

2017 ANNUAL REPORT

wallara

Chairman and Chief Executive Officer's Report

Wallara is one of the largest social purpose agencies providing supports to people with different abilities in Melbourne's south-east suburbs. As we look back on 2016-2017 here are a few of the many highlights.

Quality of Service

Each year we work to improve the quality of our Service. Over 2016-17 our satisfaction survey revealed that:

- 91% of clients said Wallara helped them with their rights and responsibilities
- 83% of clients said they learnt new skills
- 84% said they were making progress with their goals

Innovation

Our Potter St headquarters has been transformed to create a Learning Campus, which will provide a range of high quality training options for our clients in the Dandenong area and we are planning for similar facilities in each service hub location.

The Pop Up Shop in Dandenong Plaza has been given a total make-over, with a new range of products and a facelift to provide our clients with real life, high quality training in money handling, customer service and merchandising. Since the change the customer traffic and daily sales have all dramatically increased and we couldn't be more pleased with the results.

The Monash University partnership 'Keep On Learning' at Clayton, now in its third year, expanded to health and fitness at the Frankston campus. We are now in talks to grow that collaboration further into more education streams so that more clients can be part of the tertiary education experience.

In August 2016 we completed the purchase of the 38 acre Sages Cottage farm in Baxter. With help from local businesses, Rotary Groups and Foundations including GPT, Retpro, the Frankston RSL and St Kilda Football Club, there have been more than twenty improvement projects carried out this year to upgrade the facilities and make the farm more accessible including over 400 metres of walking trails. A public café and gift shop will open at the farm in 2018, to provide further work opportunities for our clients in this region.

Our in-house media team, WallaraTV, was recognised by the Gandel Foundation for its amazing work training people in media production and the grant has enabled additional training places to be offered. The team also produced two new thirty minute TV Specials which were broadcast on C31 and will also play nationally on Foxtel.

Wallara Logistics celebrated a best-ever year and the blue chip corporate customer roster including Mary Kay Cosmetics, Kao Brands and the Hawthorn FC continues to provide our team with high quality work opportunities with well-known brands.

Employer of Choice

We are big believers in investing in our staff and this year we launched LEAD, a special leadership development program for fifteen of our middle Managers. The year-long course provided Managers with a personal mentor and a series of ten half day workshops which explored what it means to be an effective leader and hands on guidance for how to improve their impact. Reflecting on their learnings from the program one Manager said:

> ***"It taught me to have a growth mindset. If I don't know something, it means I just haven't learnt how to do it yet."***

The staff satisfaction survey tells us that:

- 91% enjoy working within the team
- 89% believe Wallara welcomes and embraces diversity

Board, Governance and Financials

Over the year we said farewell to Directors Rosemary Hartnett and Felicity Badcock who both made important contributions to the Board. And we were thrilled to recruit Big Issue COO, Sally Hines, and Anne Tierney-Roberts, who in addition to a long career in education, has also been a trusted advisor and carer to a client in our Service.

The Board has been strongly supported by the Audit & Risk Committee and the Operational Risk Management Committee and is extremely pleased with the financial position of the organisation.

The Board and senior management with support from consulting firm PWC held a strategic planning workshop to set the course for the next five years. The new Strategic Plan from 2018-22 will be released soon and we are excited about the directions and goals that have been set.

Looking Ahead

As at the time of this report, only twelve of our clients had transitioned to the NDIS because our region is at the back end of the three year rollout. We have been helping our families and staff prepare for this change for over two years and we have also been closely monitoring the rollout in other areas and talking with those providers, to ensure we are as ready as possible for this major national reform to the sector.

Finally, our thanks to all the families and clients who choose Wallara to be their preferred provider, our passionate and creative staff team, and the Directors and other volunteers right across the Service who all do such amazing and important work.

David Willersdorf
Chairman

Phil Hayes-Brown
Chief Executive Officer





Wallara Board





















Photo: Robert and his friends from Wallara's Seniors group have been going to the Dandenong Men's Shed for years. It's something they always look forward to. Robert Bottroff says, "Doing woodwork is the best. I love making things to give away to family and friends. I have made a table with a flip top lid, cutting boards, a tip truck and a wooden plane."

Wallara Employee of the Year Joint Winner





Tammy Patterson

Tell us about your history with Wallara?
I started volunteering with Wallara when I was nineteen years old. Within three weeks I had a full time job at Cussen House. I worked there for five years and then moved to High Support. I had a break while I raised my kids and have now been back at Wallara for about eight years.

What do you love about Wallara?
Wallara is a great place to work. I feel listened to and respected here. It feels like home to me.

What do you bring to the Workplace?
One of my main focuses is having strong communication with families. That's really important to me. You can't provide a great service without trust and open communication with families.

I also focus on the needs of my team. I want them to have clear roles, defined boundaries and to know I am available for them. Building rapport and trust with staff is essential and so is having a laugh. If you've had a hard day it really helps to take a few minutes and have a laugh with your mates before you go home.

What are the keys to providing great support to clients?
Knowing each client's needs and treating them individually. There are no short cuts.

You recently took on a new role, tell us about that?
I'm the Manager of In-Home support. I'm looking forward to building a really strong team of Support Coaches and I hope to host an event, so I can get to know the families we are working with.

Tell us about being joint winner of Wallara's Employee of the Year Award in 2017?
When I heard I was nominated, I felt really proud that all my hard work was recognised and valued. Leading up to the award ceremony at the Wallara Concert I was nearly hyperventilating in my seat. I was so nervous I dropped my speech and had to fumble around seats in the dark trying to find it! When my name was called out with Lindsay's I was pretty shocked, a bit teary and really proud. It was a great moment to share with my family.



Wallara Logistics

It was another very exciting and rewarding year for the team at Wallara Logistics. 2017 saw us reach new heights with our commercial revenue. This makes the business more self-sustainable for the long term and giving our customers more confidence that we can provide an equal (if not better) service than the open market companies are currently providing.

The development of our supported employees has been outstanding, keenly taking up the challenge of learning new tasks as our business develops and evolves into new larger scale packaging services.



We introduced workplace training for both mainstream and special schools in our region, where students come to Wallara Logistics to gain work experience and work alongside our supported employees. It has created a lot of fun and enjoyment for our employees and provided students with a greater understanding of the different abilities of our wonderful supported employees.

The most exciting thing this year has been the personal development of our employees and in particular our Supported Employee of the Year Matthew Hillas. Matt has been at Wallara for several years now and his development, work skills and level of independence has been incredible. Matt now has attained his forklift licence, his truck driving licence and now is mobile meeting our customers as he delivers their goods to them. He has gained a lot of confidence and has become a real Ambassador for Wallara Logistics. Well done Matt on an outstanding year.

We are all very excited about 2018, as we transition into NDIS and continue the growth of the business and most importantly, our employees.

My Mentor and Me

When Lisa McLeish joined Wallara 12 months ago she instantly connected with her new Support Coach Lindsay Hamer. They thrive on exploring new things and trying to make each other laugh.

How would you describe each other?

Lisa: Lindsay is cool. He is helpful, happy, chubby and going bald!

Lindsay: Lisa is an extremely positive young lady and she always gives 100% commitment to whatever she is doing. She wants to live independently one day and she is well on her way to achieving that goal. She knows more about catching public transport than I do. I think she travel trained me.

What's your favourite activity?

Lisa: My favourite activity with Lindsay is wood work. It gives me a lot of opportunities to criticise him for what he's doing wrong! Entering in Moomba's Birdman Rally was awesome.

Lindsay: The Birdman Rally was really fun. It began with designing the craft, building it, decorating it and then there's the excitement of Moomba and being celebrated by thousands of people.

How would you describe working together?

Lisa: I feel really relaxed with Lindsay. If I've got a problem I feel really comfortable talking about it with Lindsay. I don't always ask for help, but usually Lindsay can just look at me and tell when there's something wrong. I can come to Wallara in a bad mood and when I see Lindsay I just start laughing.

Lindsay: We have a lot of fun. We both like mocking each other and we take that with us where ever we go.

What role does humour play?

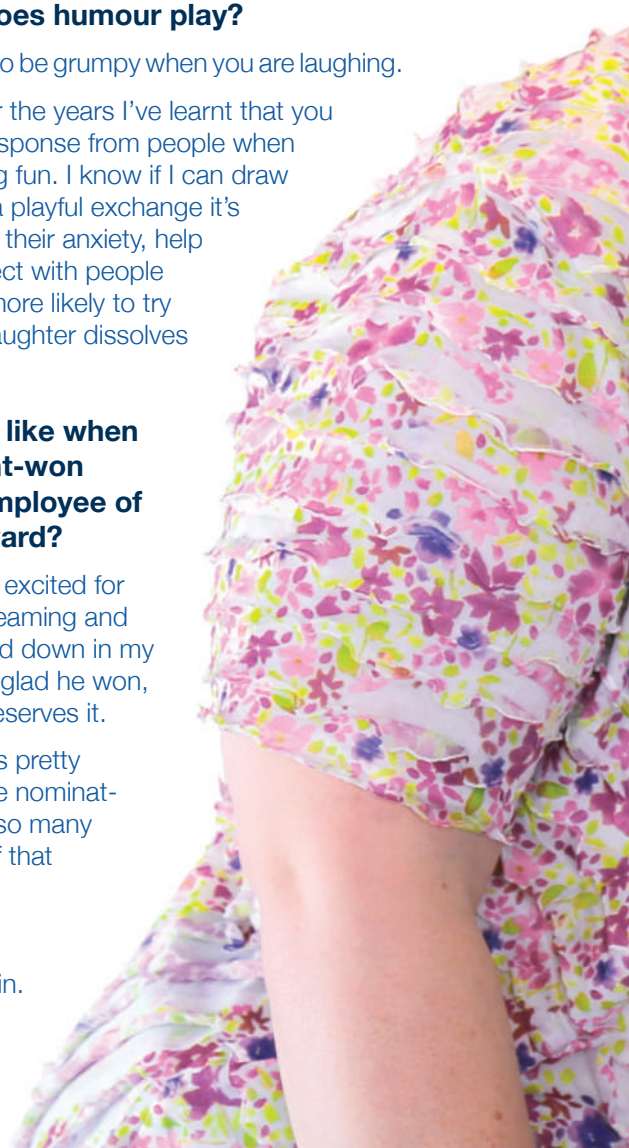
Lisa: It's hard to be grumpy when you are laughing.

Lindsay: Over the years I've learnt that you get a better response from people when they are having fun. I know if I can draw the guys into a playful exchange it's going to lower their anxiety, help them to connect with people and they are more likely to try new things. Laughter dissolves fear.

What was it like when Lindsay joint-won Wallara's Employee of the Year Award?

Lisa: I was so excited for him. I was screaming and jumping up and down in my seat. I was so glad he won, because he deserves it.

Lindsay: I was pretty surprised to be nominated. There are so many awesome staff that would equally deserve it, so it was very humbling to win.







New Look and Language For Wallara

As the NDIS was implemented across 2017, it set a challenge for us to redefine our service delivery, to ensure we captured our mission succinctly - to make social change happen for people with different abilities. We feel that we have captured this in three key terms; **GROW, EXPLORE** and **WORK**.

GROW – programs give you the skills to maintain a happy and healthy lifestyle and build your independence.

EXPLORE – supports you to find your passions, your purpose and your place in the world, by connecting you with like-minded people in your local community

WORK – brilliant programs to prepare you for work. We'll support you to identify what you're good at, what you're passionate about and what skills you need to find a job that suits you.

Our fresh new suite of brochures detailing these terms were released earlier in the year at school expos across our region and we received overwhelming positive, consistent responses – concise, easy to read and easy to follow.



NDIS Readiness and Corporate Services

As we continue our journey into the NDIS, we have held ten Family Forums this year to support our clients and families in their transition.

Internally our focus has been on systems and service. Much time has been spent working with our teams to better understand the new quoting system of NDIS and how clients might want to use their packages more flexibly. We have debated service scope and worked out what makes Wallara different - our microbusinesses, Sages Farm, our connection with corporate partners who offer excellent opportunities to our clients, our unique CQL quality focus and our amazing staff team, all made the list. We've redesigned a number of day service activities, to focus on skill building and pathways for progression, as well as having fun. The Potter St site has been transformed into a Learning Campus and we have consolidated four smaller sites into one larger, better resourced space. With public transport at our doorstep, we see the future for the Life Options clients in Dandenong as getting out and about from a friendly drop-in zone, as a positive step towards choice and control and accessing their community. We've opened a new NDIS service line and now provide support coordination for clients who need assistance accessing a variety of supports.

Throughout this journey, we have maintained our fantastic culture where together we make a difference, pushing the boundaries and delivering creative client focussed services.



WallaraTV Giving A Voice to People With Different Abilities

WallaraTV continued to expand and give a voice to people with different abilities in 2017. We produced two television shows which aired on Channel 31 and over 30 videos promoting social inclusion and Wallara. These can be seen on our Youtube Channel WallaraTV which is well worth subscribing to if you haven't already.

We also supported two differently abled people to learn the fundamentals of video production and it's been exciting to see how far Ben and Bella have come in their skill acquisition. Their example has highlighted the need to train people with different abilities to become media savvy, which links back to Wallara's overall mission to promote social change.

A $28,000 grant from Gandel Philanthropy allowed us to purchase new video equipment and computers. This allowed us to extend our editing suite and double our training capacity. The grant also allowed us time to write a structured curriculum for the WallaraTV School of Media and Communication with measurable outcomes.

In 2018 Wallara will deliver two streams of media training. The Roving Reporters Program, which is a basic introduction to capturing videos on a smart phone, and the WallaraTV School of Media and Communication for clients with advanced computer skills and passion for video production. We're really excited about these courses and can't wait to see the videos that are produced by our clients.

Wallara Wish Foundation

The Wallara Wish Foundation was estabilished in 2011 to grant wishes to clients to improve the quality of their lives. It allows us to support people in signifcant ways that are not covered by government funding. Wishes often include health treatments, specialised equipment, holidays and special events. Last year thirteen wishes were granted including Steven Dalton's new tilt wheel chair.



Photo: Steven Dalton in his new tilting wheel chair donated by the Wallara Wish foundation.

Donation Form

Wallara Australia Ltd
Mail PO Box 363
Dandenong VIC 3175
Email info@wallara.com.au

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Photo: GPT Community Day at Sages 2017.

Corporate Volunteering and Partnerships

The GPT Group took Corporate Social Responsibility to the next level when they called on their supply chain networks to support their Community Volunteering Day at Sages Cottage Farm. Now in its third year, the Community Day allowed GPT staff, their suppliers and tenants to rally together to raise funds for a number of projects on the farm and for individuals to roll up their sleeves and work side-by-side to complete the projects.

The opportunity allowed the individuals to get to know others outside of their normal work environment, to understand where everyone fitted into the supply chain and appreciate that together - inside or outside of the office environment – working together was key to success.

There was friendly competition across the project teams and a huge sense of satisfaction that collectively they could make a difference.



Wallara's Dedicated Volunteers

At Wallara we are blessed to have an army of dedicated volunteers. They help with property maintenance and gardening, craft and cooking programs, and provide general support to our staff and clients. We wish to thank the following people for generously donating their time and services to Wallara.

Teegan Allen
Nathan Ashby
Susan Barlow
Shelley Baudoux
Steve Bennett
Gabriel Berenyi
Lynette Brandon
Rosemary Campbell
Susan Clark
Ashley Clinch
Richard Condon
Jenny Crowder
Coralee Davies
Carmen DeLos Santos
Christopher Findlay
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Liam Martin
Gerard McDonald
Charles Mizzi
Joan Nichols
Cheryl Oliver
Lisa Palmer
Stephanie Pedler
Lara Pusin
Michael Reid
Sue Rolland
Jeff Smith
James Smith
Michelle Sullivan
Wea Tut
Elaine Vida
Rhonda Ward
Cindy Yong



High Support

At Pakenham High Support we try to get out into the community every day. We go to Jump Crazy Trampoline Park, bowling, swimming and to coffee club. Our clients also love visiting parks and gardens with interesting things to look at and lots of sensory input. Pakenham Lake is one of our favourite places to visit. There is always something interesting to see and people to meet. Our clients love the water and find it peaceful and calming.

Photo: Steven Dalton and Team Leader Jason Gough enjoying the sunshine at Pakenham Lake.





Accommodation High Tea

In October last year, the weather Gods smiled upon us and provided a spectacular Spring day for our Accommodation Services to get-together for High Tea at Sages Cottage.

Wallara's catering partner, Going Gourmet, provided exceptional food and refreshments and the venue was perfect for socialising and getting away from it all to enjoy nature.

I am pleased to confirm that all nine houses attended the afternoon with support staff. There was music and lots of chatter discussing the 'old days'. As there was a good mix of old and new staff, chats ensued about before the redevelopment, which provided fond memories for some and a healthy dose of Wallara history for others. People took the opportunity to bring photographs from their houses from the past to share, providing some giggles, sentimental sighs and reflections.

Thanks to Management for making it possible – but mostly thanks to the staff and all the residents who came along and had a wonderful day. You are the reason why we do what we do!

Pop Up Shop

RetPro

The Pop Up Shop is Wallara's live retail shop at the Dandenong Plaza. The space was generously donated by centre management, Retpro, in 2015 and we have been operating our gift and homewares shop there ever since. Each year approximately 30 clients learn retail skills in the shop including welcoming customers, assisting with stock displays and using the cash register. Clients in our day programs also make much of the stock for the shop. Our Little Lights soy candles have been a great hit. The Pop Up Shop had a full makeover late last year and the clients are enjoying the new look and subsequent increase in customers. Several large corporates purchased gift packs from the shop for their end of year celebrations, which kept everyone very busy leading into Christmas.

Sarah Woodward works in the shop every Tuesday and loves the social interaction. She says ***"The Pop Up Shop is really fun. I like doing the cash register with Kathy and helping customers."***



Photo: Jack Sanders, Sarah Woodward, Patrick Oliver-Rutherford and support coach Kathy Pandelides.



Frankston RSL staff provided training in hospitality for Wallara clients who hosted disadvantaged groups in our community.

Driving Social Change

Wallara's mission is to ***empower people with different abilities to live the life they choose.***

However, we know one of the largest barriers to achieving mission success for our clients is public attitudes, understanding and lack of awareness and opportunity. The more we can change those attitudes and raise awareness and understanding, the more opportunities our clients will have in their lives and the better their outcomes will be.

In terms of understanding disability, there are typically 3 groups in the general community. One third are open to disability, one third are quite fearful of things they don't understand, and then there is the middle third that are unsure how to interact but open to learning more.

Wallara's goal is to reach out to find this middle third and help convert them to be aware and supportive of disability. If we are successful with this goal we will have materially changed society and created more opportunities for our clients to take their place in the community.

This commitment to reach out and engage with the general community and drive social change is the philosophy behind:

- **WallaraTV:**
  our award winning in-house media team that has created over 150 videos and produced seven 30 minute TV Specials that have been broadcast on C31 in Melbourne and on Foxtel nationally.
- **Our partnerships with:**
  Monash University 'Keep On Learning';
  Frankston RSL;
  Ventura Bus Lines;
  Mainstream Schools; and
  The St Kilda Football Club

It is this commitment to social change that is driving our vision for Sages Cottage farm on the Mornington Peninsula where we will this year open a café and gift shop plus officially launch a campaign for $3 million to triple our capacity to support people with different abilities to achieve their goals. It's all part of our vision for Sages Cottage to be Australia's Most Inclusive Farm and a showcase for inclusive tourism on the Mornington Peninsula.

2017 Financial Statement

Income Statement

For the year ended 30 June	2017	2016
	$	$
Revenue from operating activities	17,901,011	17,523,517
Other revenue	555,369	856,289
Total revenue	**18,456,380**	**18,379,806**
Employee benefits expense	13,640,068	13,105,679
Property, maintenance, utilities and insurance	1,828,586	1,912,875
Administration expenses	252,876	249,628
Other expenses	2,092,883	2,111,116
Total expenses	**17,814,413**	**17,379,298**
Surplus (deficit) before depreciation	641,967	1,000,508
Depreciation on property, plant and equipment	290,839	437,180
Surplus/deficit	351,128	563,328

Cashflow Statement

For the year ended 30 June	2017	2016
Cashflow from operating expenses	$	$
Receipts from customers	20,286,241	20,062,371
Payment to suppliers and employees	-19,359,233	-19,220,270
Interest received	24,184	42,904
Finance costs	-9,220	-5,912
Net cash provided by operating activities	**941,972**	**879,093**
Cashflow from investing activities		
Security deposits returned	-8,894	-86,501
Net payments for property, plant & equipment	-1,205,206	-265,323
Net cash used in investing activities	**-1,214,100**	**-351,824**
Net repayment of borrowings	0	-114,485
Net cash provided by financing activities	**0**	**-114,485**
Cash at beginning of financial year	1,766,898	1,354,114
Net increase in cash held	-272,128	412,784
Cash at end of financial year	**1,494,770**	**1,766,898**

Statement of Financial Position

For the year ended 30 June	2017	2016
Current Assets	$	$
Cash and cash equivalents	1,494,770	1,766,898
Trade & other receivables	599,258	504,315
Other current assets	171,448	356,909
Total current assets	**2,265,476**	**2,628,122**
Non Current Assets		
Trade & other receivables	215,296	206,402
Property, plant & equipment	6,591,044	5,556,685
Total non current assets	6,806,340	5,763,087
Total assets	**9,071,816**	**8,391,209**
Current Liabilities		
Trade & other payables	1,027,333	807,659
Short term provisions	1,368,968	1,363,189
Other current liabilities	314,177	206,020
Total liabilities	**2,710,478**	**2,376,868**
Non Current Liabilities		
Long term provisions	185,266	189,397
Total Liabilities	**2,895,744**	**2,566,265**
Net Assets	**6,176,072**	**5,824,944**
Equity		
Reserves	0	0
Retained earnings	6,176,072	5,824,944
Total Equity	**6,176,072**	**5,824,944**

Acknowledgements to Donors and Sponsors

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McKinnon Secondary College
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Parsons, Michelle & David
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Renes, Leigh
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RetPro
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Robbins, Amanda
Roberts, Felicity
Rogers, Gayle
Rogers, Margie
Rosemary, Helen
Rowed, Loretta
Schindler Lifts Australia
Short, Timothy
Simply Energy
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Sinelec Australia Pty Ltd
Smith, M R
South East Water
St Kilda Football Club
Staramp Global
Supagas
Templeton, Bruce and Jan
The Country Women's Association of Victoria
The GPT Group
The Jack Brockhoff Foundation
The Relocation Company
The Rotary Club of Frankston Sunrise
The Rotary Club of Langwarrin
The Rotary Club of Mt Eliza
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