



2016 ANNUAL REPORT



Chairman And Chief Executive Officer's Report



Hi Everyone

As we reflect on 2016, our Board and Management are both extremely proud of the social capital Wallara generates for the clients and families we support, plus the larger community we all share.

'Social capital' is a term that is increasingly being used to measure and assess the value or performance of social purpose organisations like Wallara. In essence, the term means how a Service builds social relations or networks that have productive benefits.

We have many measures of social capital at Wallara. Our client satisfaction survey gave us great feedback this year and we are pleased that:

- ★ **96% of clients stated they enjoy attending Wallara**
- ★ **90% of clients said they liked their current plans**
- ★ **90% of clients said their staff communicated well with families**

However it's the partnerships and social networks we are building outside the Service that differentiate Wallara from other Services. A few of the unique partnerships that enable us to reach thousands of people, change minds and open up new opportunities and experiences for our families and clients are:

- Our Schools Insight Program lets us engage directly with 25 secondary schools and 500 students every year to immerse them in our world. The survey forms each student completes tells us how we are changing attitudes.
- 'Keep On Learning' with Monash University gives our clients a ticket to experience university life.
- Wallara Logistics has built strong supply chain partnerships with leading high profile brands such as Hawthorn Football Club, Myer and Mary Kay Cosmetics that have never before partnered with a disability service.
- The Ventura bus partnership provides our clients with inclusive and high quality work experience.
- The Pop Up Shop partnership with RetPro gives us a live retail space in the Dandenong Plaza to showcase our Service every day in a thriving commercial centre.
- Our Australia first co-location partnership with Wintringham at Potter St Dandenong continues to provide us with a highly valuable pathway into aged care for our residents and enable ageing in place.
- Our partnership with Going Gourmet at the heritage listed Sages Cottage community farm in Baxter which Wallara now has secured for the long term benefit of all our clients and families. Over 80 weddings were held at Sages in 2016 and every function held supports our programs. One of the many highlights from Sages this year was the lunch our clients prepared and delivered to recognise and honour war veterans in partnership with Frankston RSL.

This list is by no means complete - there are dozens more right across the Service and all of them make us unique. A huge thankyou to all our partners and supporters for their important contribution.

As we look to 2017 the NDIS roll-out will be a key priority and we will be holding many information forums to prepare our families and carers for this change. We thank you for the trust you place in Wallara to provide support to your family members. We are very aware of the responsibility this brings. Please continue to speak up and tell us how we can keep improving.

Finally, we want to express our appreciation to the Wallara Directors and our Committee members, all our staff and volunteers for your tremendous efforts in making Wallara such a powerful agent for social change.



David Willersdorf
Chairman



Phil Hayes-Brown
Chief Executive Officer



Wallara Board

PHOTO LEFT TO RIGHT: Michael Butler, Felicity Badcock, Phil Scorgie, David Willersdorf (Chairman), Don Farrands, Phil Hayes-Brown (CEO), Jon Shields and Rosemary Hartnett. Absent: Don Elgin.

Wallara Senior Management Team



Phil Hayes-Brown

CHIEF EXECUTIVE OFFICER



Taimi Clinch

CHIEF OPERATING OFFICER

As we prepare for the NDIS and our clients start to receive new funding packages, the operational support team are focused on ensuring quality of service, and continually building innovative programs that create greater opportunities for those we support. We believe our culture of high performing teams sets us apart, where together we push the boundaries of what's possible, take an individualised support approach and celebrate awesomeness every single day.



Mary Chan

GENERAL MANAGER SOUTHERN REGION

It has been an extremely busy and vibrant year. The staff and clients settled well into our Area based hubs, building strong connections and partnerships with local community services and businesses. This has provided us with greater opportunities to expand our day programs and activities. The management group has been working very hard on the preparation of the NDIS roll out. I am really looking forward to the exciting challenges this new system will bring to our clients, families, staff and services in general.



Rebecca Van Abel

GENERAL MANAGER SOUTH EAST REGION

The year has been filled with great community programs, the expansion of the Casey region, and continuing excellent care in our accommodation houses. I am looking forward to further celebrating the achievements of our clients in 2017 and a particular highlight will be watching Stacey launch the Wallara Weapon off the pier for the Birdman Rally.



Garry Baker

GENERAL MANAGER WALLARA INDUSTRIES AND LOGISTICS

Training and skill building was a major focus for the Logistics team. Every supported employee received training on a new skill and we were delighted to see laundry sorting, pick and pack logistics & truck driving collectively skill up 17 of the team. One of the many highlights this year was seeing one of our Supported Employees transfer off his supported wage to join the staff team on Award wages and we hope to see more of this in the years ahead.

Joceline Lee: Tram Transformation

Joceline Lee has always had an eye for art and a fascination with fossils, skeletons and animals. This year she created an amazing drawing while attending the Dingley Arts Access program. It was here she won an arts scholarship, which supported her to develop her skills and produce some incredible drawings culminating in an art exhibition.

Following the exhibition, one of Joceline's pieces was chosen to transform a tram as part of the Melbourne Art Trams initiative, which seeks to uncover and promote emerging artists. Her artwork is proudly displayed on tram number 270 and when you ride it you will hear a commentary about Joceline. It's an amazing achievement and we're excited to see her gift being celebrated.





dedication

Employee Of The Year: Baden Johnson

Wal: What do you like about supporting people with different abilities?

Baden: It's not just a pay cheque to me. I like contributing to people's lives. At the end of the day there will be a few people whose lives are better off because they have received the right supports.

Wal: Tell us about your history with Wallara?

Baden: I worked with Romaine at a previous organisation and she kept telling me to come over to Wallara. I started at Wallara in January 2003 in High Support at Potter St. Dandenong. As soon as I got here I loved it.

Wal: How is Wallara different to other disability organisations?

Baden: Wallara really strives to get to know their clients well. We take people's goals seriously and go out of our way to make them happen. That makes it a really fun place to work.

Wal: You are now based at Sages Cottage, what's that like?

Baden: It is a really amazing place for our people. I mean every disability service offers numeracy and literacy and classroom based activities, but how many services have a beautiful farm with opportunities to care for animals and grow your own food?

Wal: Do you get out in the community much?

Baden: I love getting out in the community. We get to participate in a wide variety of projects and visit a lot of different places. It's really cool. There's a lot of variety in my job.

Wal: What does a good day at Wallara look like to you?

Baden: I love teaching the guys how to use new machinery and equipment at Grass Busters and then watching them grow in independence and confidence with that skill. It's always really rewarding. You never get sick of watching people grow.

Wal: Over the years you've brought a lot of your own creativity to the role of being a Support Coach. Tell us about that.

Baden: I love being creative, so I naturally gravitate to supporting people who like the creative arts. Over the years we've done art exhibitions, drama, dance performances, videos and currently The Wallarians. Wallara encourage their staff to share their passions with the people we support. When staff are in roles where their natural interests lay, they are more likely to enjoy their work and bring something extra to the role. That's why I put the extra effort in.

Wal: How did you feel winning Employee of the Year?

Baden: It was great to be nominated. I had no idea what to say while I was accepting the award so I kept my speech short.

Wal: Congratulations!



Wallara Logistics

2016 was another successful year for Wallara Industries & Logistics. We continued the momentum gained from the second half of 2015 and finished the financial year with a record surplus which will be used to invest in the business for future growth and also continue to train, provide employment opportunities and programs to assist people with different abilities.

We started 2016 by having our very first successful transition from supported employment into open employment at Wallara Industries & Logistics. Congratulations to Adam Kozarski for this notable achievement. Another highlight early in the year was the successful transition of all supported employees on to the Skillsmaster wage assessment tool.

We were thrilled to have another supported employee obtain his Medium Rigid (MR) truck license. Congratulations to Matt Hillas for all of the hard work and commitment he put into training and reading in preparation for his license test. Matt is now our second supported employee who has his MR license and rotates with our other driver, Tiago Quaresma. They do pick-ups and deliveries in the Wallara branded truck. Not only do we utilise the skills that

our supported employees have gained but we also have a mobile billboard on the road each day. Capping off a year of achievement and celebration, two of our Production Supervisors, Heather Cashin and Veena Kumar achieved 15 years of service for Wallara. This is a significant milestone and we thank them for their loyalty and hard work.

Finally, we must give recognition to our award winners for 2016.

**SIMON HAIGH SUPPORTED EMPLOYEE
OF THE YEAR AWARD**
Laurence Walsh

PETER NEIL QUIET ACHIEVER AWARD
Daniel Fenn

Congratulations to both gentlemen on their well-deserved awards.

All of us here at Wallara Industries & Logistics are looking forward to another successful year in 2017. We will all continue to work together, not only in assisting people with different abilities but to make Wallara a destination of choice for clients, new business opportunities and prospective employees.

success



Laurence Walsh



Daniel Fenn



Adam Kozarski



Matt Hillas



epic experience

We're Putting The Band Back Together!

The Wallarians rock band assembled and rose to stardom in 2016. They wrote and recorded two songs, performed ten gigs and played live at Wallara's Colour The World Concert. After such an epic year we thought it would be great to catch up with some of the band and hear about their experiences.

What instrument do you play?

Sevda: I am the lead singer.

Hayden: Tambourine, piano.

Declan: Guitar.

Andrew: Drums.

Stuart: Bass.

What kind of music do you like?

Hayden: Rock 'n' roll and country.

Declan: My favourite band is KISS.

Stuart: AC/DC, Queen,
The Boss - Bruce Springsteen, KISS.

Andrew: The Wallarians!

If you could play with any band on any stage where would you play?

Hayden: I would love to do a gig at the Hallam Hotel!

Declan: Performing with KISS, at MCG.

Andrew: Playing with AC/DC, Cherry Bar, AC/DC Lane.

Sevda: MCG on Grand Final Day.

What's your favourite part about being in the band?

Stewart: Playing bass and head banging.

Andrew: Playing the drums.

Declan: Watching Andrew. He is the best drummer and my favourite member of the band.

When you go to a gig, who carries the equipment?

Hayden: Baden. He's our roadie!

What's the hardest part about being in the band?

Andrew: Playing outside at the Dandy Show.
It was freezing.

Declan: Nothing is hard about the Wallarians.

Sevda: Learning the lyrics.



Me And My Mentor

Kylie Schonewille joined Wallara Logistics seven years ago as a supported employee. Dianne Marrow became her supervisor when Wallara Logistics took on the contract for warehousing and distributing Mary Kay cosmetics.

Their dynamic relationship has been forged by long ‘girly chats’ at lunchtime and the pressure of making orders at the end of each month. If you ask them what they love about their job they are quick to smile and point to each other.

How would you describe each other?

Kylie: Di is a really beautiful person. She is a very inspiring person to work with. She always helps me out when I need it and is super encouraging. She understands how you feel when you have a problem.

Di: Kylie is a lovely person to work with. She is very motivated and really cares about her work. She will do anything you ask. She’s really funny. She makes us all laugh.

How do you work together?

Di: Kylie picks the orders. She reads the code numbers on the order, she picks the products from the location and then puts them into a tub. Once she’s finished picking the order I check them and pack them.

Kylie: I try really hard to get the orders right.

Why do you like working together?

Kylie: My self-confidence has grown a lot since I first met Di. She is so encouraging she makes me feel like I can do anything.

Di: It’s inspiring to work with people who always try so hard and care about their job.

What’s fun about your job?

Kylie: I like the end of the month because it’s always busy. Di always complains but that makes it more special when we get it finished.

Di: I like watching people grow and learn new skills. I love working here.

Kylie: I love working with people that care about me and appreciate my capabilities. I want to retire when I’m 80.





2016 DINNER UNDER the STARS

On Thursday 17th March 2016, we welcomed over 150 guests to our major fundraising event Dinner Under the Stars and kicked it off with canapés and pre-dinner drinks in our beautiful, sun-drenched Palm Courtyard.

Our Guest Speakers were Simon McKeon, 2011 Australian of the Year, Chair AMP and Chancellor Monash University, and Catherine Hron, Director Business Operations for Mary Kay Australia & New Zealand.

The stars of course were our Ambassadors and the highlight of the night was the return, by popular demand, of our very own 'Waiting For The Bus', who again had the audience toe-tapping as they performed an Abba Medley.

It was a fantastic evening of fun, laughs and heart-warming stories of achievement. Guests had the chance to win raffle prizes and bid on some exciting auction items, raising \$30,000 to support the innovative programs we provide.



PHOTO ABOVE: 'Waiting For The Bus' entertaining our guests.



PHOTO ABOVE: Simon McKeon and his sister Di Bulman (photo courtesy of Dandenong Journal).

WALLARA ACKNOWLEDGES AND THANKS OUR EVENT PARTNERS



PITCHER PARTNERS
ACCOUNTANTS • AUDITORS • ADVISORS



Wallara AdVenturas

In June 2016 Wallara entered into an agreement with Ventura and its Managing Director Andrew Cornwall. The agreement established a Dandenong based crew, with clients from Wallara who would undertake work experience to clean Ventura buses inside and out.

The crew of Wallara clients was named the "Wallara AdVenturas". A Peninsula crew has now been established and a Pakenham crew will be up and running in a matter of weeks.

Gardening and rubbish removal works at selected Ventura depots is also being explored. Ventura have also supported Wallara in running a Christmas Card

Competition for Wallara clients to design Ventura's Christmas Card for 2016, as well as providing a bus for Wallara's Sages Cottage site.

Further opportunities are also being explored through Ventura's and Wallara's marketing areas such as videos and bus design competitions. Wallara sees the relationship with Ventura as going from strength to strength and we are very grateful for their support.



Soaring High

Anthony Pyke made history in March 2016 when he became Wallara's first service user to enter the Moomba Birdman Rally.

Anthony ticked three personal goals off his bucket list in one day. Anthony appeared on television, he competed in the Birdman Rally and went for his first boat ride when they plucked him from the Yarra. He also won the award for the biggest splash of the day.

Pursuing his dream opened up some amazing opportunities for Anthony and his friends. They loved building and decorating the Wallara Weapon, speaking to the media and being celebrated by thousands of people who lined the Yarra River to watch the event.

Anthony's epic flight can be seen on our YouTube channel WallaraTV.



winning

Bridging the Generation Gap

At Wallara we love our people to be active in their community and to develop meaningful social roles. One exciting expression of this has been our partnership with Baptcare aged care facility on the Mornington Peninsula. Every fortnight, a team from Wallara visit Baptcare to build friendships with the residents. They sing, dance together, play balloon volleyball and do Tai Chi. Both groups get genuine joy from the program and look forward to the visits.

“Wallara’s people bring our residents to life in ways other people can’t. Their energy and lack of inhibitions are just what our residents need.” Leslie Smith, Lifestyle Coordinator, Baptcare.

The program has been so successful the ABC sent a news team out to cover the story.



PHOTO TOP: Nicholas Agnew chats with one of the residents.
MIDDLE: Hayden Birrell **BOTTOM:** Brigid Davidson demonstrating Tai Chi.

Wallara Colours The World

This year's Colour The World Concert was an awesome celebration of all things Wallara. There were video highlights from across the service, live interviews, dance routines and musical items. Over 60 people performed in this year's concert, 7 lucky people won awards and Ben and Alex did a brilliant job of hosting the event. As one person said, "It just keeps getting better every year!".

A huge thank you to all the staff who worked behind the scenes, and to our sponsors - Jayco, Accesspay and Frankston Radio Cabs who made it possible.



2016 Volunteers

Wallara would like to thank the following volunteers who generously donated their time and services.

Teegan Allen	June Earl	Debora James	Sarah McDonald	Jeff Smith
Nathan Ashby	Christopher	Alan Keats	Gabriel Medina	Pat Stefanovic
Margaret Austin	Findlay	Madison Kettle	Peter Moore	Kaye Stuart
Gabriel Berenyi	Trinity Flegel	Barbara Kitchin	Doug Nash	Michelle Sullivan
Anita Bigmore	Al Frost	Graham Kitchin	Jan Nash	Connor Van Abel
Dominic Binny	Bronwyn Hadley	Fered Kobly	Joan Nichols	Barbara Walker
Michelle Bosman	Rowena Hamlett	Joe Lemmo	Lara Pusin	Rhonda Ward
Rob Breiden	Phoebe Hayes-	Andrew Looker	Margaret Rawlings	Robert Watson
Jim Brennan	Brown	Callum Martin	Michael Reid	Kirsty Wheeler
Pam Cairns	Maria Hayhoe	Lachlan Martin	Stephen Roberts	Kelly Xinmin
Sue Clark	Julie Heiberg	Liam Martin	Karen Roe	
Coralee Davies	Dan Idczak	Gerard McDonald	Zaine Scholey	

15 Years' Service

Anne Barfoot	3rd June
Melanie Brandon	8th August
Heather Cashin	14th August
Leanne Best	1st November
Russell Bould	7th November

10 Years' Service

Kath Randall	8th June
Andy Waluga	1st August
Amanda Lee	14th August
Sally A'Vard	9th November

Inspiring Change And Promoting Inclusion

It's been a huge year for the team at WallaraTV. A grant from RACV's Good Citizen Program allowed us to purchase two new computers and upgrade our cameras and audio equipment. This enabled us to launch a media training centre for the people we support. Ben Van Raay and Bella Firth were the first clients from Wallara to join the program. They learnt basic camera operations, audio recording, video editing and online distribution.

“It’s been really challenging and really interesting,” said Ben. “I loved learning the technical side of it all and meeting new people on location.”

The team produced over 35 videos and two 30 minute television shows with a combined total of over 40,000 views this year. As well as producing our own stories, WallaraTV produced a series of training videos for YouMeUs. These videos are part of an online training package helping small businesses and community groups to adapt their services to be more inclusive. We invite you to consider subscribing to our YouTube channel ‘WallaraTV’ and sharing these stories on social media. By simply forwarding a link to a video to your friends you can help Wallara create awareness in the community and promote social change.



Why I Love Sages Cottage

There is nothing more beautiful than the peaceful sounds
of the wildlife at Sages

From the lush green trees to the blissful chirp of the birds

If I have some spare time

A stroll around the lake will do me just fine

There's space for me when I need time by myself

But also lots of room for all my friends

Come and visit us at Sages

It's the best place for all ages

By Zac Woller

PHOTO RIGHT: Zac Woller finding poetic inspiration in the beautiful
Sages Cottage gardens.



SAGES COTTAGE FARM IS PROUDLY SUPPORTED BY:



Wallara Wish Foundation

The Wallara Wish Foundation allows us to support people in ways that government funding would never allow. Wishes often include health treatments, specialised equipment, special events and holidays.

The Wallara Wish Foundation has granted 113 wishes since it was established in 2011 worth over \$172,191.23.

One of our memorable wishes granted in 2016 was Mel's magic makeover pictured below.



A Life Changing Gift



Wallara Australia Ltd

Mail PO Box 363
Dandenong VIC 3175
Email info@wallara.com.au
Fax 03 9793 3100



NAME _____

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Donations \$2 and over are tax deductible.

I Would Like To Donate The Following Amount:

☐ \$25 ☐ \$50 ☐ \$100 ☐ \$200 ☐

☐ OTHER AMOUNT (please specify) \$ _____

Payment Details

☐ MY CHEQUE/MONEY ORDER IS ENCLOSED
☐ PLEASE DEBIT MY CREDIT CARD
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2016 Financial Statement

Income Statement

FOR THE YEAR ENDED 30 JUNE	2016	2015
Revenue From Operating Activities	\$17,523,517	\$16,227,889
Other Revenue	\$856,289	\$1,109,099
Total Revenue	\$18,379,806	\$17,336,988
Employee Benefits Expense	\$13,105,679	\$12,634,634
Property, Maintenance, Utilities & Insurance	\$1,912,875	\$1,776,705
Administration Expenses	\$249,628	\$239,001
Other Expenses	\$2,111,116	\$2,363,197
Total Expenses	\$17,379,298	\$17,013,537
Surplus(Deficit) Before Depreciation	\$1,000,508	\$323,451
Depreciation On Property, Plant & Equipment	\$437,180	\$424,283
Surplus/Deficit	\$563,328	-\$100,832

Cashflow Statement

FOR THE YEAR ENDED	2016	2015
Cashflow From Operating Expenses		
Receipts From Customers	\$20,062,371	\$18,846,945
Payment To Suppliers & Employees	-\$19,220,270	-\$18,192,686
Interest Received	\$42,904	\$17,699
Finance Costs	-\$5,912	-\$2,063
Net Cash Provided By Operating Activities	\$879,093	\$669,895
Cash Flow From Investing Activities		
Security Deposits Returned	\$194	\$328
Proceeds From Disposal Of Land & Buildings	0	\$48,929
Net Payments For Property, Plant & Equipment	-\$265,323	-\$381,771
Net Cash Used In Investing Activities	-\$265,129	-\$332,514
Proceeds From Borrowings	0	\$129,162
Net Repayment Of Borrowings	-\$114,485	-\$14,677
Net Cash Provided By Financing Activities	-\$114,485	\$114,485
Cash At Beginning Of Financial Year	\$1,354,114	\$902,248
Net Increase In Cash Held	\$499,479	\$451,866
Cash At End Of Financial Year	\$1,853,593	\$1,354,114

Current Assets

FOR THE YEAR ENDED	2016	2015
Cash & Cash Equivalents	\$1,853,593	\$1,354,114
Trade & Other Receivables	\$504,315	\$510,625
Other Current Assets	\$356,909	\$182,970
Total Current Assets	\$2,714,817	\$2,047,709

Non Current Assets

Trade & Other Receivables	\$119,707	\$119,901
Property, Plant & Equipment	\$5,556,685	\$7,552,994
Total Non Current Assets	\$5,676,392	\$7,672,895
Total Assets	\$8,391,209	\$9,720,604

Current Liabilities

Trade & Other Payables	\$807,659	\$1,163,267
Short Term Provisions	\$1,363,189	\$1,180,363
Other Current Liabilities	\$206,020	\$146,260
Total Liabilities	\$2,376,868	\$2,489,890

Non Current Liabilities

Long Term Provisions	\$189,397	\$214,432
Total Liabilities	\$2,566,265	\$2,704,322
Net Assets	\$5,824,944	\$7,016,282

Equity

Reserves	0	\$783,059
Retained Earnings	\$5,824,944	\$6,233,223
Total Equity	\$5,824,944	\$7,016,282

“My dream is to be a makeup artist and Wallara is supporting me to get there. I just learnt to catch the bus on my own. I don’t feel scared any more, I feel confident going out in the community. I am learning to be independent. Now I want to do a make up course so I can get a job.”

Trish Rivera



WALLARA ACKNOWLEDGES AND THANKS ALL THOSE INDIVIDUALS AND ORGANISATIONS WHO HAVE PROVIDED GENEROUS SUPPORT IN 2016.

A G Coombs
Access Group Solutions
AccessPay
Barwick, Janelle & Greg
Bontorno, Sebastian
Biondo, Attilio & Nilla
Brooks, Howard
Candy, Lauren
Cao, Phil
Castricum, Garry
Channel 31
Christmas 4 You
City of Greater Dandenong
Cleeland Pharmacy
CMV Staff Foundation
Consolidated Property
Country Women's
Association of Victoria
Curley, Nita
D&E Air Conditioning

Dandenong Benevolent
Di Lisio, J
Frankston Business
Network
Frankston Chamber of
Commerce
Frankston City Council
Frankston Radio Cabs
Frankston RSL
Going Gourmet Pty Ltd
Hanily, Gerry
Hanily, Helen
Hayes-Brown, Phil
Hopkins, Sarah
Hutchison, Linda
Jayco
Kruger, Martin E
Langley, Ruth
Lions Club International
(Mordialloc/ Mentone)

M & M Plumbing
McGregor, Robert
McKeon, Simon
McKinnon Secondary
College
Monash University
Mornington Peninsula
Shire Council
Navarone Panels
Newskills Ltd
Pitcher Partners
Pradolin, Giacomina
Pradolin, Robert
Presney, Sue
RACV
RetPro - Dandenong
Plaza
Roberts, Felicity
Rogers, Gayle
Rotary Club of Frankston

Sunrise
Rotary Club of Langwarrin
Rotary Club of Mt Eliza
Schindler Lifts Australia
Shore, John
Shields, Jon
Simply Energy
Sinelec Australia Pty Ltd
Smith, Marjorie
Star News Group
Supagas
Templeton, Bruce & Jan
The GPT Group

The Jack Brockhoff
Foundation
The Peninsula School
Thornton, Lillian
Turner Engineering
Ventura
Viscount Property
Solutions
White, Emilia
Willersdorf, David
Wilson Security
Wong, Chee Fook

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