Wallara

Grow. Work. Explore. Live.



2020 ANNUAL REPORT

The Wallara Way

Wallara is an NDIS registered provider of day services, supported employment and supported independent living. We strive to make every day a great day for our clients by listening to them and understanding their needs. Wallara's day services are divided into four key areas of support - Grow, Work, Explore and Live.

Grow

Focus on developing the skills and confidence required to live a happy and healthy life.

Work

Prepare for employment, including work experience, resumé writing, technical skills, vocational training and supported employment.

Explore

Explore programs are all about having fun. We support you to explore your favourite sports, hobbies and creative interests.

Live

Wallara's Live services include eight houses and a range of programs that teach domestic skills and equip you to live independently.

Grow

When Atu first came to Wallara she had a fear of water. Over time, staff supported Atu with lots of encouragement and guidance, and now Atu loves being in water and swimming. Atu enjoys the sensory cooking program and accessing the community. Since beginning 1:1 support, we have observed an increase in the frequency and complexity of Atu's expressive communication. Atu has achieved amazing outcomes during her time at Wallara.

Work

Cihan enjoys hands on learning at the Wallara Shop in Dandenong Plaza. Cihan loves helping customers in the store, and he takes pride in his money skills. We've really seen Cihan's confidence grow. The next step on his journey is to secure work experience in a mainstream retail outlet.

Explore

Janessa's goals are to grow her social skills, to explore her community and to build her physical strength. Janessa loves the weekly disco where she meets people from different Wallara sites and has been building her strength at the gym, where she has her own weights routine.

Live

Kat moved into Wallara Accommodation in 2019 and has made huge strides towards her goal to live independently. One of Kat's goals is to be fit and healthy. She now plans and prepares her own healthy meals and is walking regularly.

"I do the same things at Wallara that I did at my Dad's home, but now I do them independently. I like hanging out with my housemates, exploring Melbourne and watching Netflix with them."









Chairman and CEO's Report

It seems almost a cliche now to say that 2020 was a year like no other and it's hard to imagine any Annual Report for that period saying otherwise. COVID-19 tested everyone in the Wallara family like nothing else. As we look back now on 2020 from the relative calmness of April 2021, here are a few items that we wanted to highlight and celebrate:



1. Wallara has remained COVID-19 free. Thanks to an enormous effort from many people we managed to keep the virus out of our community. However, we know the battle and the threat is not over and we must stay vigilant.
2. Thanks to the JobKeeper support we kept our workforce intact and engaged. About 40 of our staff were redeployed for nearly 3 months on a series of improvement projects to make our service better in the years ahead. One of those projects was Wallara Online which is now led by Paralympian and former Wallara Director Don Elgin. Wallara Online has formed a partnership with leading carer platform Hireup which has national reach. See more about Wallara Online on pages 16 and 17.
3. We said goodbye to two Directors - Don Elgin (drafted by Management to lead Wallara Online) and Don Farrands due to other work commitments. Both the Dons were great contributors and we thank them for their time and energy over many years. To fill those places we welcomed three new Directors – Paul Garrett, Helen Keleher and Katie Symonds - who bring their extensive experience across allied health, aged care and finance to the Wallara mission.
4. On the Management side we farewelled COO Taimi Clinch (travelling around Australia) and we welcomed in GM Thera Storie who will lead People, Culture and Risk, Sarah McMurtrie as Education Manager to further strengthen our commitment to education in all of our program offerings. Other new additions include Lisa Laing, formerly of St Kilda FC, as Senior Manager Marketing, Communications and Partnerships and Jonny Lee as Chief Financial Officer.
5. Wallara Logistics saw the exit of major customer Mary Kay Cosmetics who withdrew after 50 years from the Australia and NZ markets. COVID-19 naturally affected many businesses negatively, however several of our customers increased their businesses. We welcomed RCR (safety products) as a new major customer. Kao Australia Brands continues to be our largest customer with several retail brands like John Frieda shampoo and Biore nose strips. Our Metro Tunnel partnership with CPB is progressing as planned and the Saints have expanded the scope of our contract with them to include membership packs. We welcomed Ray Lee to lead the growth of Land Management Services (LMS) and opened a cafe at Bridge Road. Both these businesses expand our employment supports, to garden care and hospitality.
6. In December, Management and the Board met to review our progress on the Strategic Plan 2018-2022. Half way through the plan period and we are performing well against our objectives. Led by facilitator Graeme Kelly (ex CEO EW Tipping), the review was very encouraging and overall our key goals and targets remain in place. The Board sees strong growth potential in our key service streams and it is great to have all of our clients transitioned across to the NDIS.
7. Sages Cottage Farm continues to be one of our most popular sites. In 2021 there are 75 young people attending the farm, supported by 16 coaches plus volunteers. In March we were able to welcome the public back to the farm and to Harvest Café.
8. Our new Social & Recreation programs have launched and it's great to see weekends, evenings and school holidays all being offered.



Wallara Board



David Willersdorf
Chairman
Joined 2012



Anne Tierney-Roberts
Director
Joined 2017



Philip Scorgie
Director
Joined 2016



Michael Butler
Director
Joined 2014



Stephen Michelson
Director
Joined 2019



Sally Hines
Director
Joined 2012



Mark Cowley
Director
Joined 2019

P U R P O S E

'Driving social change within the community to empower people with different abilities'

In 2020 Wallara launched an exciting new podcast called Invis-Ability to explore the experiences of people living with an intellectual disability. People with an intellectual disability make up roughly 30% of all NDIS recipients, but their voices are rarely heard in the media. To try and change that, Wallara's CEO, Phil Hayes-Brown and Paralympian Don Elgin will speak to people living with an ID, carers, and families about their experiences. The Invis-Ability podcast series is available on Apple and Spotify.

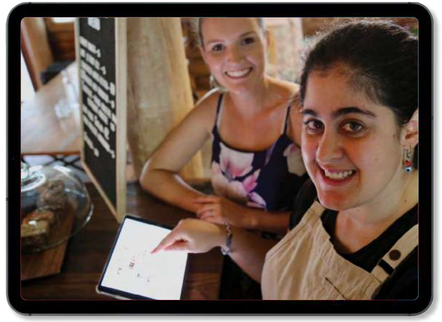
Stacey Edwards joins Phil Hayes-Brown and Don Elgin for episode 5 of the official launch Invis-Ability podcast with Jeff Kennett.
Invis-Ability Podcast



Work

Sevda's Pathway to Hospitality

Sevda began her journey with Potter Coffee in Dandenong. She then moved to Sages Cottage where she progressed from work experience in day programs through to becoming a supported employee at Harvest Café. "I love greeting and serving customers, and making them coffee. I feel really proud when I see my customers smile." Click to watch



Potter Coffee → Sages Cottage Kitchen → Supported Employment → Develop Numeracy Skills

Ben's Media Pathway



Ben's dream is to work in sports media and Wallara has supported him to build a pathway in that field. He joined the WallaraTV School of Media to learn about video production and he quickly took on the role of Producer of Wallara's weekly radio show. Ben used his video editing skills to land an internship with the St Kilda Football Club's media department. He says, "Getting drafted by The Saints was one of the best things to happen to me" and the experience has given him the confidence to set up his own video editing business. Click to watch

WallaraTV School of Media → Radio Show → Internship with the Saints Media department → 1:1 Support in digital media → Establish a small business

Clancy and Riley's Pathway to Horticulture

Clancy and Riley are identical twins who both started in the gardening program at Sages Cottage Farm. They enjoyed it so much, they requested to participate in Grass Busters, our work readiness garden care program, most days of the week. After gradually building their work-related and technical skills, they both gained positions in supported employment in Wallara's Land Management Service. Clancy and Riley work at the St Kilda Football Club and many other big projects.

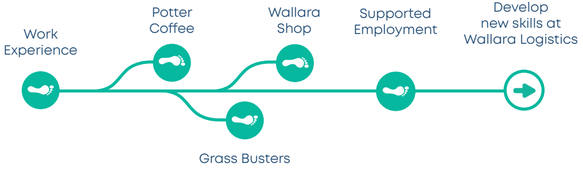


Gardening program → Grass Busters → Supported Employment → Open Employment

Camilo's Pathway to Warehousing



Camilo began his pathway to employment with a work experience program run by Wallara. He tried many different work programs including Potter Coffee, Grass Busters and the Wallara Shop. He has found a great work life balance, working as supported employee at Wallara Logistics three days per week and socialising in "explore" activities two days per week.



Wallara Employee of the Year: Nicole Loveridge

Wal: Tell us a bit about your history with Wallara.

NL: I've been with Wallara about four years. I had worked in the DHHS prior to that for around thirteen years in accommodation. When I joined Wallara, I started as a locum, I worked with Grass-Busters, and then I moved to Sages Cottage for twelve months as a Support Coach. I then transitioned into a Support Lead role at Sages and I am now the Operations Manager of our accommodation services.

Wal: How has Wallara helped you to up-skill?

NL: Prior to Wallara I didn't have any management experience, but Wallara supported me and mentored me through an advanced diploma of community management course. I was mentored by the CEO which was pretty amazing. The skills I learnt through that have been invaluable. During the COVID-19 lockdown I completed the LEAD program. It was pretty intense cramming a twelve-month program in eight weeks, but it was so helpful. I draw from things I learnt in that course every day.

Wal: Tell us about your style of leadership?

NL: Everything we do at Wallara is about improving the quality of life for our clients. We want all our residents to have choice and control in the way that they live. So, my focus is on empowering staff to be more client centred and attentive to our client's needs. I work really hard to make sure that all my staff feel cared for and supported. Listening to staff and being open and transparent towards them are two values I highly regard. Trust and support are critical to good management

Wal: How is Wallara different to other organisations you've worked for?

NL: I've always felt respected at Wallara. They value me as an individual and they encourage me to bring my gifts into the workplace. Regardless of what roles I've done, Wallara has given me support every step of the way. This is one of the only jobs I've had where I feel I've always felt supported by both my peers and by management. Working in the disability sector is incredibly rewarding. I choose to stay in this sector because I love watching people succeed and achieve their goals, and because Wallara is so person-centred, they really excel at helping their clients succeed.

Wal: How did you feel being nominated for Employee of the Year?

NL: It was overwhelming to learn that I'd been nominated. There are so many quality and deserving people working at Wallara, who put their heart and their soul into everything they do. I felt proud and humbled to be chosen.



Staff Service Awards



10 Years

Kerrie Burnett
Tammy Patterson
Phil Hayes-Brown
Tammy Pettit
Kim Pedersen
Elfadil Boali
Pat Moevasa-Sili
Gary Martin

15 Years

Emily O'Hehir
Julia Rowe
Angela Muir
Sonia Went

20 Years

Veena Kumar
Romaine Kakoullis

Wallara's Value Champions



Think client first
Ghassan Haidar

Do the right thing
Carla Piwari

Be creative & push the boundaries
Jen Murray

Together we make a difference
Duc Hai Vu

Have fun & celebrate awesomeness
Jay Pinkster

Employee Counts







Thriving through Innovation and Excellence

At the height of Victoria's COVID-19 lockdowns, many of Wallara's face to face services were unable to operate and Wallara was forced to undergo a radical transformation. Job Keeper allowed us to retain all of our staff, which left the senior leadership team with the challenge of creating temporary new roles for over 40 people.

Within a week, all staff who couldn't continue in their normal roles were redeployed into eight project teams. New lines of accountability were created, training in project management was rolled out and we all learnt together the blessings and curses of working remotely. In a time of uncertainty and unprecedented change, Wallara was able to thrive through innovation and excellence. We improved the quality and culture of Wallara, expanded the scope of our services and implemented significant changes that will strengthen our position as a leading disability organisation in Australia. Below are some of the outcomes that were achieved by our innovation and excellence teams.

1. Sustainable practices implemented with the introduction of recycling options, 'no' to single use plastics education programs and site composting systems
2. Green spaces created in the form of plant and vegetable beds at residences, sites and offices
3. A client portal developed and tested for launch in 2021 enabling clients and families The ability to access and update their personal information
4. Expansion of our service options to include camps, holidays, social and recreational programs
5. The rollout of the NDIS ratio-based funding model into supported employment, enabling a job coach for each 4 supported employees
6. Supported Employees sharing their desire for more opportunities to develop independent living skills and increase their technology skills
7. Introduction of new learning tools in the form of learning circles and communities of practice
8. The launch of Wallara Online, an innovative approach to delivering social and educational programs through an interactive digital platform that can be accessed from anywhere

What Our Clients Think



99% of clients stated they like coming to Wallara

96% of clients enjoy the activities Wallara has to offer

93% of clients feel they are supported to be as independent as they can be

96% of clients feel Wallara treats them with dignity and respect

94% of clients feel staff speak to them or their family when they need to

92% of clients feel that they learn new skills at Wallara

Wallara Online

Wallara Online was born during lockdown to combat social isolation, boredom and the mental health issues our clients were facing.

The team researched online platforms, best practices in online learning and wrote new curriculums before launching Wallara Online. The goal was to create something highly interactive, fun and educational.



Wallara Online was a huge support to me during the lockdown. They provided lots of programs like iFilms, Money skills, Zoom into Fitness and Literacy. Reconnecting with my friends was amazing. I am so thankful that I got to access my favourite activities online.
- Bella Firth

From our very first online class, it was obvious Wallara had a brilliant new way to support people that would outlast the COVID-19 lockdowns.

Families were provided technical support and guidance until clients felt comfortable using Wallara Online and the NDIS recognised the need for devices to access online classes enabling funding to purchase suitable equipment.

Many clients excelled in the online learning environment, increasing skill level at twice the rate of face to face classes. Feedback received suggested learning from home reduced anxiety of daily travel and distractions of larger groups for some clients.

Wallara Online is now a permanent fixture of our service and is supporting people all over Australia. For a complete list of our online programs visit Wallara.com.au



Wallara Logistics



2020 has been without doubt the most challenging year we have faced at Wallara Logistics. With COVID-19 workplace restrictions and lockdowns, we lost key customers Mary Kay Cosmetics and Oxfam permanently, while Hawthorn FC and Princes Laundry left us temporarily. The good news was several new customers came on board including RCR International, Milani Cosmetics, My DNA and Koh brands, while St Kilda FC and Cristine Re Designs recorded significant growth.

Being classified as an essential service, we were pleasingly able to remain open, allowing us to provide meaningful employment for our supported employees. With careful planning we created a COVID-19 safe and productive workplace. Our warehouse was divided into two working hubs, with temperature checks, social distancing and hand hygiene introduced. We are happy to report that we had no positive COVID-19 cases throughout the year.

Despite the setbacks and disruptions of COVID-19, there were some remarkable opportunities for growth. The NDIS introduced ratio-based funding, which enables supported employees to have additional support in small groups of 3-4 people. Each group is assigned a Job Coach to help develop skills, work towards achievement of goals and assist with moving into different and varied work activities. This initiative will lead to better outcomes for our supported employees who, increase productivity in the workplace and improve our service.

The launch of Land Management Services has expanded our work choices, creating the opportunity for supported employees to work in gardening, mowing and grounds maintenance. Wallara Café was also established, extending work opportunities in hospitality and food preparation.

Other highlights included our first online awards ceremony with Jacqui Thompson awarded the Quiet Achiever Award and Kellie White awarded Employee of the Year as well as 15 Supported Employees who participated in a workplace practises program.

With the changed conditions, we suspended our volunteering and school work-experience programs until 2021. We look forward to welcoming back the many schools, as well as school leavers who are waiting to join us here at Wallara Logistics.

We also look forward to welcoming back Princes Laundry and Hawthorn FC, growing our supported employee numbers and expanding our work choices.





Sages Cottage Farm

March 2020 was the beginning of a new and challenging season for Sages Cottage Farm clients and staff.

While it was a challenging year, there were also success stories. Jack, a client of Sages continued attending 5 days a week during lockdown, essential for both Jack and his whole family's well-being. Jack thrived in the 1:1 environment, he engaged in lengthier conversations and was able to express his emotions more freely. According to his dad, he had his first ever lengthy conversation with Jack during a road trip. Jack never usually speaks in the car unless he requires clarification about where they are going.

To keep those unable to attend the farm engaged, remote learning was offered through a program 'Staying in Touch with Sages Animals'. Using an iPhone on a gimbal, Sages clients and others in accommodation stayed connected with the farm and the much-loved animals. Many parents spoke of how this program supported their children through what was a very anxious period.

We look forward to welcoming our Sages clients and the public back to Sages Cottage Farm and Harvest Café in 2021.





Jack with our friendly bunnies

sages cottage



Nasir

Nasir is a curious and playful young man with a great sense of humour. He loves music and sport. Ball play is one of his favourite activities.

Ball play is great for Nasir's hand-eye coordination and because it uses both fine and gross motor skills. These skills help to maintain Nasir's mobility, strength and physical independence. Ball play is also a great sensory experience, particularly when we use a range of different balls.







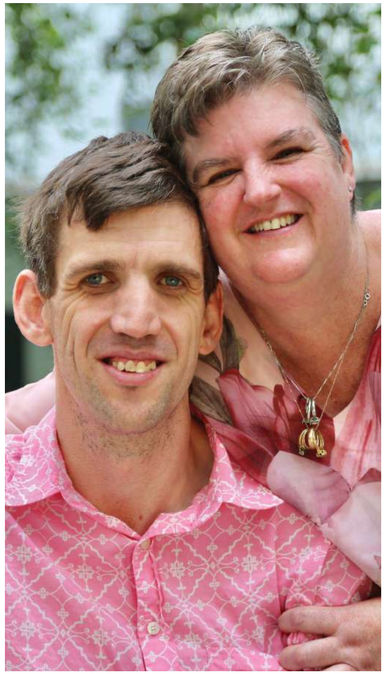
Matt and Kylie

Matt: I have been with Wallara for nearly 10 years and I love it. I have gained a lot of warehousing experience, as well as a certificate 2 in warehousing. I've learnt to pack nose-strips, pick orders, do laundry work and pack books.

Kylie: The first day I started working with Wallara, I noticed a guy called Matt. He was tall and quiet and I thought he would be a really nice guy to be friends with. We started sitting together on our breaks and then Matt asked me to go on a date to Phillip Island. That's when we officially started going out. We've now been living together for the last six years and we recently got engaged!

Matt and I live together in our own 3-bedroom unit. We share all housework, cooking, and gardening. We do everything together. We get support from the NDIS every fortnight. They help us to clean the house and teach us how to cook new recipes. Matt's also learning to use a computer. We're really happy in our home and we love our friends at Wallara.





Daniel Fenn

I've been with Wallara since 2015. Before coming to Wallara, I studied at Chisholm, and I did a cert 4 in IT, as well as a dual diploma with website development and computer networking. Unfortunately, I couldn't really get any stable work, so my case manager recommended I take a job at Wallara just to get some more work experience.

I started out doing unloading shipping containers and assembling products, but eventually I decided that my skills were being underutilised. I told Wallara that I wanted to do some work regarding my qualifications. I started with volunteer work for a couple of hours a week in IT, and as time went on, I started doing more and more work until Wallara offered me a full-time position.

I'm responsible for the development and implementation of IT systems that allow support staff to work with and for their families. I'm also responsible for staff onboarding, and various internal projects – such as creating a new incident register for Wallara. I'm absolutely loving my IT role, and I certainly don't plan on leaving Wallara anytime soon.





Donors and Acknowledgments

Wallara would like to extend a huge thank you to the following businesses and individuals who have provided generous support to us in 2020.

3E Advance
Access Pay
Aus Cottage
Aus Harvest
City of Greater Dandenong
CMV Truck & Bus staff
David Willersdorf
Eva Tan
Evie Jurinec
Gayle Rogers
Going Gourmet
Grenda Group Pty Ltd
Hong Kong Global
Ian McCallum
Jon Shields
Joyce Sharp
Kingston Gardens Japara
Paul Shire
PDL Equity Pty Ltd ATF
De Lutis Equity Trust
Peter Gunn
Probus Club Langwarrin
Robert McGregor
Simon McKeon - NUEK Foundation
Simply Energy
Sims & Finn Chiropractic
Sue Prestney
Torello Farm

2020 Financial Statement

Statement of Profit or Loss and Other Comprehensive Income
For the year ended 30 June

	2020 $	2019 $
Revenue from Contracts with Customers	16,300,036	15,622,633
Other Revenue and Income	1,542,480	1,827,047
Gain on Fair Value Adjustments	-	367,050
Profit on Sale on Non-Current Assets	3,900	8,164
JobKeeper Income	2,271,000	-
Total Revenue	**20,117,000**	**17,824,894**
Administrative Expenses	208,610	194,194
Bad & Doubtful Debts Expense	-	16,587
Contractor Expenses	302,250	224,468
Depreciation & Amortisation Expense	915,733	223,123
Employee Benefits Expense	14,462,820	13,569,743
Finance Costs	223,700	5,935
Fuel, Light & Power Expenses	492,056	515,465
Information Technology Expenses	381,564	378,080
Property Expenses	835,596	1,673,727
Transport Expense	241,956	267,034
Other Expenses	554,447	638,015
Total Expenses	**18,618,732**	**17,706,371**
Profit for the Year	**1,498,684**	**118,523**
Other Comprehensive Income		
Revaluation of Land & Buildings	-	1,149,250
Total Comprehensive Income	**1,498,684**	**1,267,773**

Statement of Cash Flows
For the year ended 30 June

	2020 $	2019 $
Cashflow from Operating Expenses		
Receipts from Government Dept & Customers	22,570,478	17,003,070
Payment to Suppliers & Employees	(19,428,999)	(18,246,581)
Interest Received	5,241	36,282
Finance Costs	(7,363)	(5,935)
Net Cash Provided by Operating Activities	**3,139,357**	**1,213,164**
Cashflow from Investing Activities		
Security Deposits Returned	-	169,584
Proceeds from Sale of Property, Plant & Equipment	3,900	9,680
Payment for Property, Plant & Equipment	(185,959)	(322,459)
Proceeds from Investments	-	1,000,000
Net Cash (Used in)/provided by Investing Activities	**(182,059)**	**856,805**
Cash Flow from Financing Activities		
Principal Portion of Lease Payments	(425,746)	-
Net Cash Used in Financing Activities	**(425,746)**	-
Cash at Beginning of Financial Year	659,520	1,015,879
Net Increase / (Decrease) in Cash Held	2,531,552	(356,359)
Cash at End of Financial Year	**3,191,072**	**659,520**

Statement of Financial Position
For the year ended 30 June

	2020 $	2019 $
Current Assets		
Cash and Cash Equivalents	3,191,072	659,520
Trade & Other Receivables	751,537	1,772,100
Other Current Assets	925,619	303,533
Total Current Assets	**4,868,228**	**2,735,153**
Non Current Assets		
Other Assets	34,466	46,330
Property, Plant & Equipment	8,118,575	8,125,806
Lease Assets	5,521,178	-
Total Non Current Assets	**13,674,219**	**8,172,136**
Total Assets	**18,542,447**	**10,907,289**
Current Liabilities		
Lease Liabilities	649,058	-
Payables	635,147	1,245,389
Provisions	2,062,225	1,802,542
Other Liabilities	1,141,084	399,774
Total Current Liabilities	**4,487,514**	**3,447,705**
Non Current Liabilities		
Lease Liabilities	5,168,917	-
Provisions	111,652	183,904
Total Non Current Liabilities	**5,280,569**	**183,904**
Total Liabilities	**9,768,083**	**3,631,609**
Net Assets	**8,774,346**	**7,275,680**
Equity		
Reserves	1,149,250	1,149,250
Retained Earnings	7,625,114	6,126,430
Total Equity	**8,774,364**	**7,275,680**



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