

HARTLEY LIFECARE

# ANNUAL REPORT

2021



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## ABOUT HARTLEY

SUPPORTED  
INDEPENDANT  
LIVING CLIENTS **86**



SHORT TERM  
ACCOMMODATION  
CLIENTS

**24**

**5**  
SERVICES

**IMPACT**

TRAINING  
SESSIONS  
**230+**

HYDROTHERAPY  
USERS **80+**

EMPLOYEES **363**

**36**   
SUPPORTED  
HOMES

VEHICLES  
**40**



**100+**  
PARTNERS

**\$593,784**  
RAISED



**100+**  
VOLUNTEERS



**10** FUNDRAISING  
EVENTS

**REACH**

**335 HALL MARKETS STALLHOLDERS**

**2,267**  
INSTAGRAM  
COMMUNITY

**373**  
LINKEDIN  
COMMUNITY

**8,715**  
FACEBOOK  
COMMUNITY

# PURPOSE

## PEOPLE WITH DISABILITY HAVE OPPORTUNITIES TO LIVE THEIR BEST LIFE.

Hartley Lifecare works with individuals, their families, and guardians to enable people with disability to have opportunities to live their best life.

To accomplish this, Hartley provides person centred support that actively involves family and friends under a family governance model.



# PHILOSOPHY



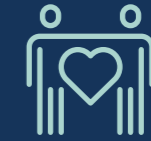
## PERSON CENTRED SUPPORT

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



## ACTIVE SUPPORT

Active Support is a way for people with disability to engage in meaningful everyday activities of their choice, with the amount of support they need. Our active support training is provided by registered qualified trainers and tailored to each individual and their support requirements.



## FAMILY GOVERNANCE

The person with disability, their siblings, guardians, advocates, and others are best to understand the level of support required. Through ongoing feedback, we are able to properly support the individual and help them to achieve their goals and aspirations.

# VALUES



## PERSON CENTRED

The people we support are at the centre of decisions made which relate to their life.



## LEADERSHIP

Our People encompass leadership qualities to drive Hartley to be a sector leader.



## INTEGRITY

Trust, honesty and reliability are the foundations of our organisation.



## RESPECT

We are kind, inclusive and responsive.



## QUALITY

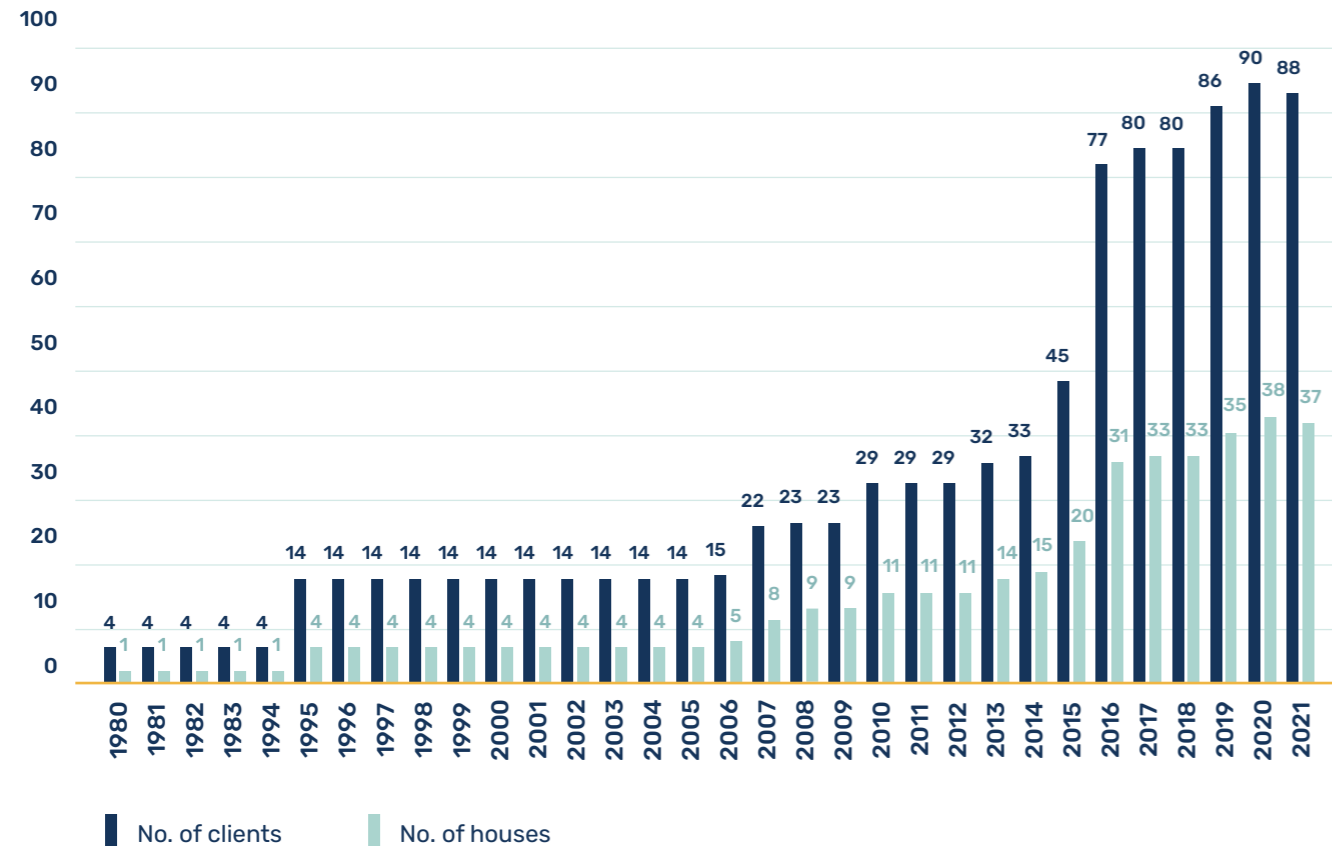
We continually strive for excellence.

## 60 YEARS OF HARTLEY

In 2022, Hartley celebrated its 60th year of providing life changing support to those people living with a disability in the Canberra community. Originally established as a learning facility and therapy support service for children and adults, Hartley has grown extensively to now support clients in over 35 homes across the Canberra region.

A lot has changed during the past 6 decades. In 1962, the average house price was around \$15,000, and the average cost per litre of fuel was around 10 cents. It's a bit different now! What hasn't changed though is the commitment, respect and compassion Hartley Lifecare demonstrates every day to the people we support.

Our long-term sustainability has been built through our amazing staff. We have over 350 people that are now part of the Hartley Family. We also have our community to thank as without their support and generosity, we would not be where we are today. With your sustained commitment, we have no doubt that Hartley Lifecare will continue to be an industry leader, giving people living with a disability the opportunity to live their best lives.



## GOVERNANCE

### CHAIR'S REPORT

2021-22 marked another challenging year at Hartley Lifecare, with COVID-19 becoming increasingly prevalent in Canberra. Unfortunately, some of our staff and clients contracted COVID-19 during the year, however fortunately most of them had mild symptoms. The resilience, agility, and dedication of our staff during that time to look after each other and continue to provide exemplary services to our clients was admirable. We are incredibly grateful for everyone in our team for their ongoing support.

### STRATEGIC PROGRESS

Notwithstanding COVID-19 working its way into our community over the course of the year, we made considerable progress implementing our 2020-2023 Strategic Plan, titled 'A Sustainable Future'. We continued to provide exemplary services to our clients and commenced connecting with the next generation of clients through our specialist respite facility at Hartley's Renaissance House. We also continued work on the Hartley Court redevelopment, with demolition of the existing building occurring in February. Unfortunately, availability of building resources and inflated pricing has resulted in the rebuild being pushed back for approximately 6 months, which will now commence at the beginning of 2023.

The COVID-19 pandemic provided us an opportunity to revisit our approach to staff training, resulting in a large amount of training being moved online. This enabled our staff to not only continue to access training during the pandemic, but to access more training than would have been possible in a purely face-to-face environment. Management of staff workloads was challenging during the pandemic due to requirements to lockdown affected houses, and with the increase in our staff testing positive to COVID-19. We again commend our staff for their resilience and agility during this period.

We continued to play a leadership role in the disability sector in the ACT, including by supporting other organisations as they implemented their own strategies to deal with the COVID-19 pandemic. We were delighted to see a return of some of our key fundraising events, including the 2021 Hartley High Tea, our Golf Day, and the Cycle Challenge (which was held in March). These events not only delivered very welcome fundraising dollars to Hartley, but they also provided opportunities for our Hartley community to come together and celebrate our clients and staff. In this vein, we were very pleased to host our 60th Anniversary Gala Ball, which provided a wonderful opportunity to celebrate Hartley's achievements over the past 60 years.

Additional challenges over the 2021-22 year related to the continued decrease in funding under the National Disability Insurance Scheme. Hartley's Board and senior management came together a number of times over the year to discuss a range of options aimed at ensuring Hartley's financial sustainability. Our senior management also continued to work with the National Disability Insurance Agency and the ACT Government to try to influence National Disability Insurance Scheme (NDIS) pricing models, to ensure they reflect the actual costs of service delivery. As an organisation we were both delighted and relieved by the incoming Government's announcement of a pricing boost for NDIS participants in June 2022, which will go a long way to ensuring Hartley's financial sustainability going forward.



### LOOKING AHEAD

Our Board remained stable during the 2021-22 year. We will look to engage a number of new Board members over the 2022-23 year to ensure continued organisational growth and diversity of thought at the Board level. We will also continue to explore a change to a company limited by guarantee, which would enable us to provide services over the border (something we cannot currently do as an organisation incorporated in the ACT).

### THANK YOU

In closing, we would like to say thank you to every member of the Hartley community, including our clients and their families, our staff members, our sponsors, and our fundraisers, who have continued to support Hartley over the past year. We recognise and appreciate all your contributions to Hartley, and we are grateful to you all for believing in our purpose, our strategy, and our team.

**Lisa Keeling**  
Chair - Hartley Lifecare

## CEO'S REPORT



2021-2022 continued to be a challenging period for all with the continued onslaught of COVID-19 spreading and the flu coming back with a vengeance. Hartley's clients have been impacted on a number of fronts with some contracting COVID-19 and others affected by increased absenteeism as a result of staff contracting the virus. However, Hartley's proactive responses and staff vigilance in adhering to appropriate guidelines have proven to be effective and resulted in less disruption than anticipated. Furthermore, with the vaccine being made available and mandated for the disability support sector this has resulted in better outcomes for everyone.

We continue to adjust our response plan in accordance with the latest health advice to protect clients, staff and the community from further risks associated with COVID-19.

The construction industry has also been impacted, encountering challenges in workforce and supply chain issues which has delayed the construction of Hartley Court. We anticipate construction to start in early 2023 and finish by the end of the year. Meanwhile, following the demolition of the existing dwellings at Hartley Court, the clients are being supported in houses in Symonston and Deakin.

We continue to provide respite at our Renaissance Home in Chapman. Established in 2021, the facility and staff continue to provide state of the art respite care for people with disability in the ACT and surrounding region. The feedback from our guests has been consistently positive and appreciative of the high quality of both the facility and the support they receive.

We welcome new clients who have filled vacancies at Mac A and Wheeler Crescent. The transitions have been well orchestrated with minimal disruption.

During the past two years many NDIS clients had their funding cut back which posed a significant challenge for Hartley. The senior management team and the Board implemented strategies aimed to maintain ongoing support of Hartley's clients and secure the organisation's ongoing viability. We continued our advocacy through the year for appropriate funding to be restored and for people with disability to receive appropriate support.

With the recent change of government, we have seen positive changes in the administration of the NDIS which has resulted in funding in people's plans being increased. Hartley continues to work closely with peak bodies and the government to advocate changes where necessary. Although there are still residual challenges with the NDIS, the recent positive changes have meant that we can continue to provide quality support for people with disability.

After 2 years of cancellations, the Cycle Challenge was held in March this year. We introduced alternative cycling routes to remove the dependency on the Monaro highway to mitigate issues with increased traffic that present a danger to our cyclists. The event was a success raising over \$400K for Hartley and people with disability.

The Hartley Hall Markets also experienced challenges with disruptions from COVID-19 and the weather. The efforts of our volunteers and staff have been remarkable in managing the impacts of these cancellations. In the instances where the Markets were held, they were successful both from a logistics and a fundraising perspective.

The resilience and commitment of our staff during the past two years has been exemplary; working in an environment of unprecedented change that has challenged everyone and more so for people with disabilities and the staff. I would like to thank all staff for their ongoing efforts in keeping Hartley clients safe, well supported, and enabling them to live their best life.

**Eric Thauvette**  
CEO - Hartley Lifecare



## BOARD

Hartley's Board members remained stable throughout 2021 and 2022. Governance models have been tested with the continued threat of COVID-19, as well as the financial impact of NDIS funding cuts.

Although it has been a challenging 12 months, the board has utilised Hartley's strong governance framework to mitigate risks, address challenges, and made strategic decisions to ensure Hartley's long-term sustainability.

As the board looks to the future, we are hopeful that with the change of Federal Government, and a strong COVID-19 response plan, things will go back to some kind of normality. With this in mind, and taking into account lessons learnt over the past 3 years, the board will be planning and developing a new strategic plan throughout 2023.

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

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

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

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

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

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

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

**Katherine Crichton** - Katherine is a marketing and communications specialist with significant experience in the public, private and not-for-profit sectors, working in both small start-ups and large organisations.



## PATRON

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

Mrs Hurley's career in education has been in both the public and private school systems until her retirement from full time teaching in July 2011. She has been an active member of the community as a Pastoral Carer at the Canberra Hospital and Hospice.

Mrs Hurley holds a Bachelor of Education from the University of Canberra. As the wife of our Governor General, His Excellency General the Honourable David Hurley AC DSC (Retd), she continues a tradition of vice-regal patronage.

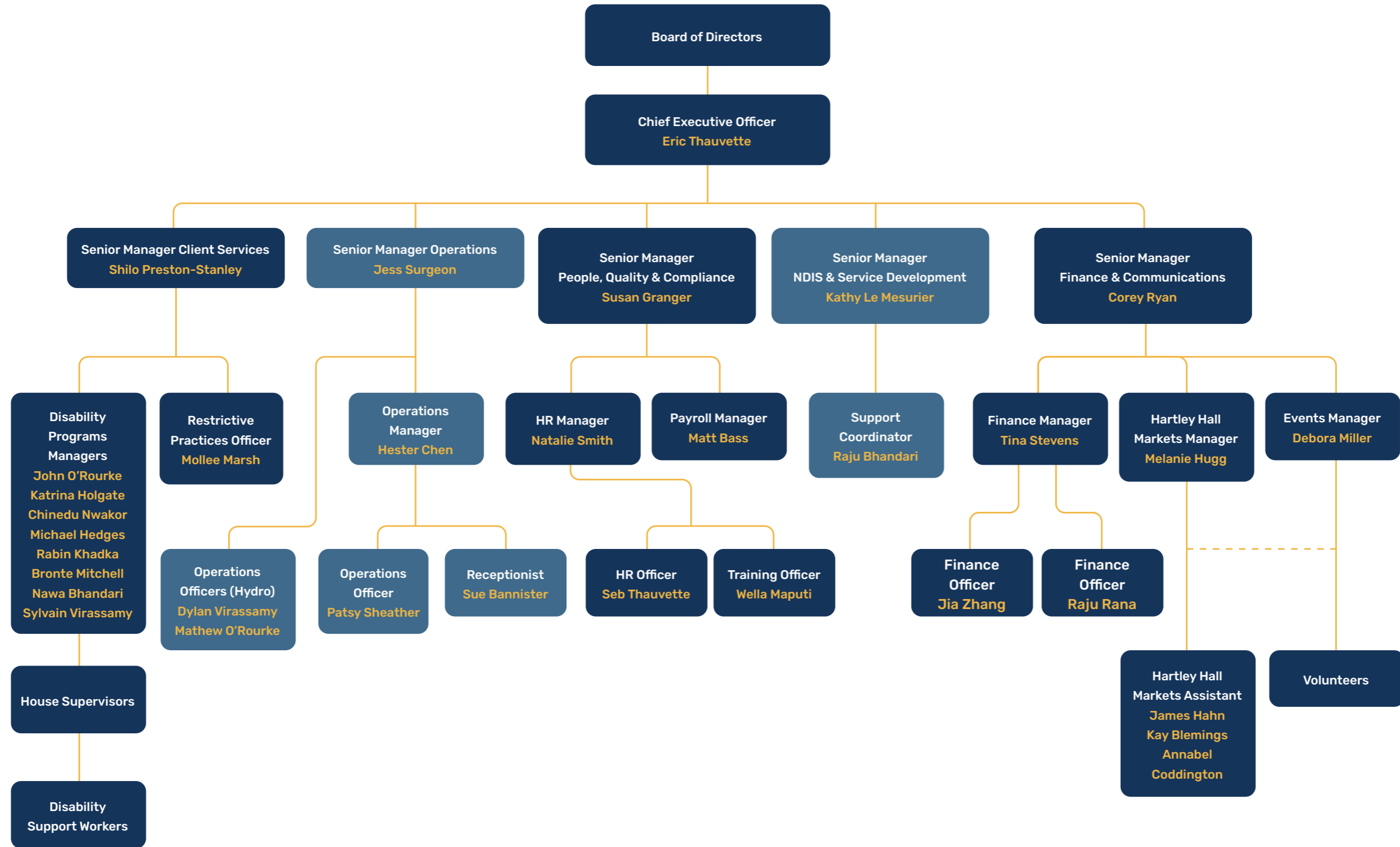
Hartley was delighted to welcome Their Excellencies Mr David Hurley (Governor-General of Australia), and Mrs Linda Hurley (Organisational Patron) to Hartley's 60th Anniversary Gala Ball in August 2022.

During the evening, Mrs Hurley spoke some wonderful words and performed an amazing song about Hartley. She then finished with a rendition of 'you are my sunshine' where all guests were encouraged to sing a long and join in – it was a very special moment.





# ORGANISATIONAL CHART



## CLIENT SERVICES

COVID-19 modified life a little bit again this year with a brief lockdown interrupting regular activities in the first quarter of the year. Unlike the initial shock of the first outbreak in 2020, we were ready this time, with home-based activities and technology for staying in contact with family and friends. Some people loved the chance to slow down their busy lives while others were desperate to get out again.

We have renewed our focus on Person-Centred Active Support, ensuring staff are looking for every moment of potential to support people to actively participate in every area of their lives. From home-based tasks like cooking and washing, to grocery shopping and participating in community groups, every moment has an opportunity for people to be engaged and develop independence. With a bit of creativity and support and some adaptive equipment where needed, Dave vacuums his house, Ben makes dinner for himself and Mick and Steve buy household fruit and vegetables.

Throughout the year we had several guests from other organisations present to Hartley's supervisors and Disability Program Managers in areas of evidence-based practice. Included in our guests were members of ACT Disability, Aged and Carer Advocacy Service (ADACAS), demonstrating how to most effectively use Supported Decision-Making Tools to assist people to make decisions, including ones that might be risky. These tools help to ensure we are supporting people to make their own decisions rather than making decisions on their behalf.

As we look ahead, 2022 and 2023 promises to be a lot more uninterrupted and with less challenges than the past 2 years. We want to thank our amazing team for their continued commitment and unwavering loyalty to Hartley and our purpose to give people living with a disability the opportunities to live their best lives.

**Shilo Preston-Stanley**  
Former Senior Manager – Client Services



## SERVICE DEVELOPMENT

This year has once again been not without its difficulties with the NDIS and the ongoing challenges within the Supported Independent Living (SIL) space. The ongoing changes to pricing and the NDIS processes within this space has required Hartley to be continually on the front foot and be across any changes. This has ensured we can continue to support clients and their families through the complexities of the changing SIL arrangements and maintain a high quality and consultative service.

We are continuously working with all the clients to maintain a focused approach to ensure all achieve the best possible outcomes, that we value the individual rights and choices of the clients, and we have a strong aim to empower the clients we support to maximise their independence and build confidence in the community. We also encourage the use of mainstream and community supports that will assist each person to achieve their individual goals and enable the people we support to have opportunities in all aspects of their lives.

We continue to work within the role of coordination by linking clients with the right providers to meet their needs and assist them to source providers, while also co-ordinating a range of supports to develop the client's resilience in their own networks and community. Our focus is on connections with the community and our approach is to deliver services to our clients in a holistic manner to meet their goals, needs, and preferences. This focus is maintaining a high quality and effective coordination of supports that meets the needs of the clients we support.

Our connections with others in the Canberra community means we have constant enquiries for our services, and we are often seen as a provider of choice based on our reputation in the sector. This has resulted in the successful filling of two of our four vacancies within our shared accommodation portfolio. Whilst this has taken time, we have worked very closely with all stakeholders to ensure the clients we support, and their representatives were involved in the process.

**Kathy Le Mesurier**  
Senior Manager – NDIS and Service Development



## CLIENT STORIES

### RAPID REBECCA

Meet Rebecca, she is very fitness conscious and loves going to the gym every week with the support of Hartley staff. She also has another weekly session with an exercise physiologist and is always willing to work hard and enjoys her exercise sessions.

The gym session has helped her to gain self-confidence along with maintaining her physical health and well-being. She loves to talk about her exercise with her family and friends and goes for a regular walk with them. Rebecca was very excited to take part in Hartley's 2022 Fashion Parade and performed well as a model. This was a great achievement in her life.



### ADMIN ADRIAN

Meet our latest part time receptionist, Hartley's very own Adrian! He says it's his dream job and looks forward to his workday and enjoying time at the reception area helping the administration team. He likes to talk to people in the office, answer phone calls, scanning, and filing while he is at work.

Adrian ensures that he always attends work on time and gives plenty of notice if he cannot attend or runs late. Working as a receptionist is one of Adrian's life goals and he takes a lot of pride in his work.



### AWESOME ADAM

During the year Adam celebrated his first-year anniversary living in one of Hartley's shared accommodation houses. After living with his parents for over 50 years, 2021 saw Adam move out and join his new housemates at Hartley's Lord Street house.

Understandably, it was a very nervous thought for Adam and his family for him to live out of home. However, during the transition process, it was obvious that Adam was ready for the move. Since then, Adam has been able to discover new interests and hobbies in his life such as Sailability, disco, surfing Netflix and bushwalking. He seems very happy and enjoying his life.



### JOYFUL JANICE

At 81 years young, Janice lives in Hartley's shared accommodation house in Fisher. She has lived with her current housemates for a long time and has a great relationship with them and the amazing Hartley staff that support her to live her best life.

Janice leads a simple and happy life at present, and enjoys taking part in her daily activities and household chores as much as possible with the assistance of staff.

## JOHN THE BIKEMAN

Hartley clients have a wide variety of hobbies and interests that fill their lives with fun, adventure, and exercise. For Cameron, that involves riding his beloved three-wheeler bicycle all throughout the Canberra community.

Cameron is well known across the Hartley Family as a keen cyclist and has participated in previous Hartley Cycle Challenge events as an ambassador. However, none of this would be possible without a team behind Cameron who make it possible for him to live his best life. This includes the amazing John 'The Bikeman' who constantly visits Cameron to monitor and repair his bicycle as needed.

John provides this assistance purely as a volunteer and Hartley could not be more thankful for his support. We know Cameron appreciates his help and it is people like John that make Hartley such an amazing organisation.



## TEN PIN STARS – STEVEN AND JUSTIN

June 2022 saw two of Hartley's star athletes attend the ten-pin bowling national championships, competing against teams from all over the country. This year the competition was held in Melbourne between the 7th and 18th of June.

From the happy faces and great pictures, it seemed like everyone had a great time. While everyone had fun with the bowling, the best part of the trip is going away with friends and having a relaxing time. The trip included many dinners out and about, a river cruise, an outing to a Magic Show, and a trip up to the Dandenongs for a ride on Puffing Billy. The trip culminated in a presentation dinner on the last evening where medals were presented. There were lots of eating and dancing and it seems that the team from Hartley were the last to leave the function as everyone was having a ball. Well done to Steven and Justin!



## VALE – MICHAEL SAVAGE

*I was lucky enough to have known Michael Savage for the last 15 years. Michael was a wonderful person who taught me a lot. He was someone who touched the lives of those around him. I am so thankful for the time that I shared with Michael.*

*If I ever had to describe Michael to someone, I would always say that he is his own man, and he is probably the toughest person I ever knew. Michael was very expressive, and though he could be described as non-verbal he would always communicate his preferences and choices quite clearly to those who knew him.*

*Michael would be very determined to get his message across. It was often to do with his choices of where he wanted to be, what he would or wouldn't like to eat or drink, and what clothing he wanted to wear. Michael had things that he liked or were his favorites and he would always find a way to let you know what he wanted. Michael was someone who showed a lot of perseverance and was very determined.*

*Michael loved cups of tea, spending time in the garden, sitting and enjoying the sunshine coming through the window, long showers, listening to music in his room, spending time with others, going for walks, seeing his friends at Sharing Places, going bowling, and sailing. Michael loved his home that he shared with Robert, Daniel, and Alex for many years at Nangor.*

*Michael was probably the toughest person I ever knew. Michael had the support of many great health professionals over the years, especially the wonderful GPs at Fisher and his physio at Hands On in Mawson. As we know, he had some serious health conditions but in true Michael spirit, he seemed to defy the predictions of many Canberra hospital doctors over the years and always seemed to bounce back.*

*I can think of several times when hospital doctors would be saying that Michael didn't have long to live, yet the next day or even a few hours later he would be sitting up looking for a cup of tea and someone to take him home. Things had seemed particularly bad at the end of 2015 and after many hospitalizations during that year, he was referred to palliative care. But Michael was his own man and always ran his own race.*



*After many trips to hospital in 2015 and being referred to palliative care, amazingly, Michael then had a great four or five years of life. I remember such a great feeling within the team when 12 months had rolled around without Michael having a single trip to hospital. During this time, Michael took up sailing again which he loved, he enjoyed being in his home and spending time in his garden and being visited at home by his Mum and David.*

*He was regularly going bowling and getting out into the community and was well enough to also attend Sharing Places regularly. It was a really great time but unfortunately Michael's health did start to decline again over the last year or so, and sadly he didn't bounce back this time.*

*Michael touched people's lives, he was loved and respected by his family, friends, his housemates and many others. I can clearly picture his housemate Robert coming out to the van to welcome Michael home and be the person to bring him inside and you would often hear Robert at the dinner table or at other times saying, "I love that Michael Savage".*

*Michael was his own person, and he was a very determined and strong person. Many people over the years really cared about Michael, including myself. I don't think any of us were ready to say goodbye to Michael, but I guess he was. I am so thankful for the time that I had with him, and I just hope that he is now in a little part of heaven somewhere enjoying the sunshine.*

*Rest easy Michael, we will miss you.*

**Eulogy by Michael Hedges**  
Disability Programs Manager



# PEOPLE

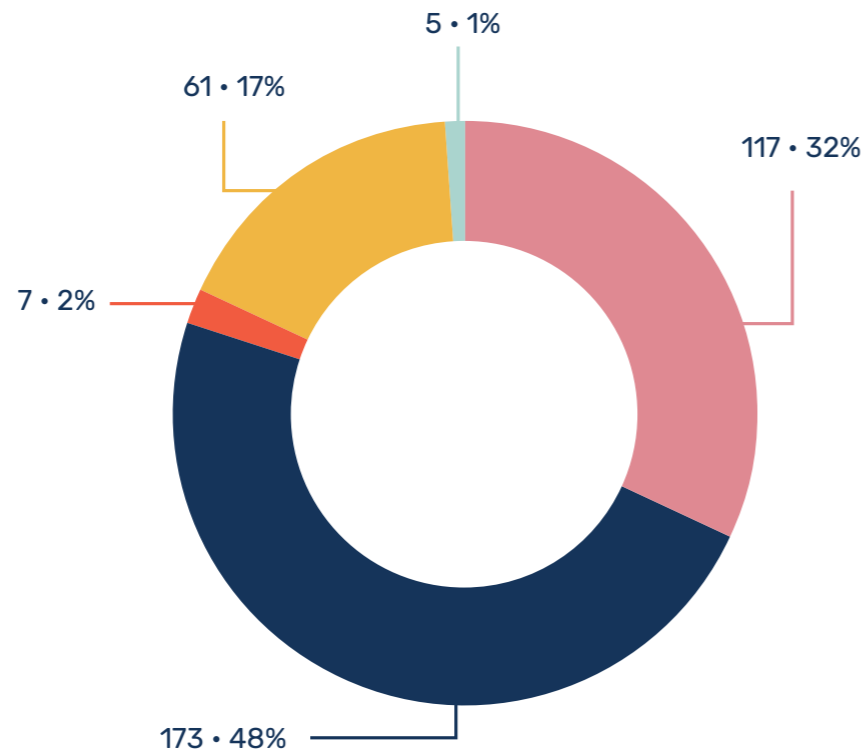
## OUR PEOPLE

Hartley prides itself on its ability to attract, develop and retain excellent employees. As part of this, the HR and Payroll teams, in collaboration with Managers and Supervisors, demonstrate excellence in the following:

- Recruitment and selection
- Learning and development
- Payroll management
- Industrial relations and employment law
- Performance management
- Work, Health and Safety
- Reward and Recognition Program
- Healthy Workplace Program

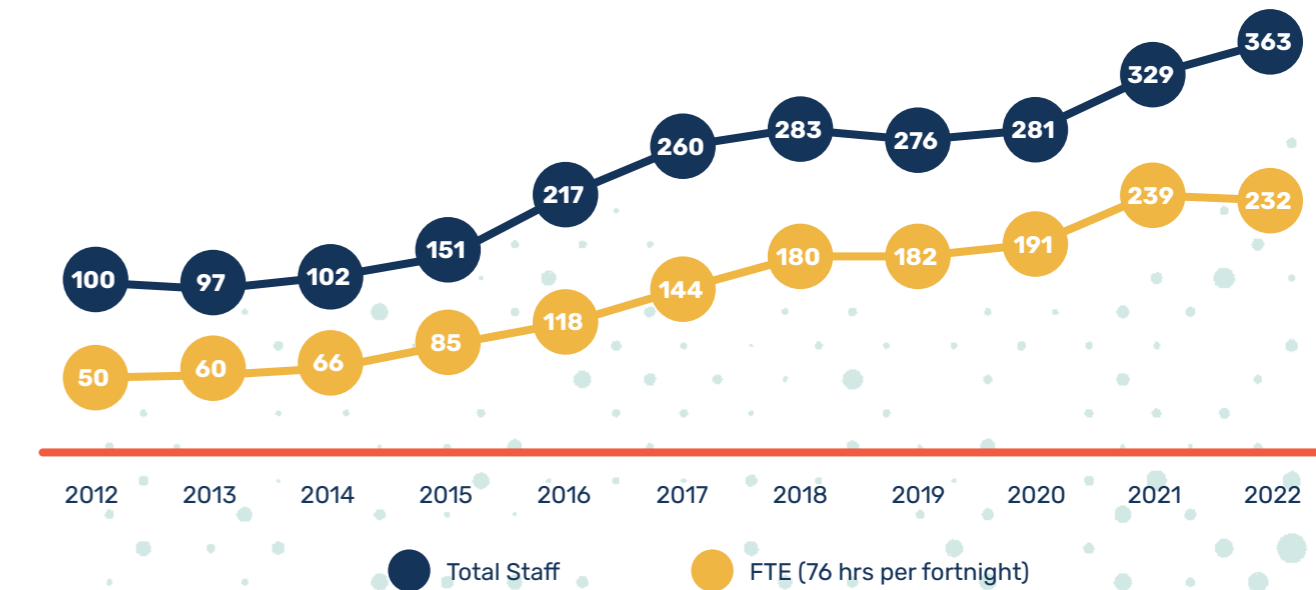
## EMPLOYMENT TYPE

- Casual
- Permanent part time
- Fixed term part time
- Permanent full time
- Fixed term full time



## CONSISTENT GROWTH

Hartley's workforce has continued to grow consistently over the past 5 years with numbers reaching 363 on 30 June 2022. Since transitioning to the Social, Community, Home Care and Disability Services Industry Award (SCHADS) in October 2021, we have seen an increase in permanent part time employees, which has slightly reduced the number of full time equivalent (FTE) employees to 232.



## EMPLOYER OF CHOICE

As a sector leader in the provision of disability services across the Australian Capital Territory, Hartley has achieved the status of Employer of Choice. In this context our employees value the following:

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

5,650

EXPRESSIONS OF INTEREST  
RECEIVED IN 12 MONTHS  
FOR POSITIONS ADVERTISED

245

INTERVIEWS  
CONDUCTED

100

NEW CONTRACTS  
ISSUED  
IN 12 MONTHS



## TRANSITION TO SCHADS AWARD

As of 1 October 2022, Hartley's old Collective Agreement was terminated and Hartley transitioned to the SCHADS Award. This process involved extensive consultation with employees, Unions and our legal team (Clayton Utz) over a period of 4 months. Over 360 new employment contracts, inclusive of revised position descriptions were issued, signed and returned to the HR team. As part of the transition, the HR team coordinated 16 sessions of SCHADS specific training for Disability Programs Managers and Supervisors. We were also fortunate in receiving a donation of \$14,000 worth of training resources from 'PayCat' whom we purchased our new Payroll system (KeyPay) from. This training included a SCHADS Award masterclass course, comprising of 9 modules and 59 lessons, all of which were provided in easy listen video resources.

Needless to say, the transition to the SCHADS Award was challenging for all our employees and managers given they had also endured ongoing roster restructures during the past 2 years, triggered by the emerging COVID-19 situation and ongoing NDIS funding issues. We would like to sincerely thank the HR team and the Payroll team for their commitment to managing this incredibly challenging process and for always remaining professional and supportive to staff as required. We would also like to acknowledge the Managers and Supervisors for supporting this process through what can only be regarded as unprecedented times.

## ROSTER RESTRUCTURES

Having already completed 2 roster restructures within a 12-month period due to COVID-19 and the transition to the SCHADS, then realising the increased challenges of trying to align existing rosters with reduced NDIS funding, Hartley made the decision mid-way through 2021 to engage the team from 'Workforce Analytics' to lead a roster optimisation process.

Consequently, a 3rd roster restructure process took place in the latter half of 2021. The aim of this restructure was to ensure our base rosters were:

- Client centred
- Compliant with the SCHADS Award
- Compliant with the National Employment Standards
- Financially viable
- Safe in terms of decreased movement across houses to reduce the spread of COVID-19

This process has been incredibly challenging and time consuming for everyone involved, and we sincerely acknowledge the input, flexibility and adaptability of all staff during the past 2 years of change.

Management have worked incredibly hard to incorporate staff preferences and availability across all rosters where possible, and whilst there has been significant change across our organisation, we are pleased to announce the roster restructures resulted in no forced redundancies.

With new optimised base rosters now in place, we are ready to move to our new payroll system KeyPay, which is planned to take place toward the end of 2022.

We would like to sincerely acknowledge the successful partnership between Workforce Analytics and Hartley during the roster optimisation process. Lisa, Lauren, Chris, Hen Soon Gan, Lee, Valen and Oliver worked tirelessly with Hartley to ensure the best outcome was achieved. We would also like to acknowledge all staff for working with their Managers throughout this incredibly difficult process, and to the Managers themselves; well done on working through the challenges and striving for excellence in terms of achieving optimised rosters and demonstrating strong leadership. Whilst ongoing roster changes will no doubt occur into the future as client needs change and funding levels adjust, we now have a strong rostering framework in place to ensure our rosters are efficient and satisfy the needs of our clients, legal obligations and as much as possible, the preferences of our staff.

## TRAINING FRAMEWORK

Between November 2021 and April 2022, the HR team reviewed Hartley's existing training program as part of Hartley's continuous quality improvement program. This process included feedback from staff via a training survey, consultation with existing facilitators, a Needs Analysis and a Cost Analysis. In May 2022, the new Training Framework was finalised and launched across the organisation. Consisting of 3 key elements (Mandatory training, Refresher training and Extra training), employees will attend up to 15 sessions of training throughout the year, all of which are underpinned by Hartley's values; person centred, quality, leadership, integrity and respect. Active support, safety and compliance are also integrated within all of our training sessions and resources.

As part of our new training program, internal expertise is now utilised in the context of facilitation and transfer of knowledge. We have also changed the way we process training requests through enhanced technology, including utilising SharePoint and data driven analytics.

We would like to acknowledge Wella Maputi for all her hard work to ensure Hartley's training program is as targeted, effective and efficient as possible. We would also like to acknowledge Victoria Oakden and her team from 'Oakden Enterprises' for their ongoing commitment and dedication to Hartley in the context of providing quality training facilitation.

### MANDATORY TRAINING

10 SESSIONS  
38 HOURS

#### NEW STAFF

To be completed during the probationary period (first 6 months)

#### ALL STAFF

To be completed prior to 24 December 2022

### REFRESHER TRAINING

ANNUALLY 3 SESSIONS  
38 HOURS

#### ALL STAFF

To be completed once Mandatory Training has been completed

### EXTRA TRAINING

AS APPROVED BY  
MANAGEMENT

UP TO 25+ HOURS

SPECIFIC AND  
TARGETED TRAINING

Extra training is provided to relevant staff as needed

Hartley's Training Framework consists of the following sessions:

|                                                                                   |                         |                                     |
|-----------------------------------------------------------------------------------|-------------------------|-------------------------------------|
| Orientation to Hartley                                                            | Infection Control       | Driver training                     |
| Employment at Hartley                                                             | Medication              | Active Support                      |
| Understanding Abuse                                                               | Manual Handling         | Leadership & Performance Management |
| Incident and Risk Management                                                      | Dysphagia and Oral Care | Employment Hero                     |
| Positive Behaviour Support                                                        | WHS Officer             | Key Pay                             |
| Epilepsy, Medication & Continence                                                 | SharePoint              | Care Link                           |
| Documentation                                                                     | Roster management       | Fire Combo Awareness                |
| Manual Handling                                                                   | Diabetes awareness      | Simple wound care                   |
| Food Safety, Infection Control, Nutrition and Meal Planning, Dysphagia, Oral Care |                         |                                     |



## LAUNCH OF EMPLOYMENT HERO

Hartley's new HR database (Employment Hero) has now been fully implemented across the organisation, supporting the HR and Payroll teams effectively manage and implement the following:

- Recruitment
- Onboarding
- Employee Self Service
- Security employee data
- Library of policies and procedures
- Digital policy verification
- Bulk VEVO checks
- Pulse checks and surveys
- Reward and Recognition Program
- Coaching and development
- Learning management
- Dynamic reporting
- Performance management
- Employee benefits
- Employee Intranet/Dashboard

Natalie Smith (HR Manager) has led the smooth implementation of Employment Hero and we would like to thank her for her ongoing dedication and commitment in always looking at ways to make improvements in relation to HR Management.

Toward the end of 2022, our new payroll, rostering and timesheet management system (KeyPay) will be rolled out. Matt Bass (Payroll Manager) is leading this project and will apply his expertise in payroll management in ensuring we move to a more efficient system. Matt's attention to detail in relation to payroll management is amazing and Hartley is incredibly lucky to have such expertise within the team. As KeyPay directly links to Employment Hero, we are all looking forward to enhanced functionality and useability in the context of human resource management.

## OTHER PROJECTS

### ONGOING HR ACTIVITY

- Monthly Workforce Planning meetings held, inclusive of detailed HRM and Payroll reports provided to DPMs and Supervisors.
- Annual performance appraisals held with all staff,
- Industrial relations and performance management advice provided to Managers and Supervisors as required,
- Letters of support offered to all staff as required, including staff who have visa obligations.
- Ongoing HRM policy, procedure, forms and template review and development.
- Ongoing continuous quality improvement conducted across all aspects of HRM.
- Employee Assistance Program (EAP) and personal support offered to staff as required.

**Susan Granger**  
Senior Manager People, Quality & Compliance

## SPECIAL THANKS

In the context of HRM, Hartley would like to sincerely acknowledge:

### CLAYTON UTZ

Clayton Utz: Jennifer Wyborn (Partner), Belinda Miller (Lawyer), Caroline Beasley (Lawyer), Ashleigh Discipio (Lawyer), Ali McMaster (Lawyer), Georgia Fennell (Lawyer) and Nick West-Foy (Lawyer) for their ongoing advice and support to Hartley in relation to HRM and industrial relation matters, especially as we transitioned to the SCHADS Award and undertook changes to our rosters. A significant amount of the work Clayton Utz has conducted for Hartley has been provided on a pro-bono basis. It is wonderful to have access to the support of such an amazing team of experts. We are truly grateful for their ongoing support.

### ashurst

Ashurst Law: Melanie McKean (Partner), Caitlin Sandy (Lawyer) and Elisa D'Andrea (Lawyer) for their ongoing advice, support and involvement in relation to an extremely challenging visa matter. Melanie and her team supported Hartley on a pro bono basis during the past 3 years with this matter, which included the development and lodgement of an extensive Ministerial Intervention submission. After many years of trying to resolve this extremely complex matter, Melanie and her team achieved a successful outcome in June 2022 whereby 5 very valued staff members received their permanent residency. We are extremely grateful to Melanie and her team for their dedication, expertise and generosity throughout the last 3 years. They have not only helped Hartley retain 5 very valued staff but have significantly changed the lives of 5 people (and their families) in the most amazing way.



*Celebrating the achievement of permanent residency with the Ashurst Legal team*

*From L to R: Back row: Ian Sotto, Natalie Smith, Eric Thauvette, Susan Granger, Wella Maputi, Felita Fortuito Front row: Karen Sotto, Eva Dolores, Monica Da Silveira Mesquita, Elisa Andrea (Ashurst), Melanie McKean (Ashurst).*





WordArt created by Hartley staff during a recent team building activity.

## HEALTH AND WELLBEING PROGRAM

Natalie Smith has continued to build on Hartley’s health and wellbeing program. Throughout the year, Natalie and her support team have coordinated the following:

- Circulation of pertinent articles including *How To Improve Your Sleep* and *Family And Domestic Violence Information*
- HESTA information sessions for all staff regardless of current superfund
- Yoga sessions
- Calendar of events – including the return of Hartley on the Grass event for Melbourne Cup Day later in 2022
- Health and fitness challenge events
- Celebration of support programs and events such as R U OK, Dry July, Mental Health week and Jeans for Genes Day

Natalie has also scheduled team building events, which include ‘Paint and Pinot’ afternoons and ‘Pot Luck’ luncheons. Alongside these events, icebreakers and activities are held which align with Hartley’s values and philosophies. Our new HR Database (Employment Hero) includes a Wellness dashboard, providing all staff with access to multiple wellbeing articles, programs and general information. With this functionality and the plan to expand events across the organisation, the health and wellbeing program at Hartley continues to build and support a positive workplace culture.

## MILESTONES OF SERVICE

### 5 YEARS + 85 EMPLOYEES

Elijah Aleer, Tisha Alonzo, George Andrews, Rotimi Awogbemi, Matthew Bass, Lorna Brown, Xochitl Burns, Maria Cacciotti, Binog Chettiakunnel, Sandor Collins, Debra Conroy, Akihisa Cordel-Kamai, Monica Da Silveira Mesquita, Eva Grace Dolores, Olakunle (Sunday) Eniodunmo, Leslie Flores, Nerissa Flores, Felita Fortuito, Joshy George, Benilda Gibson, Kuldeep Goraya, Benjamin Gough, Susan Granger, Emanuela (Ema) Grassi, Kayla Haycroft, Jennifer (Jenny) Hocking, Katrina Holgate, Muhammad Hussain, Geoffrey Ilo, Jerry Isaac Jose, Anastasia Italiano, Jacob Jim, James Joseph, Roymon Joseph, Sahay Khay Yu, Suresh Kovath, Richard Laman, Fredarosa Leonera, Leomel Leonera, Paw Gay Ler, Yang Liu, Lindu Lukose, Limasene Mailei, Wella Maputi, Scott Mcilwraith, Tanya McMillan, Debora Miller, Kim Moran, Miranda Mrsnik, Carmel Munson, Calvin Muzvuru, Eliza Niyomungeli, Doris Anita Njoku, Sembukutti (Minoli) Nugara, Amuche Nwakor, Chinedu Nwakor, Obianuju (Viola) Odimegwu, Joy Oduware, Michael O’Halloran, Felicia Ojo, Samuel Ojo, Aloysius Okeke, Baburam Paudel, Maria Polak, Adam Robinson, Marja Rouse, Muhammad Saeedm, Navpreet Sandhu, Maxime Schumann-Morin, Sanjeev Sharma, Angela Shum, Zililo Jakobe (Jacob) Sibanda, Natalie Smith, Phillip Snare, Ian Sotto, Luke Stevenson, Lana Storbo, Jessica Surgeon, Andrews Thomas Vallikkavunkal, Loraine Tully, Mark Viernes, Sylvain Virassamy, Nyin Wah, Debra Watson, Neil Wilkins

### 10 YEARS+ 17 EMPLOYEES

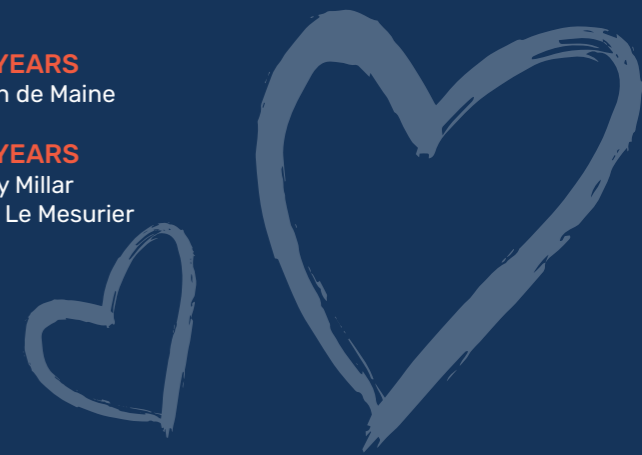
Liz Alexiev, Tenzin Chodon, Melissa Devine, Namgyal Dolkar, Margrit Gow, Sarabjeet Kaur, Rabindra Khadka, Fiona Lukacs, Marshall Marasha, Lhundup Passang, Mu Yai Paw Shew, Palpasa Shrestha, Nerida Spaccavento, Thupten Thupten, Hay Kae Tun Hla, Renee Walsh, Michael Watts

### 15 YEARS + 4 EMPLOYEES

Tiona Overhall  
Eric Thauvette  
Sascha Bartel  
Stacey Bowden

### 20+ YEARS Allison de Maine

### 30+ YEARS Wendy Millar Kathy Le Mesurier



## HARTS CYCLE TEAM

The HARTS Cycle team is made up of Hartley employees and volunteers. Many of the riders are new to cycling in the last few years, whilst some have many years of experience under their belt. This year we had two teams attempt to ride the full 3 days of the challenge which consists of close to 400km and around 4000 metres of elevation. We are very excited to report that 14 of our riders achieved this milestone, including riding from Jindabyne to Charlotte's Pass on Day 2.

Additionally, the HARTS raised just over \$50,000 for Hartley as part of that event, which brings our total fundraising for Hartley over the past 3.5 years to over \$110,000!

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

### Major Sponsors

- Oakden Enterprises (\$3,000)
- Renaissance Homes (\$2,000)
- Academy of Interactive Entertainment (\$2,000)

### Minor Sponsors

- Financial Translators – Corey Ryan (\$500)
- Hardwicks Accountants – Andrew Snaidero (\$500)
- Employment Hero (\$500)
- PayCat (\$500)
- Workforce Analytics (\$500)

Whilst most of us suffered long after the event had finished, all team members achieved their personal goals. It was wonderful to ride with other teams and individuals and generally celebrate the great work Hartley does.

Thank you to Corey Ryan, Deb Miller, Mel Hugg and their team of volunteers for putting on such a great event. We will be back in November!



The Amazing HARTS Cycle Team: L to R

Top: Victoria Oakden (Major Sponsor and Support Crew), Scott Matheson (Rider), Mollee Marsh (Support crew), Wella Maputi (Rider and Support Crew), Jess Surgeon (Vice Captain and Support Crew), Annabel Coddington (Support Crew), Jon Gowland (Rider), Andrew Kerec (Rider), Tony Oakden (Rider), Gary Teh (Rider), Mark Hughes (Rider), Annette Thompson (Rider), Annette Matheson (Support Crew).

Bottom: Dean Thompson (Rider), Wendy Millar (Rider), Drew Adams (Rider and Kit designer), Susan Granger (Captain and Rider), Humphrey Cornthwaite (Rider), Seb Thauvette (Rider), Baburam Paudel (Rider)

## VOLUNTEER STORIES

### MARCIA AND BOB

Marcia and Bob became involved with Hartley Lifecare in July 1994. Marcia began working as an office administrator at Hartley Lifecare and assisted with managing the Hartley Hall Markets. In those early days of the Hartley Hall Markets, it was challenging to find regular volunteers however Marcia was always there to help, and it was not long before her husband Bob was involved too. Bob became a regular fixture at barbeque number two early in 1995.

Although Marcia left Hartley Lifecare in 2000, she never severed her ties. Marcia and Bob remain happy fixtures at the Hartley Hall Markets, and both have been a book of knowledge helping staff, stallholders, the

public, volunteers, and the Radford volunteers with the essential tasks. These tasks include administration in the office, helping with stallholder placements, marking out all the sites, taking stall holder payments, assisting with lost property, general enquiries, and the setup and pack down at every market.

Thank you, Marcia, and Bob, for all your hard work, dedication, and support over the years. Your knowledge and 'nothing is a problem' attitude is sincerely appreciated. Thank you for making the Hartley Hall Markets a fun, safe, and successful event for everyone to enjoy.



### DJ MISTA NIGE

Nige has been DJing since 1988 and even when he first started out as a DJ, he helped local charities in London by supplying music for their events....as music truly does unite!

After moving to Canberra in the mid-90's, Nige became involved with Hartley Lifecare around 1999 at one of their Gala Balls held at Parliament House. Being a Greek Themed event, he helped with supplying the pre-event entertainment with the help of a Greek co-worker who plays the Bouzouki.

The night was a roaring success. From there, he was asked if he could supply some music for the Christmas Party to be held at Hartley Court in Hughes. This was a fabulous event, the power supplied from Kylie's room, the dance floor in the garden, Santa came and everyone was having a great time....until the water sprinklers came on!

This was fun for everyone except Nige! It was hot, so it was nice to cool down.... his gear however doesn't like water. In those days it was all CDs too. The day was saved, and after that event he was asked to help out at client's birthday parties that were held at the Deakin Bowls Club, as well as other parties at Hartley Court.

There are too many memories to list here but Nige can assure you we have had some fabulous nights over the years! More recently you would have seen Nige involved with supplying the soundtrack for the High Tea events as well as the Spring Fling and of course the much-loved Christmas Parties and 60th Anniversary Gala Ball.

The joy music brings ensures that everyone, including Nige, has a great time. Nige says It's an absolute pleasure to help and support Hartley Lifecare and to see so many smiling happy faces makes it that much better. Thanks for the memories!

## STAFF STORIES



### KAYLA HAYCROFT

Kayla's ambition to become a disability support worker was shaped during her early primary school years when 8 year old Kayla visited her best friend's place. Adam was Kayla's best friend's brother and he lived with severe cerebral palsy, having multiple and severe seizures on a daily basis, which Kayla witnessed. At this young age, Kayla who was obviously full of empathy and compassion, preferred to focus on and play with Adam instead of her friend. Of course this caused all sorts of jealousy issues and some school yard fights, but the friendship endured beyond those years. Kayla also recalls the challenges Adam's mum faced with not only trying to care for and support a young child with severe disability, but as a single parent trying to provide for her family alone. Full of admiration for this mum, Kayla knew exactly what she wanted to do when she grew up – help people and families who lived with disability.

At the age of 10, Kayla recalls Adam going to a camp for respite which she thinks was called "Kessi Camp" and knew at that point in time that she wanted to work at a camp like Kessi. In year 11, still with a driving ambition to work in the disability sector, Kayla undertook a 2 week placement at Cranleigh Special School. Following that, in year 12, Kayla spent 2 weeks at Hartley Court on work experience. During this 2 week placement, Kathy Le Mesurier was in charge and conveyed the strict protocols in place for students who were on placement. This included providing minimal assistance and not really getting into all the important tasks like lifting clients, providing personal care and taking them on an

outing. Kayla recalls begging Kathy to assist with more complex tasks, but Kathy stuck to her guns and instead suggested Kayla apply for a casual position with Hartley. Kayla applied immediately and was employed as a casual whilst she was still in year 12. She used to start her shifts straight after school or work weekends.

After finishing school in 2002, Kayla started working for Hartley full time, including doing many hours over and above. At the same time she went to night school and obtained a Diploma in Disability Services. Kayla saved all her money and purchased her first new car (a Mazda 3) outright after just 2 years of work.

Back in 2008, Kayla was influential in attracting another star employee to Hartley; Debbie Sturgess, who is Kayla's mum. At that time, 21 year old Kayla kept coming home and saying to her mum how wonderful her job was at Hartley. As part of this, every Christmas Eve for many years, Kayla would bring one of Hartley Courts client's home as he had no family. Debbie, who worked at a Belconnen takeaway outlet at the time, met this client and realized that she would also like to try working in the disability sector. Accordingly, Hartley has been fortunate to have both Kayla and Debbie employed for many years now.

After 6 years working at Hartley Court, Kayla gave birth to her first child (a son) and returned to Hartley Court after several months on a casual basis. A few years later, Kayla had her 2nd child (a girl) and remained at home for approximately one year. With two young children at foot, it was difficult to continue to do the long hours required at Hartley Court. Consequently, Kayla transferred to an agency and picked up short shifts in the capacity of home respite.

In 2015, Kayla had her third child, a little boy. Life was busy. Kayla continued to work with the agency when she could, however her focus was on the family at that point in time.

In 2016, Kayla returned to Hartley as a casual and worked between Fraser and another house. It wasn't long after that Kayla was tapped on the shoulder and asked to apply for the Supervisor role at Fraser; a role she has now occupied for 5 years. The team at

Fraser were all new and Kayla had the opportunity to apply her experience and passion to create a positive and person centred environment for the 4 men who reside there.

In June 2022, Kayla was then approached by Senior Management to consider taking up an 8 month secondment as a Disability Programs Manager at the management office. As part of this role, Kayla is relieving several DPMS as they take long term annual leave. This is providing Kayla with an opportunity to work across a diverse range of networks and houses and gain valuable management experience.

Separate to Kayla's professional life, Kayla is a busy mum, attending sports on most days of the week and weekends. She also plays basketball on the Northside and is really enjoying this as it is a new challenge for her. Her interests are watching the kids play their sport, following the Women's National Basketball League (WNBL), going to the coast, walking on the beach and trying to relax from her busy life.

In the future, Kayla would like to remain at Hartley in a supervisor or management role. Whilst Kayla is very humble about her ability to lead and positively influence, she feels that she has a lot more to contribute to Hartley, the clients and the sector into the future.



### LUKE DAVY

Having grown up in Queanbeyan and attending Karabah High School, Luke was unsure of what he wanted to do as a career. After taking a gap year after school to help his Dad build a house down at the coast, Luke then went on to do some study in Disability, obtaining his Certificate III in 2017. After applying for a position at Hartley, Luke was successful and appointed to a line at Hartley Court supporting up to 11 clients across 3 houses.

Luke enjoys interacting with the clients and supporting them live their best lives. He has also enjoyed the team environment and meeting a diverse range of staff since starting with Hartley. Luke enjoys the fact that the houses he has provided support in are not like a typical workplace, instead they are the client's home and he feels this is really important in terms of ensuring the clients feel comfortable, relaxed, safe and in control of their own lives.

Outside of work, Luke enjoys hiking, camping, gardening and writing. He is generally an outside type of man and is very family orientated. Luke also volunteers at his local church every week ensuring the sound equipment is ready to go each Sunday.

In the future, Luke's wants nothing else but to continue to work with Hartley and our clients and feels that working at Hartley has taught him so much about life. He feels he is definitely a better person having now worked in the disability sector for the past 4 years. Luke has also really enjoyed watching the clients develop new skills, adapt positively to changes in their lives and helping them overcome barriers.

## QUALITY MANAGEMENT AND COMPLIANCE

### CERTIFICATION ACHIEVED

Following the submission of a Registration Application, inclusive of a detailed Self-Assessment against 4 Core Modules, 5 Supplementary modules and over 210 Quality Indicators, Hartley received confirmation on 31 January 2022 that we are now fully Certified as a disability provider against all registration groups.

|                |                                                                                                                                         |                                 |
|----------------|-----------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|
| Step 1         | Submission of Hartley's Self-Assessment to the NDIS Commission                                                                          | Completed<br>22 March 2021      |
| Step 2         | Procurement of accredited auditing firm (HDAA)                                                                                          | Completed<br>25 March 2021      |
| Step 3         | Stage 1 – Desktop review of documentation (Remote).                                                                                     | Completed<br>23 April 2021      |
| Step 4         | Stage 2 – Onsite Audit conducted over 2.5 days.                                                                                         | Completed<br>1, 2 & 3 June 2021 |
| Step 5         | Auditor's report (Final) sent to Hartley                                                                                                | Completed<br>21 July 2021       |
| Step 6         | Hartley assessed as 'passing the audit' and a recommendation for Certification forwarded to the NDIS Quality and Safeguards Commission. | October 2021                    |
| Step 9         | Confirmation from HDAA and the NDIS Commission of Certification and Registration                                                        | 31 January 2022                 |
| <b>Step 10</b> | <b>Follow-up audit (Mid-term) Audit</b>                                                                                                 | <b>13-14 March 2023</b>         |



### REGISTRATION GROUPS

Hartley is registered and certified to provide the following services:



- 0136 4-COBCMHP Group/Centre activities
- 0133 4-COBCM HQ Specialist support employment
- 0132 4-EIYZSCV Support coordination
- 0131 4-COBCMHR Specialised disability accommodation
- 0127 4-COBCMHS Plan management
- 0125 4-COBCMHT Participate community
- 0117 4-COBCM HV Development life skills
- 0115 4-COBCM HV Daily tasks/shared living
- 0110 4-COBCM HW Behaviour support
- 0107 4-COBCM HX Assist-personal activities
- 0106 4-COBCM HY Assist life stage, transition
- 0104 4-COBCM HZ Assist personal activities (High)
- 0102 4-ED4ZR2D Assist assess/maintain employment
- 0101 4-EJ36DU Accommodation/Tenancy

This was a great outcome for Hartley and reflects our commitment to achieving the requirements of the NDIS Practice Standards. Thank you to all staff who supported this process, especially Jess Surgeon who supported Susan Granger with all of the behind-the-scenes work, including those early morning starts and many late nights. A big thank you to Natalie Smith and the HR Team, along with the Client Services team who all made sure everything was in place for this outcome to occur.



## CONTINUOUS QUALITY IMPROVEMENT

Hartley has an incredibly strong commitment to Continuous Quality Improvement (CQI) and ensures its systems and processes are regularly reviewed, further developed and continually improved. We are constantly monitoring and reflecting on our work with the aim to achieve excellence in everything we do. This is demonstrated by the amount of researching, benchmarking, networking and reaching out to individuals, organisations and other service providers to identify how we can do things better. Throughout the last 12 months, significant investment and improvement has been carried out across our technology platforms, including but not limited to the purchase and implementation of:

- Employment Hero (New HR Database)
- Office 365
- Cloud based technology
- KeyPay (New Payroll management database) – to be implemented late in 2022

We have also partnered with Workforce Analytics to ensure our rosters were optimised and will be finalising the implementation of CareLink, our new client-based database early in 2023.

Additionally, we have applied a strong focus to reviewing our governance documentation, with the ongoing review and development of policies, procedures, forms and templates, along with the following organisational documentation:

- Hartley's Rules (Constitution)
- Client Handbook
- Staff Handbook
- Service Agreements
- Employment Agreements
- Emergency Plan
- Risk management framework

Separate to our CQI program and as a consequence of challenging funding constraints endured over the past few years, an Internal Review program was established in December, focusing on sustainability and quality service provision. This program saw 15 high level areas come under intense review. The Roster Restructure process dominated this internal review program, along with lengthy reviews into Hartley's training program, NDIS claiming processes, Specialist Disability Accommodation (SDA) and transportation services.

Moving forward, we are looking forward to the implementation of a new Quality Management system which will include enhanced functionality and the use of some of the new technology we have already invested in. This includes moving away from a paper based and excel spreadsheet-based quality management system to a system with enhanced functionality and automation. As part of this, we will be striving for a system which includes the essential elements of quality management; customer focus, leadership, engagement, efficient process, ongoing improvement, evidenced-based decision making and relationship management.

**Susan Granger**  
Senior Manager People, Quality & Compliance



## FEEDBACK AND COMPLAINTS

Throughout the year, Hartley receives some amazing feedback from clients, families, community members and various stakeholders. It is always encouraging to know that Hartley is achieving its aims and objectives of providing quality supports to people who live with disability. Furthermore, if we receive feedback or suggestions there maybe areas where we can improve things; a system, a process or our approach, our commitment is that we act upon this type of feedback immediately in accordance with our Feedback and Complaints policy and procedure.



**“Working with Hartley is honestly a pleasure”**

**“I have never felt so supported...”**

**“Staff at Renaissance House go above and beyond”**

**“..... really likes her time at Renaissance House and is doing more and more for herself every time she comes home”**

**“Congratulations on a wonderful informative document (Client Handbook). It not only seems a very fair and clear document to us as parents but will be very helpful to the clients. Clear, concise, readable and attractive presentation...”**

**“The exercise I get from using the pool (Hydro) helps improve my mental and physical health.”**



## HARTLEY'S OPERATIONS

After 3 months acting in the Senior Manager - Operations position, I was thrilled to accept the position permanently. This position is a newly developed Senior Manager position and is the result of an extensive review of the (previous) Senior Manager - Business and Operations position.

These changes resulted in establishing a new team. We welcomed Hester Chen as our Operations Manager, supported by Patsy Sheather (Operations Officer) and Sue Bannister (Receptionist). The team also includes Dylan Virassamy, Seb Thauvette and Matt O'Rourke as Operations Officers based at Hartley Hydrotherapy. Working independently most of the time, these young men are the faces of Hartley Hydro and ensure the pool continues to run smoothly day to day.

The review of the Senior Manager position also prompted a review of the Behaviour Support Position. We felt this position more suited within the Client Services team, resulting in the position being transferred in April 2022. Up until 31 March 2022, the Operations Team also oversaw Hartley's behaviour management and restrictive practices portfolio.

The principle functions of the new Operations team include:

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

Whilst this report only captures an overview of the many operational projects and tasks undertaken throughout the year, I would like to thank and congratulate the Operations Team for their positive response in navigating and establishing a new team and portfolio whilst continuing to contribute to Hartley's success in a very productive period. The team continue to provide high level advice and support in the areas of incident management, risk management, emergency procedures, together with managing Hartley's Hydrotherapy pool business. This includes the production of our bi-monthly Operations report capturing progress and information about general operations, discussed at Operations meetings.

We would also like to acknowledge the contributions made by the People, Quality and Compliance team, led by Susan Granger. Prior to the review of her previous role (Senior Manager - BOPS), Susan also led the organisation in Operational Management within her portfolio. The transition was a smooth one because of the well-established processes already developed.

To conclude, we would also like to acknowledge all teams, employees and volunteers across the organisation in the context of general operations. As we continue to experience change, progression and challenges faced within the sector and our communities, I am proud to work for an organisation which demonstrates incredible resilience and sector leadership.

**Jess Surgeon**  
Senior Manager - Operations



## EMERGENCY PLANNING AND PREPAREDNESS

Though disasters and emergencies may be infrequent, the services Hartley provides are essential before, during and after an emergency occurs. We know exactly what our clients need to keep them safe and what actions to apply to ensure continuity of support is achieved during and after an emergency situation. This approach has been called upon time and time again during the past 2 years as we experience phenomena such as crippling drought, catastrophic bushfires, extended periods of toxic air pollution, hailstorms and most recently COVID-19. Through these ongoing challenges, we as individuals and, more importantly as a community of dedicated disability support workers, have grown immensely in terms of the way we work together to protect our clients and to ensure that Hartley continues to operate in an effective way. Given what we have endured over the past 2 years and appreciating that climate change may bring even more extreme weather events, it is vital we have a robust Emergency Plan in place to ensure we continue to thrive and be viable into the future.

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

The objectives of Hartley's Emergency Plan are:

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

Implementation of **Hartley's Emergency Plan** commenced in August 2022. Alongside this plan, the following was also implemented:

- Centralised PPE stocks for easy and quick access to supplies
- Emergency Evacuation Policy reviewed
- Personal Emergency Evacuation Preparedness Plan in place for all clients
- Quarterly Emergency Evacuation Drills in all Hartley owned and supported houses/areas
- Provision of Fire Response Training for all Supervisors and WHS Officers. This training is now offered to all staff as part of Hartley's extensive training schedule.
- Emergency and Key Community Contacts list
- COVID-19 Response (previous)



## COVID-19

COVID-19 has continued to challenge Hartley, demanding an immediate and ongoing response. Hartley's Management Team, in close consultation with all staff, clients, families and the ACT Government, continue to mitigate the risks associated with COVID extremely well through Hartley's COVID-19 Response Plan and a close relationship with the ACT Government during any outbreak situation. This has included the ongoing development of key resources and tools, a strong focus achieving 100% vaccination rates of staff and clients, strict adherence to PPE, securing a healthy supply of Rapid Antigen Tests (RATs) and maintaining close engagement with ACT Health. At one stage, Hartley had 12% of its workforce off work due to COVID. This figure is now less than 1%, which is a reflection of the strong mitigation strategies in place and the implementation of these strategies by each and every staff member. Furthermore, all staff associated with each individual exposure and/or outbreak have demonstrated extraordinary commitment, which has enabled us to keep our clients and staff as safe as possible and enabled business continuity through a very challenging time. This commitment has also aided the lowering of the risk rating of COVID-19 from extreme to high.

As we continue to navigate through the COVID-19 pandemic, it is timely to reflect on the outcomes Hartley has achieved to date during this challenging time.

- All of Hartley's clients are up to date with their vaccinations, except for those who are unable to be vaccinated. The first and second dose was enabled through an initiative and partnership with Aspen Medical and the ACT Government
- 100% of active staff are up to date with their vaccinations or have received an eligible exemption. On 28 March 2022 a new mandate was announced whereby all disability support employees are required to be up to date with their COVID vaccines, including a booster shot. The requirement is that the third vaccine must be received within 6 months of the second shot.

- Staff continue to wear N95 masks when supporting clients in their homes and in the community
- All government restrictions and recommendations have been applied and maintained as required
- Business continuity has been maintained effectively
- Submission of 12 detailed statistical reports to the NDIS Quality and Safeguards Commission on the vaccination rates for clients and staff
- Development and management of a centralised PPE distribution system for Hartley houses and sites. This includes a user-friendly request system, prompt despatch and an accountable stock system. Distribution of Rapid Antigen Tests (RATs) to all staff and to each house commenced in February. This was made possible by the NDIS Rapid Antigen Test Distribution Scheme.
- Emergency COVID-19 Outbreak kit prepared and fully stocked in case of a client testing positive. This kit is delivered to the house within 40 mins of a positive result and is fully stocked with 7 days' supply of full PPE.
- Ongoing participation in government, National Disability Services (NDS) and NDIS webinars to support Hartley with its preparedness approaches
- Flexible working arrangements provided to employees as required
- COVID-19 fact sheets and guidelines developed and implemented as required
- Administration staff commenced twice weekly RATs before entering the workplace in March.
- The following resources and tools have been developed by the Crisis Management Team (CMT) and implemented
  - ACT Health Notification template
  - COVID-19 Exposure - What To Do (office.com)
  - Client Exposure Risk Assessment (office.com)
  - <https://www.hartley.org.au/covid-exposure-form>
  - <https://www.hartley.org.au/ppe-order-form>



## RISK AND INCIDENT MANAGEMENT

In late 2021, Jess Surgeon attended the National Disability Services (NDS) Masterclass series introducing risk incident and complaints resources developed by NDS to support organisations like Hartley to effectively manage and respond to risks, incidents and complaints. Hartley already had strong systems in place, and this masterclass series provided some new initiatives which enhanced our current systems to ensure that we continue to drive good quality outcomes for our clients, whilst also ensuring that our systems meet the regulatory requirements of the NDIS Commission.

### RISK

Hartley's focus on risk management continued during the reporting period. Hartley recognises risk management as an integral component of good corporate governance which is fundamental in achieving Hartley's strategic and operational objectives.

Hartley's risk management framework includes the following elements:

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

Development of Hartley's organisational risk register was a key piece of work. Developed in August 2021, the register is updated every 2 months or as required, and is overseen by the Finance, Audit and Risk Sub-committee and board to keep them informed. The register is a great tool in monitoring Hartley's risk in a very challenging environment, particularly considering the new and ongoing NDIS sector challenges, and externally, the impact of COVID, the Ukrainian War and the pressure on our current economy.

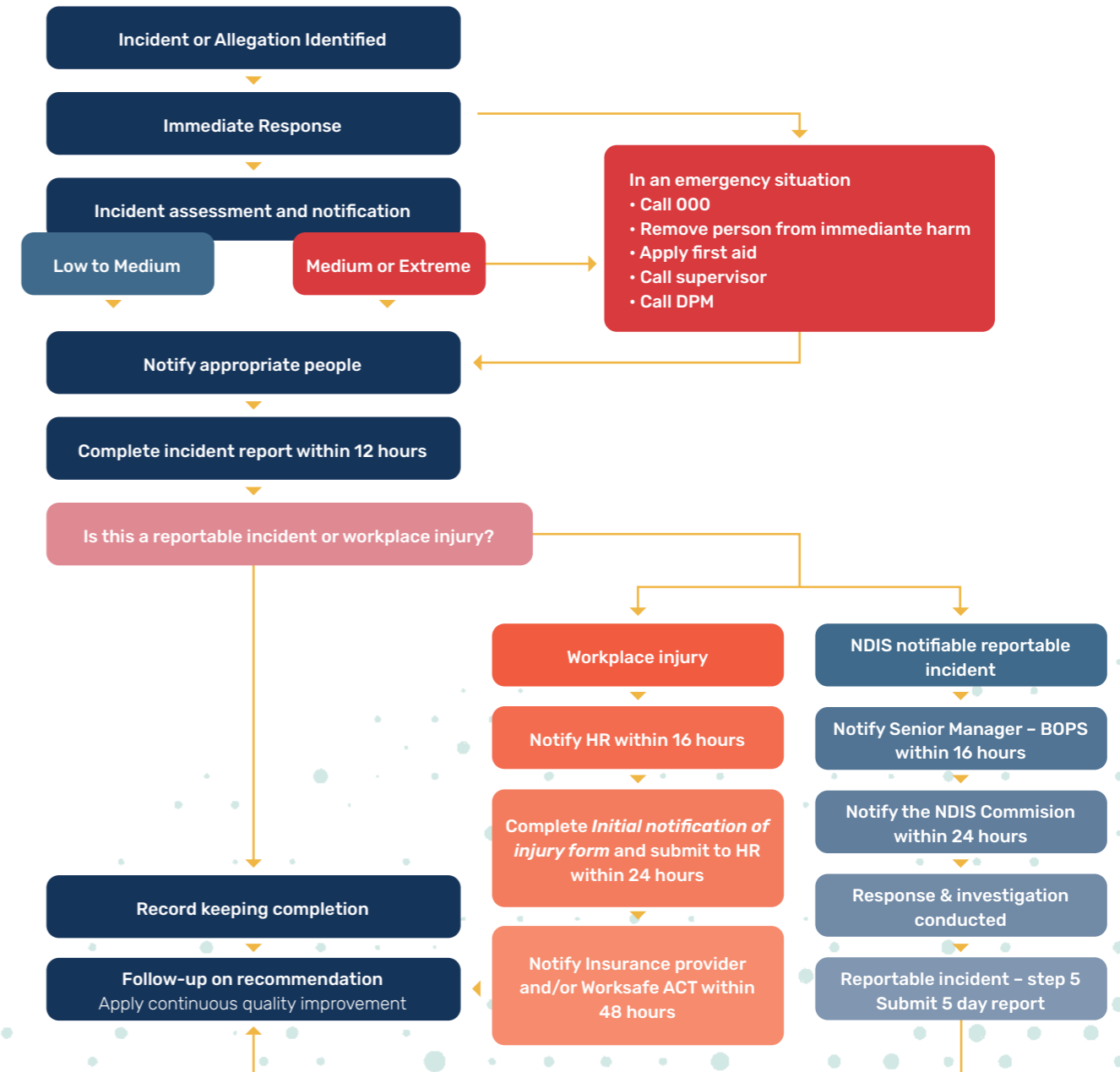
Risks across the organisation are regularly discussed, assessed and rated by all staff and overseen by Board Members in terms of likelihood and consequence. Furthermore, risk assessments are included within key documents, forms and templates to trigger a risk management approach to a diverse range of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

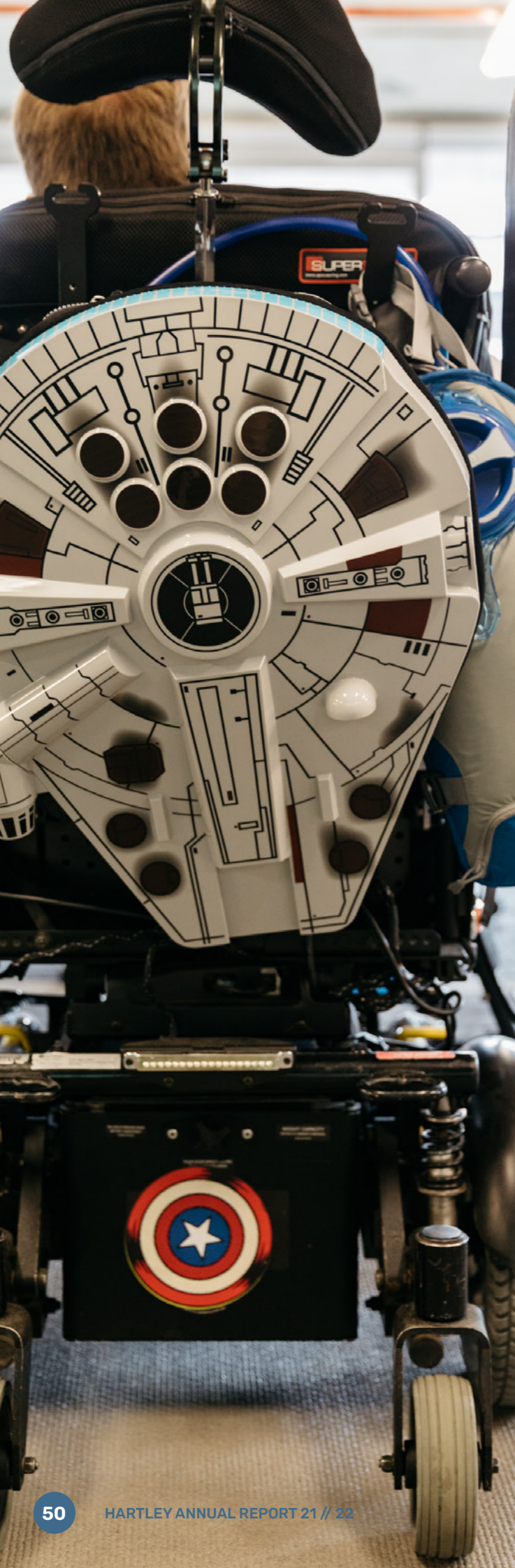


## INCIDENTS

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

We continue to build our employees' understanding and focus on incident and risk management, introducing a new training module for all employees. We are also very excited about implementation of our new Client Information System which will incorporate this incident management process and make the process even more efficient.





## CAPITAL WORKS PROJECTS

### Hartley Court Redevelopment

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

Site plans and floor plans have been finalised, and similar to Hartley's Renaissance House, Andrew Kerec, Mark Newman and Tony Bell from Renaissance Homes have provided 100% of architectural, including design, submission and preparation for DA lodgement on a pro bono basis. Renaissance Homes will also be project managing the knock down and rebuild process. The knockdown process is now complete, however unfortunately due to unprecedented supply chain issues, material and labour shortages and price escalation and delay which the construction industry is currently facing, the commencement of the build has been delayed until early 2023.

In the meantime, 8 of our Hartley Court residents continue to live at Rose Cottage at Symonston, whilst 3 reside at Hartley's Tanderra House. They are all settled in their temporary homes however wait in anticipation for the build to commence. We are coordinating a time lapse camera to capture all the action and are hopefully providing a viewing deck for some of the residents to watch all of the action over the next 18 months.

Hartley would like to sincerely thank Andrew and Mark for all the pro bono work they have given to date in preparing for this build to take place. Whilst there is a long way to go, it is really exciting that this project has progressed to this point.

## FACILITY MANAGEMENT

As part of our work in facility and facility management, the Operations team manages the following buildings:

- Hartley Hydrotherapy pool
- Tanderra house
- Rose House Symonston (Leased property)
- Skardon House (Leased property)
- Administration Office
- Dorothy Sales Cottages (2 homes)
- Hartley Court (3 homes)- currently in redevelopment phase
- Non- Hartley owned properties (reporting and follow-up only)
  - Havelock Housing 13
  - ACT Housing 8
  - CHC 2
  - Privately owned and managed 8

In July 2022, 6 volunteers from ICON Constructions provided their services (Pro bono) to patch and paint Hartley-owned properties. The clients picked their preferred colours for their bedrooms, with the volunteers doing the work. We would like to sincerely thank Kyle O'Donnell and his team for their generosity. The houses were in need of a facelift and now look as good as new with their fresh coat of paint and the clients are loving their custom-coloured painted rooms.

The deck at Tanderra House also received a mini makeover. The deck had become quite weathered over the years and was barely being used. Everyone at Tanderra is now excited for the weather to warm up so they can enjoy a bbq and the views from their refurbished deck. Thank you to Thayden and Kim from Kim Granger Building for their time in completing this work.



## HARTLEY HYDROTHERAPY

In the three years since Hartley took over management of the Hydrotherapy Pool at 13A Wynter Place, Hughes, it has gone from strength to strength. Operating 50+ hours a week, at 90% capacity and with over 80 users, Hartley Hydro has become the pool of choice amongst many within the Canberra Community.

As part of the Operations team's portfolio, Jess Surgeon manages the pool and is supported by Dylan Virassamy, Seb Thauvette and Matt O'Rourke (Operations Officers).

As we continue to navigate the unexpected challenges and uncertainties that COVID-19 has presented, a full review was carried out on the services we provide, including pricing structure, updated terms and conditions, booking processes and operating hours.

Hartley Hydro closed its doors for a 7 day period in August 2021, as per ACT Government lockdown directions. After 7 days and considering Hydrotherapy pools were allowed to remain open in ACT, we made the difficult decision to remain closed to the public and only open for exclusive access for essential health services and Hartley clients. This decision was made to ensure restricted movements within the facility, particularly as we adjoin a residence which is home to vulnerable residents.

All exclusive bookings were charged at a 50% discounted rate for the period of lockdown. We were fortunate in serving as the temporary home for Capital Hydrotherapy, another hydro service within the ACT. This meant that we continued to operate at our regular operating hours to accommodate all exclusive bookings.

We are excited to be operating at full capacity once again and continue to welcome new users to our pool.

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

Hartley Hydrotherapy pool is available for hire to all members of the Canberra community and surrounds. We offer two different hire arrangements, including Shared use and Exclusive use. Our pool offers access via pool steps or a hoist, shallow depth of 1.1m – 1.5m, handrails, non-slip tiles and a change room on site. We also provide a large range of equipment free of charge which can be used to enhance individual's program. This includes steps, floating devices, arm resistance equipment, kickboards and an in-water seat.

Hydrotherapy may benefit a variety of people in the following ways:

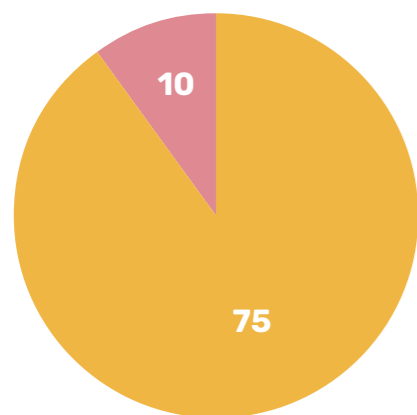
- Reduces pain
- Relieve stress
- Support recovery
- Relaxation
- Fun

Hydrotherapy can also assist with general health and increase a person's sense of wellbeing.

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

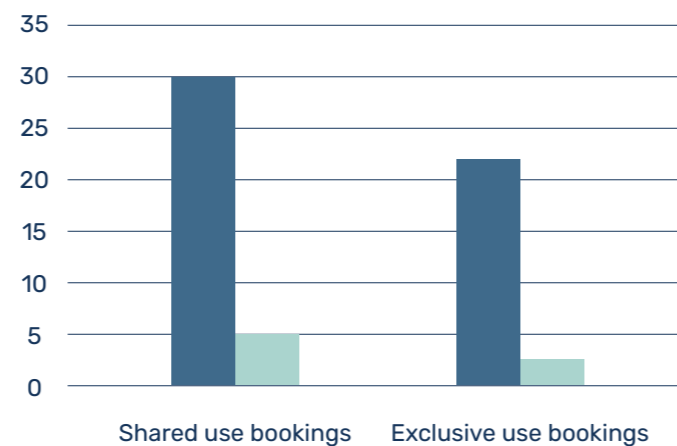


### TYPES OF USER



● Self-Managed ● Exclusive Use

### SCHEDULE PER WEEK



● Booked ● Available

## FINANCE, FUNDRAISING, COMMUNICATIONS AND MARKETING

### FINANCE & IT

Hartley finished the reporting period 30 June 2022 with substantial deficit of \$2,068,725. This was driven by the funding cuts made by the National Disability Insurance Agency (NDIA), as well as a continued struggle with our fundraising efforts.

For the second year running, Hartley's focus from a financial point of view was correlating our service costs to NDIA pricing assumptions that were seen by many in the industry as too 'out of touch' with real sector costs. We were forced to write off a significant amount of expected funding as negotiations around these assumptions finally broke down to a point of no return from a debtor management point of view.

Despite this, a change of Federal Government has seen an almost immediate shift in NDIA pricing assumptions, and the financial forecasts for 2022/23 look positive. The Board and Senior Management team continue to monitor the financial position of Hartley, and how these changes will hopefully positively impact the long-term sustainability of the organisation.

From an Information Technology (IT) point of view, Hartley made some significant changes to their information management systems during the year. The biggest change was our move off an internal server to the Office 365 environment. This move was long overdue and has so far been a huge success. We would like to thank Richard Hume from Jansz Group for his patient and engaging training to help Hartley with the transition.

We would like to thank the amazing work done by the Finance and IT Team this year in a very challenging environment. Although we said some farewells to the key team members of Amanda Mangum and Sarah Bannister, the team has recruited some new talent in Tina Stevens (Finance and IT Manager), Raju Rana (Finance Officer) and Jia Zhang (Finance Officer), to keep up the momentum. We would also like to thank CentreRed IT for their continued support from an IT management perspective.

### MARKETING AND COMMUNICATIONS

Hartley once again made some significant progress over the past twelve months with its marketing and communications strategies. We have continued to build our online community and presence across all the major social media platforms.

Our goals have focused on raising awareness about Hartley's services as well as raising money for our One Million Harts Campaign which will come to an end in December 2022. We have also spent 2022 celebrating Hartley's 60th Anniversary and built a large-scale marketing strategy to celebrate and create more awareness of our cause.

As we look to the future, Hartley has a lot more work to do to maintain the growth and momentum created over the past two years. Following the completion of our One Million Harts Campaign and 60th celebrations, we will be reviewing and refreshing our brand which will include the complete overhaul of our current website.

Finally, we would like to thank Heather, Dan, Bree, Kat, and the team from The Mark Agency for their continued support with our marketing and communications function. This has formed into a great partnership, and we are excited for what is to come.

### FUNDRAISING AND EVENTS

It was a huge year for the fundraising and events team in 2022. COVID-19 restrictions easing saw a return of the Hartley Cycle Challenge, Hartley Hall Markets as well as Hartley's Golf Day, High Tea and the hugely successful 60th Anniversary Gala Ball.

More details about these events can be found further in these reports however we want to thank the incredible Deb Miller (Events Manager) and Mel Hugg (Hartley Hall Markets Manager) for their unwavering commitment and dedication to the organisation over a very challenging and busy 12 months. We also want to thank the hard work of our loyal volunteer base. Without their selfless efforts, our fundraising events would simply not be possible.

**Corey Ryan**  
Senior Manager – Finance and Communications

### STATEMENT OF FINANCIAL PERFORMANCE

#### REVENUE

|                |                     |
|----------------|---------------------|
| NDIS           | \$26,448,764        |
| Client Support | \$1,088,745         |
| Client Fees    | \$663,935           |
| Donations      | \$391,240           |
| Fundraising    | \$202,545           |
| Other          | \$941,169           |
| <b>TOTAL</b>   | <b>\$29,736,398</b> |

#### EXPENSES

|                   |                     |
|-------------------|---------------------|
| Employee Benefits | \$24,986,125        |
| Technology        | \$507,944           |
| Insurances        | \$882,547           |
| Operations        | \$2,002,794         |
| Other             | \$3,425,713         |
| <b>TOTAL</b>      | <b>\$31,805,123</b> |

### STATEMENT OF FINANCIAL POSITION

#### ASSETS

|                               |                     |
|-------------------------------|---------------------|
| Financial Assets              | \$5,687,540         |
| Property, Plant and Equipment | \$5,516,257         |
| Cash and Cash Equivalents     | \$3,681,816         |
| Receivables                   | \$1,814,529         |
| Other                         | \$267,445           |
| <b>TOTAL</b>                  | <b>\$16,967,587</b> |

#### LIABILITIES

|                   |                    |
|-------------------|--------------------|
| Employee Benefits | \$1,687,175        |
| Payables          | \$990,220          |
| Other             | \$1,129,180        |
| <b>TOTAL</b>      | <b>\$3,806,575</b> |





## HARTLEY CYCLE CHALLENGE



### HARTLEY CYCLE CHALLENGE 2021/22

COVID-19 once again forced Hartley to postpone our Cycle Challenge in November 2021 and the community decided on the appropriate new dates of the 25th to the 27th of February 2022.

There was one stage this year with 15 bunches. The participating teams were:

- Bellchambers and Barrett
- HARTS
- Projects Assured
- Fyshwick Fresh Food Markets
- Clayton Utz
- Prime 7 Allstars
- Johns James Foundation
- Team Forge
- Department of Health
- Projects Coordination Red Hill Express
- CEO Challenge
- Trek Bikes

Under the event banner title of "A New Journey", the cyclists and support crew started a brand new 3-day route of 316kms from Cooma to Jindabyne Sport and Recreation Centre and return. This new journey took the teams via the picturesque back roads around the Snowy Mountains and included conquering the "wall" just past Dalgety on day one.

Day 2 was the traditional ride to Charlotte Pass and although it was February, the weather at the top of Charlotte Pass was extremely challenging. It was cold, wet and the hot drinks that were being served from the chow crew were well received.

Night 2 we once again celebrated the Hartley family and the commitment that the riders had put in to make it such a great event. Our guest speaker was Peter Gordon, CEO from Hands Across Canberra, who spoke about the importance of fundraising and giving where you live.

It was announced we raised just under \$400K, which is a credit to all our fundraisers in this financial climate. This money has been added to the total for our One Million Harts Campaign and will be used for the rebuild of Hartley Court.

Unfortunately, the challenge in February went ahead without any of our clients attending due to safety measures with COVID-19 restrictions. Despite this, several of our clients that usually attend the event cheering on the riders joined in from home via zoom for the night two celebrations.

Day 3 was a perfect riding day and the trip from Jindabyne Sport and Recreation Centre to the finish line at Cooma showground was a great way to finish the new journey. Following crossing the finishing line, there was much celebration, a quick debrief and a sausage sandwich, before some very tired but also pleased cyclists hit the road back to Canberra.

Once again, a huge thank you to all our amazing riders for their extraordinary efforts. A final thank you also goes out to the volunteer team for keeping our riders, safe, well fed, and ensure they did not get lost over the weekend. We are looking forward to a fully Jindabyne based event in November 2022.



## RECORD BREAKER

### MEET PETER ANGELOS

Peter Angelos from Alliance Building Group broke all fundraising records in this year's Cycle Challenge. His efforts raised over \$50,000 for Hartley's One Million Harts Campaign. We sat down with Peter to discuss his background, motivation, and efforts.

**“Q: Tell us a bit about yourself and your background?”**

Well, I am a born and bred Canberran and have lived in the community my whole life. Originally from the North-side of the city, I was completing my final year at Daramalan College and like most students, I had my whole life ahead of me and the question of what to do with my life.

I went to many interviews with companies, but nothing really made me say, “This is what I want to do and I’ll love doing it!” One thing I always loved from a small kid was seeing things get built. Like big buildings, bridges, you name it, stuff that was built from the ground up. With that in mind, I decided to study Engineering at the Canberra Institute of Technology. During summers and days off, I worked part-time in construction and enjoyed all the facets of building something. I started labouring work in the early 2000’s and very quickly put my knowledge to work to build a strong skill set and network, within the construction industry in Canberra. Around 2010, I made the leap of faith to start my own business, and Alliance Building Group was born. I started with relatively small projects however after being in business now for over 10 years, Alliance has grown to now work on projects worth over \$2 million. The team has also grown, and we now have 15 staff and over 30 subcontractors working under the Alliance Group.

**Q: When did you start cycling and why?”**

My passion for cycling started when a previous work colleague got me involved with mountain biking in around 2007. I loved the excitement, exercise and social elements that came with the sport.

Around 2011, I became involved with a group of friends that were a part of the Prime 7 All Stars cycling team. It was at that point I started cycling on the roads with my first (and extremely tough) ride being the famous Cotter/Uriarra Loop.

I travelled to Wollongong and other places with the team and eventually participated in my first Hartley Cycle Challenge in 2015. Since then, I have completed another two in 2018 and 2022.

**Q: Why have you chosen Hartley?”**

The first thing that drew me to Hartley was of course the Cycle Challenge. During that event I discovered a lot more about the organisation and its purpose to help people with a disability. We have some family and friends who are impacted by a disability, and I felt a strong connection because of that to Hartley. It is nice knowing there are organisations like that who are there to help and support people when needed. I also have a strong belief in supporting local causes and Hartley has been an amazing charity in Canberra for over 60 years now.

Alliance are strong supporters of our community, and we love having the chance to give back in many forms.

**Q: Finally, any advice for other fundraisers?”**

It sounds weird but you must be very upfront and consistent. Continual follow up with your supporters and donors is key. You have to communicate your message clearly and build lasting relationships to ensure you can create ‘win win’ situations. Connecting your donors to the purpose of the cause you are working so hard to support goes a long way to being a successful fundraiser.

Most important of all, have fun with it and be dynamic and innovative! ”

**HARTLEY WOULD LIKE TO SINCERELY THANK PETER FOR HIS AMAZING EFFORTS THIS YEAR. HE HAS NOW SET AN INCREDIBLY HIGH BENCHMARK FOR YEARS TO COME!**



## HARTLEY GOLF DAY

Due to the wet start to the year, our 2022 golf day was moved from April to June. This proved to be a master stroke as we struck gold with a beautiful winter's day in early June for our teams to once again go head-to-head for the Peter Bray Memorial Trophy at Federal Golf Club.

The event was once again hugely successful and raised over \$30K for Hartley's One Million Harts Campaign. Thank you to all the teams that participated, and we look forward to seeing you all again in early 2023.

Teams:

- Data Refactory
- Bronte Group
- Gillespie Group
- Hardwickes Partners
- Hellenic Club of Canberra
- Works for You (winners)
- Shaw Building Group
- Lexus of Canberra
- Stockfam Group
- Lums Lot
- Handyman Trading Post
- Workin' Gear
- JB Were
- Drummond Golf
- Callida Consulting
- Yardstick Advisory



## HARTLEY'S HIGH TEA AND FASHION PARADE

The 4th annual Hartley High Tea and Fashion Parade was held on a beautiful Sunday afternoon in late July at Albert Hall in Yarralumla. This year's theme saw all attendees dressed in 1960's attire and the hall was decorated with some groovy gerberas, vinyl records and plastic grass to set the scene for a fun and colourful afternoon.

With a welcome cocktail from the Canberra Distillery with a 60's twist, the vibe in the room was fantastic and Mista DJ Nige was pumping out some groovy 60's tunes. The mugshots team provided a fun photobooth and other entertainment included the spinner winner raffle, wine lucky dip and the main raffle of the day which had a first-place prize from Vangelli Jewellers, an exquisite string of south sea cultured pearls. Ted & Olive were our fashion sponsors this year and they provided the lady models with a selection of high quality on trend clothes. Our clients Carol-Jayne, Joanne and Bec all showcased their fashions beautifully and complemented the Victoria's models on the cat walk. Other clients, Justin and Steven, were joined by Jimi from Victoria's Models, to escort the ladies throughout the parade.

Another highlight of the event was the Xtreme Stars performance, they worked very hard for the last few months to perfect their 1960's medley dance routine and they looked fabulous dressed up for the occasion. The food was prepared and served by our amazing HARTS cycling team and as usual, all the servings were delicious and plentiful. This is one of the many activities the Harts conduct to contribute to their Cycle Challenge fundraising efforts, and we thank them for their continued support.



## HARTLEY'S 60TH ANNIVERSARY GALA BALL

What a night we had in late August at Hotel Realm to celebrate 60 years of Hartley Lifecare. Hosted by the amazing Dave Hughes, the night saw speeches from Hartley Chair Lisa Keeling and Patron Her Excellency Mrs. Linda Hurley, who also sang a song dedicated to the organisation.

Entertainment was on over drive with Dave also performing a 30-minute comedy gig which had the whole room in stitches! This was followed up by an amazing magic display from Magic Mike (not a stripper) who also circulated the room blowing people's minds with his tricks and mind play.

Finally, the night was topped off by another sensational dance performance by the Xtreme Stars supported once again by the terrific DJ Nige. Throughout the evening, guests took advantage of some special photo technology from Mugshots and 360 Canberra Camera booth.

The food from Hotel Realm was simply delicious and all guests remained hydrated from the prohibition gin bar sponsored by the fun team at Canberra Distillery. The displays and IT set up on the night from Elite Technology ensured no one missed a thing on what was a night to remember.

Feedback has been amazing, and we would like to thank all that attended and made it possible. We might have to have another one again next year...



## HARTLEY HALL MARKETS

The beloved Hartley Hall Markets have now been operating for 35 years. Established in 1987, we have come such a long way. Starting with only thirty-six stallholders, we now have over three hundred creative and talented stallholders selling handmade jewellery, woodwork, glassware, plants, local art, crafts, candles, unique gifts, fresh produce, great food, and alcohol. On top of this, we also have plenty of entertainment, including buskers performing live music, circus performers, sideshow operations and with classics like laughing clowns and catch a duck.

The Hartley Hall Markets are held on the first Sunday of the month, excluding January, raising much-needed funds for Hartley Lifecare through site fees paid by stallholders, gold coin donations for entry through the gates, the famous Hartley BBQ (ran by volunteers), Michelle's Canteen in the pavilion, and Paul's Canteen on the polocrosse side.

We decided to name both canteens after Michelle and Paul as a thank you for all their support, hard work, dedication, and commitment to volunteering at every single market! The help and support they give the markets is very much appreciated. The last twelve months has presented many challenges; with the impact of COVID-19 and having to adapt and change how the markets would operate. Exemptions were required from the COVID-19 Event exemptions team. More volunteers were needed to provide a COVID-safe environment; we were required by the ACT Government to have check-in stations maned and COVID Marshals patrolling the grounds.

Unfortunately, we had cancelled markets due to COVID. In January 2022, we received an email from the ACT Government announcing we no longer needed to apply for an Event exemption. Finally, our markets looked like they would return to a regular market. YES!! We were all very excited about holding a normal market, especially our stallholders and volunteers. Then boom! Another hurdle struck us! Wet weather, rain, and plenty of it. March 2022, June 2022, and July 2022 Markets were all cancelled due to wet weather.

We want to thank all stallholders, staff, volunteers, and the public for being so understanding during the challenging times we experienced with COVID and wet weather. On a positive note, we must remember how much joy the Hartley Hall Markets bring to the community, and our clients benefit significantly from the fun and the inclusive environment.

The markets are a wonderful platform to promote Hartley's work and involvement in the Canberra community.

This year, the Hartley Hall Markets are excited to partner with Icon Water. With this partnership from Icon Water, we are happy to announce that by spring this year, the markets will have a fresh facelift, which will include a relaxing seating area of picnic tables, seats, umbrellas, replacement BBQs, and updated equipment.

Our strong alliance with Radford College has continued since 2006. Every month the Coordinators of Service Learning, Erica Whitby & Scott Corbett, put together a team of fifteen-year 9/10 students to volunteer their services; year 9's target hours are ten hours, and the year 10's are 20 hours. The students help on our Hartley BBQ, both canteens, check-in/donation stations, setting up, and packing down. Thank you, Radford College.

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

Hartley Hall Markets would like to thank all our business and community partners for their continuing support. Thank you to Sports and Recreation services, Village of Hall and District Progress Association, Hall Polocrosse, Bakers Delight Woden, PFD, Mikes Meats Fyshwick, Wiffens Fyshwick, Bellchambers barrett, Harts, The Mark Agency, Be sure to set a reminder in your calendar for the first Sunday of the month from 10 am till 3 pm.

**Mel Hugg**  
Hartley Hall Markets Manager

## HARTLEY HALL MARKETS SNAPSHOT SINCE 1987



9,550  
STALLHOLDERS



61,180 HOURS  
DONATED BY VOLUNTEERS



6,694  
LIKES



948  
FOLLOWERS



428,900  
SAUSAGES  
COOKED AT THE  
HARTLEY BBQ



367  
HALL MARKET  
DAYS





**HARTLEY HALL MARKETS**

**STALLHOLDER PROFILE**



**CANBERRA DISTILLERY**

Canberra distillery is a small batch distillery with a passion for local flavours and the creative process. They channel their energy into the quality and the pursuit of taste innovation. They never fail to get excited about the possibilities inherent in the simple raw ingredients of water, yeast, and energy - be it fruit, grain or something unexpected.

There's always a new combination to discover while perfecting those that have come before. Canberra distillery is famous for its gin!! Sloe gin, Winter gin, Summer gin, and French earl grey gin, to name just a few. They also make different varieties of vodka and liqueurs. Paul, India, and the team joined the Hartley Hall Markets in April 2021. The Canberra Distillery team has greatly supported some of Hartley's events, notably the Annual High Tea and fashion parade, for the last two years. They have been very generous with supplies for catering. Thank you for your ongoing support of Hartley.



## HARTLEY'S OTHER STAKEHOLDERS

### CORPORATE PARTNERS

Hartley was once again 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.

#### ASHURST LAW

Ashurst Law are committed to delivering an exceptional experience for their clients. Their people are experts of law; progressive thinkers, in tune with economic, political and market conditions of your business environment. This combination allows them to give you the commercial advice you need to maximise your opportunities and overcome your challenges.

The team at Ashurst have provided Hartley with high quality pro-bono advice, support, and involvement in relation to a Ministerial Intervention submission to retain six highly valued migrant staff who have been employed with Hartley for many years.

#### CLAYTON UTZ

Clayton Utz has continued its strong partnership with Hartley over the past 12 months and their pro bono legal services have been integral during several challenges faced by the organisation related to the Royal Commission and human resource management.

Hartley would like to thank Jennifer and her team for their professionalism, support and generosity towards Hartley and look forward to continuing this strong relationship.

#### OMNI INTERIORS

With an eye and passion for colour, OMNi Interiors provides builders, their clients and private clients with a unique and custom colour design palette for their new home, renovation or refresh.

OMNi has been an amazing supporter of Hartley's Renaissance House, providing pro bono interior design planning and implementation.

Hartley thanks Amanda Kiley for all her outstanding work so far, we can't wait to see the final results once construction is complete.



#### RENAISSANCE HOMES

Renaissance Homes are a proud local, family owned and operated building company offering a wide range of portfolio designs as well as custom home construction within the ACT and surrounding region. Established in 1996, Renaissance Homes have developed an enviable reputation for providing exceptional client service and delivering high quality homes, with an excess of 1,200 new homes completed to date including over 150 knock down / re-build projects within established Canberra suburbs. Renaissance Homes have been an enormous supporter of Hartley Lifecare for over a decade now. Andrew Kerec and his highly skilled team have been at the forefront relating to the planning, management and build of significant capital projects for Hartley. This has included the organisation's administration office, Hartley's Renaissance House (new short-term accommodation facility) and the re-development of Hartley Court in Hughes.

On top of their highly professional construction work, Andrew's efforts and generosity relating to his Spine-Tingling Ride has also led to significant funds being raised for Hartley. We thank Renaissance Homes for their continued support and look forward to working together on many more projects in the future.

#### SOCIAL LINK COMMITTEE

"After 26 years, Social Link has closed its doors, a very sad day for what was once such great organisation. However, our closure presents an opportunity to support an amazing organisation who brings so much to our community.

With money and hard assets in reserves, our committee looked at ways we could support those in need within our community. Having our members historically support Hartley through fundraising activities for the Cycle challenge teams from Human Services, we could not think of no better way to use our residual financial assets, but to again support Hartley.

We voted to provide Hartley with a cash donation of \$10,000, along with transferring many hundreds of dollars of usable assets across as well. We would like to thank Hartley Lifecare for your dedication and hard work in our community. We hope this small gesture goes in some way to help you to continue delivering the vital services and support to those most vulnerable Canberrans."

**Dave Lander**

on behalf of Social Link Committee



## GET INVOLVED

### VOLUNTEERING

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

If you have spare time and want a rewarding and fun experience, contact us and help make a difference to people with disability in your community.

### WORKPLACE GIVING

An effective and simple way to donate to Hartley is through a 'Workplace Giving' program. Many employers offer this option through their payroll. Some corporations match their employees' donations dollar-for-dollar. Simply nominate a regular amount to be deducted from your pay and your payroll office will remit the funds on your behalf. You will receive immediate tax relief from your donation.

A fortnightly donation of \$5 may not seem like a lot, but it will make a considerable difference to Hartley's work.

### MAKE A DONATION

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

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

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

### LEAVING A BEQUEST IN YOUR WILL

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

### BECOME A MEMBER

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



To find out more about these opportunities, visit [www.hartley.org.au](http://www.hartley.org.au) or call Hartley on 02 6282 4411

## HARTLEY'S SUPPORTERS

360 Camera Booth Canberra  
Ability Technology  
Accenture  
ACT Department of Sport and Recreation  
ACT PA Hire  
ACT Rogaine Association  
Adrienne Steward  
ALIVE Health & Fitness  
Alliance Building Group  
Allhomes  
AMP Financial Planning  
ANZ  
Arcidiacono Optometrist  
Australian Government Department of Defence  
Australian Government Department of Health  
Australian Government Department of Human Services  
Australian Hearing  
Barlens Event Hire  
Beach House Mollymook  
Bellchambers Barrett  
Birdsnest  
Body Basics Queanbeyan  
Bruce Griffn  
Brumbies  
Bunnamagoo Estate Wines  
Bunnings  
Callida Consulting  
Canberra Aero Club  
Canberra Airport  
Canberra Business Chamber  
Canberra Distillery

Canberra Greyhound Racing Club  
Canberra Hire  
Canberra Quilters  
Canberra Southern Cross Club Canberra Toyota  
Canberra Weekly Magazine Capital Brewing & Co  
Capital Chemist  
Capital Wines  
CentreRED IT  
Clayton Utz  
Clayton Utz Foundation  
Cogent Business Solutions  
Cooma Monaro Shire and Snowy River Shire Councils  
Curves Weston  
Cycling Australia  
DATACOM  
Dean Thompson Photography Deloittes  
DJ Nige  
Eastlake Club Gungahlin  
Elements Face and Body Queanbeyan Elizabeth Barton  
ELITE Event Technology  
EY  
Fifth Lane Photography  
First Aid Services Australia  
FITAbility  
Fitness First Deakin  
Fyshwick Fresh Food Markets  
GIO Insurance  
Go Hosting  
Gourmet by Design  
Hall Progress Association

HAMIB  
Hardwickes Accountants  
Hartley Hall Market stallholders Hellenic Club Woden  
Hertz  
Hughes Mechanical 63 Hewlett-Packard  
Hire All  
Hot Shots Photography  
Jason Roses  
John James Foundation  
John Lafferty Photography  
Jones Lang La Salle  
Jindabyne Sport and Recreation Centre Lake Ginninderra & Biralee Scout groups Lennock Motors  
Lucy Horodny  
Luton Charity Ball  
Luton Properties  
Magic Mike (not a stripper)  
ManpowerGroup  
Marsh Pty Ltd  
Mastercut Meats  
Medibank  
Microsoft  
Mikes Meats Fyshwick  
Milestone Financial Services  
Mix 106.3  
MJ Bale  
Mugshots Photobooth  
Mutual 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  
OMNi Design (Amanda Kelly)  
Oakden Enterprises Oracle  
Physique Technique PRIME 7  
PUSHYS  
Questacon  
Radford College  
Reino Holopainen Renaissance Homes Resolution Consulting Services Revlon  
Richard and Joan Milner Rural Funds Management  
Russell Kennedy Lawyers  
Song of Onya  
Sue Murray  
Steve Berry Photography  
Styled by Francesca  
The National Gallery of Australia  
Tom's Superfruits, Belconnen Fresh Fruit Markets  
Total Ability  
Tradelink  
Victoria's Models  
Vangeli Fine Jewellery  
Veducci  
Websites by Julia  
Weston Creek Rotary Club  
Whalen Image Solutions  
Yarrh Wines





[hartley.org.au](http://hartley.org.au)