

ANNUAL REPORT  
**2023/24**



**Hartley**  
LIFECARE

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

# CEO'S REPORT



As we reflect on the past year, I am proud to share the significant achievements Hartley has made in enhancing the lives of people with disabilities. Our commitment to providing opportunities for individuals to live their best lives has been unwavering, and this year has been no exception.

Our focus on maintaining exemplary services has been pivotal in driving our purpose forward. We have continued to innovate and adapt to meet the evolving needs of our clients, ensuring that they receive the highest quality of care and support.

This year, we also faced the heartbreaking loss of four cherished clients: Troy Cootes, Callum Saunders, Ineka Vogt-Measham and Taryn Gardiner. Their presence brought joy and inspiration to everyone at Hartley. Their memories will forever remain in our hearts.

One of our significant accomplishments this year has been the successful reopening of Hartley Court. This milestone represents our commitment to providing state-of-the-art facilities and services to our clients. The newly rebuilt Hartley Court was opened by the Chief Minister, Andrew Barr on 18 June 2024. It is now better equipped to meet the needs of our disability community, offering a more comfortable and supportive environment while using the latest technology for supporting the 10 residents of Hartley Court. We would like to extend our heartfelt thanks to the many people who have donated and supported this project and made the Hartley Court rebuild a reality. We would like to specifically thank Andrew Kerec and many others who have contributed to the building of Hartley Court and made it affordable for people with disability. Their contributions have been invaluable in bringing this project to fruition at a low cost.

An extraordinary highlight of this year has been Andrew Kerec's epic, Spine Tingling ride across Australia. This remarkable journey not only showcased his incredible endurance and dedication but also raised substantial funds for Hartley and Spinal Cure Australia. The funds raised from this incredible ride have played a crucial role in ensuring the affordability and accessibility of Hartley Court for people with disability. Andrew's unwavering spirit and the generosity of all who contributed are a testament to what we can achieve when we come together for a great cause. Once again, we extend our gratitude to Andrew for his incredible support of Hartley Lifecare.

This year, we also faced significant challenges due to funding shortfall, which necessitated an organisation wide restructure. Despite these difficulties, our employees were incredibly professional and supportive throughout the process. Their dedication and resilience have been instrumental in navigating these tough times and ensuring that our services to clients remained uninterrupted. The commitment of our staff has been a cornerstone of our success, and I am deeply grateful for their support.



Our dedication to excellence remains unwavering as we plan ahead. We are excited about the upcoming projects and initiatives that will further enhance our service offerings and expand our reach. Our strategic priorities for the coming year include strengthening our community partnerships, investing in staff development, and leveraging technology to improve service delivery. We are also focused on exploring new opportunities for growth and innovation, ensuring that we continue to meet the evolving needs of our clients.

This year, we marked the departure of Lisa Keeling, a long-standing board member and Chair of the Board. In recognition of her significant contributions to Hartley Lifecare, Lisa was awarded a lifetime membership. I extend my sincere thanks to Lisa for her leadership, mentorship, and support during her tenure on the Hartley Board.

As we bid farewell to Lisa Keeling, we are pleased to welcome Darren Box as the new Chair of Hartley. Darren has served on Hartley's Board for the past five years and brings extensive knowledge and expertise to the Board.

In closing, we would like to extend our gratitude to our dedicated staff, volunteers, partners, and supporters. Your dedication and support have been instrumental in our success. Together, we will continue to make a difference in the lives of people with disabilities. Thank you for being a part of the Hartley family.

Sincerely,

**Eric Thauvette**

*Chair, Hartley Lifecare*

# CHAIR'S REPORT



I am pleased to present the Chair's Annual Report for Hartley Lifecare for the year 2023 - 2024. This year has been marked by significant achievements, challenges, and unwavering commitment to our purpose: ensuring that people with disability have opportunities to live their best lives.

Over the past year, Hartley Lifecare has continued to achieve significant milestones against our strategic plan. We have successfully implemented several key initiatives aimed at improving the quality of life for our clients and maintaining the viability of Hartley.

One of the highlights of the year was the successful reopening of Hartley Court. This milestone represents our commitment to providing state-of-the-art facilities and services to our clients. We sincerely thank all those who donated and supported this project, enabling the successful rebuild of Hartley Court.

Hartley Lifecare has faced a challenging financial situation over the past few years. However, due to the changes made to the organisation, we have secured our viability into the future. I would like to extend my gratitude to our finance team for their diligent work in managing our finances.

Looking ahead, our focus will remain on delivering person-centered care and ensuring that our clients have the opportunities and support they need to thrive.

Our Board of Directors has played a crucial role in guiding the organisation through this period of change. I would like to extend a heartfelt thank you to Lisa Keeling for her outstanding service as the outgoing Chair and Board member. Lisa's leadership and dedication have been instrumental in our success, and we are deeply grateful for her contributions.

I would like to thank our dedicated staff, volunteers, and supporters for their unwavering commitment to Hartley Lifecare. Your hard work and passion are the driving force behind our success. I would also like to express my gratitude to our clients and their families for their trust and partnership. Together, we are making a difference in the lives of people with disability.

In conclusion, I am proud of what we have achieved this year and excited about the future. Hartley Lifecare is well-positioned to continue its purpose of ensuring that people with disability have opportunities to live their best lives.

Sincerely,

**Darren Box**

*Chair - Hartley Lifecare*

# HARTLEY COURT

## A new beginning

Purpose-built nearly four decades ago, Hartley Court had long served as a home for 11 permanent residents and up to 3 respite clients. However, as time passed, the facility began to show its age, crying out for a much-needed revamp. In 2011, after thoughtful consultations with residents, families, and guardians, the Hartley Board and CEO made the bold decision to knock down and rebuild Hartley Court.

Thanks to the incredible support from the community, this vision became a reality, including:

- Land donation by the ACT Government
- Ceiling hoist donations from Mutual Brokers and GIO, orchestrated by Adrian Dodd
- Hartley One in a Million Harts campaign which raised a million dollars
- Hartley Cycle Challenge, where cyclists have supported Hartley for many years

With the successful completion of Hartley's Short-Term Accommodation, Renaissance House, Hartley turned to Renaissance Homes, a local builder and devoted supporter of Hartley, to manage the knockdown and rebuild project. Despite facing numerous challenges in the construction industry, such as supply chain disruptions, material and labour shortages, and price hikes in 2021/22, construction officially began in June 2023.

Throughout the construction, Hartley Court clients settled into temporary homes, eagerly awaiting the completion of their new home.

On a sunny winter's day in June 2024, Chief Minister Andrew Barr MLA officially opened the new Hartley Court.

The opening ceremony was a moment of overwhelming achievement for clients, families, Board members, staff, and the tradespeople associated with Renaissance Homes, all of whom collaborated significantly to build this beautiful home.



Eric Thauvette (Hartley CEO), Minjae (Hartley Court Resident), Rachel Stephen-Smith (Minister for Disability), Chief Minister Mr Andrew Barr MLA and Andrew Kerec (Owner Renaissance Homes)



Andrew Kerec, Managing Director, Renaissance Homes, played a pivotal role in making the new Hartley Court a reality. Many suppliers reduced their costs, donated materials, or provided work pro bono. We are deeply grateful to them and to Andrew for their concessions, which made this project possible. With extensive knowledge of the NDIS SDA Design Standard, in-house creative design expertise, attention to detail, collaborative approach, and passion for community contribution, the Renaissance Homes team helped Hartley achieve its vision of a beautiful home that meets all NDIS SDA requirements.

## About the Property

Nestled in the heart of Canberra, Hartley Court features two shared living homes with three bedrooms each, alongside four independent living units, all designed for Specialist Disability Accommodation. Built by local Canberra builder Renaissance Homes, this property showcases a modern approach to disability accommodation.

## Property Features

This property has been built to High Physical Support SDA Standards and is fitted with modern, adaptive, and accessible features, including:

- Large bedrooms with built-in ceiling hoist systems
- Fully accessible bathrooms with built-in ceiling hoist systems
- Integrated nurse call functions throughout bedrooms, bathrooms, and shared living spaces
- Accessible kitchen and appliances

We would also like to acknowledge Amanda Kiley from Omni Interiors for her exceptional pro bono work in interior design and styling. Amanda collaborated closely with the clients to create a personalised space in their bedrooms, complimented by cosy and welcoming shared living spaces.

In conclusion, we sincerely thank Renaissance Homes for managing and building this wonderful and innovative home in absolute alignment with our brief and vision. This home will be well-utilised and loved by people living with disability.



# CLIENT STORIES



## DAN

Retirement is a significant milestone in life, symbolising the transition from a career-focused existence to a period of relaxation and personal fulfillment. It also brings challenges, such as adjusting to a new routine and finding ways to stay mentally and physically active. It's essential to maintain social connections and engage in activities that promote well-being.

Dan Rossetto faced these challenges when he was considering retiring at the end of last year. After 46 years of working at the council there was a huge adjustment to be made to make sure that he was continuing to engage in his community.

Dan is now actively involved in gardening, volunteering at Grind to Ground, maintaining fitness via walking groups, cooking and is an active member of a Men's Shed.

Dan is loving every minute of his new life-and greets every day with an infectious smile and a lot of enthusiasm for whatever the day may bring!!



## JUSTIN

“Setting goals is the first step in turning the invisible into the visible.”

Justin has always been passionate about Rugby League. As a kid he enjoyed playing with his cousins in his back yard, his mum Ann has regaled Hartley staff about the many injuries he sustained. This did not deter him though, and he always dreamed of playing competitively. This year, that dream came true! Justin joined the Score Raiders and trains weekly with his other team members to prepare for the season. He is focused on improving his speed, agility and teamwork.

Justin proudly scored a try before an audience of over 30,000 people! The Score Raiders played in Illawarra as a warmup game prior to the main match and during the half time break.

His teammate passed the ball to him. Justin saw a gap! He dodged two defenders and sprinted to the line and scored! The crowd roared and his teammates cheered. It was a major achievement and a dream come true!

Justin shows us all that when you work towards your dreams with hard work, trying, and keeping on trying, you can achieve great things.

**“Setting goals is the first step in turning the invisible into the visible.”**





## NICKY ANNIS MOVES TO FROST

Nicky was thrilled when an opportunity came up to be considered to move into Frost Place in Page this year

She is delighted to be able to share a house with a long-time friend Michael Geary, and his brother Sean. Both families have known each other for many years.

Hartley supervisor, Roney and the Frost staff arranged for Nicky's room to be painted with two bright candy colours before she moved in. This was kindly done at a reduced rate by one of our former supervisor's husband, Steve.

Roney arranged the necessary training for the new staff, and Nicky had her old staff work a few shifts at her new home.

Nicky has settled in well and is gradually learning to navigate her wheelchair with too much damage to the walls!! Steve has been back once for a light touch up on the walls and doors!

Michael and Nicky are planning a supported holiday soon to the coast.

Nicky continues to attend all her programs, and being the only female in the house with all male staff, tends to get her own way most of the time.



# EMPLOYMENT

Hartley Lifecare is a family matter, for more than just our clients, but our staff as well. For Debbie, it all began when her daughter, Kayla, joined Hartley Lifecare after work experience during college. Inspired by Kayla's enthusiasm and love for the work, Debbie soon began working with Hartley. Both mother and daughter have dedicated themselves to supporting individuals with disabilities, with Debbie cherishing her role as a support worker and Kayla progressing from support worker to Disability Program Manager.

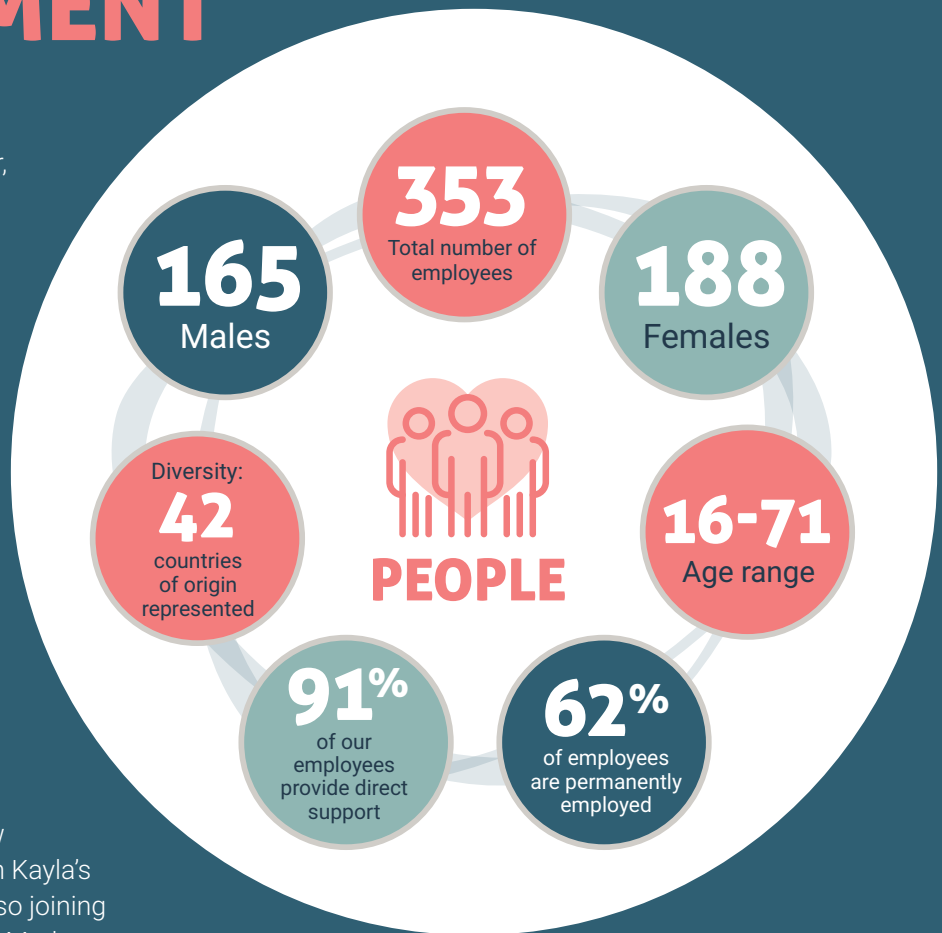
Their commitment to Hartley now extends to a third generation, with Kayla's son, Debbie's grandson, Jaxon, also joining Hartley as part of the Hartley Hall Markets team.

Kayla, Debbie and Jaxon have welcomed Hartley's clients into their own lives, with many becoming an extended part of their family. A memorable tradition they share was bringing a client, Dave Evans, home each Christmas, where he was embraced as a family member.

The Hartley culture is deeply woven into each generation of this family. For Kayla, Debbie, and Jaxon, working for Hartley means more than just a job; it's about being part of a supportive, client-focused organisation that values every individual. Debbie takes pride in her role, helping clients reach their goals, while Kayla thrives on making positive changes in people's lives and feeling genuinely supported by the organisation.

The commitment of all three generations speaks volumes about Hartley's mission aligning with Hartley's values of person centred, leadership, integrity, respect and quality.

They share a passion for ensuring every client has the best quality of life, and they feel rewarded when clients flourish. Looking ahead, Debbie, Kayla and Jaxon hope Hartley continues its mission of enabling people with disabilities to live their best lives, while they remain steadfast in contributing to that journey.



# VALE

This year, we unfortunately had to bid farewell to four clients, three of whom had received long-term support from Hartley. They will be fondly remembered by their housemates and the dedicated support staff who have played crucial roles in their care over the years.

It has also been a privilege to support their families throughout these times, and their memories will always hold a special place within Hartley. They will be profoundly missed.



## **Troy Cootes** – 23/12/1975 to 4/6/2024

Troy had lived for over 30 years with Hartley and has seen and been a part of the many changes over the years. He was one of the people who Hartley supported from a young boy and he lived life to the fullest. He was well known for his extensive collection of sneakers; and he loved country music and watching cricket. Troy had the biggest smile and no matter what, he met his challenges face on.



## **Callum Saunders** – 31/10/1975 to 26/6/2024

Callum had received support from Hartley for more than 15 years. His determination, gentle disposition, and ability to take everything in his stride were complemented by his infectious laugh, which could brighten any room and improve the overall atmosphere. He enjoyed music, loved being surrounded by people, and water activities played a significant role in his life, whether it was swimming in the pool or sailing with Sailability.



## **Taryn Gardiner** – 10/11/1985 to 28/8/2024

Hartley had the privilege and delight of supporting Taryn for a decade, living alongside her housemates for even longer. She was an incredible woman who left a positive mark on everyone she encountered. Taryn led a vibrant and colourful life, with music being one of her greatest joys. She cherished every opportunity to listen to music, enjoyed playing puzzles and games on her iPad, and valued the company of her family and friends. Additionally, she relished the freedom of swimming in the pool with her support staff.



## **Dominica Voht-Measham** – 9/10/1974 to 31/8/2024

Dominica became a part of Hartley three years ago, adding much happiness to the house. She had a passion for watching music videos and singing. Additionally, she delighted in her crafts, such as jewellery making. She also enjoyed having her nails done and valued the quality time with her husband who lived nearby. Supported by the staff, Dominica was able to explore and engage with the community, relishing her excursions to the shops.

# FINANCIALS

## STATEMENT OF FINANCIAL PERFORMANCE - YEAR ENDED 30 JUNE 2024

### REVENUE

NDIS	27,541,297
Client Support	828,512
Client Fees	375,993
Donations	360,356
Fundraising	152,707
Other	390,978
<b>TOTAL REVENUE</b>	<b>29,649,843</b>

### EXPENSES

Employee Benefits	27,547,649
Technology	279,887
Insurances	868,076
Operations	1,821,601
Other	872,667
<b>TOTAL EXPENSES</b>	<b>31,389,881</b>

**LOSS FOR THE YEAR** (1,740,038)

Other Comprehensive Income 2,745,889

**TOTAL COMPREHENSIVE INCOME** 1,005,851

## STATEMENT OF FINANCIAL POSITION - YEAR ENDED 30 JUNE 2024

### ASSETS

Financial Assets	3,115,978
Property, Plant & Equipment	9,022,951
Cash & Cash Equivalents	2,316,410
Receivables	542,021
Other Assets	72,239
<b>TOTAL ASSETS</b>	<b>15,069,599</b>

### LIABILITIES

Employee Benefits	2,230,033
Payables	393,099
Other Liabilities	223,608
<b>TOTAL LIABILITIES</b>	<b>2,846,741</b>

**NET ASSETS** 12,222,859

### EQUITY

Retained Earnings	3,521,330
Reserves	8,701,529
<b>TOTAL EQUITY</b>	<b>12,222,859</b>

# HARTLEY HALL MARKETS

## MARKET SNAPSHOT FOR 2023/24



## MARKET SNAPSHOT SINCE 1987



## EVENTS

The 2023 Hartley Cycle Challenge ran over three days 25-27 November. 11 teams participated in the challenge raising nearly \$220,000. Andrew Kerec was the after-dinner speaker with stories and photos from his inspirational Spine Tingling Ride. Andrew also was the highest fundraiser. Thank you to all the participants, staff and volunteers whose contributions make the challenge such a wonderful experience.

In March Hartley was invited to be one of two Canberra charities to participate in the Beyond Bank Double Donation Campaign which raised \$20,945.

This campaign come closely after the Hands Across Canberra Giving Day on Canberra Day which Hartley raised \$5,336.

It was a pleasure to be invited to attend the Government House open day in March as Her Excellency Mrs Linda Hurley was our patron. The open day saw visitors come to enjoy the beautiful grounds. Hartley clients were among those who visited and enjoyed the day. We had the opportunity to engage with the Canberra community and promote Hartley Lifecare's services as well as discuss volunteer opportunities and employment with Hartley.

Over 120 people enjoyed the Hartley Charity Bowls day in April. The Hartley team featured James Roe for the competitive advantage! A big thank you to Weston Creek and Canberra Labor clubs for raising money for Hartley through this great Bowls Day which raised \$29,728.







HARTLEY  
**Hydrotherapy  
Pool**

# HYDROTHERAPY POOL

Located in Hughes, ACT, Hartley Hydro is a fully accessible heated pool, open five days a week. The pool is designed to cater to all abilities, ensuring everyone can benefit from its therapeutic environment. Operating over 50 hours a week, we welcome more than 100 regular users each week.

Hartley Hydro offers a wide range of equipment and accessibility features, with water heated to a warm 34°C. This warm temperature is ideal for therapeutic exercises. The pool is available for hire by all members of the Canberra community and surrounding areas, with options for both shared and exclusive use.

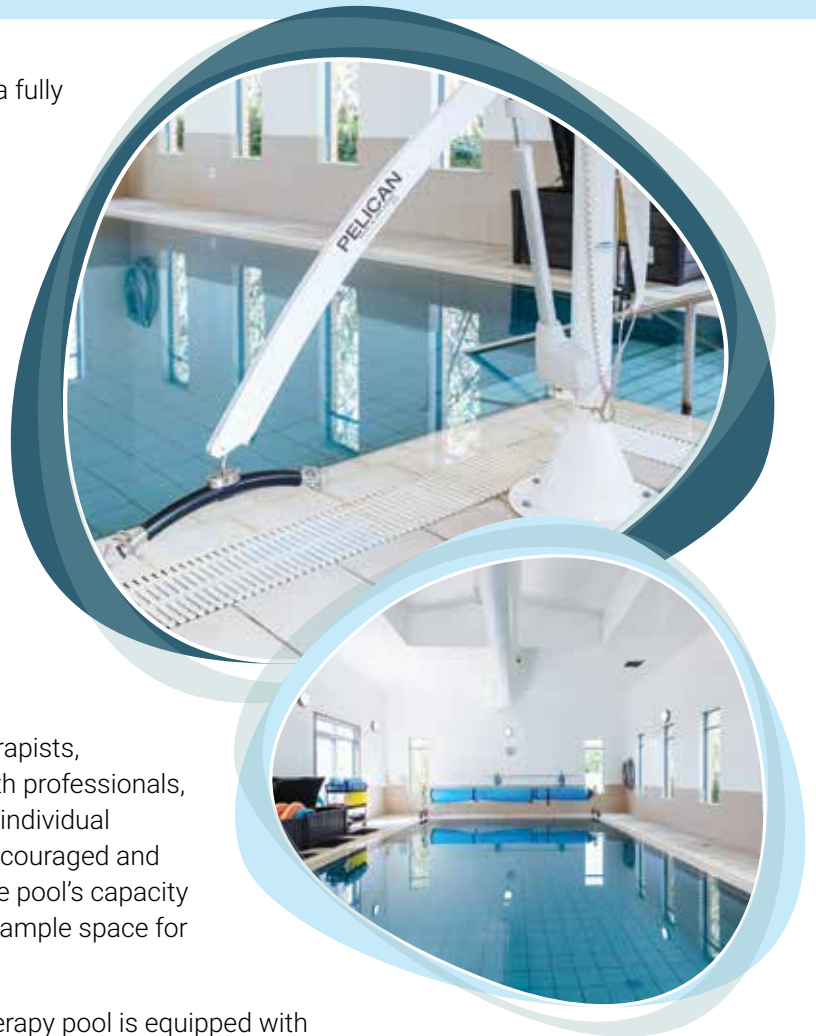
Industry professionals, such as physiotherapists, disability service providers and allied health professionals, frequently book the pool for group and/or individual sessions. However, individuals are also encouraged and welcomed to book their own sessions. The pool's capacity is limited to six people at a time, ensuring ample space for everyone to exercise comfortably.

In line with Hartley's purpose, the hydrotherapy pool is equipped with various accessibility aids for those who cannot use the steps. These include a mounted hoist, a manual hoist, and a water wheelchair, allowing safe and easy access to the water.

We are dedicated to maintaining a safe, accessible, and enjoyable resource for our valued users. We welcome inquiries from the wider community as we continue to grow and expand our services.

**“I have found the pool a much more relaxing and enjoyable environment than gyms. I have no hesitation in recommending the hydrotherapy pool at Hughes to anyone with similar ‘aches and pains’.”**

*- Bill, hydro user, aged 90*





# SUPPORTERS

7 News Allstars

ACT Department of Sport and Recreation

Affinity Electrical

Alliance Building Group

Arcidiacono Optometrist

Barlens Event Hire

Bellchambers Barrett

Bellucis Woden

Car Mechanical Services - Fisher

Canberra Distillery

Canberra Hire

Canberra Miniature Railway Association

Canberra Model Railway Club

Canberra Toyota

Canberra Weekly Magazine

CentreRED IT

Clayton Utz

Creek Run Media

DATAKOM

Department of Health

DJ Nige

ELITE Event Technology

EY

First Aid Services Australia

Forge

Fyshwick Fresh Food Markets

Gallagher Insurances

Golden Roast

Hall Progress Association

Hartley Hall Market stallholders

HARTS

Hellenic Club Woden

Hertz

Hire All

Jindabyne Sport and Recreation Centre

Mikes Meats Fyshwick

Mugshots Photobooth

National Mailing and Marketing

NSW National Parks and Wildlife Service

NSW Police

Oakden Enterprises

Paragalli Haulage

Polis Partners

Projects Coordinated, Red Hill Express

Radford College

Renaissance Homes

Securus

Snowy Monaro Council

Vangeli Fine Jewellery

Victoria's Models

Whalen Image Solutions

Yarrh Wines



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