the South Coast.

Two of the clients were joined by family members and every trip had dedicated support workers ensuring our clients and their families had a fun and relaxing break, and returned with lovely memories.

Craig's visit to Montague Island

Craig enjoyed a visit to Mogo Zoo, strolls along the boardwalk and posing as a fisherman off the dock at Montague Island. Fortunately, there was a great takeaway shop nearby so no real fishing was required and Craig could relax after his first big day with a cold drink and a great serve of freshly cooked fish and chips.



Craig enjoying his favourite – fish and chips



Michael with his mum



Loving the whale watching tour

Michael's trip to Merimbula

Michael was thrilled to be accompanied on a trip to Merimbula by his brother and his mother. It was the first holiday they have had together for a very long time. A whale watching tour was a real highlight where they saw some beautiful whales in close proximity! The trip included many walks and visits to local cafes where the family could hang out and just enjoy being together. Michael had a lovely time, as did his mum and brother. It was quality one-on-one family time and it was hard to wipe the smile off Michael's face. He really loved his holiday.

Bridget's trip to Narooma

Bridget and her mother Rose took a break to Narooma. They both enjoyed their time at the coast and created some very fond memories of their first holiday together in a very long time. Bridget loved being at the beach. The sea breeze, the sun on her back, and the sounds of the crashing waves. Bridget had an amazing time away.

Mother and daughter also visited the Botanic Gardens, smelling the flowers and feeling the different textures of so many plants. With a trip so packed with adventure they were exhausted most days and took well-earned rests together. A really special time was had by Bridget and we know that Rose also enjoyed this special holiday.



Bridget exploring her surroundings



Bridget and Jade



Susan soaking up the sunshine

Susan's holiday to Cockle Bay

Susan enjoyed a trip to Clarke Bay Cottages in Narooma. The swimming pool at the park was a favourite spot for Susan as she enjoyed the sun and water.

Walks along the beach in the fresh air while exploring her surrounds was a highlight of Susan's holiday. She also enjoyed playing in the sand with the relaxing sounds of the waves crashing in the background. Susan and her wonderful support staff also visited Mogo Zoo. The opportunity to dine out most nights with the staff was another treat for Susan. Clarke Bay Cottages were amazing as the staff there went above and beyond to ensure Susan had a fabulous break.

Danny's coast trip

While his two housemates were on their bowling trip to Adelaide, Danny enjoyed a visit to Batemans Bay for the long weekend in June — a trip he had been planning for months. He had a great time staying at Surf Beach,

where he planted some new bushes in the garden. Danny was thrilled to visit the Mogo Zoo and was very excited to hand feed the deer. He also enjoyed a meal of fish and chips (his favourite) while looking over the bay.



Danny feeding the deers at Mogo Zoo

Assisting clients to achieve their goals

Alex writes and publishes his own book

With the help of his art teacher, Hartley client, Alex Jackson wrote, illustrated and published his very own book titled, *"Oh my goodness, Alex Jackson's book of disasters."*

A journey of Alex's life, adventures and experience with Hartley over the past 35 years, *"Oh my goodness, Alex Jackson's book of disasters"*, is a fantastic read — with those who know Alex personally gaining a little extra pleasure from its witty pages.

Alex is naturally and rightly very proud of his achievement. Not only has his book brought joy to all that know him but it has been an inspiration for many clients, with one of our respite clients saying he didn't think such things were achievable.

Alex wrote all the stories and illustrated the book based on his true adventures. *"Oh my goodness, Alex Jackson's book of disasters"*, is a real accomplishment and we would formally like to thank all who supported and assisted Alex in making this book possible. A very special thank you to Alex for having the courage to write such a fun, creative and memorable book. You are an inspiration to us all.



Alex was very proud to present a copy of his book to Hartley's CEO, Eric Thauvette



Cameron loves his handmade car

Cameron's new car

Cameron has always had a love of cars so one weekend his mum, as well as his support worker Sylvain, thought they would indulge his passion by visiting a car wrecking yard in Queanbeyan. The owner of the car yard, Robert, welcomed the trio and gave Cameron the freedom to explore. Cameron was in heaven finding cars he could sit in, toot the horns, turn the switches and pull every lever. Robert was so thrilled with Cameron's excitement that he generously offered to build Cameron his own car.

A simple packing crate was the starting point for the car. Robert worked after hours for four weeks to complete the car. Its bright red exterior holds a sensory haven of headlights, red flashing blinkers and stop lights operated by a foot pedal inside the vehicle. The car has been completed with a gear stick and a seat belt as well as a Bluetooth radio so Cameron can listen to his favourite music.

Cameron, his family and Hartley are very grateful to Robert and his design team at **ALLMAKES@MODELSAUTOREPAIRS** and Boys and Girls Enterprizes.



A proud James representing the ACT

James represents the ACT in Boccia

Proudly, the ACT's sole male representative for Boccia, James Roe travelled to Sydney in May to compete in the National Boccia championships. An amazing week with representatives from both the Holt and Tuggeranong clubs also attending. James played very well and enjoyed the many hours socialising with competitors from across Australia.

Many people in our community have limited knowledge of the game of Boccia and the inclusiveness it brings to members of our community. Boccia made its debut as a Paralympic sport in 1984. Boccia tests each competitor's degree of muscle control and accuracy. Competing in wheelchairs, athletes with impairments throw, kick or use a ramp device to propel leather balls on a hard flat surface as close as possible to a white ball which serves as the jack (target). Athletes compete in team and individual events on an equal level.

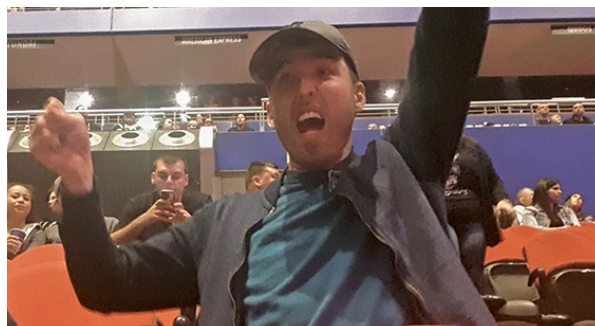
We congratulate James for representing the ACT and wish him great success in continuing to get great results in Boccia.

Bowling trip to Adelaide

Justin and Steve have been bowling for many years and are highly acclaimed competitors. Their weekly practice sessions paid off as they achieved a high score and were awarded medals and certificates at the tournament in Adelaide. The 10 day event was hectic and challenging with teams from across the country competing. Despite that, they managed to make time for a sightseeing train ride around the city, a dinner cruise, a look around the aquarium and a meet and greet with the Port Adelaide football team and officials. The game was broadcast on TV which greatly added to the excitement and overall experience for our bowlers. Steve and Justin are already looking forward to the next competition in Orange during October and another major tournament next year in Perth.

Declan goes to see Pink

Declan is a huge music fan and absolutely loves attending live concerts and one of his all-time favourite artists is pop superstar Pink. In September this year, Declan was lucky enough to be taken to Sydney by his support worker where he sang and danced his heart out to all of Pinks major hits. Declan got to stay overnight in Sydney and has reportedly been singing Pink songs ever since the concert!



Declan having a ball at the Pink concert

Milestone birthdays

50!

Steven celebrated his 50th birthday with his close family and friends who didn't hesitate to drive a few hours to help Steve share his special day at the Canberra Southern Cross Club. The party hall was lit up with blue balloons and lots of decorations along with great music to which Steve showed off his energetic dance moves. There were tears shed during a few very warm speeches from Steve's family members as they spoke about all of his achievements and the milestones he has reached despite his disability.



Danny, Steven and Justin at Steven's party

60!

Similarly, Danny celebrated his big 60th birthday at the Raiders club with his close friends and family. Danny was actively involved with choosing decorations and organising the food and venue. It was a great night with good food, drinks and plenty of lollies for children and sweet-toothed adults. Danny made sure that all the kids went home with goodies and a play pack. The hit of the night was Danny's favourite black forest birthday cake with lots of cherries and cream on top.



Danny enjoying his party

Hartley's outreach program

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

Staff are carefully selected to ensure a good match to nurture and foster professional 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.



Daniel enjoying the Coast



Jackson with his mum, Sally

Benambra Intentional Community

In May, representatives from Hartley were delighted to attend the 5-year anniversary of the Benambra Intentional Community.

This unique development was established to build a community around three young men with disability to provide a safe and supportive environment for them and the other residents of the complex. It's a place where all members work to ensure other residents are not lonely or isolated.

The anniversary was a wonderful celebration of companionship and gratitude and acknowledgement of the incredible efforts of everyone involved in this inclusive community.

We would also like to recognise Adam Robinson who has been a co-resident and member of the Intentional Community for the entire five years.

For more about the Benambra Intentional Community www.gettingalife.com.au

Thank you from the Vincent family

We recently received this lovely letter from the Vincent family

Anthony was admitted to hospital in the middle of June for a week. We would like to acknowledge and thank the Hartley Court staff members for the extra shifts they worked and the time they spent with Anthony to make his hospital stay as comfortable as possible. We would also like to thank Sascha for organising everything to make sure Anthony was cared for properly.

We really appreciate the work that the Hartley staff do – thank you everyone – and we hope they all enjoyed the cake.

From the Vincent family



Anthony with his mum, Jean

Hartley staff and clients enjoy celebrating Christmas

Our Christmas parties are always a lot of fun and enjoyed by everyone. The parties held in July and December 2017 were well attended by our support staff, clients and their families.

The parties are a great way to celebrate the year that was, as well as getting our clients and support staff together to catch up and enjoy each other's company and have a bop on the dance floor.



Our Christmas parties are always a lot of fun and enjoyed by everyone.





Some of the other activities and events attended by our clients this year included:

- Visiting Floriade
- Hartley Cycle Challenge
- Anzac Day Dawn Service
- Christmas parties with Hartley and other organisations
- In-house gatherings, barbecues, picnics, 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
- Hartley on the grass

The parties are a great way to celebrate the year that was, as well as getting our clients and support staff together to catch up and enjoy each other's company...

Staffing



Staffing

The 2017–18 financial year has been a very exciting one for Hartley, with our staff numbers growing to 283. Of these employees, 254 or 89% provide direct support to our clients. We have also received more than 1,100 expressions of interest for positions during this time, meeting a key performance indicator (KPI) of Hartley being considered an employer of choice. From these applications, 126 people were interviewed and 70 contracts were issued.

At various events throughout the year, staff have often been a talking point, with external people saying they are highly impressed with the dedication and commitment our staff have for our clients. We are so grateful to our staff for the wonderful work they do.

Team Structure

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

Disability Programs

- Supported independent living
- Individual support
- Respite care
- Community engagement
- Support coordination

Business and Operations

- General business, operations and policy development
- Recruitment and staffing
- Training, development and performance
- Brain injury information service
- Facility management

Finance

- Financial management
- NDIS billing and claiming
- Accounts payable and receivable
- Payroll
- Fleet management

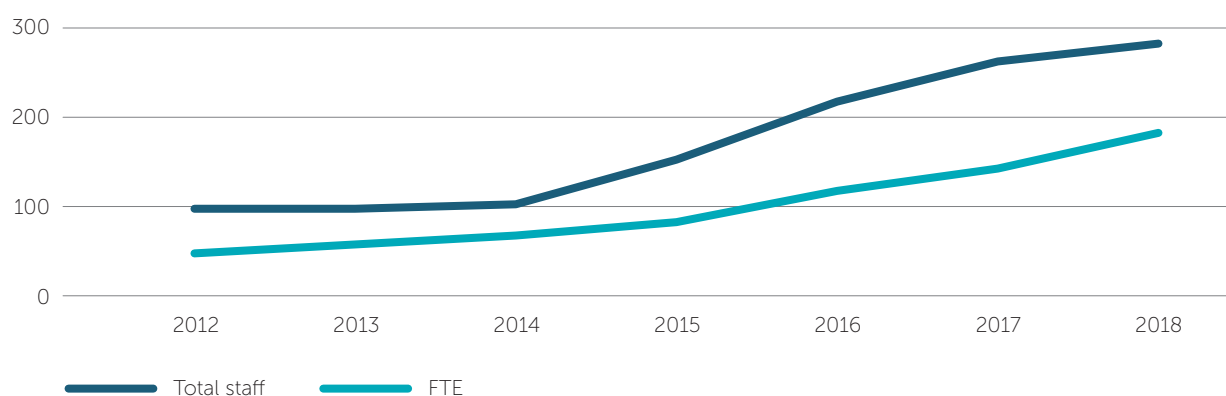
Marketing and Fundraising

- Marketing
- Fundraising
- Assistive Technology Program
- Hartley Hall Markets
- Volunteers

Workforce growth

Since 2014, Hartley has continued to experience strong workforce growth. In 2014, Hartley employed 102 people, which was equivalent to 66 full time employees (FTE). At 30 June 2018, Hartley had 283 employees (180 FTE). This growth has coincided with the roll out of the NDIS and the transition of services from Disability ACT. During the 2017–18 financial year, a growth rate of 8.5% was achieved. With this growth, Hartley has focused on a 'careful growth' strategy to ensure that our clients continue to receive high quality, person-centred support, reinforced by our unique family governance approach and a focus on active support.

Since 2014, Hartley has continued to experience strong workforce growth.



Hartley staff members Marg and Deb with Hartley client Sue (middle)

Workforce demographics

Employment type



- Casual employees 54%
- Permanent part-time employees 24%
- Permanent full-time employees 22%

Direct support focus



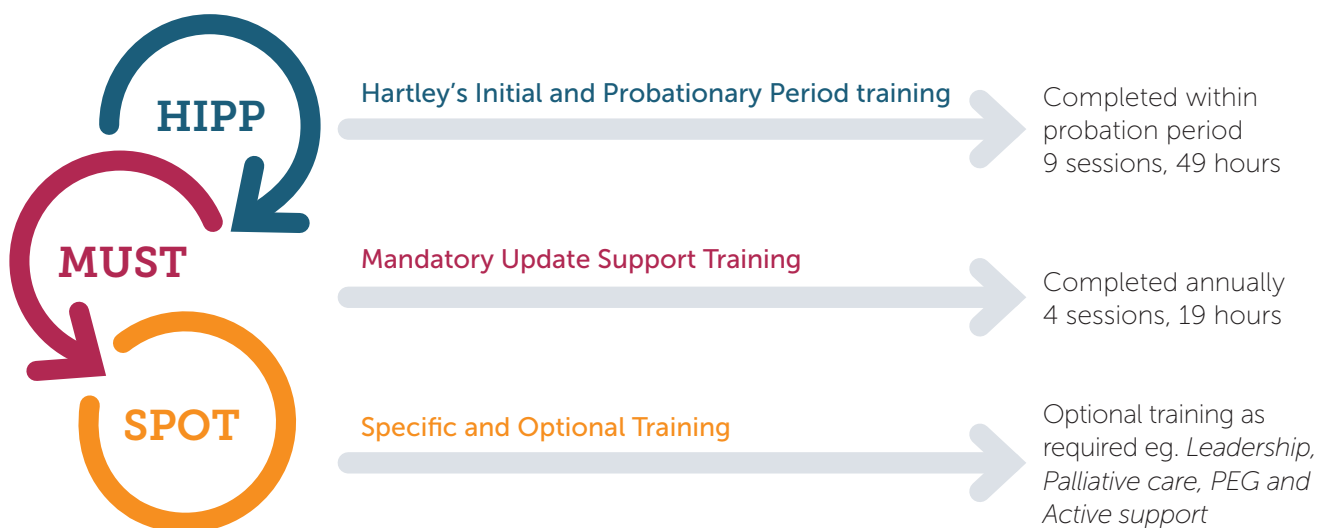
- Employees providing direct support 89%
- Management, administration and fundraising 11%

Training and development

Hartley's training and development framework includes three core elements; HIPP, MUST and SPOT.

During the past 12 months, 95 training sessions have been scheduled with more than 1,000 training bookings received.

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.





Eric presenting Kathy with her certificate of recognition

Kathy's 30-year anniversary

Congratulations to our Senior Manager of Disability Programs, Kathy Le Mesurier who has recently celebrated 30 years of working for Hartley.

Kathy's transition from support work to management was gradual, initially moving into a coordinator role and then into the Community Service Manager position.

Nowadays, Kathy is a Senior Manager and on a day-to-day basis she works in the Pearce Administration Office to manage the six disability program managers as well as coordinating NDIS processing.

Kathy has made an incredible contribution to the organisation over the years. Her dedication to Hartley is nothing short of inspiring.

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Wendy Millar – A dedicated career spanning 40 years

Wendy Millar is one of Hartley's champion employees, enjoying a career that spans close to 40 years. Before working at Hartley, Wendy fostered children with disability in her home. Outside of work Wendy enjoys staying fit and strives to live a healthy lifestyle. She is a keen runner and cyclist and will be taking part in the 2018 Hartley Cycle Challenge as part of the HARTS cycle team, cycling from Jindabyne to Charlotte Pass on Sunday 25 November.



I started working for Hartley in 1979, providing support to clients living in O'Connor. Back then Hartley was called the *ACT Society for the Physically Handicapped*. The house was small, crowded and full of lots of love and laughter. The clients were incredible and they were supported by a dedicated team of staff. We all felt so lucky to be part of such a fantastic organisation.

We moved to Hughes in 1984 where I continued to work evening shifts before I left temporarily to have my children. During my time off, I worked in a government hostel in Melba. I soon realised that I missed the Hartley clients too much, so I



Joanne, Wendy and Carol-Jayne

returned to Hartley in 1989. For the next 12 years I worked night duty at Hartley Court which I really enjoyed. During that time, I shared lots of late nights chatting with the clients and baking cakes.

I then worked at Malkara, although I continued to work part-time with Hartley at Lord Street. I returned to Hartley full-time in 2010 when Suttor Street was opened and have thoroughly enjoyed being employed as the House Supervisor. My years at Suttor Street have been filled with lots of wonderful experiences, a strong connection with the clients and their families, and of course an amazing team of staff.

Over the years I have met so many inspirational clients who have taught me so much. We have shared lots of laughter and some tears. I have also had the pleasure of associating with so many families who I admire immensely. I feel so privileged to be part of Hartley.

My years at Suttor Street have been filled with lots of wonderful experiences, a strong connection with the clients and their families, and of course an amazing team of staff.

Operations



Operations

Continuous Quality Improvement

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

	Outcome achieved
Finance and audit sub-committee	Reviewed Terms of Reference
Capital works sub-committee	Reviewed Terms of Reference
Service Agreements	Reviewed and implemented
Individual Support Plans	Reviewed and implemented
Feedback and complaints	Policy and procedures reviewed and implemented
Alert protocols	Developed and implemented
Key worker reports	Reviewed and implemented
WHS Reporting	New WHS reports developed and implemented. These include incident summaries, risk rating/mitigation and hazard identification
Test and Tag – electrical appliances	All electrical appliances across Hartley supported homes and facilities have now been tested and tagged
Employee Assistance Program	New EAP provider engaged
Performance Review Program	Developed and implemented for all staff
Employment Agreements	Reviewed and implemented
Position descriptions	Reviewed and aligned with the performance review framework
Orientation presentation	Ongoing review of content and handouts
Training and development program	6 monthly review of the training framework
Recruitment and selection	Ongoing review of our new 3 stage recruitment framework
Payroll processing	Ongoing review of the capabilities and utilisation of our payroll system – easyEMPLOYER
Staff engagement	Circulation of our staff newsletter <i>PULSE</i> – distributed quarterly

Work, Health and Safety

Hartley maintains a strong commitment to Work, Health and Safety (WHS) across the organisation to ensure that the people who live, work and visit Hartley supported houses and premises are as safe as they can be. This commitment is demonstrated through our compliance with the relevant legislation, our WHS policies and the following:

- Management commitment and employee involvement
- Ongoing workplace analysis and monitoring
- Risk and hazard identification, prevention and control
- Ongoing training
- Continuous improvement

In 2018 the WHS Committee was reviewed, including the review of the size of the committee and the Terms of Reference. WHS officers are located in each house where Hartley provides support and all meetings have a standing 'WHS' agenda item. Every eight weeks, each house completes a WHS report which involves reassessing and rating risks, mitigating risks and hazards, follow-up of past incidents/issues and completion of a mini WHS audit. These reports are analysed and discussed by the WHS Committee.

WHS officers are located in each house where Hartley provides support and all meetings have a standing 'WHS' agenda item.



One of Hartley's specially modified vans used to transport clients

Capital works update

New Chapman respite house

In 2017 Hartley applied for a Direct Sale of Land from the ACT Government, to create a purpose-built respite home in Chapman. Hartley's application for the block of land at Chapman was deemed eligible in August 2018 and we are now undertaking the Development Application (DA) process. Andrew Kerec and Mark Newman from Renaissance Homes have been engaged to manage this project.

Andrew has been a long-time supporter of Hartley through significant donations from the Hartley Cycle Challenge, the Spine Tingling Ride and through the Deakin Charity House project. Once the Chapman respite house has been completed, the plan is to utilise the house to accommodate residents from Hartley Court during the redevelopment phase (refer right).

Hartley Court redevelopment

Built over 30 years ago, 'Hartley Court' has been home to 10 of Hartley's clients, and is utilised by up to three clients at any one time who require respite support. However, the homes and the respite facility at Hartley Court are now in need of revamping and renovation.

Accordingly, and as part of Hartley's major capital works plan through to 2020, scoping and planning processes to redevelop Hartley Court have commenced. Our plan is to 'knock down and rebuild' the entire premises, to provide contemporary and purpose-built homes for our current residents. This may include some one bedroom apartments. This is an exciting and long awaited project.



Hartley Chair, Geoff Leeper, Andrew Kerec from Renaissance Homes with Hartley Senior Manager, Susan Granger at the Deakin Charity House cheque presentation

Marketing, fundraising and events



Marketing, fundraising and events



How you can support Hartley 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 continues 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:

www.facebook.com/HartleyLifecare/

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.



Fundraising and events

Our fundraising team was kept busy throughout the year hosting a number of Hartley events as well as supporting third party fundraising events run by a variety of organisations within the Canberra community.

Hartley was fortunate to have been chosen as the charity of choice for a number of third party events where we provided volunteers to collect donations or cooked up a BBQ or took along some of our clients as ambassadors for Hartley.

Fundraising income is vitally important for Hartley to support our respite, recreation and Assistive Technology Programs as well as the transport unit.

Hartley was very happy to be the Game Day Charity at the Raiders and Bulldogs game at the GIO Stadium on 5 April. Our wonderful volunteers collected more than \$1,350 in donations from generous supporters. We were also very happy that the Raiders won the game!

In May this year, Hartley was chosen as the charity of choice for the band from the Royal Military College's *Marziale* performance at Llewellyn Hall. The grand pageantry, colour and precision of military music was on full display and our wonderful volunteers collected more than \$1,300 in donations from generous concert attendees.

The Belwest Foxes Soccer Club is a community-based football club run by volunteers in the west Belconnen area. The Men's State League 4 team had a charity match and wore a bespoke playing strip bearing Hartley's logo to raise money and awareness of people living with disability and the support services that Hartley provides.

Congratulations to the Belwest Foxes Soccer team who won their Charity Soccer Match 1-0 and raised an amazing \$3,296 for Hartley. We are so grateful for their support.



The Belwest Foxes soccer team with Hartley client, Sue Valentine

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

We are also 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. Hartley volunteers travel to the various rural locations where the Rogaines are held and cook up a selection of fresh hot and cold food for the

hungry participants. We are very grateful to ACTRA for continuing to provide Hartley with the opportunity to raise significant funds from these events held throughout the year.

We would like to acknowledge and thank local businesses large and small, our sponsors, our donors and our volunteer base of more than 100 people who help us achieve our fundraising goals.

Our fundraising team was kept busy throughout the year hosting a number of Hartley events ...



Volunteers helping at one of the Rogaine events

HART.R8 for HARTLEY

Our HART.R8 for HARTLEY Indoor Cycle Challenge was held on Saturday 29 July with more than 100 riders participating and raising funds for Hartley.

We're very grateful to our gym partners, who enthusiastically promoted the event and helped to attract participants through their respective gyms.

- Alive Health & Fitness – Narrabundah
- Body Basics – Queanbeyan
- Fitness First – Deakin
- Stellar Canberra – Woden
- Next Gen – Lyneham



Riders at ALIVE in their tutus

We're very grateful to our gym partners, who enthusiastically promoted the event and helped to attract participants through their respective gyms.



Participants had the choice of riding for three or six hours in the heart pumping indoor cycle challenge led by professionally trained gym instructors who donated their time to support the event. They kept everyone motivated with fantastic music pumping throughout the entire challenge.

By registering and raising funds, combined with the support of our wonderful gym partners and major sponsor, Capital Chemist, we are pleased to announce that the event raised **\$22,469 – a great result!**

The fitness centre that had the most registrations and raised the most funds was ALIVE Health and Fitness! The vibe during their 6-hour ride was fantastic and the tutus looked awesome.

Above: Kim from Capital Chemist, Hartley volunteer, Margaret, Bilby and Melita from Capital Chemist receiving their sponsors award



Kellie presents a certificate of appreciation to Rod and Maria from ALIVE Health & Fitness

Thank you to our sponsors of HART.R8 for HARTLEY

Major Sponsor



Proud Partners



Canberra Weekly



Hartley Cycle Challenge

Across four days in late November 2017, 220 brave men and women put on their lycra, strapped on their cycling shoes and helmets, and set off for the 18th annual Hartley Cycle Challenge, with the common goal of raising funds and the profile of Hartley. These riders weren't on a leisurely ride around the lake with pit stops for a latte or espresso. They were committed to a bike ride from Canberra to Mt Kosciusko and back. That's 450km in total across some seriously steep terrain.

Each team had up to 12 participating riders and four support volunteers in two cars (one lead vehicle and one follow vehicle) to protect them on the road throughout their journey.

The effort and sheer determination of the Cycle Challenge participants was truly inspiring.



Our dedicated cyclists were not alone during their epic journey. More than 100 volunteers ensured each cyclist had food, water, the odd band aid and the all-important words of encouragement for the entire challenge. This large family of dedicated volunteers and supporters are the backbone of the Cycle Challenge, working hard in undertaking their various roles making sure that every job is completed and every participant is safe and happy. We could not hold the Cycle Challenge without the volunteers' commitment and loyalty or the cyclists' grit and determination.

Each team of cyclists commit to participating and challenging themselves mentally and physically, as well as raising funds and sourcing sponsorship before, during and after their ride. Teams raise their funds leading into the Challenge by swinging tongs at sausage sizzles, hosting entertaining trivia nights, holding fancy dinners and gently asking, persuading and encouraging friends and family to sponsor them. The Cycle Challenge Raffle held every year is also a way for the teams to raise money. This year we had amazing prizes for the raffle donated by Pushy's, The Angler and Gourmet by Design which greatly assisted us to raise more funds.

A heartfelt thank you goes out to the entire team at the Department of Human Services which, for the second year in a row, took out the award for the Highest Fundraisers for 2017. With the support of their major sponsor, Australian Hearing, they raised a staggering \$81,350! They also took out the Team Pursuit award for their exceptional efforts.



Hartley would like to officially thank each and every employer, business and company that donated time, raffle items, money, sponsorship and additionally every individual who sponsored a friend or loved one on the ride. We are truly thankful for your support.

We are thrilled to announce that our final fundraising tally for our 2017 Cycle Challenge was \$451,000!

Our three Hartley Cycle Challenge Ambassadors Minjae, Peter and Sharon, had a fabulous time during the Cycle Challenge and haven't stopped talking and sharing photos about the event. All three ambassadors were thrilled to be involved and took their role seriously, representing Hartley and bringing pride and a real sense of inclusiveness to the event. Throughout the Challenge they met with the cyclists, waved them on as they rode past and enriched the atmosphere for the participating cyclists. At different times this encouragement was all that was needed to give that individual cyclist the boost they needed to climb the next mountain.

The presentation dinner on the Saturday night was a great celebration for all 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 speakers, Andrew and Lud Kerec. Andrew along with his father Lud, shared their family's journey following Lud's cycling

accident in 2010. They explained how living with a person with quadriplegia has become his family's new 'normal'. Both Andrew and Lud captivated the audience with their humour, compassion, dedication, humility and determination. The Kerecs' continuing commitment to Hartley, the Cycle Challenge and the Canberra community is truly inspiring. The emotion and joy from their presentation could be felt throughout the entire evening.

Minjae, Peter and Sharon proudly wore their Cycle Challenge t-shirts to the Saturday night presentation dinner. This same t-shirt is now a proud part of Minjae's wardrobe. A number of other clients travelled to the Bredbo Showground and Cooma to join in morning tea and lunch with the cyclists to offer their support and thanks.

John Lafferty Photography once again captured the event and these 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.

We are so extremely grateful to be still running this event after so many years. It is a tribute to the many generous people who assist us in bringing it together each year and to those brave peddling Hartley soldiers who sign up, fundraise and ride. Thank you all, we hope to see you at the same time in 2018 — up the mountain.

"As a new small business, we wanted to get more involved in the community, Hartley really resounded well as to what we're about. The way Hartley help to contribute to people in need, people that are less fortunate, it's great to be able to be involved with an organisation like Hartley. The Cycle Challenge has been a great way to meet the people we are helping most."

Brendan
Hartley Cycle Challenge rider and volunteer

20
bunches
of **12**
riders in
each bunch



450km from Canberra to Mt Kosciusko



100+
dedicated volunteers

Raised
\$451,000



A huge thank you to all our sponsors of the event

Major Sponsor



CLAYTON UTZ



The Royal Hartley High Tea and Fashion Parade

This year Hartley proudly introduced a new event to raise funds to support our clients with disability — our Royal Hartley High Tea and Fashion Parade.

Our guests took the time and effort to dress up in their Sunday best and welcome their friends and family who had joined their table to enjoy a relaxing and fun afternoon of delicious high tea and fabulous fashion.

Jason Roses from Luton Properties and Hit 104.7's **radio@instacan** was our talented and charming MC who welcomed more than 300 guests to the Albert Hall — the perfect venue with its old world and somewhat royal charm. Dedicated volunteers helped to create the atmosphere with vintage teapots filled with fresh flowers placed on the tables along with a floral arch and touches of royalty throughout the hall.

Guests were encouraged to be a princess for the day and purchase a sparkly tiara to wear. The tiara was their ticket into the draw of the major raffle prize — a very beautiful string of pearls donated by Catherine from Vangeli Jewellers.

As guests sipped their champagne, they were served their afternoon tea by the smiling and hardworking students from Radford College. The entertainment for the afternoon began with local acoustic duo Charlie's Attic playing a relaxing original set and later joined by Dean on guitar and Cecilia on violin for some well-known cover songs.

While guests were relaxing and enjoying the afternoon, backstage was frantic as it was almost time for the real fun to begin — the fashion parade!

Francesca from 'Styled by Francesca' had worked incredibly hard for several weeks to bring all the amazing looks together, having sourced the clothes from our generous sponsors Birdsnest, MJ Bale and Naomi Peris Bridal.

The first models on the catwalk were the stunning ladies and handsome gents from Victoria's Models, and then an enormous cheer erupted as



Hartley client, Carol-Jayne is beautiful in her red Birdsnest dress

our first Hartley model stepped onto the stage. Our gorgeous Hartley clients Carol-Jayne, Joanne, Richard and Declan along with Gayana from GG's Florist were confident and looked amazing in the latest winter fashions. By all accounts and from the reaction of the guests, our Hartley models completely stole the show!

In between viewing all the fabulous clothes, guests were entertained by the Xtreme Stars that showed us their very hip and funky dance moves.

The afternoon continued with a very special bridal section showcasing the show stopping one-off pieces by local Canberra designer, Naomi Peris Bridal. The Victoria's Models glided down the catwalk with a beautiful bouquet of flowers from GG's Florist and the gents looked very dapper in their MJ Bale suits.

With a play on the recent royal wedding of Prince Harry and Megan Markle, we thought it would be fun to have our own little 'royal wedding' — so we did.

Our 'Prince Harry' and 'Prince William' walked down the catwalk soon to be joined by our 'Kate Middleton' with her adorable flower girls in tow. They all turned around to watch our 'Megan' sashay down the catwalk to the tune of Bruno Mars 'I think I want to marry you'.

With a quick ceremony, a kiss, a group photo and a big cheer from the audience, our Royal Hartley High Tea and Fashion Parade was complete.

We were thrilled to raise over \$32,000 with proceeds from the ticket sales, silent auction, general raffle and our very special tiara and pearl raffle. Just as important as the funds we raised, the fashion parade was an opportunity to host an inclusive event that reflects Hartley's values. Our Hartley clients who modelled in the parade told us how much they enjoyed the experience and you only had to see the smiles on their faces to appreciate the joy this event brought to them, their family and friends and our delighted guests.

Thanks must go to Melita and Capital Chemist for being our major sponsor, to Victoria's Models for donating their time, Styled by Francesca for pulling the entire fashion parade together, Birdsnest for providing all the fabulous women's clothes, MJ Bale for the very stylish men's clothes, Naomi Peris Bridal for the stunning bridal gowns, Mini Bling for the adorable flower girl's dresses and GG's Florist for the beautiful bridal bouquets and archway.

Catherine from Vangeli Jewellery, our wonderful Queen, for the beautiful pearl necklaces in our special tiara raffle.

ELITE Event Technology and Mista DJ Nige for your support and to our very talented musicians Charlie's Attic and Dean and Cecilia and the dancers from Xtreme Stars.

The very generous local businesses and Hartley Hall Market stall holders who donated the silent auction prizes, we are so grateful for your very kind support.

A very very special thank you to all the Hartley staff and their families and our dedicated volunteers who spent many hours baking, cooking and preparing the food for the delicious High Tea, as well as setting up from 6am, helping all day with the event and not leaving until the last plate was packed away.

Finally another special thank you to Terry Cunningham for being our official photographer of the event and a huge thank you to our MC Jason Roses who was once again sensational as our MC.

We are very grateful to everyone who supported this event and can't wait to see you back again next year.



Photo credits: Ben Yousef and Terry Cunningham



Photo credits: Terry Cunningham and Ben Yousef

Thank you to
all our sponsors
and supporters
of this event



Luton Charity Ball – Homes Of Hope

If there's one annual charity ball you should attend in Canberra each year, it's the Luton Charity Ball! This year was once again a glittering night of exceptional performances, wonderful food, creative decorations and exceptional auction prizes. This year's Neon Tokyo-themed Luton Charity Ball raised over \$140,000 for Hartley Lifecare, Project Independence and Karinya House.

Hartley was thrilled to once again be one of three charities supported by the annual Luton Charity Ball and as guests walked into the AIS Arena on the night of Saturday 4 August they were transported to the city of Tokyo.

The wall to ceiling backdrops depicting neon images of Tokyo, the taiko drummers, the sake bar and the neon lighting created a complete experience and you knew you were in for something special.

Matt Hetherington was our very engaging and charismatic MC who proved a crowd favourite especially when he started singing and charming the guests with his outstanding voice.

The actor and singer was a finalist on *The Voice* in 2012, has appeared in multiple musical theatre productions across Australia and won the prestigious Helpmann Award for lead actor in a musical for his role in *The Full Monty*.



MC Matt Hetherington with Richard Luton



Andrew, Jodie, Lud and Margaret Kerec



Jamie and Ben

Hartley was thrilled to once again be one of three charities supported by the annual Luton Charity Ball ...

Hartley proudly promoted the Luton Charity Ball to our networks and we were very lucky to be able to take a number of our clients to the event. They had a wonderful time and enjoyed the delicious meals, the live entertainment, the band and the opportunity to get out on the dance floor.

Guests were amazed by the variety of live auction items, such as VIP tickets to Katy Perry and Cher concerts, along with an incredible custom handmade 12-seater parquetry filled solid timber dining table designed by The Willmott Collection. The bidding was competitive and there were some very happy buyers taking home their highly coveted items.

Friend of Hartley Catherine Chapman from Vangeli Jewellery, hand crafted a stunning South Sea pearl pendant. The hand made 'Crystal Wave' pendant was beautifully designed and encrusted with diamonds. Vangeli Jewellery donated this stunning one-off piece valued at \$5,500 on behalf of Hartley and it was the major raffle prize for the night.

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



Hartley staff enjoying the Ball

Photo credits: Jodi Shepherd from Hot Shots Photography

Hartley Hall Markets

For more than 30 years the Hartley Hall Markets have been held monthly, raising much needed funds for Hartley through the site fees paid by stallholders, the gold coin entry from the public and our four Hartley owned and operated food venues on site. The markets average up to 200 stallholders and up to 4,000 visitors each month.

The Hartley Hall Markets run from February to December at the Hall showgrounds and are coordinated by a full time Hartley employee, two part-time assistants and a very large generous team of volunteers. Over the years many of our Hartley clients have attended and volunteered at the markets. The market community and the clients benefit greatly from the fun and inclusive environment. The Hartley Hall Markets are a wonderful platform to promote to the wider public Hartley's work and involvement in the Canberra community.

The Hartley Hall Markets are thrilled to announce we have a new partnership with the Hall Bushrangers Football Club. The Bushrangers approached us in late 2017 with the wish to get involved with local markets and expand their community support program. This partnership has been wonderful for Hartley with the Bushrangers enthusiastically collecting money on the main gate every market of 2018. We would formally like to thank the club, its members and president Jeremy Watson for his vision and community leadership which has led to what we hope will be a long partnership with mutual benefits to both organisations.

Our strong alliance with Radford College has continued since 2006. Radford College send 10 to 15 Year 9/10 students to volunteer at the markets each month. These students gain volunteer hours required by the school to receive their Year 10 Certificates. A special thank you to George Huitker, the Director of Service Learning for Radford College who coordinates the Radford College volunteers. His commitment to Hartley and his students is undeniable. Radford College not only assists at the Hartley Hall Markets but when asked, George is happy to rally student volunteers for other events throughout the year to support Hartley.

The longevity and continued success of the Hartley Hall Markets can be directly attributed to the support and dedication of the many volunteers and supporters who attend each month.



Judy Stevens with Hartley Hall Manager, Leonie Mayberry

A special thank you to our core group of long serving volunteers, many who attend monthly and have been assisting for up to 30 years. Many of this core group of 17 are former employees of Hartley and/or have family members or friends supported by our organisation.

It is with deep regret that we saw the passing of Judy Stevens in July 2018. Judy had been a Hartley volunteer since 2002. With her husband Paul, Judy managed and ran one of the Hartley Hall Market canteens every market Sunday for the past 16 years. Rain, hail or shine Judy also volunteered at the Hartley Cycle Challenge for many years. Judy was dedicated to supporting Hartley through her hard work and long standing commitment. She will always be remembered and appreciated by everyone in the Hartley Hall Market community.

Hartley Hall Markets thanks all our business and community partners for their continuing support. ACT Economic Development, Sports and Recreation services, Village of Hall and District Progress Association, Hall Polocrosse, Bakers Delight Woden, Tom's Superfruits Belconnen, PFD and Mikes Meats Fyshwick, The Cleaning Warehouse, Radford College and the Hall Rural Stockfeed, The Hall Axemen, The Hall Bushrangers, Birralea and Lake Ginninderra Scout group. These businesses and organisations contribute different supplies and services at reduced costs to ensure the maximum benefit to Hartley through the markets.

Mark the first Sunday of the month 10am to 3pm in your diary and visit us at the Hartley Hall Markets.



Volunteering keeps you young at heart

Hartley is incredibly privileged to have the support of more than 100 enthusiastic and committed volunteers who truly are the heart of our charity.

One such volunteer is 84-year-old Eileen Hull, who has been volunteering to support the work of Hartley for the past two years.

Eileen was born in Surry in England and moved to Australia with her husband in 1964 because her son had chronic bronchitis and the doctor told her that Australia had the driest climate for this condition. The family lived in Adelaide and Sydney until 1974 when they settled in Canberra with their son.

Eileen's first job was in the airforce which she joined in 1952 and served in Egypt as a telegraphist. She also worked at the Royal Northshore Hospital in Balmoral and Woden Hospital in administration and as a legal secretary for a local law firm.

Since retiring, Eileen's hobbies have been many and varied. She enjoys her exercise classes three times a week, does chair yoga and line dancing and she likes shopping and caring for her nine-year-old jack russell – Scooby.

Since Eileen started volunteering with Hartley, she has helped out at many events. She has sold raffle tickets, assisted the Hartley Cuisine Team, supported the Hartley Hall Markets, our HART.R8



Eileen and her beloved Scooby

for HARTLEY event and the Cycle Challenge in many and varied ways. She has sold hundreds of raffle tickets, helped cook sausages, worked on the registration tables and generally assisted in any way that she could.

Eileen says she likes volunteering because it makes her feel useful, "If people need help – I want to help them. I like meeting new people and volunteering offers me the chance to give something back to the community and make a difference to people with disability".

Volunteering offers vital help to people in need and the community, but the benefits can be even greater for the volunteer. Volunteering and helping others can help reduce stress, combat loneliness and provide a real sense of purpose.

Eileen said "I highly recommend to others to volunteer, it gives you purpose and you feel that you are more connected with your community".

Volunteering presents a proactive way of doing something to make the world a better place. Even the smallest gestures make a difference and if we all pull together, those small gestures can add up to something pretty special.

Thank you Eileen for all that you do to support out Hartley clients, we are forever grateful.

Volunteering to support the work of Hartley

Hartley is very fortunate to have some of the most dedicated and hardworking volunteers in our 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, the Op Shop and many more associated activities.

Skilled volunteers

If you are a massage therapist, hairdresser, beautician, gardener, landscaper, handy person or painter, we would love to hear from you. With 80 clients across 31 houses to support, we are often in need of extra helping hands.

Hartley's Op Shop

The Hartley Op Shop is run entirely by volunteers, some whom have been with us for 15 years! We could not open the doors without their generous 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, especially Alice for your ongoing support and hard work!

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.

Why not join the roster and assist at the Hartley Op Shop in Civic by providing customer service and selling second hand clothes and homewares.

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

*Through
volunteering you can
learn new skills, gain
different experiences,
expand your social
network, and give back
to the community
we live in.*



Hartley volunteers serving customers in the Op Shop

Our corporate partners and supporters

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



Adrian learning to use his iPad

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. Calvary now manages the hospital and the foundation uses income from the extensive Deakin Healthcare Campus to fund five broad programs of charitable activities.

In 2017 Hartley received a \$10,000 donation from the John James Foundation to purchase a garden shed, new couch and outdoor setting for three of our houses.

These houses that are staffed by Hartley are the homes of our clients with physical and complex disabilities and a place where their families can come to visit them in a comfortable and welcoming environment.

The addition of the garden shed, new couches and outdoor setting were a very welcome gift that has made a significant difference to our clients.



Clayton Utz Foundation

Clayton Utz has been supporting Hartley since 2006. Through the years, grants from the Clayton Utz Foundation have funded Assistive Technology and outreach programs. This year a grant of \$16,500 from the Foundation allowed us to carry out essential repairs on the Dorothy Sales hydrotherapy pool.

The Dorothy Sales hydrotherapy pool is the only hydro pool in Canberra that provides hoist access for individuals with high levels of disability, to transfer clients from their wheelchairs into the pool. The pool is extensively used by Hartley clients as well as individuals with chronic pain, mobility issues, neurological conditions and spinal cord injuries.

The grant has ensured that the pool has longevity and will continue to benefit the hundreds of clients that use the facility each week. Clayton Utz has also supported us through teams and fundraising for the Hartley Cycle Challenge and pro-bono legal support.

CLAYTON UTZ

EY

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.



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.



Hartley Cycle Challenge Ambassadors posing for a photo with riders from EY

How you can help Hartley

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 experience, contact us and help make a difference to people with disability in your community.

Workplace Giving

An effective and simple way to donate to Hartley is through a 'Workplace Giving' program. Many employers offer this option through their payroll. Some corporations match their 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 \$5 may not seem like a lot, but it will make a considerable difference to Hartley's work.

Make a donation

You can make a tax deductible donation to Hartley in the following ways:

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

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

Leaving a bequest in your will

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

Become a member

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



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

Our supporters

- Ability Technology
- Accenture
- ACT Department of Sport and Recreation
- ACT PA Hire
- ACT Rogaine Association
- Adrienne Steward
- Ajilon
- ALIVE Health & Fitness
- ALLMAKES@MODELSAUTOREPAIRS
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- AMP Financial Planning
- Anton's Erindale
- ANZ
- Arcidiacono Optometrist
- Australian Government Department of Defence
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- Bunnamagoo Estate Wines
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- Canberra Aero Club
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- Canberra Greyhound Racing Club
- Canberra Hire
- Canberra Quilters
- Canberra Southern Cross Club
- Canberra Toyota
- Canberra Weekly Magazine
- Capital Brewing & Co
- Capital Chemist
- Capital War Birds
- Capital Wines
- Cathy-Jane
- centreRED IT
- Change Coaching Australia
- Charlie's Attic
- Clayton Utz
- Clayton Utz Foundation
- Clear Complexions
- Cogent Business Solutions
- Cooma Monaro Shire and Snowy River Shire Councils
- Contentious Character Winery
- Crystal Eddy, Roden + Fields
- Curves Weston
- Cycling Australia
- DATACOM

- Deloittes
- Dorothy Sales
- DJ Nige
- Eastlake Club Gungahlin
- Elements Face and Body Queanbeyan
- Elizabeth Barton
- Elite Physique
- ELITE Event Technology
- EY
- Fifth Lane Photography
- First Aid Services Australia
- FITAbility
- Fitness First Deakin
- Fyshwick Fresh Food Markets
- GG's Flowers
- GIO Insurance
- Go Hosting
- Gourmet by Design
- Hall Progress Association
- HAMIB
- Hammer Nutrition
- Hands Across Canberra
- Hardwickes Accountants
- Hartley Hall Market stall holders
- Hellenic Club Woden
- Hertz
- Hughes Mechanical
- Hewlett-Packard
- Hire All
- Hot Shots Photography
- Jason Roses
- Jodie Kerec
- Jody Taplin
- John James Foundation
- John Lafferty Photography
- Jones Lang La Salle
- Jindabyne Sport and Recreation Centre
- Lake Ginninderra & Biralee Scout groups
- Lennox Motors
- Luton Charity Ball
- Luton Properties
- Lyn Bray
- ManpowerGroup
- Marsh Pty Ltd
- Mastercut Meats
- Microsoft
- Mikes Meats Fyshwick
- Milestone Financial Services
- Mini Bling
- Mix 106.3
- MJ Bale
- Mutual Insurance Brokers
- Naomi Peris Bridal
- National Capital Motors
- National Mailing and Marketing
- National Zoo and Aquarium
- NetApp
- NSW National Parks and Wildlife Service
- NSW Office of Communities Sport & Recreation
- NSW Road & Maritime Services
- NSW Police

- Novotel Hotels & Resorts Canberra
- Oracle
- Physique Technique
- PRIME 7
- PUSHYS
- Questacon
- Radford College
- Reino Holopainen
- Renaissance Homes
- Resolution Consulting Services
- Revlon
- Richard and Joan Milner
- Royal Military College Band
- Rural Funds Management
- Russell Kennedy Lawyers
- Seg Glide Ride
- Song of Onya
- Sue Murray
- Suzie and Alex Hoitink
- Steve Berry Photography
- Styled by Francesca
- Supperto Café @ Jerrabomberra
- Terry Callaghan
- The Adecco Group
- The Framing Doctor
- The Mill Design
- The National Gallery of Australia
- The Royal Hotel Bungendore
- Tom's Superfruits, Belconnen Fresh Fruit Markets
- Total Ability
- Tradelink
- Victoria's Models
- Vangeli Fine Jewellery
- Veducci
- Veritec Solutions
- Websites by Julia
- Weston Creek Rotary Club
- Whalen Image Solutions
- Yarrh Wines



Hartley client Paul, enjoying the Hartley Hall Markets with support staff member, Zoe

Financial review

Hartley finished the 2018 financial year with another healthy surplus and was in line with our forecasted annual budget. This surplus was driven by the highly efficient and effective support that the Hartley Team continues to provide to our clients and their families, along with the continued generosity of the community towards our fundraising events.

Hartley received approximately \$785,000 in fundraising and donation revenue during the past 12 months. This revenue was a result of the continued success of events such as the Hartley Cycle Challenge, Hartley Hall Markets and the Luton Charity Ball.

Hartley plans to use the sustained growth of the organisation to invest surplus funds back into the community during the 2018–19 financial year. This includes the construction and opening of a new respite centre and an upgrade to the Hartley Court facilities.

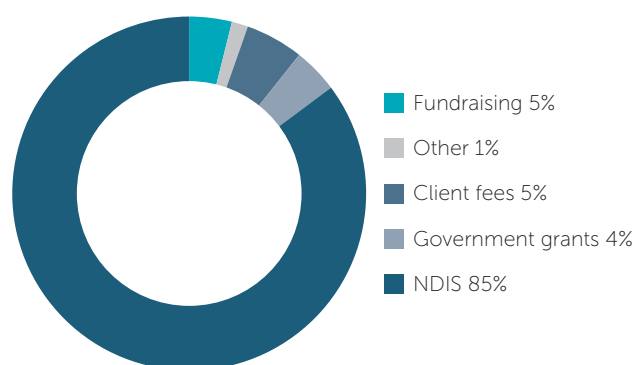
Finally, we would like to thank all stakeholders for their ongoing support to ensure that Hartley can continue to meet both its business and strategic goals to maintain its positive impact on the Canberra Community.

Statement of Financial Performance

As at 30 June 2018

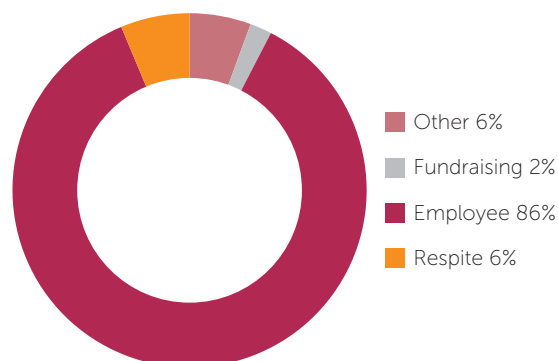
Income

Fundraising	\$768,145
Other	\$294,580
Client fees	\$1,047,330
Government grants	\$812,588
NDIS	\$16,832,087
Total	\$19,754,730



Expenditure

Other	\$1,012,270
Fundraising	\$360,341
Employee	\$15,544,113
Respite	\$1,138,488
Total	\$18,055,212



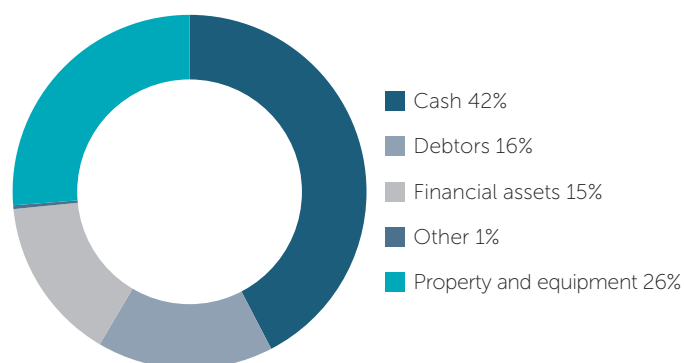
Surplus \$1,699,518

Statement of Financial Position

As at 30 June 2018

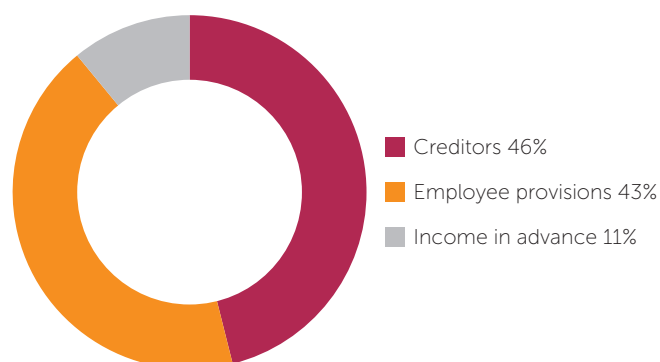
Assets

Cash	\$5,768,736
Debtors	\$2,193,472
Financial assets	\$2,038,360
Other	\$46,405
Property and equipment	\$3,569,725
Total	\$13,616,698



Liabilities

Creditors	\$898,050
Employee provisions	\$837,174
Income in advance	\$213,596
Total	\$1,948,820



Equity **\$11,667,878**



Hartley
Lifecare

Thank You!



This annual report was designed
and printed with the support of

