

ANNUAL REPORT 2020-21

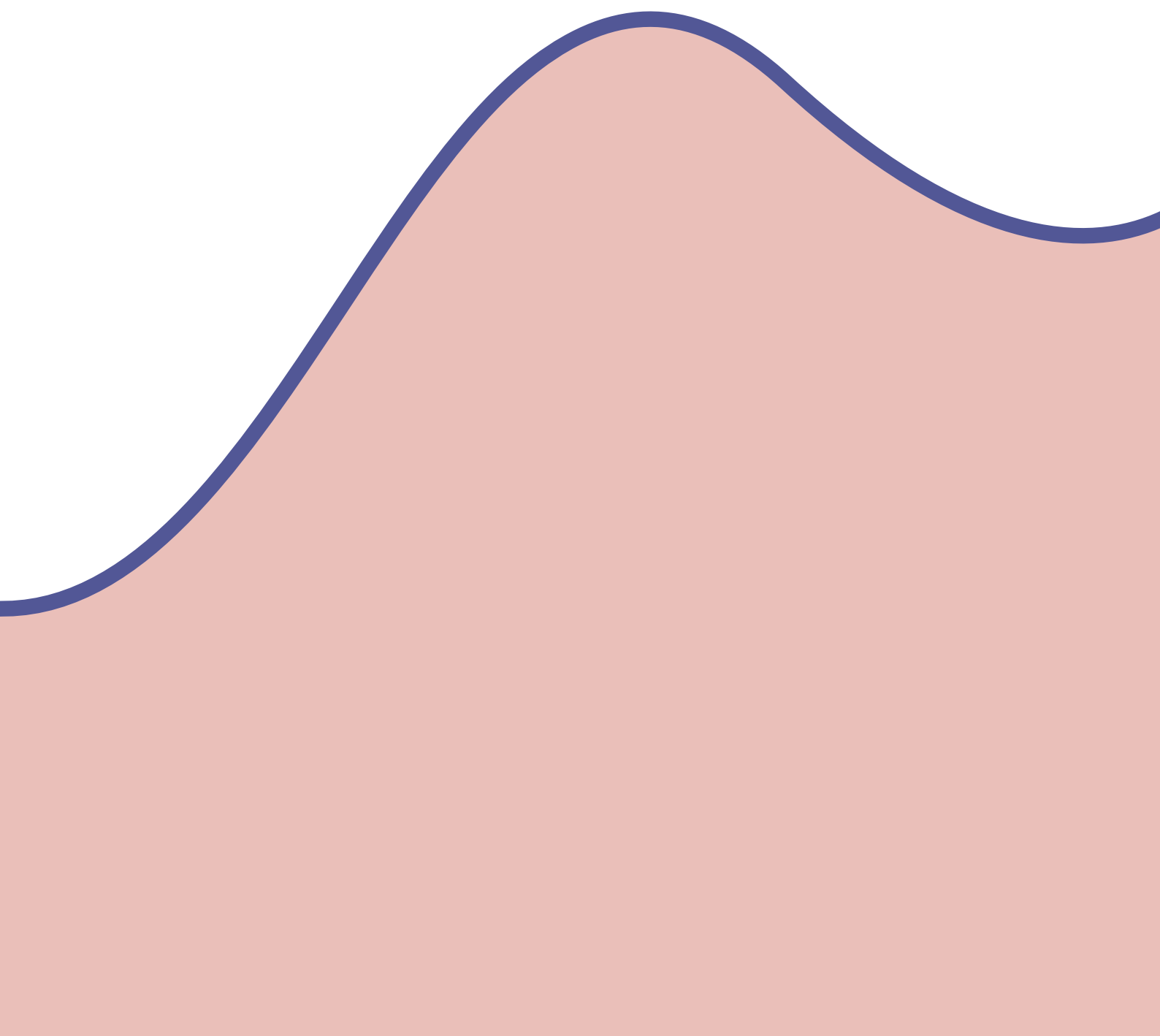


People with
disability have
opportunities to
live their best life



Established in 1962, Hartley Lifecare (Hartley) is a Canberra-based not-for-profit organisation providing supported accommodation for people with disability, their families and carers. Originally established to provide a learning facility and therapy support service for children and adults, Hartley has grown extensively to support clients in over 30 homes across the ACT. Over the last six decades, families have grown to rely on and trust Hartley to deliver high quality, person centred support.

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





CONTENTS

8	Our Organisation	58	Our Operations
10	Chair's Report	60	COVID-19 Response
12	CEO's Report	64	NDIS Quality & Safeguards
14	Our History	65	Risk & Incident Management
16	Our Board	66	Facility Management
18	Our Patron	67	Hydrotherapy
		69	Capital Works Projects
22	Client Services	74	Fundraising & Events
24	Client Stories	76	One Million HARTS Campaign
35	Client Summary	78	Hartley Cycle Challenge
		79	Hartley Golf Day
37	Our People	80	Hartley High Tea
39	Our Workforce	82	Hartley Hall Markets
40	Transition to the SCHADS		
41	Training & Development	84	Our Family
42	Staff Achievements	84	Our Corporate Sponsors
43	HARTS Cycle Team	85	Get Involved!
44	Staff Profile	86	Our Supporters
46	Volunteer Profile		
48	An Open Letter to Hartley		
50	The Year That Was		
51	Service Development		
53	Financial Summary		
57	Marketing Summary		

OUR IMPACT



88

**Supported
Independent
Living Clients**



38

**Supported
Homes**



106

**Hydrotherapy
Users**



5

**Core
Services**



36

**Vehicles in
Fleet**



22

**Short Term
Accommodation
Clients**



329

Employees



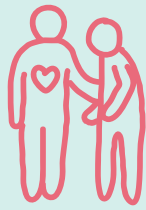
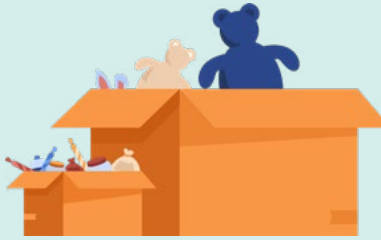
40

**Different
Countries
Represented**



235

**Training
Sessions**



100+
Volunteers



80+
Partners



9

Fundraising
Events



329
Hall
Markets
Stallholders



\$172,432
Raised



\$152,917
Donations
Received



1,728

Facebook
Community



1,108

Instagram
Community



OUR ORGANISATION

OUR PURPOSE

People living 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.



OUR 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.

OUR 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.





CHAIR'S REPORT

We want to express our appreciation and admiration for the energy and dedication shown by all Hartley Lifecare staff during this challenging year. In every corner of Hartley's business, our people were doing their part to minimise the risk of COVID-19 to our clients whilst ensuring we continued to provide our clients with opportunities to live their best life.

This meant juggling work, home, and family responsibilities through upheavals and uncertainty for most of our team. For some, it meant stepping into new roles, changing rosters, and volunteering to get things done, to best look after our clients. Operating during a pandemic on the back of unprecedented bushfires have tested our resilience. It has also proved that our core values run deep within our organisation, and we can adapt to change.

Strategic Process

For the most part, COVID-19 was kept out of the Canberra community and enabled us to continue working towards our 2020-2023 Strategic Plan, titled 'A Sustainable Future'.

We continued to achieve our strategic goals by focusing on our four strategic objectives: exemplary services, great people, community leadership, and organisational excellence.

This year, a key achievement has been the opening of Hartley's first dedicated short-term accommodation facility, Hartley's Renaissance House. We are very grateful for the support of Renaissance Homes and Omni Interiors in developing Hartley's Renaissance House.

We were delighted to have our patron, Her Excellency Mrs Linda Hurley, officially inaugurate Hartley's Renaissance House in March. Since its opening, Hartley's Renaissance House has provided 22 clients with the opportunity for short term accommodation in state-of-the-art facilities, while their carers also have some downtime.

We have commenced work on the Hartley Court redevelopment in a similar vein, which would take approximately 2.5 years to complete. There has been a great deal of excitement amongst Hartley

Court residents about the redevelopment, and we are all looking forward to watching its progress over the next few years.

We have continued our advocacy work, including engaging with the ACT Government's new Minister for Disability Services, Emma Davidson, and representation on industry forums and committees.

Other disability service providers have continued to reach out to us for advice and guidance on several matters, including with respect to our COVID-19 measures and options for addressing funding and associated sustainability issues arising from changes in National Disability Insurance Scheme funding.

Looking Ahead

It goes without saying that the past year has created significant challenges for Hartley. The COVID-19 pandemic caused us to cancel most of our fundraising events across the year, resulting in a significant decrease in our fundraising revenue.

Unfortunately, we have also continued to experience significant decreases in funding under the National Disability Insurance Scheme for Supported Independent Living. Our Board has been working closely with the senior executives to understand the extent of the shortfalls and to develop options for how best to address these.

Despite the challenges presented, we remain confident in our purpose, values, and the services we provide. We also remain optimistic about Hartley's long-term future.

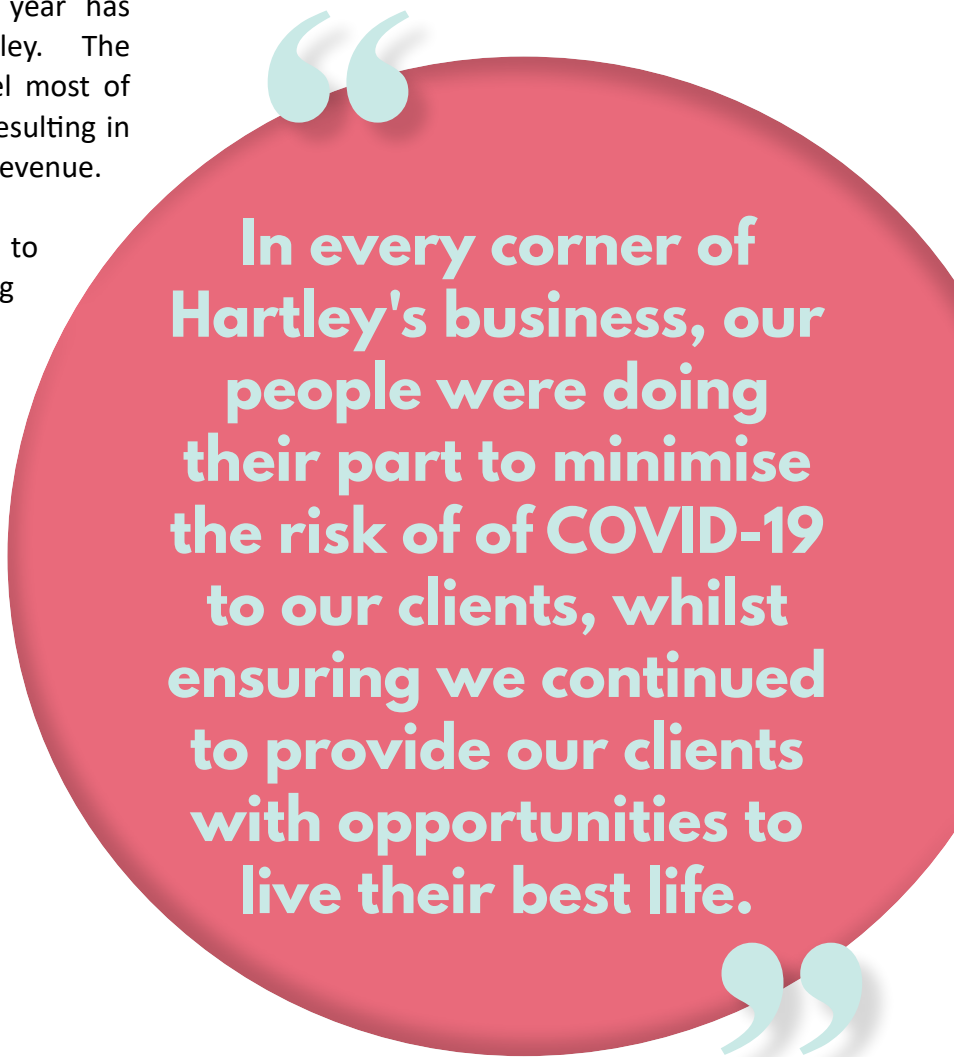
Thank You

In closing, we would like to thank 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, strategy, and team.

Lisa Keeling

Chair of Hartley Lifecare



In every corner of Hartley's business, our people were doing their part to minimise the risk of COVID-19 to our clients, whilst ensuring we continued to provide our clients with opportunities to live their best life.



CEO's REPORT

In this unprecedented year, we continue to provide support to people with disability to live their best lives. The pandemic has undoubtedly made this year a challenging one, and we are glad that we have been able to keep all our clients COVID safe. The strategies that Hartley has implemented to mitigate the impacts of the pandemic have been outstanding, and we continue to take measures to minimise the spread of the virus.

Earlier this year, Hartley Lifecare was asked by the Commonwealth Department of Health to trial the rollout of the COVID-19 vaccine to our clients. We worked closely with the Department of Health and Aspen Medical to have all willing clients vaccinated, which resulted in Hartley Lifecare being the first in the ACT (and one of the first in Australia) to have clients vaccinated.

They used Hartley's experience to guide and inform other organisations for the subsequent rollout of the vaccine. This is a testament to Hartley's role as an ambassador in leading disability support in Australia.

We have completed the construction of Hartley's Renaissance House, our brand new state-of-the-art, best practice short-term accommodation facility in Chapman, ACT, during these challenging times.

Hartley's Patron, Her Excellency Mrs Linda Hurley, officiated the opening ceremony of the house in March. The guests to date have enjoyed the comforts of the new respite home while their carers enjoy a well-deserved break.

We also saw the temporary move of 11 clients from Hartley Court to an alternative facility while we started the knockdown and rebuild of their 36-year-old home. This ambitious project is anticipated to take two years and will provide clients with modern, purpose-built facilities for their support. We also launched our One Million Harts campaign this year to help to fund this project.

Unfortunately, we are now witnessing severe cutbacks in the NDIS funding for Supported Independent Living (SIL), resulting in Hartley revising our support services and looking for efficiencies.

Hartley's management and Board are working to scope and develop strategies to manage the anticipated shortfall. We also continue to advocate for better understanding of the disability support environment in order to minimise proposed funding cuts from the National Disability Insurance Agency (NDIA).

The NDIS continues to be the best reform for people with disability; however, it is increasingly challenging for providers and clients to navigate the constant changes. Hartley's strength has been and continues to be our ability to be flexible and responsive to the ongoing disruption within the NDIS environment in order to continue to meet the needs of our clients.

We have completed work to transition from our old Collective Agreement to the Social, Community, Home Care and Disability Services Industry Award (SCHADS). There has been extensive consultation to support the transition. I would like to commend all staff who have been incredibly accommodating and flexible in this process.

Hartley has received our first NDIS commission service audit report. The report identifies several areas for improvement, and we are actively working to implement changes in response to these recommendations. The report highlights strengths in many areas of our service provision.

In order to stay safe and adhere to government health advice, we had to cancel a substantial number of fundraising events, including the 2020 Cycle Challenge and several Hall Market events. This has resulted in a reduction in our fundraising funds for this financial year. Fortunately, our supporters have found alternative fundraising ideas that have generated some level of funding in a year with very little events. We are looking forward to the 2021 Cycle Challenge event, where we will take our cyclists on a different route and welcome back our many cyclist supporters and enthusiasts.

We are grateful for the patience of our stallholders and customers of the Hartley Hall Markets, many of which were cancelled this financial year. The Markets held were very successful, and we are

Hartley has received our first NDIS commission service audit report. The report identifies several areas for improvement, and we are actively working to implement changes in response to these recommendations. The report highlights strengths in many areas of our service provision.

hopeful to be fully operational again in the year ahead.

Our Board continues to steer and guide the organisation through excellent governance and high-quality strategic & financial oversight, helping us respond to current challenges and over the longer term. I would like to thank the Board for their energy, inspiration and support during the past year.

I would also like to thank all staff and volunteers who continue to be dedicated and passionate. Without them, we would not be able to support people with disability to live their best lives.

Eric Thauvette OAM
CEO of Hartley Lifecare

OUR HISTORY

1965 Name changed to ACT Physically Disabled Rehabilitation Association

1966 Registration Of Children & Adults Physically Incapacitated Association

Handicap Council Formed

1984 Hartley Court opens in Hughes

1987 Hall Markets begin as major fundraiser

1962

1960's

1970's

1980's

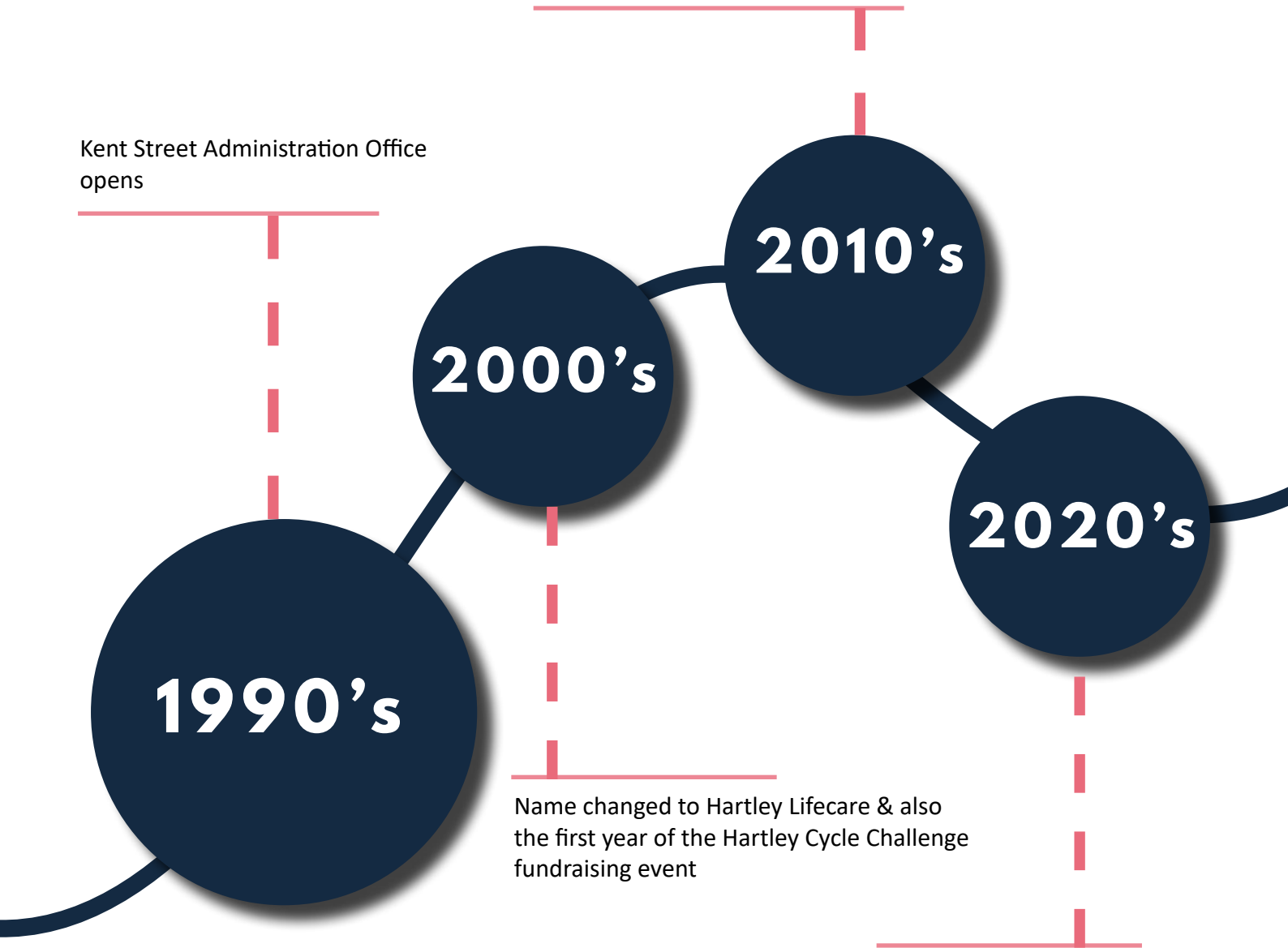
1972 Registration of ACT Society of Crippled Children Incorporated

1973 Hartley Street Centre opens in Turner as part of Turner Primary School

1976 Hartley House opens in O'Connor

- 2011** New Administration Office opens in Pearce
- 2014** Transition to NDIS
- 2014** Integrated National Brain Injury Foundation
- 2015** Disability ACT houses transitioned to Hartley
- 2016** Full rollout of NDIS is complete in the ACT

Kent Street Administration Office opens



Name changed to Hartley Lifecare & also the first year of the Hartley Cycle Challenge fundraising event

38 Houses

88 Clients

329 Staff

Planning of Hartley Court Redevelopment

Hartley's Renaissance House Opens

Hartley Hydrotherapy Pool



OUR BOARD

We welcomed two new Board members during the year, Tony Lo Pilato and Cathy Hudson.

Tony is a familiar face to all at Hartley, having been closely involved with the Hartley Hall Markets for decades. As a practising accountant, Tony brings additional depth to our Finance, Audit & Risk Subcommittee, and the Board more generally.

Cathy has extensive experience in government at Federal, State and Territory levels, across a range of social and economic areas. Cathy brings a wealth of experience in board strategy and governance to Hartley.

At our AGM 2020, we farewelled two Board members, Terry Gallagher and Anthony Vincent, both who decided not to renominate for the Board.

Terry has been involved with Hartley for several decades, including him being an integral part of the Board for over 12 years. We are very grateful to Terry for his contributions to Hartley over this period and were delighted to give him a Lifetime Achievement Award at the 2020 AGM.

Anthony had been on the Board as our client representative for four years. Anthony provided invaluable insights into the needs and concerns of our clients, providing us with steady guidance in our decision-making.

We are in the process of finding a new client representative for the Board and hope to appoint someone to this position soon.



Current Members (Left to Right)

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.

Tony LoPilato

Anthony (Tony) V LoPilato was 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.

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.

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.

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. She is also a Board member with Advocacy for Inclusion.

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 (absent)

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.

OUR PATRON



We are delighted and honoured to have Her Excellency Mrs Linda Hurley as the Patron of Hartley Lifecare. Lady 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's Renaissance House Opening

Hartley was fortunate enough to have Their Excellencies Mr David Hurley (Governor-General of Australia), and Mrs Linda Hurley (Organisational Patron) officially open Hartley's Renaissance House in February 2021.

Hartley's Renaissance House is the organisation's, state of the art short-term accommodation facility designed and built by Renaissance Homes and furnished by Omni Interiors. To celebrate its opening, Hartley invited over 100 members of the Hartley Family who played an integral part in turning these plans into a reality for a morning tea and official tour of the new Hartley Home.

The morning consisted of a welcome from Hartley Chair Lisa Keeling, followed by the official opening by Her Excellency Mrs Hurley. As part of the ribbon-cutting ceremony, Mrs Hurley also prepared a special song for all Hartley residents. We would like to thank Their Excellencies for their visit and continued support of Hartley to help give people with disability the opportunities to live their best lives.





***We all like a place that we can call home
A place we can share so we're not alone
Some people need help and support where they live
Hartley's been helping great support they can give***

***Their homes are quite special many helpers are there
Kind people assist with personal care
Living skills are supported there's laughter and joy
These homes are quite special and a place to enjoy***

***Learning cooking and washing and vegetables grow
Many interests and hobbies on holidays they go
Independence is great making friends where you live
There's respite for carers support others give***

***With new modern buildings and bigger bedrooms
More common areas' activities bloom
There's friendship and kindness and a place full of care
Residents and staff love being here***

***Thanks Hartley Lifecare for Renaissance House
Making a difference you know what you're about***

- Her Excellency Mrs Linda Hurley



Board of Directors

CEO

Eric Thauvette

**Senior Manager
Client Services**

Shilo Preston-Stanley

**Disability Programs
Managers**

*Liz Alexiev
Michael Hedges
Katrina Holgate
Rabin Khadka
John O'Rourke
Sylvain Virassamy
Sally Wooldridge
Narwa Bhandari*

**Senior Manager
Business &
Operations**

Susan Granger

HR Manager

Natalie Smith

**Operations
Manager**

Jess Surgeon

**Senior Manager
NDIS & Service
Development**

Kathy Le Mesurier

**Finance
Manager**

Amanda Mangum

**Senior Manager
Finance &
Communications**

Corey Ryan

**Payroll
Manager**

Mathew Bass

**Markets
Manager**

Melanie Hugg

**Events
Manager**

Debora Miller

House Supervisors

Disability Support Workers

HR Officer

Annabel Coddington

Training Officer

Wella Maputi

Receptionist

Sue Bannister

Operations Officer

*Mollee Marsh
Patsy Sheather*

Operations Officer - Hydrotherapy

*Dylan Virassamy
Sebastien Thawvette*

Procurement & IT Officer

Sarah Bannister

NDIS & Fleet Officer

Rosalie Krause

Marketing & Communications Officer

Akshata Giri

Payroll Officer

TBC

Markets Assistants

*James Hahn
Kay Blemming
Callum Peoples*

Volunteers



CLIENT SERVICES

The easing of COVID-19 restrictions towards the end of 2020 saw our clients returning to work and their missed programs. Many took the opportunity to review their activities and started new paid or volunteer work and community activities.

Several people took the opportunity to take their long-awaited holidays interstate, including Queensland, Victoria, NSW and Tasmania.

The easing of restrictions also meant we needed to review our changes to staffing during the initial lockdown.

Hartley spent the rest of the year reviewing all house rosters to ensure:

- Each house has a base roster built around client needs and funding, noting that some of our clients' needs and routine changes are due to COVID-19.
- Where possible, permanent employees work only in one house (called a house team).
- Each house team is managed by one Supervisor.

- Disability Program Managers manage a group of houses called a “Network”.
- Any staff movement across houses, including casual staff for leave and emergency shift cover, is restricted to one network (maximum five houses).

Hartley’s Short Term Accommodation at Renaissance House opened officially on Monday 22 February, with the first day of service in the new house on Wednesday 10 March 2021.

Feedback from guests has been overwhelmingly positive, not just about the beautiful house but also about the care and enthusiasm of the staff and the sense of community with other guests.

Canberra's network is doing its job, and word-of-mouth referrals have significantly increased the number of people accessing the service, with three months of forward bookings to full capacity.

We hope COVID-19 does not stop our guests from joining us on some of our planned activities, including a trip to the snow and the wineries of Murrumbateman!

Staff and the residents of Hartley Court moved out in May in preparation for the redevelopment of Hartley Court. Separating staff and clients across three sites has been a big, but so far welcomed change, and everyone is settled for the next 2 years while they await the rebuild of their new houses.

This year we changed our feedback process to incorporate an annual survey as part of each client’s annual review and NDIS planning process.

Although families and clients provide ongoing feedback throughout the year, this process allows us to review whether we are meeting individual expectations and NDIS quality standards.

So far, we have had overwhelmingly positive feedback with some great ideas about projects and improvements we can incorporate for the future.

Finally, I want to thank the amazing work of our Disability Program Managers. They have received support from both House Supervisors and of course our phenomenal support workers.

The past 12 months has seen challenging and unprecedented times. Despite this, our clients' high number of 'silver lining' stories proves that our organisation's resilience is powerful.

We will continue to be driven by our core values so that our clients can continue to live their best lives.

Shilo Preston-Stanley
Senior Manager (Client Services)



CLIENT STORIES



Jack, Ben and Charlie showing off their tour kit.

Lads on Tour

In early 2021 Ben, his guardians and support staff Jack and Charlie started planning a two week holiday which centred around the wedding of a close family friend of Ben's in Kingscliff, NSW.

Ben was actively involved in the entire design of his holiday. With the support of Jack and Charlie, Ben spent many afternoons researching and deciding which locations he wished to visit and the activities he was interested in participating in.

Ben was also incredibly organised in reaching out to his countless interstate family members and friends to arrange catch-ups along the way.

With vibes high, the lads set out on April 12th, sporting Lads on Tour memorabilia designed by one of Ben's cousins.

After a one night stopover in Port Macquarie, the gang headed to Byron Bay, where they spent

three nights at the beautiful wheelchair accessible cottages of the Rainforest Resort.

Blessed with beautiful weather for the entirety of their stay, the boys spent their afternoons lounging in the pool, playing snooker, enjoying live music and sunsets by the beach and sampling the culinary delights of Byron. Ben was also able to hire a free beach wheelchair from the Surf Life Saving Club which enabled him to get into the ocean for the first time in years.

Whilst in Byron, Ben also met Nico, a close friend of Charlie's and an amazing cook who treated us to a BBQ dinner by the waves one evening.

On April 16th Ben, Jack & Charlie then made the short drive to Kingscliff, the site of the wedding where they were spending four nights. Ben's parents had kindly booked amazing accommodation at the Mantra Hotel, and Ben wasted no time sampling the



cocktails by (and in!) the pool. The lads quickly sourced the best local watering holes, bar-hopping along the main drag and bumping into many other wedding guests who were also staying in town.

The wedding itself was a beautiful occasion and Ben loved catching-up and celebrating with his family members and close friends. The bride and groom were hugely grateful to Ben for making the big drive up from Canberra to attend.

After a late night tearing up the dance floor, Ben and his eldest brother Matt stumbled into bed together. The following day, celebrations continued at the Kingscliff Hotel, where Ben enjoyed spending time with his cousin Annika and his niece and nephews.

After saying goodbye to the wedding gang and Kingscliff, Ben, Jack and Charlie departed for three nights at the Gold Coast where they caught up with some more of Ben's relatives and enjoyed the city's warm weather, night life and pool and bowling scene. However, all good things must come to an end, and on April 23rd the Lads on Tour began the long drive back to Canberra.

Ben, Jack and Charlie all had an incredible time away, making memories they will share together for a lifetime. The success of the trip was beautifully captured one sunny afternoon by Ben, who turned to Charlie and Jack and simply said 'I love my life'.

The boys would also like to extend a huge thank you to Ben's parents, Cheryl and Steve, and Hartley, whose support made the trip possible.

Ben, Jack and Charlie are now saving and planning for their next trip, Lads on Tour – Gone Global, where Jack and Ben are hoping to visit Charlie in his new home of Nicaragua.

Stay tuned!



40 and Fabulous



Kate busy opening her gifts.



Mary Ellen in her new home with her family.

2021 was a year of milestone birthdays. Both Mary Ellen and Kate celebrated their big 40th birthdays with their loved ones. Kate's fantastic support staff had planned a surprise party along with her family members with birthday decorations and two delicious cakes. All her housemates came together and assisted the staff members for the occasion.

With all the anticipation in the air, she put on her best outfit for the evening and walked into the dining room to find everyone screaming, Surprise!

While planning, they made sure to keep all her favourite things in mind; food, sweets and desserts. Her eyes lit with joy when she saw all the gifts laid on the table. It was a total success.

Kate was overjoyed to know that all had come together and put great efforts into her special day. It was truly heartwarming.

Mary Ellen's birthday festivities were a bit different. She was not only celebrating her 40th but also the move to her new house. She had been looking forward to moving, and finally, it happened on her birthday.

Her planning and preparations were perfect, and in full swing, there were balloons and party hats, and she even picked out her favourite dress. Family members and the staff had all joined in to make her feel extra special and fabulous on the evening.

Both parties were a perfect way to celebrate an amazing milestone in each of the girls' lives.





The amazing team that supports Helen to live her best life.

Team Helen

The past 12 months have presented many challenges for our clients and staff due to lockdowns, restrictions, and an overall change to life as we know it. Despite these challenges, there have been many 'silver lining' stories that have emerged among the Hartley Family.

One of these good news events was the nomination of 'Team Helen' as a finalist in the Hesta Excellence Awards for 2021.

Team Helen is a small group of ladies who have been brought together at Hartley to provide 24/7 Active Support for our client Helen.

The team comes from a range of cultural backgrounds and has brought diverse experiences into Helen's life. In 2020, COVID-19 emerged and presented many challenges to the community, particularly for people with a disability.

This was no different for Helen with many of her community supports closing or being severely restricted for several months. Helen was unable to attend Sharing Places (her daily activity program) or other activities in the community.

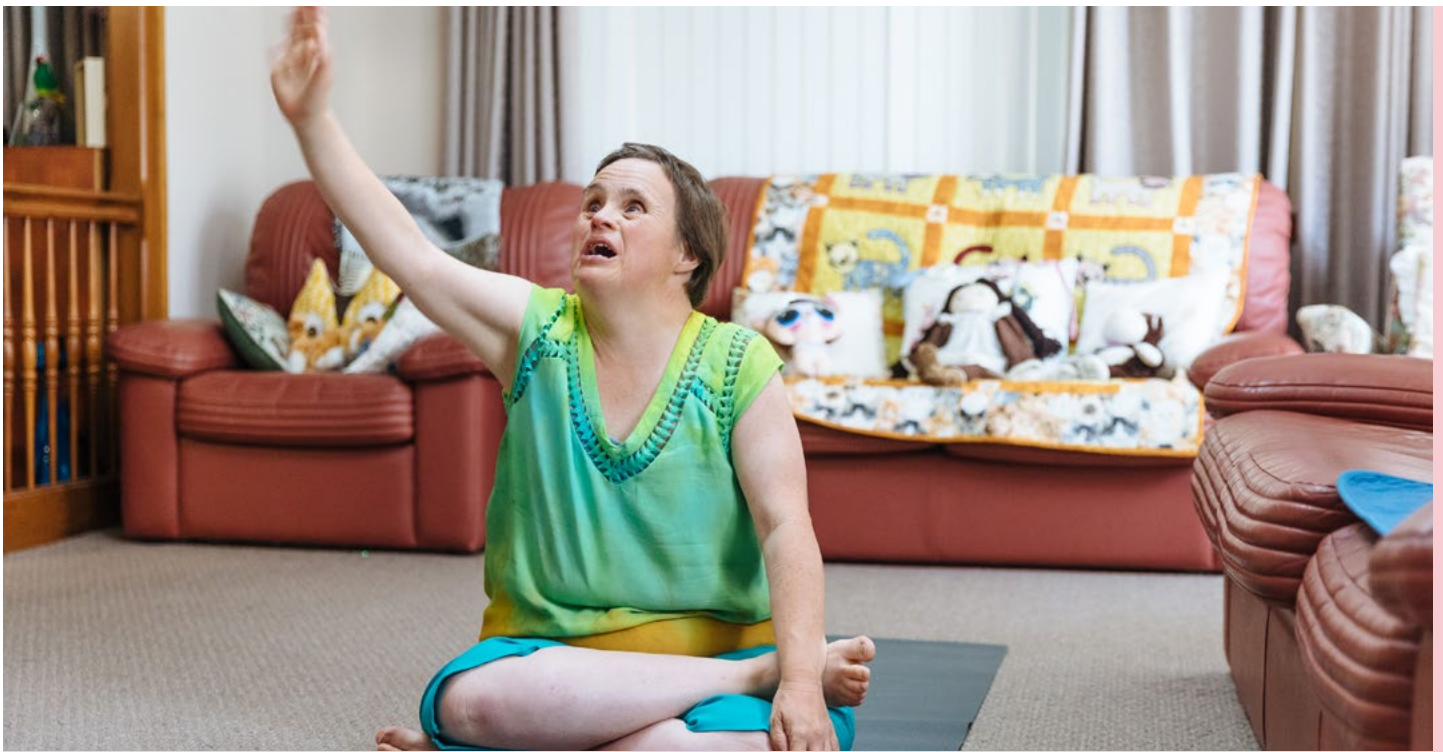
Staff were therefore spending long hours with Helen in her home and trying to find new ways to stimulate and engage her. It was soon realised that Helen was not hugely engaged in her home activities.

Helen is a very social lady, who was clearly being impacted by not having her normal routines in place.

It was decided that Helen would need a new support program to re-engage her during these unprecedented times. There were many challenges in designing a new program that would actively engage Helen and prevent her from getting bored.

Helen's normal routine involved being out of the house for at least 6 hours a day and engaging with a wide range of people. As she was unable to do so, there was a lot of work done to develop a range of activities that would keep her stimulated.

Helen was also due to be reviewed by a dietitian to assist with maintaining a healthy weight and lifestyle. As Helen could not attend an appointment, the team utilised online communication channels like FaceTime and emails to devise a program and to monitor her progress.



Helen enjoying one of her favourite home activities, some yoga!

A menu plan was developed that would enable Helen to lose some weight while providing her with a range of tasty food.

Following the implementation of this new program, the positive impacts on Helen's life were almost immediate. Her weight dropped significantly and remained stable. This means that she is more mobile and has been able to re-design her whole wardrobe which she was very excited about.

Helen is able to walk much longer distances that were once highly challenging if not impossible. She has also been able to actively participate in activities that were once out of her comfort zone. Before the new program she sat and let activities happen around her, whereas now she actively participates.

The team and Helen also helped implement a healthy and creative cooking program for the community centre. The program includes shopping for, prepping and cleaning up for meals at the centre.

At home she is involved in sweeping, mopping, watering plants, and other activities around the house.

Helen is undoubtedly now one of the faces of Hartley. She appeared in "The Riot Act"- a magazine published in the ACT, as well as appearing on the front cover of the annual report, and in a recent

promotional video for the organisation's One Million Harts Campaign.

The organisation could not be more thrilled that Helen is now out and about and enjoying the life she dreamed she would be able to have. On top of Team Helen finishing as finalists in the Hesta Excellence Award, Helen herself has also been nominated for the Alderson Awards (an award for excellence for people living with Down Syndrome).



Some well deserved recognition for Team Helen.



Team Grind to Ground doing some amazing work.

Hartley Helping the Planet - Super Dan

In November 2020 our very own Dan from Hartley's Intentional Community was invited to learn about a new social enterprise project that was started by a group of students at Canberra Institute of Technology's (CIT) Bruce Campus. The project was called Grind to Ground and the students were looking to get volunteers involved in creating a sustainable soil enhancer using sawdust and coffee grounds that would otherwise be going to landfills.

The students met with Dan and others at Hartley to give a presentation on what the project was all about and what is involved.

Dan was really interested to give it a try and he put his name forward as a volunteer. Dan's work at the National Convention Centre had been affected by COVID-19 and Dan was looking for something that could fill the gap. Grind to Ground seemed like a good opportunity.

Dan attended the first volunteer induction day in November 2020 and has been attending on-site at Bruce CIT every Monday between 9am to 12pm (except for during Canberra lockdown).

Dan has had the opportunity to meet a lot of new people at Grind to Ground and has really developed his teamwork and leadership skills.

There are now over 50 volunteers involved with the enterprise and Grind to Ground has moved from a student project to a not-for-profit incorporated association in the ACT.

Dan has regularly shown new people around the Grind to Ground worksite and explained to them what is involved in producing the soil enhancer. This includes setting up and packing away all of the equipment, checking and removing any plastic or rubbish from the raw materials, mixing with correct ratios in a large concrete mixer, bagging and tagging the product and stacking on pallets.

Dan has relished the opportunity to develop and showcase his skills on-site and especially when showing others the processes. Dan has really enjoyed being part of Grind to Ground and has been featured in ABC local radio and ABC news articles related to Grind to Ground.



He looks forward to attending each week and has developed skills and relationships while making a positive contribution to his community.

Dan has even found ways to promote the product during the recent lockdown by using his daily exercise time to deliver some Grind to Ground brochures in his local neighbourhood. He has also been using some of the product while doing some work and planting in the common garden areas where he lives.

Dan is looking forward to getting back on site soon at Bruce CIT and continuing to be an important and valued volunteer of Grind to Ground.





Meet Ben, one of our Intentional Community members.

Blistering Ben

The following has been composed by Ben, with typing assistance provided by his housemate Jack.

Hi, my name is Ben and I live at the Benambra Intentional Community. Benambra is an innovative 25-residence housing and community building project that is centred around the lives of myself, and my friends and neighbours Jackson and Dan. I love having a home to call my own and feeling a valued part of the Benambra Community.

This year was proudly my tenth year of work at the Canberra Hospital, where I work three days a week in the mail department. I receive a great deal of satisfaction and meaning through helping people and in being a part of the day-to-day functioning of the hospital and have made many long-lasting friendships throughout my time there.

In 2017 I was also on the other side of the fence as a hospital patient following a mishap skydiving, but that's a longer story for another day!

In my days off I attend weekly gym and swimming sessions and also enjoy going tenpin bowling, hosting family and friends for dinner events, attending parties, spending time with my girlfriend, visiting my brothers farm, journeying to the farmers markets on weekends with Jackson & Dan and watching my friend Willo's rugby games on Saturdays, among other things.

I like getting involved in the kitchen and preparing my own meals and am currently in the midst of a juicing craze. I've also been known to enjoy a cheeky espresso martini at the Old Canberra Inn and dabble in tattoo artistry when time allows!

I enjoy trying my hand at new things, with my latest project being the development of a composting initiative for the community I live in. I received assistance from my roommate Jack, as well as Jackson, Dan, and their guardians in establishing this initiative.

With money saved through recycling glass bottles at the local container deposit scheme (another environmentally minded practice of our community), Benambra purchased several household composting containers from the Canberra Environment Centre.

We currently have 6 households participating in the scheme, who leave their compost bins at my front door when they are full. Jack and I then empty the food scraps into our 245-litre compost tumbler bin, then mix in shredded paper which I collect weekly from the Hartley Lifecare office to achieve the ideal carbon-nitrogen balance.

We then clean the bins and return them to our neighbours. Once fully decomposed, we use the compost on the gardens around the community as an organic fertiliser – saving a great deal of food scraps from landfill in the process!

I have really enjoyed the increased social interaction with my neighbours and the Hartley office staff that this project has provided me.

I have been with Hartley for over a decade and look forward to continuing my relationship with them as they support me in continuing to live my best life.

Thanks for taking the time to get to know a little bit about me.

Ben.





Our amazing Tanya painting some of her beautiful artwork.

Hartley's Got Talent and Spring Bake Off

In a year of lockdowns and more time at home, it was important to occupy ourselves with fun activities around the house with those we love. This was no different for our amazingly creative Hartley Clients who participated in two fun lockdown challenges during the year.

The first was the Hartley Spring Bake-Off where 26 Hartley Teams were invited to submit their most creative and tasty baked goods. We asked the Canberra Community to pick their favourites through our social media channels and the following winners were announced.

1st place went to Steven, Daniel & Justin who baked the delicious Oatmeal cookies. 2nd place went to Sharon with the mouth-watering Apple pie, and 3rd place goes to Dan with the rich Gulab Jamun.

With such positive feedback about the Spring Bake-Off, we just had to do another fun challenge. This time it was Hartley's got talent! Clients from 17 houses submitted their talents, and our panelists chose the top 3.

A big Thank you to our wonderful judges: Eric Thauvette, Jenni Vincent, Ross Ellis, Tony Lopilato, Rosie Krause, Tom Cusack and Stacey Bowen.

For a full list of the amazing submissions, please scan the QR Code below.



SCAN ME

Spring Bake Off Podium

1st Place
Team Malara



2nd Place
Team Fisher A

3rd Place
**Team Intentional
Community**



CLIENT SERVICES SUMMARY



38
Houses



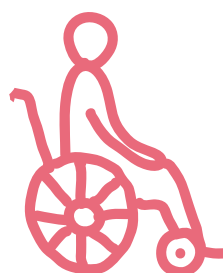
88
SIL
Clients



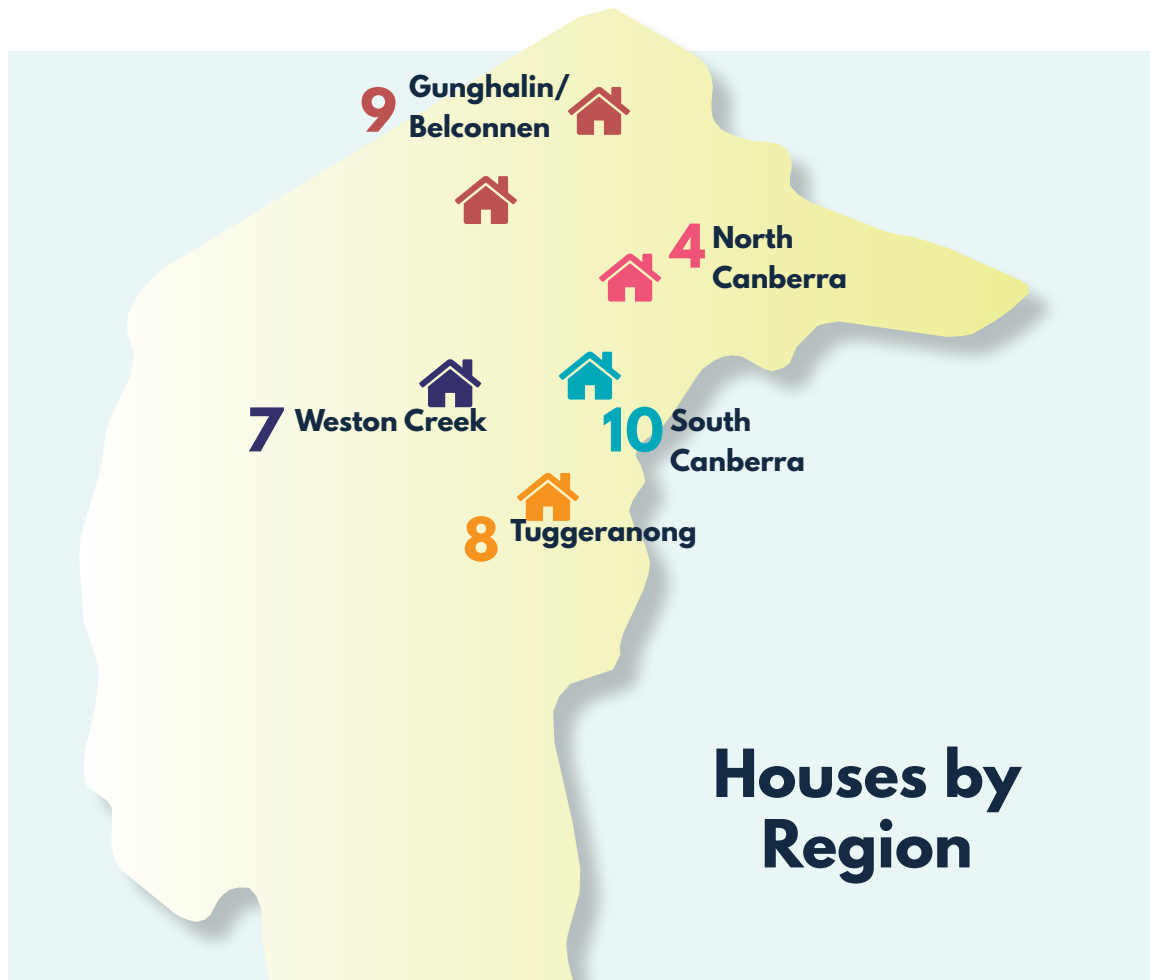
22
STA
Clients



40
Client
Average Age

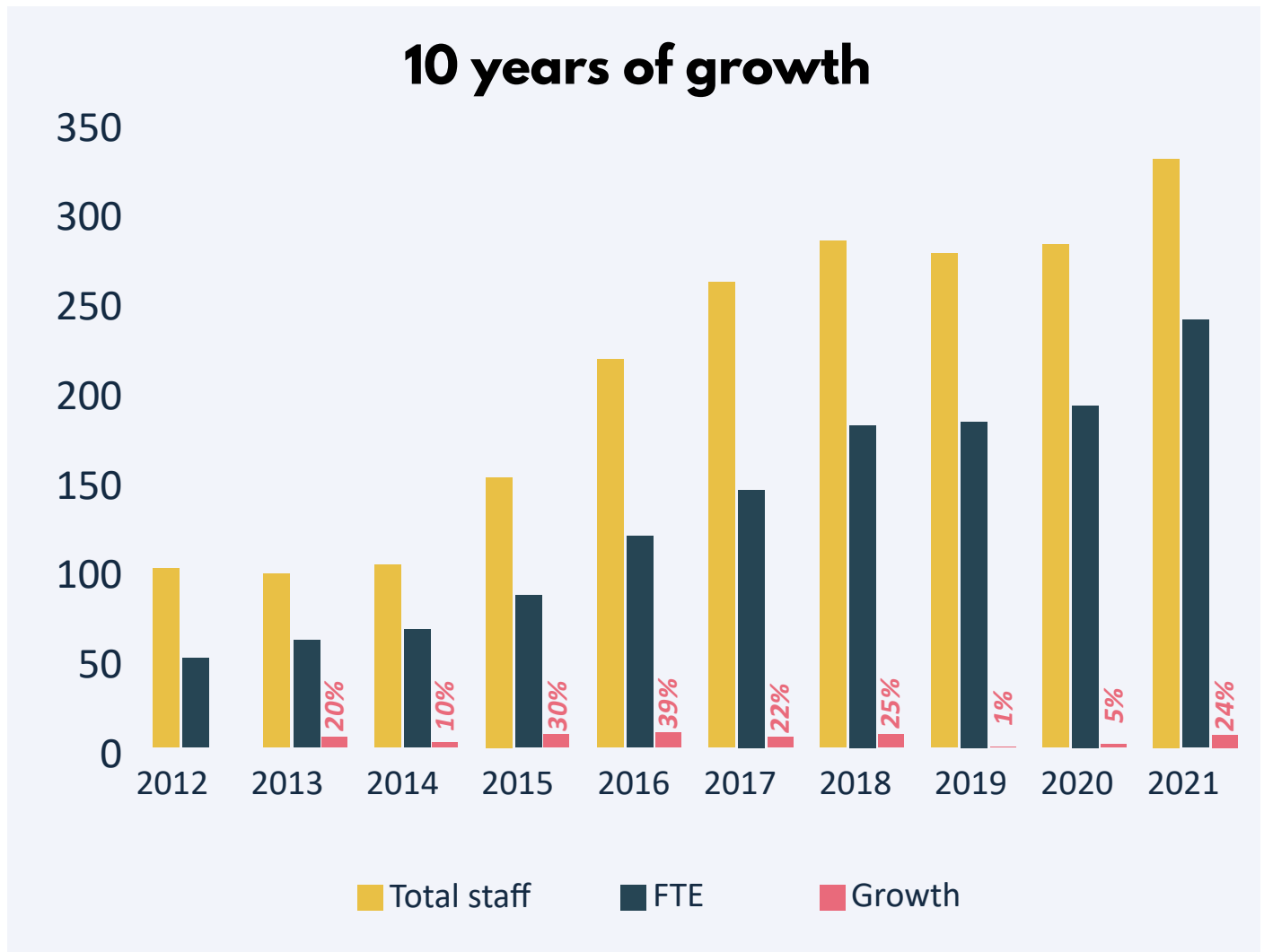


5
Different
types of
Disability





OUR PEOPLE



As our greatest asset, Hartley's 329 employees continue to demonstrate our organisational values of leadership, integrity, person centred, respect and quality on a daily basis.

They do this through their ongoing commitment and dedication to our clients and their families, to Hartley as their employer and to each other as colleagues working toward a common goal; providing people with disability an opportunity to live their best life. With 95% of our workforce devoted to direct client services, person-centred support remains our core value and priority.

In response to significant growth in service delivery during the past ten years, Hartley has continued to grow its workforce accordingly, increasing the number of full-time equivalent employees (FTE)

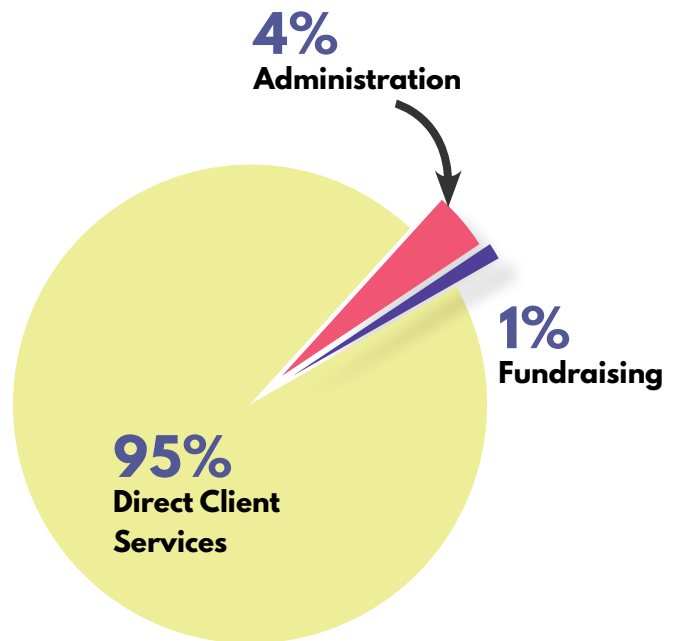
from 50 in 2012 to 239 in 2021. This represents a growth rate of 378% during these ten years, with a 24% growth rate recorded during the past 12 months (2020/21 FY).

Strategically, our employees work tirelessly toward achieving the organisation's goals of providing exemplary services, community leadership and maintaining organisational excellence.

We have achieved this by continually performing exceptionally well against the following Key Result Areas (KRAs), which form part of our strategic framework – A Sustainable Future.

Key Functions

- Recruitment and selection
- Learning and development
- Performance
- Rewards and recognition
- Employment terms and conditions
- Industrial relations
- Healthy Workplace Program
- Work Health and Safety (WHS)
- Workforce policies and procedures



GOALS	KEY RESULT AREAS
Exemplary Services	Our clients receive high quality support.
	We are prepared for the next generation of clients.
	Our facilities are continuously improved and maintained.
	We advocate for proper and well-maintained housing for our clients where we do not own the facilities.
Great People	We invest in our people and implement strategies to attract and retain a high-quality workforce.
	Our people demonstrate Hartley’s values.
	Our workforce is skilled and innovative
	We successfully manage workloads.
Community Leadership	We are recognised as a sector leader
	We have growing reach and standing in the community.
	Our brand continues to be known for person-centred services.
	We respond to community need
Organisational Excellence	We maintain exemplary governance
	We manage risks and opportunities effectively.
	We are financially sustainable.
	We meet the requirements of the NDIS Quality and Safeguards Commission.

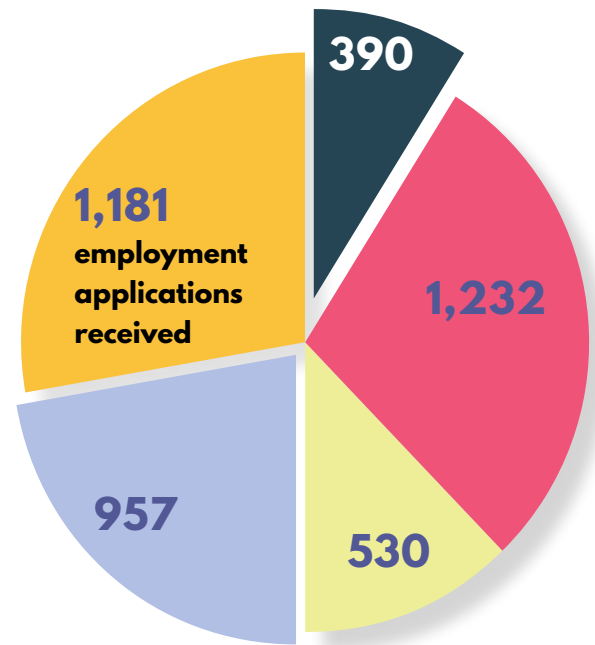
Celebrating Diversity Across Our Workforce

Hartley’s workforce is incredibly diverse as we continue to focus on equal opportunity and inclusiveness for all people. This diversity brings enormous benefits to our clients, our organisation and the community as a whole and supports increased productivity, innovation and creativity.

An Employer of Choice

Hartley’s HR team (Natalie Smith and Annabel Coddington) have received over 1,200 employment applications during the past 12 months. During the past 5 years, over 4,000 applications have been processed.

All candidates undertake the NDIS Worker Orientation module prior to interview and are strongly considered against a set of workplace capabilities and the needs of our clients.



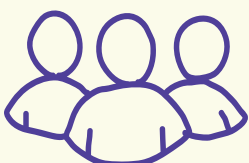
Workplace Diversity



Our employees originate from **40 different countries**



We strive for **gender balance**



Our employees are **aged between 19 to 72**



We employ **people with different abilities**

Termination of Collective Agreement (EA) and transition to the SCHADS Award



Between September and December 2020, Hartley undertook an organisational wide consultation process with the proposal to terminate Hartley's EA and move to the Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS) Award.

The consultation process included 40 x 2-hour group consultation presentations and approximately 60 individual meetings with the HR team. All staff were provided with the opportunity to give feedback and contribute to this major workplace change.

Following the consultation process and consideration of all feedback, the recommendation to terminate the EA and move to the SCHADS was put to vote, with majority staff voting for this change. This took effect on 1 October 2021.

Needless to say, this has been challenging for our employees, given they have also endured ongoing roster restructures during the past 18 months, triggered by the emerging COVID-19 situation and ongoing funding issues.

Roster Restructures

Whilst Hartley has been able to maintain high-quality services and a stable workforce during unprecedented times, to ensure our organisation continues to prosper into the future and meet our clients' needs, Hartley's rosters have been reviewed and restructured during the past 12 months to achieve:

- Decreased movement of staff across houses to stop the spread of COVID-19.
- Closer alignment with NDIS funding.
- Compliance with the SCHADS Award.

This process has been incredibly challenging and time-consuming for everyone, and we sincerely acknowledge all staff's input, flexibility, and adaptability during the process.

Management has worked incredibly hard to incorporate staff preferences and availability across all rosters where possible. While there has, and will continue to be significant change, we are pleased to announce there have been no forced redundancies to date.

We envisage the roster restructure process will conclude in November as we transition to the SCHADS Award. With new rosters in place, employees will be issued new 'SCHADS ready' employment contracts during October and November 2021.

Special Thanks

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

Ashurst Law: Melanie McKean, Caitlin Sandy and Elisa D'Andrea from Ashurst Law for their ongoing advice, support and involvement in relation to a Ministerial Intervention submission to retain six highly valued migrant staff who have been employed with us for many years. Melanie and her team have provided a significant amount of pro bono work during the past two years toward this matter, and we are truly grateful.

Clayton Utz: Jennifer Wyborn, Belinda Miller, Caroline Beasley, Ashleigh Discipio, Ali McMaster, Georgia Fennell and Nick West-Foy for their ongoing advice and support to Hartley in relation to HRM and industrial relation matters, especially as we transition to the SCHADS Award and undertake changes to our rosters. A significant amount of the work Clayton Utz has conducted for Hartley has been provided on a pro-bono basis.

Learning and Development

Due to COVID-19, the HR team, led by Natalie Smith and Wella Maputi, commenced a review of Hartley's training program in 2020.

This was carried out in close consultation with Victoria Oakden from Oakden Enterprises, Senior Management, Disability Program Managers, and through analysing training participant evaluations collected over the past few years. On 1 July 2020, Hartley released its new 'COVID ready' training framework for implementation, which incorporated a mixture of online and F2F learning.

As we continue to adapt to an ever-changing workplace, along with the ongoing challenges of COVID-19 and funding constraints, we look forward to further improving and reviewing the training program to ensure it is as effective and efficient as possible.

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 quality improvement conducted across all aspects of HRM.
- EAP and personal support offered to staff as required.



35

Targetted training modules

235

Training sessions held

Milestones in Service

20+ YEARS
Allison

30+ YEARS
Kathy
Wendy

10+ YEARS
Liz Marshall
Lhundup
Michael
Thupten
Kara
Sujan
Tenzin
Tia
Tiona
Eric
Stephanie
Hay Kae
Palpasa
Rosalie
Mu Yai
Nerida
Sascha
Renee

5+ YEARS
Michael
Debra
Alan
Charlotte
Jim
Stacey
Natalie
Paw
Caroline
Sarabjeet
Amuche
Carmel
Chinedu
Luke
Binog
Geoffrey
Limasene
Sandor
Kim
Phillip
Rabindra
Adam
Benilda
Lorna
Olakunle
Jennifer
Melissa
Benjamin
Namgyal
Kuldeep
Fredarosa
Concepcion
Yang
Xochitl
Nerissa
Suresh
Marja
Dechen
Maxime
Monica
Zililo
Angela
Eva
Fiona
Maria
Lana
Miranda
Sembukutti
Muhammad
Debora
Lindu
Andrews
Obianuju
Vaishali
David
Anita
George
Akihisa
Wella
Richard
Amanda
James
Susan
Sanjeev
Felita
Ian
Anastasia
Lorraine
Katrina
Rotimi
Neil
Margrit
Michelle
Leomel
Sylvain
Navpreet
Marja
Maxime
Zililo
Angela
Eva

HARTS Cycle Team



Early in 2018, the HARTS Cycle Team was created. HARTS stands for "Hartley Amateur Riding Team" (Staff). The team's aim was to attempt to cycle from Jindabyne to Charlotte's Pass as part of the 2018 Hartley Lifecare Cycle Challenge.

The ride is 90 km, with 45 km of steep climbing and 45km of daring descent. In the beginning, most of our team members had never owned a road bike or ridden on a road, other than around their house as kids or in a social setting.

After months of training, lots of money spent on equipment (mostly 2nd hand) and some fantastic fundraising efforts (\$20,000 raised), the team set out on 25 November 2018 to ride up to the foot of Mount Kosciuszko (Charlotte's Pass). The day before the ride, the road was closed as there was a dumping of snow.

The team had never ridden as a group before and were very nervous. However, after a gruelling effort that lasted most of the day, all team members achieved their personal goals.

In 2019, the team welcomed four new riders and once again raised \$20,000 throughout the year during various fundraising events. 100% of the team made it to the top of the mountain that year which was an incredible achievement. But due to COVID-19, the 2020 event was cancelled.

Accordingly, the team focused on a big year in 2021, and as a result, the team has now grown to 2 teams (24 cyclists and 4 support staff). All team members are either employees of Hartley, family members or service providers to Hartley. To date, we have raised \$25,000 toward the 2021 Cycle Challenge, bringing the team's fundraising efforts up to approximately \$65,000 in less than three years.

Alongside the fundraising activity, the team has enjoyed an amazing journey of achievement, friendship, teamwork and a commitment to a common goal. Fingers crossed, the 2021 Hartley Cycle Challenge will take place, and the Hartley HARTS will be right in the middle of all the action, including many of the riders attempting to ride the entire three-day challenge.

Good luck to the Hartley HARTS!



Staff Profiles

Wella Maputi



Wella was born in Dumaguete, Philippines. Growing up in the Philippines with her sister, Wella enjoyed anything that connected her to nature. Wella's parents run a wholesale/retail fresh vegetable and spices business, which Wella would often help out with.

Wella enjoyed riding around the small city on her motorbike. Wella often visited her uncle in Germany and from there she was able to visit neighboring countries such as the Czech Republic, the Netherlands and Switzerland.

After she finished studying Sociology and Anthropology at Silliman University, along with a Bachelor of Science in Nursing in Misamis University, Wella travelled quite frequently to other Asian countries. Clearly Wella has seen a lot of the world but out of all the countries she has visited, Wella cannot wait to go back to Dharamshala City in the Himalayas and Prague. Because of Wella's cultural experiences, she can speak 4 different languages; Bisaya, Tagalog, English and German.

In 2014, Wella and her cousin, Felita, immigrated to Australia in search of a different life to what they had known. Australia offered hope and opportunities that were not available to them back home. Given her nursing background, Wella found a place in the disability sector and following a stint in Sydney, both Wella and Felita moved to Canberra and commenced work with Hartley Lifecare in 2016.

Wella's career progression within Hartley during the past 5 years has been commendable. Since starting as a casual RSW, Wella quickly rose through the ranks to become a Supervisor. In 2019, Wella applied for and was successful in obtaining the Training Officer position in the Business and Operations team, based in the administration office in Pearce.

Since her transition to this new position, Wella has been involved in signification change to how training is provided to over 300 staff across the organisation, including transitioning to online training due to COVID-19.

Wella has played an integral part to the ongoing improvement of training across the organisation, and she is looking forward to further review and improvement later this year as the organisation adapts to the new normal due to COVID and an extremely tight fiscal environment.

After supporting the HARTS cycle team in 2019 as a driver and support crew, Wella made the decision to become a rider in the 2021 HARTS team. Since then, Wella has been training hard to ensure she is ready to hit the mountain come February 2022.

Wella enjoys being surrounded by family and friends. She is an amazing cook and loves cooking up a feast for her family and friends.

Baburam Paudel



From successful restaurant owner and Head Chef to Disability Support Worker with Hartley Lifecare. For such a young man, Babu has achieved so much.

Baburam (Babu) was born in a small town in southern Nepal, a 30-minute drive from Buddha's birthplace in Lumbini. He grew up in a farming family, working on their big blocks of land, surrounded by hundreds of household animals. After spending his childhood there with his grandparents, Babu moved to Butwal (a much larger city) with his parents and 2 siblings where he completed his high school.

Following his graduation, Babu attended a renowned university in Pokhara to pursue his degree in computer engineering. During his 3 years in Pokhara he also developed his passion in cooking while cooking for himself and his flat mate.

After realizing that his passion could give him the chance to change his career path, Babu decided to move to Melbourne, Australia in 2007 to study commercial cookery. After completing yet another degree, Babu worked in many well-known hotels, restaurants, and clubs in Melbourne, Sydney, and Canberra.

It was while working in Canberra he realized he could further contribute to the hospitality industry by establishing a Nepalese Restaurant in the leafy suburb of Farrer. The Mustang (formally Hungry Buddha) livened up this quiet neighborhood shops by introducing some much-needed nightlife.

Whilst driving to and from his restaurant, Babu would pass the local retirement village where he saw the residents taking their evening walks. Babu recognised most of them as his customers. This took him back to his childhood which he spent with his grandparents. This memory caused Babu to look towards his future and assess what he would like to do next.

It was following this revelation that, in 2017, Babu decided he wanted to add more meaning to his career and do something that both gave back to the community and was fulfilling work. Babu walked into Hartley's reception and asked how he could go about applying for a position as a Support Worker.

Babu applied then and there and within a month was employed to work at Fisher A as a casual Support Worker. Since then, Babu has expanded his knowledge and skills in the industry. Babu is a respected colleague and leader in the house and across the organisation.

In 2020, Babu decided he was ready for yet another challenge and signed up to be a part of the HARTS Cycle Challenge team. Unfortunately, fate was not in Babu's favour, and the event was cancelled. However, in 2021 Babu has once again nominated to ride in the challenge, and we hope that this time around he is able to make his HARTS debut.

Away from work and the restaurant, Babu enjoys spending time with his beautiful wife and their lovely son. He enjoys a cup of early coffee from his local café on his days off and an early bike ride to sharpen his skills for his upcoming challenge. If all of this was not enough, Babu is also an amateur photographer, who loves to capture moments in life.

Volunteer in Profile

Jenni Vincent



Integral Hartley Family Members: Eric, Jenni, Peter and Lisa.

Meet the amazing Jenni Vincent, a person who personifies everything Hartley strives to be as a community organisation. Jenni has been an integral member of the organisation's volunteer team over many years now. She assists Hartley in many ways with her enthusiasm, motivation, and a positive friendly attitude.

As a valued Board Member since 2011 with her brother Anthony, Jenni is a fantastic advocate for the clients, families, and guardians.

She provides an insightful perspective on the challenges faced by those living with a disability in order for the organisation to make strategic decisions to give people living with a disability, opportunities to live their best life.

On top of this, Jenni can often be found helping at The Hartley Hall Market's BBQs by setting up, serving the customers, cooking, restocking, cleaning, and packing down at the end of the day. Jenni has also been a COVID-19 Marshal, ensuring the public is abiding by the COVID-safe guidelines.

Whilst marshalling at a 2021 market, Jenni assisted in an emergency first aid situation. She was very quick to respond while showing compassion, patience, and a very calm demeanour.

Jenni's friendly nature, and her 'absolutely nothing is a problem' attitude is very much appreciated at the Hartley Hall Markets.

It doesn't stop there! As a key volunteer at our last three Annual Hartley High Teas, Jenni helped in picking up and dropping off decorations, helping with the setup, food preparations, waiting tables, and spending twelve long hours doing dishes in the kitchen with no complaints.

Jenni has also organised several Bunnings BBQ'S fundraising opportunities, including bookings, catering, floats, and rostering of other volunteers.

Jenni knows and understands the importance of improving the lives of people living with disability. Her primary focus is on improving opportunities and providing high-quality support for people. Jenni is helping people with disabilities have the chance to live their best lives.

Jenni's ongoing dedication and her contributions to society have instilled a sense of community spirit in her. As an essential volunteer at the Cycle Challenge, Jenni usually is one of the crew members who feeds the hungry cyclists at the compulsory stops and has also recently embraced cycling.

She works and trains hard all year to raise funds and at the event spends time between catering and riding up to Charlotte's Pass and back. She is simply a wonder woman.

Jenni is a pleasure to work with, her gentle and kind nature is a great reminder of the bigger picture that is so important when working with people with disabilities.

In recognition of her amazing work, Hartley has submitted for Jenni to be nominated for the Senior Volunteer of The Year Award in the ACT.

We will be all crossing our fingers that she is successful in winning this award as she is one of the most integral members of the Hartley Family.



An Ode to Hartley

Goodbye for now

Dear Hartley,

It is with a heavy heart that I have come to say goodbye. I have written this letter of appreciation to sum up my time with Hartley.

My manager whilst at Hartley has been Michael Hedges although I have to mention that it was Liz Alexiev who initially employed me and helped me to get the rostered hours that I wanted. For this I will be ***eternally grateful***.

Michael "the Chief" Hedges ended up being my boss and has been the best manager I have ever had. You are never more than a few minutes wait for a returned message or phone call with Michael which makes such a big difference to your life as a support worker. I always felt ***fully supported*** at work and I never felt alone. He went above and beyond to fix any issues in the house and managed to negotiate a spare wheelchair for Ben in time for his holiday which I thought was nothing short of miraculous.

The training offered by Hartley was top quality. I would like to thank Fran and Victoria for their excellent and informative sessions. I would also like to add a very big thank you to Annette Matheson who provided a supported independent living training session that completely transformed the way I worked with Ben.

Kunsang was one of the first support worker employees I worked with at Hartley and he set the scene for what it was going to be like to work for this company. I was met with a genuinely happy employee with a real enthusiasm for his job.

Chinedu Asika also has a real passion for support work and I saw nothing but the upmost professionalism when working with him. The same goes for Tom Mathew who taught me a lot about the personal care side of support work when I first started as I was fairly inexperienced at the time.

Lorraine Tully has been a delight to work alongside and is a true dedicated member of the community. Lorraine and her family are loyal friends of Ben's and Lorraine would go out of her way to support him in any way imaginable.

As for Verity Marcus...well, she runs an incredibly tight ship and is a loyal and loving neighbour to Ben. She also consistently works way over the hours that she is rostered to and is in the job for all the right reasons. It will be sad to not be working with her anymore and will miss our morning banter!

The real game changer of course was the introduction of Jack "the White Snake" Herring as Co resident. Not only is Jack loved dearly by Ben but he created the most friendly work environment imaginable for the other support workers. He keeps the highest level of professionalism in every aspect of his work and the house runs impeccably smoothly with him at the reigns.

Ben's parents Cheryl and Steve also made my experience a ***real positive*** one. They gave us the absolute freedom to allow Ben to explore all of the normal things that a man of his age would be doing. With them, we had the power to let Ben live his best life.

Out of everyone though there is one man who I will miss the most and that is of course Benny "the Cannon" Patrick. Put simply, working alongside Ben has been the most **rewarding experience** of my life. It kills me to say goodbye and I wish I could work with him forever. I have absolutely no shame in admitting that I cried my eyes out on my drive home after my final shift.

There was a moment when Jack Herring and I were with Ben by the hotel swimming pool in Kingscliff. Between sips of his espresso martini Ben looked up at me and said four words that I will never forget.

"I love my life".

It was the proudest moment of my life.

Everyone that I have mentioned in this letter, along with countless others behind the scenes have been responsible for that comment. I hope you all feel as proud as I do. I felt like a **valued employee** at Hartley.

What it comes down to is good management so you can thank Michael Hedges for this. Please keep up the good work, embrace union involvement and continue to look after your staff. The end result is good long term staff members and ultimately happy clients.

Thank you all for my **magical experience** in this country and now it is time to say goodbye!

Yours sincerely,

Charlie Jones.
(Former Hartley Staff Member)





SERVICE DEVELOPMENT

This year has seen many challenges with the National Disability Insurance Scheme (NDIS) and the ongoing changes that the NDIA has implemented in the Supported Independent Living (SIL) space. Whilst this has given us ongoing areas to work through with the clients and their families, we continue to advocate for the people we support by providing advice about NDIS funding and providing high-quality service for everyone we support.

These supports have also included individual community support and coordination services. We support 64 clients in the coordination area and have successfully assisted clients in their planning conversations in maintaining plans that meet their ongoing needs within the community and their homes, as well as connecting them to other services.

This service has provided clients with a choice to explore all their individual needs and the support to understand and implement their NDIS plans in order to meet their NDIS goals successfully. This has empowered our clients to build their confidence and create a broader presence and involvement in their communities.

Hartley supports 88 clients across over 30 houses. We recognise the importance of a variety of supports and ensure these are tailored specifically to the people we support. We strive towards the highest quality of individualised services to give our clients the best chance to live their best life.

We continue to have strong relationships and an excellent reputation within the community sector and have ongoing requests for services and opportunities for people with disabilities within the ACT to be supported by Hartley. We continue to have a steady increase in our services, and have also commenced one new house and had two new people move into our existing houses over the past 12 months.

We are in the process of actively filling three vacancies within our existing houses and working very closely with other stakeholders and external coordinators. This is to explore opportunities for people with disabilities in the community to join our services and match up housemates who complement each other's needs and choices.

Kathy Le Mesurier

Senior Manager (NDIS and Service Development)

Hartley supports 88 clients over 35 houses we recognise the difference the right and varied supports can make in a person's life and continue to strive towards the highest quality of individualised services to achieve their best lives.



FINANCIAL SUMMARY

For the first time in over 6 years, Hartley incurred a financial deficit of \$2,616,689 for the period ending 30 June 2021. This result was a significant downturn compared to a surplus of \$2,301,424 in the previous year and can be attributed to continued funding reductions from the National Disability Insurance Scheme (NDIS) as well as the economic impact of COVID-19 on our fundraising and events efforts.

The main financial challenge facing Hartley is correlating our service costs to the pricing limitations that have been imposed by the NDIA. This correlation has resulted in a key internal review project where all Hartley rosters have now been optimised to ensure we are utilising our amazing staff as efficiently and effectively as possible to meet the clients needs.

We have also invested in our information systems to ensure Hartley is taking advantage of the latest technology to further improve processes and procedures. Hartley is confident these projects and investments will have a positive financial impact in the future through improved efficiency, compliance and communication.

Despite these challenges, the organisation remains in a strong financial position and is adapting well to the changing conditions involving NDIS funding, COVID-19 restrictions and subsequent economic downturn.

The Board & Senior Management have spent the past 12 months evaluating the long-term impact of the current financial risks facing the organisation.

The finance team has continued their amazing work through a challenging 12 months under the guidance of Amanda Mangum (Finance Manager) and Matt Bass (Payroll Manager).

The team of Rosalie Krause (NDIS and Fleet Officer), Sarah Bannister (Procurement and IT Officer) and Suman Sharma (Payroll Officer), have all thrived and continue to deliver high quality work for the organisation. I thank them for their efforts

As always, we are thankful for the continued support of our clients, staff, volunteers and every member of the Hartley Family. We will continue to implement strong and responsible governance to mitigate the risks we are facing in order to continue Hartley's mission to give people living with a disability the opportunities to live their best life.

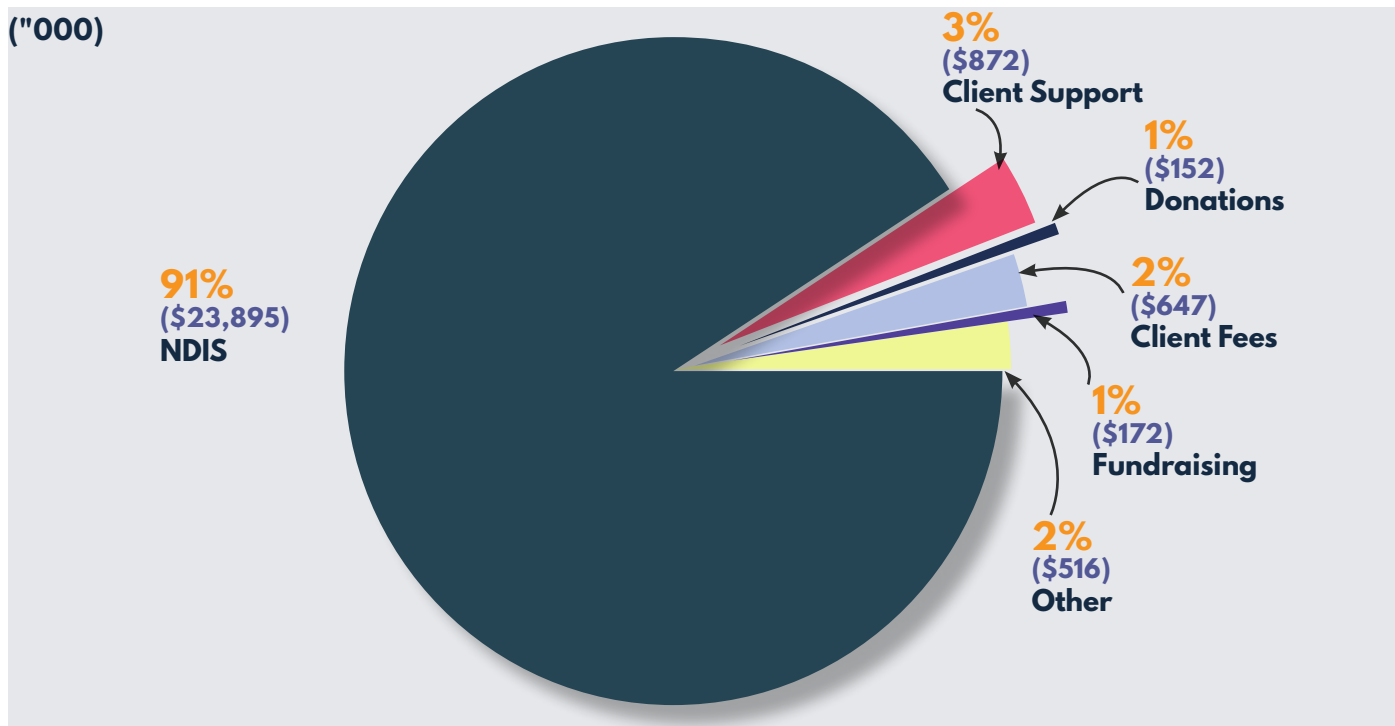
Corey Ryan

Senior Manager (Finance and Communications)

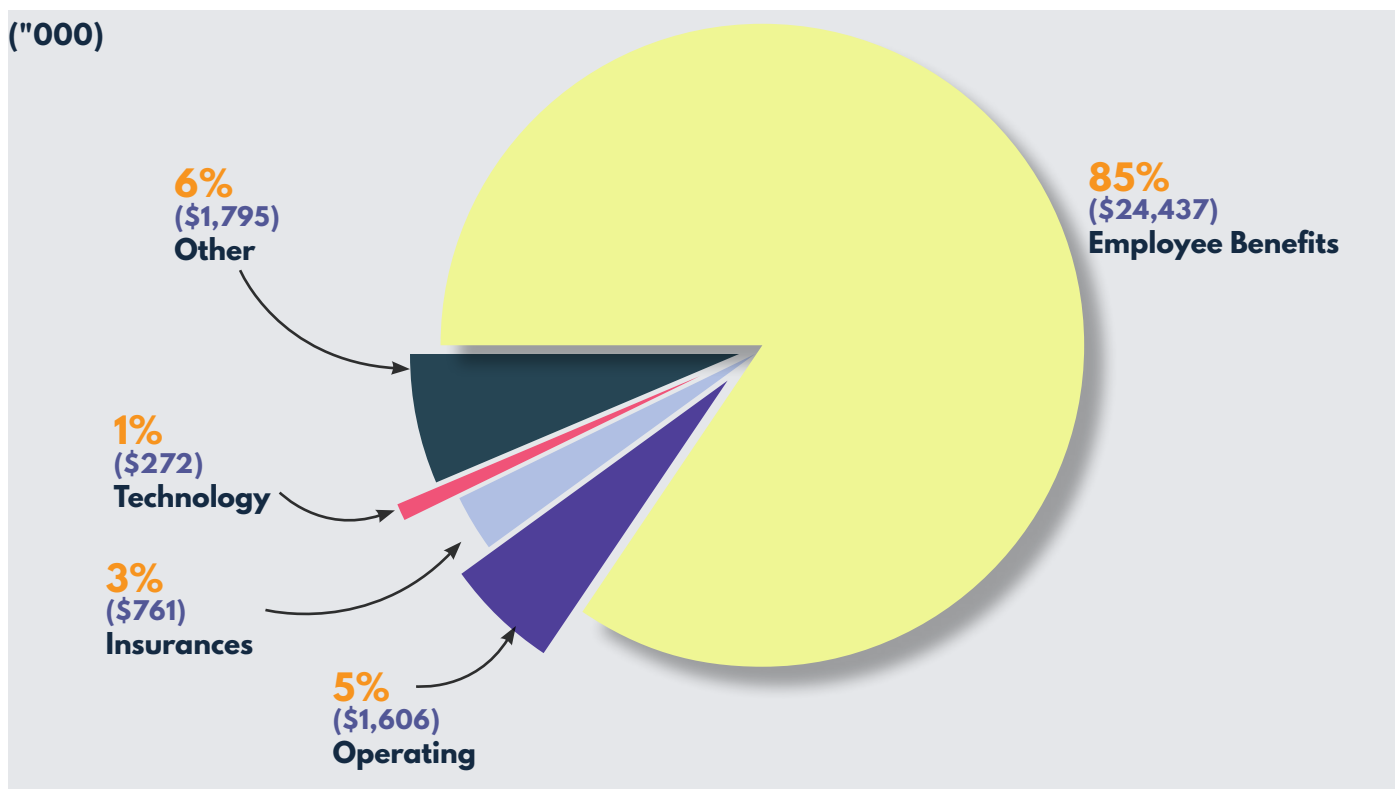
Despite these challenges, the organisation remains in a strong financial position and is adapting well to the changing conditions involving NDIS funding, COVID-19 restrictions and subsequent economic downturn.

Statement of Financial Performance

Total Revenue - \$26,256,844



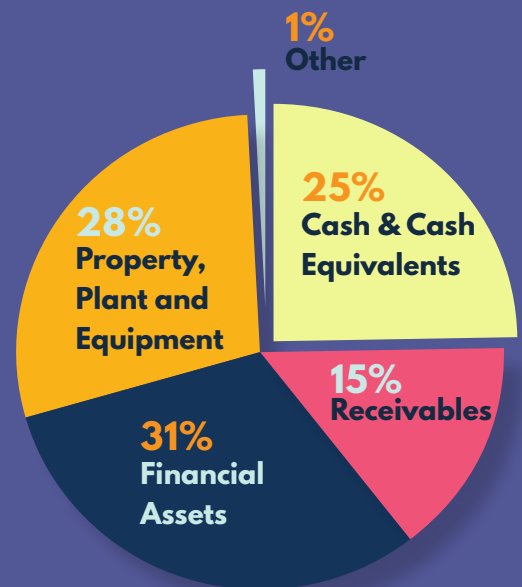
Total Expense - \$28,873,533



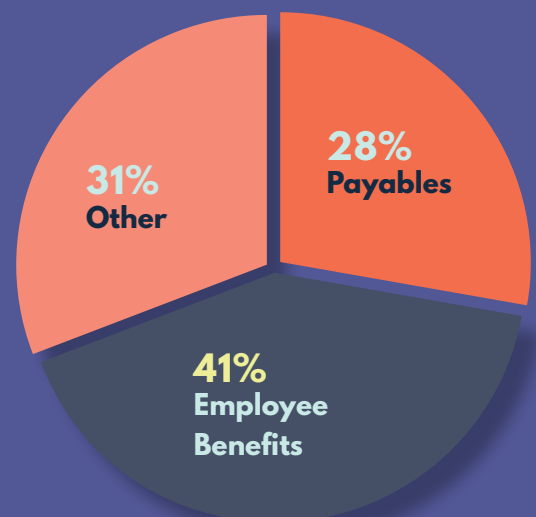
Total Deficit - \$2,616,689

Statement of Financial Position

Financial Assets	\$6,057,991
Property, Plant, and Equipment	\$5,608,410
Cash and Cash Equivalents	\$4,886,357
Receivables	\$2,884,989
Other	\$137,987
Total Assets	\$19,575,734



Employee Benefits	\$1,592,362
Other	\$1,175,386
Payables	\$1,077,505
Total Liabilities	\$3,845,253



Net Assets - \$15,730,481



MARKETING & COMMUNICATIONS

2020-21 was a period of change for Hartley. While the pandemic brought with it several challenges, the organisation found its foothold in the marketing sphere for the first time, joining hands with the events and fundraising team. Building an online community and staying connected with the audience became a priority more than ever. Events were cancelled and virtual became a reality.

With this, we began building our online presence from the ground up, particularly on Instagram and LinkedIn. At the same time, our community on Facebook continued to flourish. Our efforts on social media were only one facet of this significant change, and a major step-up was when we launched our One Million Harts campaign.

Hartley appealed to the Canberra community and beyond to support the redevelopment of Hartley Court (Supported Independent Living facility) to raise one million dollars, garnering plenty of media attention. As restrictions eased, we also kicked off two major events - Hartley Golf Day and Hartley High Tea - forming an essential part of the campaign. Hartley's website traffic soared with a 95% increase over the year. The campaign was successful in getting the Canberra community to open its hearts and is well on its way to achieving its target in 2022.

Our digital goal was three-fold: escalate awareness, engage the community, and enhance our customer base. Our audience particularly loved content that touched their hearts. So, we tapped into the power of storytelling and followed the journey of our clients and their various activities. We set out to dispel myths surrounding people living with disability with our popular 'Hart to Heart: Let's talk disability series.' And our audience enjoyed a peek behind the scenes with our 'meet the team' features.

Ultimately, Instagram and Facebook emerged as the winners in connecting with our audience, increasing page followers and mentions. LinkedIn and Twitter saw significant improvement and continue to grow steadily as well.

As we look toward the return of large-scale events, Hartley's efforts will gradually shift to proactive marketing strategies. Our diverse services will see the spotlight. Having created a strong foundation last year, we will continue to expand our footprint in the Canberra community, both online and offline. Our marketing activities aimed towards becoming the charity of choice will take us a step ahead in helping people with disabilities have the opportunities to live their best life.

Corey Ryan

Senior Manager (Finance and Communications)

Hartley's website traffic soared with a 95% increase over the year. The campaign was successful in getting the Canberra community to open its hearts and is well on its way to achieving its target in 2022.



OUR OPERATIONS

Hartley's operational environment continued to be tested during the 2020/21 year and has been dominated by three key events:

1. Our response to and management of COVID-19;
2. Undertaking our first NDIS Quality and Safeguards audit; and
3. Completion of a major capital works project; the Hartley's Renaissance House build.

Alongside these major events, we have managed to maintain, progress and improve all aspects of

Hartley's operations, during which can only be described as an extremely challenging year in both the workplace and in everyone's personal life.

In describing the year that was, it is important to note it came directly on the back of crippling drought, catastrophic bushfires, extended periods of toxic air pollution, hail storms and the beginnings of what we now call the COVID-19 pandemic.

Consequently, the past two years have certainly tested how we respond to an ongoing barrage of unprecedented, challenging and unexpected events

whilst at the same time making sure we maintain our operations to a high standard and continue to meet our compliance and legal obligations.

I am extremely pleased and proud to report Hartley has not only successfully endured the challenges of the past 12 months and beyond, but we have grown in strength, character and numbers, along with demonstrating incredible resilience and sector leadership at the same time.

I would like to take this opportunity to congratulate the Operations Team for their ongoing contribution to Hartley's success in what I feel has been a very productive year given all of the above.

Led by Jess Surgeon (Operations Manager), the team works across the organisation providing high-level advice and support in incident management, restrictive practices, policies and procedures, WHS, emergency procedures, behaviour support, and managing Hartley's Hydrotherapy pool business.

This includes producing our monthly Quality, Risk and WHS report capturing progress and information about general operations. A team of 3 Operations Officers supported Jess through the process, Dairinn Bannister, Dylan Virassamy, and Seb Thauvette.

Elijah Aleer and Sue Bannister have also contributed throughout the year in the capacity of restrictive practice reporting.

In September 2021, this will grow to 4 as we recruit a new Reporting Officer. Jess is also Hartley's Positive Behaviour Support Practitioner and is an independent panel member on the ACT Central Restrictive practice panels, managed by the Office of the Senior Practitioner. In this context, Hartley is very proud to report a 60% reduction in the number of clients who have restrictive practices in place.

While this report will only scrape the surface of the many operational projects and tasks undertaken throughout the year, I would like to acknowledge all the work achieved and contributions made by the entire Business and Operations team. This includes the HR team, our Receptionist (Sue Bannister) and our new Administration Officer, Patsy Sheather.

I would also like to acknowledge all teams, employees, and volunteers across the organisation in the context of general operations. The quality and standard to which our work is delivered upon continues to support Hartley's purpose in providing people with disability opportunities to live their best life.

Susan Granger
Senior Manager (Business & Operations)

Key Functions

Hydrotherapy Pool Management

Front office management

Emergency Plans & Procedures

Management of forms & templates

Facility Management (Hartley owned properties)

Management of Policies & Procedures

Incident Management

Quality Improvement & Management

Work, Health and Safety

Capital Works Projects

Restrictive Practice Reporting & Positive Behaviour Support

Risk Management

COVID-19 Response

COVID-19 has continued to dominate our work during the 20/21 period. Immediately following the outbreak in March 2020, Hartley established its Crisis Management Team (CMT) to oversee its response to this ongoing situation.

Depending on the status of the COVID-19 situation, the CMT will meet anywhere from daily to at a minimum once a week. The CEO circulates regular communications out to all staff, clients and families to ensure they are kept updated with the changing status of COVID-19.

The CEO circulates regular communications out to all staff, clients and families to ensure they are kept updated with the changing status of COVID-19.

CMT members include:

- Chief Executive Officer (CEO)
Eric Thauvette
- Senior Manager – Business and Operations
Susan Granger
- Senior Manager – Client Services
Shilo Preston-Stanley
- Senior Manager – Finance & Communications
Corey Ryan
- Senior Manager – NDIS & Service Development
Kathy Le Mesurier
- Nurse Advisor
Victoria Oakden





The Wheeler House Team preparing for their COVID-19 vaccination.

Hartley's COVID-19 Response Plan has continued to underpin our preparedness strategies which are based on the following 8 principles:

1. Prioritise the safety of clients, staff, and the wider community.
2. Ensure regular and open communications with stakeholders.
3. Take a risk based and proportionate response.
4. Comply and align with the ACT Government's response to COVID-19.
5. Seek to continue service delivery as long as it is practicable with a proactive approach.
6. If required, seek to move work and service delivery to areas of lower risk.
7. Maintain work practices in accordance with Hartley's purpose and values.

As the world transitions 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 have now been fully vaccinated, except for those who are unable to be vaccinated. This was enabled through an initiative and partnership with ASPEN Medical and the ACT Government.
- Hartley is approaching 100% of staff being fully vaccinated.
- Government restrictions and recommendations have been applied and maintained as required.
- Business continuity has been maintained effectively.
- Excellent feedback has received from our clients and families on Hartley's prompt and effective response to COVID-19.
- 80% of employees who responded to a short survey in 2020 stated Hartley's initial and overall response to COVID-19 has been excellent. 20% stated it was satisfactory. A response rate of 66% of employees was achieved).



V for Vaccine!

- Hartley branded masks purchased and circulated to all staff.
- Drastically reduced staff movement across all houses to reduce the risks of spread. This triggered roster restructures, with a 3rd taking place between May and September 2021.
- High level WHS obligations have been assessed and satisfy the obligations outlined by the Australian Institute of Company Directors – *Managing WHS risks from COVID-19*. This is also evident on the *Keeping Hartley's workplace safe during COVID-19* checklist results.
- The sense of 'Community' at Hartley has been strengthened, with many clients, families and staff reporting a stronger sense of connection through these challenging times.
- Hartley's COVID-19 Response Plan (V1) was reviewed and V2 released in August 2020. V3 is expected to be released in December 2021.
- Implementation of a Hartley specific QR Code which includes important declarations. Adoption of the ACT QR Code as required.
- Temperature testing implemented in September 2020.
- Emergency supplies of hand sanitiser and PPE secured, including the having a COVID-19 Outbreak box ready if someone in one of our houses tests positive.
- 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 continue to work from home where possible.
- Adjustment of all business systems and processes as required, recruitment, onboarding, training, and general operations.

As we continue to work through, adapt and accept the COVID-19 environment, we are finding new ways of working and delivering our supports, many of which have had extremely positive and reassuring outcomes.




NDIS Quality and Safeguards

Hartley’s registration as a disability provider under the NDIS Quality and Safeguards Commission is dependent on Hartley successfully complying with over 200 quality indicators that form part of the NDIS Practice standards.

To ascertain compliance, Hartley undertook its first NDIS Quality and Safeguards audit between March and July, which included the completion of an extensive Self-Assessment, engaging an NDIS accredited auditing firm (HDAA), and participating in two audit stages. Status update of this process in the table below includes:

Preliminary feedback from the auditors has been good and includes:

- Hartley’s Rules (Constitution) were excellent.
- Budget and financial management practices were excellent.
- Strategic Plan and Business Plan were excellent and aligned with each other.
- All HR records, processes and databases are meticulously kept. The two reports provided to management; the *Workforce Report* and the *Quality, Risk & WHS Report* were excellent, and a great resource for management.
- *Hartley’s Renaissance House* is designed beautifully.

Step 1	Submission of <i>Hartley’s Self-Assessment</i> to the NDIS Commission	<i>Completed</i> 22 March 2021	
Step 2	Procurement of accredited auditing firm (HDAA)	<i>Completed</i> 25 March 2021	
Step 3	Stage 1 – Desktop review of documentation (Remote).	<i>Completed</i> 23 April 2021	
Step 4	Stage 2 – Onsite visit to Hartley over 2.5 days.	<i>Completed</i> 1, 2 & 3 June 2021	
Step 5	<i>Auditor’s report (Final)</i> sent to Hartley, inclusive of identified non-conformities	<i>Completed</i> 21 July 2021	
Step 6	Hartley’s <i>Corrective Action Plan</i> submitted to Auditors	<i>Completed</i> 27 July 2021	
Step 7	Hartley assessed as ‘passing the audit’ which correlates to one of the following outcomes against each registration group: <ul style="list-style-type: none"> • Full Certification (3 years) • Conditionally recommended (review in 15 to 18 months’ time) 	<i>Completed</i> October 2021	

- *Lamond house* was one of the best houses one of the auditors had ever seen. The design, space and how it was laid out provided each of the clients with individual space.
- *The Client Summary* form was an excellent initiative, capturing client information, including progress against personal goals that is completed monthly was one of the best tools George has ever seen.
- Feedback from families that were interviewed demonstrated high levels of satisfaction.
- Positive Behaviour support is managed exceptionally well at Hartley.
- Incident management and restrictive practices reporting is excellent.
- The passion and commitment of staff was noted, especially how staff treated each client as an individual and with respect.

- *Temperature screening policy and procedure*
- *Emergency evacuation policy and procedure*
- *Personal emergency evacuation plan (PEEP)*
- *Medication administration policy and procedure*
- *Return to work plan* for employees
- *Incident management process*
- WHS Officers undertake new training module
- All staff have commenced training in *Understanding Abuse and Neglect*

Risks across the organisation are regularly discussed, assessed and rated by all staff and Board members in terms on 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 such an emphasis on 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.

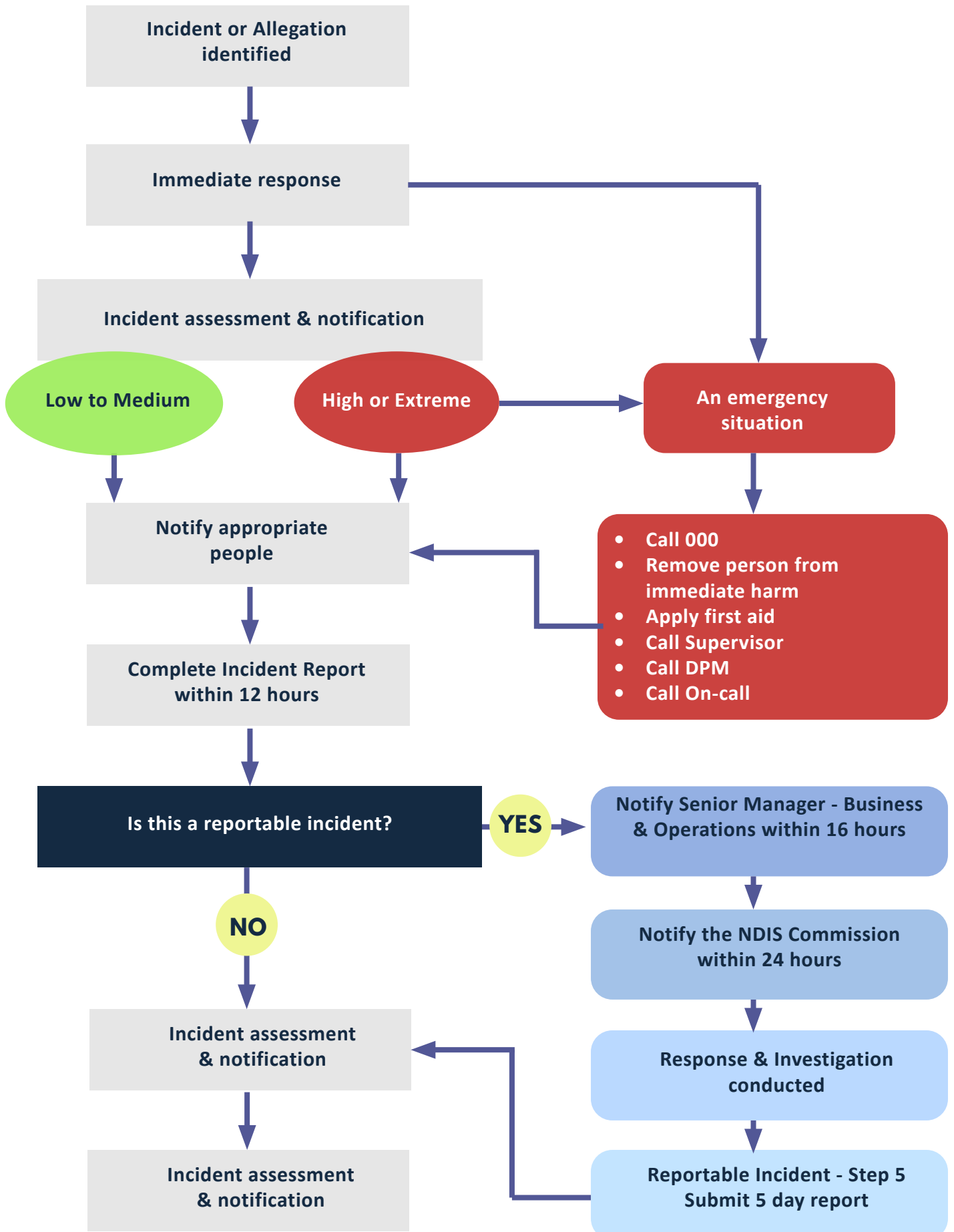
Risk Management

Hartley’s focus on risk management continued during the reporting period. This has included the development, review and/or implementation of the following:

- *Hartley’s risk management framework.* This Framework includes:
 - *Risk management policy and procedure.*
 - *Process map.*
 - *Risk matrix.*
 - *Risk assessment and management plan template.*
 - *Risk assessment and management plan flowchart.*
 - *Organisational Risk Register.*
- *Safeguarding policy and procedure*
- *COVID-19 Risk assessments and management plans* for all Hartley clients
- *Holistic Risk assessments and management plans* for all Hartley clients
- *Risk assessment and management plans* developed for projects, events and challenging situations



Incident Management

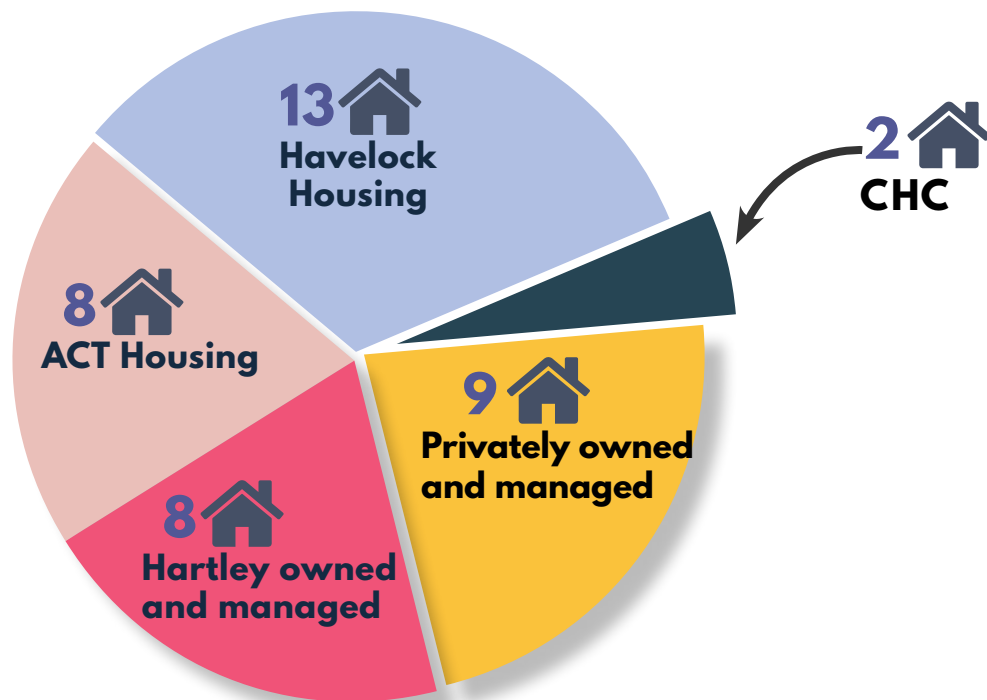


Facility Management

Hartley provides supported independent living (SIL) in 38 houses across the ACT (88 clients). In the context of facility and facility management, the Business and Operations team manages the following buildings:

1. Hartley Hydrotherapy pool
2. Tanderra house
3. Rose House Symonston (Leased property)
4. Skardon House(Leased property)
5. Administration Office
6. Dorothy Sales Cottages (2 homes)
7. Hartley Court (3 homes): redevelopment phase
8. Hartley's Renaissance House

The remaining houses are managed as follows, with reporting and follow-up conducted via the Client Services team.



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 100 users, Hartley Hydro has become a pool of choice amongst the Canberra Community.



As part of the Business and Operations team's portfolio, Jess Surgeon manages the pool, supported by Dylan Virassamy and Seb Thauvette (Operations Officers). We also recently farewelled Amanda Mangum and Dairinn Bannister who both played an integral part of the team over the past few years

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

We also successfully held a 'Meet & Greet' afternoon in April as an opportunity for current, new, and old users to have some drinks, nibbles and familiarise themselves with Hartley Hydro's services and people. It was great to see 40+ people in attendance, including Hartley's CEO and two members of the Hartley Board.

Located in Hughes ACT, Hartley Hydro is an all-abilities accessible heated pool, which operates five days per week at a temperature of 34.0C.

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 your 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.



Reduces Pain



Relieves Stress



Supports Recovery



Relaxation



Fun

CAPITAL WORKS PROJECTS

Hartley's Renaissance House



In 2018, Hartley engaged Renaissance Homes to design and build a best practice, state of the art respite home in Chapman for people with disability so that they can access 24/7 respite care in a purpose-built specialist disability accommodation (SDA) home.

Classified by the NDIS as Short Term Accommodation (STA), our aim was for this house to meet the national NDIS SDA requirements and subsequently be registered as an SDA dwelling. Furthermore, the brief to Renaissance Homes was for it to meet the requirements of the High Physical Support category.

With extensive knowledge of the NDIS SDA Design Standard, their 'in house' creative design expertise,

attention to detail, collaborative approach, and their passion to contribute to the wider community, the team at Renaissance Homes have certainly helped Hartley achieve its vision in what can only be described as a beautiful home that meets all the NDIS SDA requirements.

This is particularly pertinent to the SDA categories of improved liveability and accessibility for those with high physical needs. From the moment you turn onto Percy Street in Chapman, the 'earthy' design of the home immediately incites feelings of warmth, calmness, and a sense of freshness. The neutral colours and tones blend perfectly into the backdrop of the Brindabellas whilst at the same time marrying nicely with the neighbouring residential dwellings.



A focus on space, light and contemporary design runs smoothly and consistently through the home, with the wide hallway guiding you seamlessly through the open planned spaces. Each of the four bedrooms are designed for comfort, privacy, accessibility, external access and provides ample space for small groups and visitors to congregate. Our clients and those who have had the opportunity to visit this beautiful new home, certainly has the 'Wow' factor making it visually pleasing and useable.

Renaissance Homes have paid particular attention to the location and type of appliances installed. One of the main features in the living area is the slimline adjustable bench, providing clients of all heights and those who are in wheelchairs with a user-friendly benchtop to cook, study or even use this as an alternative eating place.

We would also like to acknowledge Amanda Kiley from Omni Interiors for her amazing pro bono work in interior design and styling. Amanda's guidance and final touches were excellent and complimented the building and site magnificently.

Key to the success of this project was the ability of the Renaissance team to understand our initial vision and make it real.

Their ability to listen, adapt and provide solutions to any challenges that arose was outstanding. An example of this was demonstrated when trying to identify and install the most appropriate and efficient ceiling hoist in each of the bedrooms and bathrooms.

We wanted a system that integrated into the design of the house and did not look too clinical, as our vision for this house was that it should be a 2nd home for our clients (and not a clinical facility or an institution).

Andrew Kerec's first-hand knowledge and experience with such types of systems was incredible. Not only did Andrew do all the research around which system would work best in this house, but he also spent a significant amount of the time benchmarking, discussing and observing a variety of systems to ensure that we ended up with the best outcome possible.

Finally, Andrew managed the procurement and installation of the system, which was great. (Please scan the QR code to view images of the facility)



SCAN ME



Given the outcome of this build, including a substantial pro-bono contribution from Renaissance Homes, Hartley's Board of Directors officially name this home, 'Hartley's Renaissance House' in acknowledgement of the commitment, dedication and craftsmanship of the Renaissance team, with special mention to Andrew Kerec, Mark Newman, and Tony Bell.

Hartley's Renaissance House was officially opened on Monday 22nd February 2021 by Hartley's Patron, Her Excellency Mrs Linda Hurley, accompanied by His Excellency Mr David Hurley.

At the opening, there was an overwhelming sense of achievement by all in attendance, including clients, families, Board members, staff and the staff

and trades associated with Renaissance Homes. All of them have collaborated significantly to build this beautiful home. A special song, written and sung by Her Excellency Mrs Linda Hurley, captured Hartley's vision for this house, providing disability support services to the Canberra community.

In conclusion, we would sincerely like to 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.

I look forward to working alongside Andrew, Mark, and Tony during the Hartley Court redevelopment.



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 is now in desperate need of revamping and/or renovation.

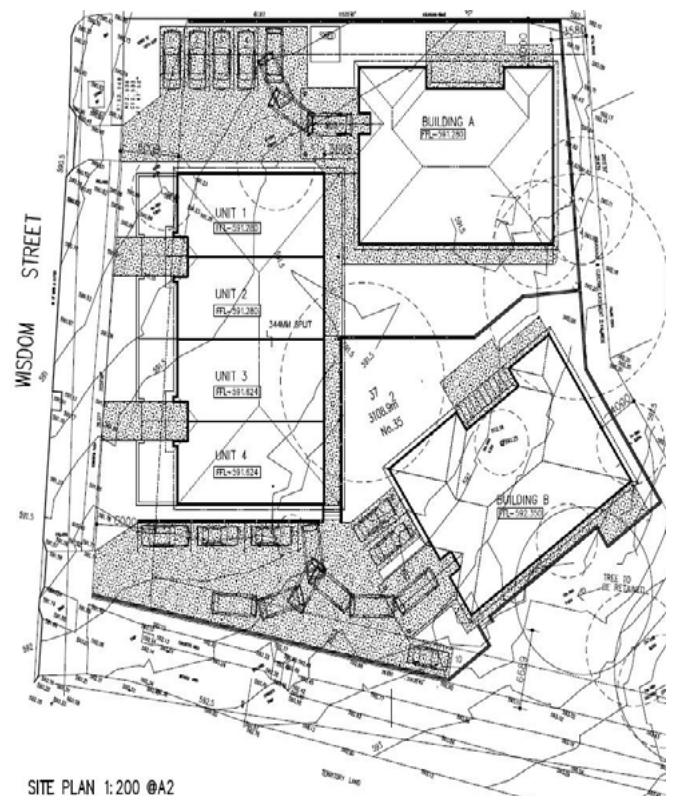
Accordingly, the Hartley Board and CEO, in consultation with all the residents, families and guardians, have decided to knock down and rebuild Hartley Court in 2021.

The site and floor plans have been finalised. Like 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 manage the knockdown and rebuild process, which will likely commence in September 2021.

In the meantime, 8 of our Hartley Court residents have moved to Rose Cottage at Symonston, whilst 3 have moved to Hartley's Tanderra House. They have all settled in well, however they wait in anticipation for the demolition and the build to commence.

We are coordinating a time lapse camera to capture all the action and will hopefully provide a viewing deck for some of the residents to watch all the action over the next 18 months.





Team Renaissance and Team Hartley.



Kylie, Steph and Dave saying goodbye to Hartley Court.



FUNDRAISING & EVENTS

The past 12 months once again presented many challenges for the fundraising and events team. The COVID-19 pandemic continued to restrict the ability to hold our usual calendar of events at full capacity. The Hartley Hall Markets were cancelled for several months due to lockdowns and after consultation with team captains and other stakeholders, a decision was made to postpone the 2021 Cycle Challenge until early 2022.

Despite these setbacks, there was still a lot to celebrate and be thankful for as the organisation continues to navigate a difficult environment regarding public health restrictions and the associated financial impacts. In March 2021, we officially launched our One Million Harts Campaign at the Hellenic Club in Woden. One Million Harts invites Canberra and the wider community to support the next major step in Hartley's journey, the redevelopment of Hartley Court.

Our aim is to raise one million dollars over the next year to bring this project to fruition with all fundraising efforts going towards the campaign which will conclude midway through 2022. Despite restrictions, the campaign held two successful events in 2021, The Hartley Golf Day and our annual High Tea and Fashion Parade. More information about these fantastic days out can be found later in this section.

Once again, I want to thank our amazing fundraising and events team (The A Team), Deb Miller (Events Manager), Mel Hugg (Markets Manager), Akshata Giri (Marketing and Communications Officer) and Rosalie Krause (NDIS, Fleet and Fundraising Officer). They have all rose to the challenges presented in 2021.

There were undoubtedly some very tough decisions made this year regarding our fundraising and marketing events. We understand at times these decisions were frustrating however, our priority will always be the safety of our clients, our staff and the wider Canberra Community when making decisions about our events.

In a time where connections have been challenged due to lockdowns and restrictions, maintaining Hartley’s relationship with our amazing supporters has never been more important.

There will always be ways to support the organisation and we thank all our amazing partners for their continued efforts during these challenging times. We encourage all community members to keep an eye on our communication channels for more information on how you can help.

Corey Ryan
Senior Manager
(Finance & Communications)



Team Fundraising & Events

“
In a time where connections have been challenged due to lockdowns and restrictions, maintaining Hartley’s relationship with our amazing supporters has never been more important.
”

One Million Harts Campaign

In March 2021, Hartley officially launched its One Million Harts Campaign at the Hellenic Club in Woden. The event saw around 120 members of the Hartley family enjoying food and drinks while being presented with the campaign's proposed journey and fundraising initiatives. The One Million Harts Campaign has invited Canberra and the wider community to support the next step in Hartley's journey, the redevelopment of Hartley Court.

Hartley Lifecare currently provides supported independent living (SIL) for 10 community members who are roommates at a community home called 'Hartley Court'.

This facility has provided people with disability and their families with excellent residential and respite services since the mid-80s.

Following a consultation process with clients and their families, a preliminary consultation report was written on whether to redevelop their home. This report captured the positives, negatives, what would make Hartley Court better, and the non-negotiables. Following the completion of this report, a decision was then made by Hartley Lifecare that Hartley Court would be knocked down and redeveloped.

In 2013, the NDIS was announced and became a strong focus for Hartley during the next 5 years. Consequently, the Hartley Court redevelopment was put on hold. In 2016, a feasibility study was conducted on the Hartley Court project. This included an estimated cost of \$2.6 million. Hartley is therefore looking to raise \$1 million over the next 12 months to contribute toward this amazing project.

There are many ways to contribute towards the campaign.

Harts for Hartley Court

Hartley Court is a community filled with love and friendship, however, there can never be enough love in a home as far as we are concerned. Therefore, Hartley is asking the Canberra Community to share their love and generosity by contributing to the build of Hartley Court through a donation of their choice, or by purchasing a Hart for Hartley.

Simply log on to the One Million Harts Campaign Website and follow the prompts to donate any amount you want, or alternatively, purchase one of the 'Harts for Hartley'. Each Hart purchased will be placed in a wall mural at the new Hartley Court Facility once finished. Each purchaser will also receive a 'Harts for Hartley' lapel pin and certificate of appreciation. The colour and size of each Hart to be placed on the mural at Hartley Court will be designated based on the level of donation.





BE ONE IN A MILLION AND DONATE TODAY

#1MHarts

Workplace Giving

One way to donate regularly to Hartley Lifecare's One Million Hart Campaign over the next 12 months is through a 'Workplace Giving' program. Many employers offer this option to employees through their payroll office. Workplace Giving is a tax deductible and hassle-free way of supporting the Campaign.

Simply nominate a regular amount to be deducted from your pay and then your payroll office will arrange to automatically deposit it into our account.

Event Sponsorship

Hartley has many wonderful fundraising events that occur during the year. Part of these events is offering businesses and others the opportunity to sponsor in several different capacities and levels.

If you are interested in being involved, please reach out to our amazing events team through debmillier@hartley.org.au.

Double it December or Amplify it April

Hartley is searching for any businesses or organisations who wish to be a partner in The One Million Harts Campaign's "Double it December" or "Amplify it April". The months of December 2021 and April 2022 will see all donations received as part of the One Million Harts Campaign matched or doubled by those participating partners up to a level they feel comfortable with.

For more information, please call 02 6282 4411 or email debmillier@hartley.org.au.

Scan the QR code to donate.



Harts Level



GREEN HEART
\$1,000



BRONZE HART
\$5,000



SILVER HART
\$10,000



GOLD HART
\$25,000



PLATINUM HART
\$50,000

Hartley Cycle Challenge



The Cycle Challenge is a unique, annual event critical to supporting the work of Hartley Lifecare.

The 2021 event has been postponed until early 2022 due to COVID-19 and will see a change to the route and a new journey for around 20 teams of 12 cyclists who will ride from Cooma to Mt Kosciusko and return, a distance of 315 km.

Each team has two dedicated support crew to accompany them through the entire journey. We also have over 30 volunteers who help across the entire weekend to ensure the cyclists are safe, comfortable, and well-fed.

The teams are registered months in advance of the event and sometimes have vacancies for new riders. If you are interested in riding in the Cycle Challenge, please get in touch with debmiller@hartley.org.au, and we will try and get you into an established team.

One major fundraising asset for the challenge is our raffle which is sponsored by Pushy's in Fyshwick. We will do this year's cycle challenge raffle online! Prizes are:

- \$3,000 Pushy's Voucher
- Accommodation for 1 night at Hotel Realm
- Voucher for Arcidiacono Optometrist
- Gourmet Hamper worth over \$400

Scan the QR Code and follow the steps to purchase tickets and allocate toward the team and rider of your choice! All tickets purchased are tax deductible and will be included as part of each teams fundraising tally for the 2021 event. Keep an eye on our social media channels for the live draw in February 2022.

Deb Miller - Events Manager



SCAN ME

Hartley Golf Day

April 2021 saw the return of the Hartley Golf Day out at Federal Golf Club. 18 teams of 4 golfers enjoyed some spectacular Canberra weather and an afternoon of ambrose golf, drinks, food and plenty of fun. The teams competed for the Peter Bray Memorial Trophy which was named after one of Hartley's most valued volunteers who passed away in 2020.

The day raised over \$30K for our One Million Harts Campaign and Hartley would like to thank everyone involved including all the teams, Federal Golf Club and our amazing volunteers that gave up their valuable time to help.



Teams & Supporters

- 🏆 McDonalds Stockfam Group
- 🏆 McDonalds
- 🏆 Shaw Building Group
- Nikias Diamond
- Certis Security
- Rolfe Mazda
- Lexus of Canberra — Hole Sponsor
- PSC Insurance
- McInnes Wilson Lawyers
- Drummond Golf — Hole Sponsor
- Handyman Trading Post
- Gillespie Group
- Hellenic Club — Hole Sponsor
- Data ReFactory
- Hardwickes Partners
- JB Were
- Yardstick Advisory
- Workin Gear

Hartley High Tea & Fashion Parade



Hartley High Tea and Fashion Parade made a comeback in July 2021 after last year's event cancellation due to COVID-19. It aimed at raising funds for the very special One Million Harts campaign to support the redevelopment of Hartley Court.

The event raised over \$20,000 with positive feedback from all attendees to maintain it on the events calendar for 2022. Making it a successful event for Hartley.

This year's theme was 'Posh Op Shop' which encouraged everyone to dress up in their best fancy second-hand costumes. All thanks to our major sponsors of the event, The Green Shed.

The fashion parade saw clients take centre stage alongside Victoria Models and music from DJ Mista Nige. They all did such an amazing job.

The day finished with a phenomenal performance on the song "thrift shop" from the 'Xtreme Stars'. They made sure to lite up Albert Hall with their spectacular dance moves.

We would like to extend our gratitude to all those who attended the event. A special mention to our major sponsor, The Green Shed for donating such wonderful costumes to our clients. Not to forget our supporters Elite Event Technology, Christine Waring Designs and DJ Nige.

Finally, a huge shoutout to the Harts Cycle Challenge Team for catering the event and providing such amazing support to the fundraising and events team on the day.



SCAN ME



Hartley Hall Markets



The iconic Hartley Hall Markets is the first and largest outdoor Canberra market established in 1987. Starting with just thirty-six stallholders. In 2021 we now have over three hundred stallholders, including forty-two new stallholders have joined in.

The Hartley Hall market is now one of Australia's largest hand-made & homegrown goods markets. The Market is now in its thirty-fourth year of raising funds for Hartley Lifecare.

The Markets are held on the first Sunday of the month, excluding January, at the Hall Showgrounds, from 10 am till 3 pm. Unfortunately, due to the COVID-19 pandemic, we were forced to cancel most of our markets in 2020. We were only able to hold the February and March market in 2020.

Now that we are living in a new world of COVID-19 we have to apply for an Events exemption with the ACT Government every month to hold our market. Thankfully we have been lucky enough to work closely with ACT Health and they have helped us achieve this goal and provide a COVID safe environment at the markets.

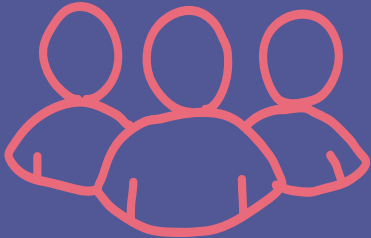
During early 2021 we were granted several exemptions to safely have our normal markets resume. Our first market back was March the 7th for 2021. It was an excellent turnout and a beautiful twenty-seven degrees. We had 179 stallholders and record-breaking crowds. Our stall holders were ecstatic over how busy they were.

Late in 2021 we were once again impacted by the Delta Variant of COVID-19 and associated restrictions. With that being said, due to the amazing vaccination rates across the country, we are now confident of a return to normality in 2022 and we will be holding a Christmas Markets in December 2021. Once again, our markets wouldn't be possible without our fantastic team of volunteers who support the markets month after month, year after year. They are truly invaluable.

We thank you all for your hard work and commitment. We would also like to thank Erica Whitby from Radford College for coordinating the students to come and volunteer their time on market day. We would also like to thank our business and community partners for their ongoing support.

Mel Hugg - Hall Markets Manager

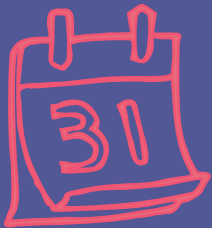
HARTLEY HALL MARKETS SNAPSHOT



9,500
stallholders



61,168
hours
donated by
volunteers



364
Hall Market
Days



428,200
sausages
cooked at the
Hartley BBQ stalls



6,247
likes



740
followers



OUR CORPORATE SPONSORS

The Green Shed

The Green Shed is a local business that aims to accept the maximum amount of reusable items from the public. They have two convenient locations at the resource management centres on the north side in Mitchell and on the south side at Symonston.

They supported Hartley this year through major sponsorship of our High Tea and Fashion Parade. They helped kit out all models, dance groups and volunteers and we are very thankful for their partnership.

Anyone with goods that are reusable and have commercial value can drop them off at The Green Shed at either The Mugga Lane Resource Management Centre in Symonston or at The Flemington Road Resource Management Centre in Mitchell.



Clayton UTZ

Clayton Utz has continued building its strong partnership with Hartley over the past 12 months becoming one of our key allies from a service delivery and fundraising perspective. Their pro bono legal services have been integral during several challenges faced by the organisation related to COVID-19, our transition to the Social, Community, Home Care and Disability Award 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.

CLAYTON UTZ

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.



Hands Across Canberra

Hands Across Canberra (HAC) is Canberra's independent community foundation. Founded in 2010 by a group of Canberra leaders with the idea of creating a foundation to help fellow Canberrans and give back to the community, it now works with more than 250 local community organisations.

HAC provided unrivalled support during an extremely tough fundraising environment in 2020 and 2021. Through initiatives such as the Canberra Recovery Appeal and Chief Ministers Fund, HAC contributed over \$10K towards Hartley and assisted in marketing efforts for the organisation regarding our One Million Harts Campaign.

Hartley would like to thank Peter, Julia and all the team at HAC for their continued support.



GET INVOLVED!

SPONSOR

Sponsor us financially or through in-kind support with your services.

VOLUNTEER

Volunteer and share your skills and experience, while doing and feeling good.

BE A MEMBER

Enjoy invitations to Canberra's most loved events. Membership is open to anyone in the community.

WORKPLACE GIVING

Nominate a regular amount to be deducted from your pay. A fortnightly donation of \$5 would make a considerable difference to Hartley's work.

PARTNER

Partner with us and enhance your reputation, build stakeholder loyalty by supporting Hartley.

DONATE

Donate with a tax deductible donation and help us make a positive difference.



To find out more visit hartley.org.au
or call us on 02 6282 4411

OUR SUPPORTERS

Ability Technology

Accenture

ACT Department of Sport and Recreation

ACT PA Hire

ACT Rogaine Association

Alliance Building Group

Ashurst Law

Arcidiacono Optometrist

Australian Government Department of Health

Australian Government Department of Human Services

Australian Hearing

Barlens Event Hire

Bellchambers Barrett

Body Basics Queanbeyan

Bruce Griffin

Brumbies

Bunnings

Canberra Airport

Canberra Hire

Canberra Southern Cross Club

Canberra Toyota

Canberra Weekly Magazine

Capital Brewing & Co

CentreRED IT

Certis Security

Clayton Utz

Clayton Utz Foundation

Snowy Monaro Regional Council

Cycling Australia

Data Refactory

Dean Thompson Photography

Deloittes

Dorothy Sales

DJ Nige

Drummond Golf Fyshwick

Elizabeth Barton

ELITE Event Technology

EY

First Aid Services Australia

Federal Golf Club

FITAbility

Forge

Fitness First Deakin

Fyshwick Fresh Food Markets

Gillespie Group

GIO Insurance

Go Hosting

Gourmet by Design

Hall Progress Association

HAMIB

Handyman Trading Post

Hardwickes Accountants

HARTS

Hartley Hall Market stallholders

Hellenic Club Woden

Hertz

Hughes Mechanical 63

Hewlett-Packard

Hire All

John James Foundation

John Lafferty Photography

Jones Lang La Salle

Jon Mcgrath

Jindabyne Sport and Recreation Centre Lucy Horodny Marsh Pty Ltd

Microsoft

My Ride

Lexus of Canberra

McInnes Wilson Lawyers

Mikes Meats Fyshwick

Milestone Financial Services

Mix 106.3

AIIG Finance and Insurance

National Mailing and Marketing

NetApp

Nikias Diamond

NSW National Parks and Wildlife Service

NSW Office of Communities Sport & Recreation

NSW Road & Maritime Services

Omni Interiors

PwC

PRIME 7

PSC Insurance

Projects Assured

PUSHYS

Radford College

Renaissance Homes

Resolution Consulting Services

Richard and Joan Milner

Rolfe Mazda

Rural Funds Management

Red Hill Express

Roster Right (Workforce Analytics)

Shaw Building Group

Sue Murray

Stockfam Group

Tom's Superfruits, Belconnen Fresh Fruit Markets

Total Ability

Tradelink

Trek

Victoria's Models

Weston Creek Rotary Club

Whalen Image Solutions

Yarrh Wines

Workin Gear







Hartley
Lifecare



(02) 6282 4411
enquiries@hartley.org.au

6 Hodgson Place
Pearce ACT 2606

hartley.org.au

