

BELONG.  
CONNECT.  
ASPIRE.



**alkira**

ANNUAL REPORT  
2018







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# LAUNCHING OUR NEW BRAND IDENTITY

A new era calls for a new look. The Alkira rebrand follows a raft of recent changes to the disability sector and the completion of a comprehensive new Marketing and Communications Strategy for the organisation.

In the past year we identified a need to relook at our brand as a whole and what it represents. Alkira has gone through a number of changes in the past twelve months and has moved into the complex new era of the National Disability Insurance Scheme (NDIS).

The decision to reposition the organisation and launch a new brand identity was not one that was made lightly. We undertook extensive market research, completed in depth consultation with participants and their families/carers and team members, and tested key brand attributes and perception before committing to the new brand identity.

The new identity also reflects our new ethos - BELONG. CONNECT. ASPIRE. This tagline is at the heart of everything that Alkira is and stands for. It encapsulates what the people who work at Alkira and those who use our services, think about the organisation.

Alkira is a service where everyone is made to feel welcome and included, which in turn creates a sense of belonging. Our passionate and enthusiastic team members always strive to connect participants to the community including training providers, employers, clubs, activities and support services. We also do our utmost to nurture aspirations and support people to achieve their goals.

## Changing the symbol

When we asked people linked to our services about the current logo the response was that it was outdated. They interpreted it as a 'shelter' with a person inside. In addition to this people felt that it was a bit "cold" and not representing what Alkira is at heart.

The new logo for Alkira encapsulates all of the attributes that make up Alkira as an organisation. It represent how Alkira makes people feel, the work we do to support the community, and how we engage with participants.

## A fresh new colour scheme

To reflect our new identity more accurately we have introduced a new and fresh colour palette.

A decision was made to move away from the blue and red as people reported that it looked 'corporate' or similar to what a sporting club would use in their identity.

The purple in the new identity combines blue and red bringing the colours of the current identity into the new one. The new colour scheme is also based on colours that are bright, intense and clear ensuring that they stand out.

With the addition of a diverse range of colours, Alkira will be painted more accurately as an energetic and vibrant organisation that is bursting with energy and full of life.

## Removing "Centre" from our name

Our full name is "Alkira Centre - Box Hill Inc." The word "Centre" is defined as *"a building where a specified activity is concentrated."* This is contradictive to what the NDIS stands for, which is all about community access and inclusion.

People who access Alkira want to participate in education, training and employment. Like everyone else, they want to attend concerts, sporting events, go to the movies and eat at restaurants. As an organisation, Alkira is not simply about providing centre based activities, but rather about providing holistic community connections and supporting people to participate in the activities they choose.



is now...



### Introducing our new logo

The new identity takes on a more playful approach, focusing on inclusiveness. The different colours and circles represent people of all walks of life, working together to create an accessible and positive community. The dot over the 'i' in the logo represents a person, and accompanying half circle underneath the word Alkira represents a smile on the face of those involved with Alkira.



### Introducing our design elements

*Alkira has incorporated circles as design elements in the new brand identity. The rounded shapes send a message of community, inclusiveness and harmony. They are the connections and supports that make up the Alkira community. Circles also don't have an end-point, representing life and not being pulled in any direction, but making ones' own choices.*





# A MESSAGE FROM THE CHAIRPERSON

On behalf of Alkira's Board of Directors I am pleased to present our report on the 2017-18 year and to discuss some of the opportunities and challenges ahead.

As I have said in the past the role of the Board is to provide governance oversight on Alkira's performance and to ensure we stay true to our mission of meeting the needs and wishes of our participants and to care and support them as they take their place in the world community.

This year more than ever has been a year of change as we all transition to the new world of the National Disability Insurance Scheme. It is pleasing to report that Lisa Sawatzky (CEO) and her team have done an outstanding job of making this transition as smooth as it can be for all involved.

As I write this report it is worth noting that we have successfully transitioned over 100 of our participants and we expect all eligible participants at Alkira will be transitioned by the end of the 2018 year.

The effort required to ensure all participants and their families (and advocates/ carers ) were supported as they

developed their plans, together with providing the required services to support the plans, has been truly enormous. To the team led by Lisa, Di Fitzmaurice, Laura Ubavin and Kat Robbins, I say on behalf of us all a very heartfelt thank you.

It is also important to thank the Organisational Support team, particularly in Finance as we adjusted to the new financial business model of NDIS where we receive our government funding after providing services to participants. You will see that from our financial statements that despite a loss for the year of \$240,339, we remain in a very strong financial position in this year of significant change. Part of this loss can be attributed to approximately \$150,000 of one off transition costs during the year. The outlook for the 2018-19 year will see us continue to invest in the transition process for our participants and “work through” the changes to our service mix based on participant plans and pricing under NDIS.

Despite the heavy focus on successfully transitioning Alkira to the NDIS it is pleasing to report that at our recent Board strategic planning session we have made some significant progress on many of the Strategic Objectives outlined in the 2016 Strategic Plan. Lisa will mention more on this in her report.

In particular, progress has been made in understanding how we should position Alkira as a leading service provider in the eastern suburbs of Melbourne. In particular we have used the report prepared by an external consultant (Vesparum) to remodel our image in the new world of disability. I hope you will all welcome this change. Whilst new logo's and images are a real opportunity to refresh the brand it is important to remember the underlying core values which have stood the test of time remain.

Over recent months we have turned our attention to the facilities we require in the longer term to meet participant needs. I mentioned in the 2017 Board report that this Masterplan was commencing so we can have a thorough understanding of how the new world of NDIS

impacts on each of our service sites and how we should respond. It is important to remember that any significant capital expenditure identified will require support from the broad Alkira Community. This review includes relooking at the Springfield project which was placed “on hold” during 2016. More will be said on this as the 2018-19 year unfolds.

I want to take this opportunity of thanking Ellie Delafield for her contribution to the Board. Ellie has retired after 11 years of wonderful service to Alkira. Her contribution to Board matters and membership of the Board Home Supports sub-committee has been significant and will be missed.

On a personal note I want to thank all of the Board members for your help and support over the year. I also want to acknowledge the enormous contribution of the Management Team and Staff led by Lisa. Special thanks also to the many donors and volunteers who have helped to make the year such a success.

Finally, I mentioned earlier that despite this year being one of change and real challenge to us all we have remained steadfast in staying true to our core values. It is worth repeating these important values as I conclude the report:

**Challenge** – To be comfortable with discomfort, to think, to question and to adapt.

**Care** – To care for our people and for Alkira as an organisation. To ensure as individuals or organisationally we grow and develop.

**Inclusiveness and Collaboration** – To have inclusive and meaningful relationships and engaging partnerships both within Alkira and with our broader community.

**Enrichment and Celebration** – Take opportunities for learning, developing and growing and ensure we recognise and celebrate achievements.

**Peter Harrison**  
President  
Board of Directors



## A MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

We are beginning to see immense rewards for people with a disability having entered the world of the National Disability Insurance Scheme (NDIS). It would be safe to say that, as anticipated, the past 12 months have been both challenging and exciting for Alkira. The transition has required the organisation to become more innovative, nimble and flexible to meet the ever changing needs and aspirations of the people we support. It has also seen both the people who work for Alkira and those who use our services having to adapt to change and sometimes this has caused apprehension.

Many disability support services are finding the new structures, funding models and transition phase tough. I am proud to say that we are NDIS ready, and although there are still some adjustments and fine tuning required, staff have done an amazing job in getting us to where we need to be.

Operating in this new funding environment has reinforced the importance of enabling the organisation to attract and retain the right people for the right jobs. It has been necessary for the Leadership team to ensure that Alkira

not only meet the changing needs of the industry, but that we position the organisation how we would like it to look in the future. It was also critically important for Alkira to develop new structures for key business units within the organisation. These changes have positioned Alkira better for the new disability market.

Everyone at Alkira has had a role to play in the transition to NDIS and a number of new systems have been embraced to better serve our team members and the people we support. Carelink+ is being used to roster services and supports, and to assist in matching staff skills with participant needs. In addition to this, our finance team have now fully transitioned from using MYOB to Microsoft Dynamics NAV. Microsoft Dynamics NAV is an end-to-end system that integrates well with Carelink+. The new system provides Alkira with better financial visibility and automation of some processes which are now reducing overheads.

Focus was also placed on continuing to build sustainable and positive relationships with like-minded businesses, organisations, clubs and the community. As an example, we have worked closely with Box Hill Institute (RTO



Code: 4687) on developing an exciting six year plan which will provide more opportunities for participants to thrive through education, training and employment. Some of this plan has already come into play with our Networks program now being located at Box Hill Institute's Whitehorse Campus.

We are also excited to announce that our partnership with Box Hill Institute has been recognised for its quality and its inclusive approach. We have been named a finalist in the 2018 Victorian Training Awards "Inclusive Training Provider of the Year" category for the delivery of our Momentum, Pathways and Networks program. Alkira and Box Hill Institute will find out if the partnership wins the prestigious award in August 2018.

Alkira has engaged Morton Dunn Architects to review our facilities at Thurston Street to meet our current and future needs. They have provided a number of great recommendations for how we can best take advantage of the current building and structure, catering for additional team members and growth in service delivery.

Over 50% of participants have now transitioned to NDIS plans. Most of the participants are pleased with their plans. However, a small number of participants report their plan is unsatisfactory and have requested a review by the NDIS. We want people with a disability to become equally empowered and although there is still work to be done, the NDIS has offered a very important stepping stone in the right direction. Now it's up to us to make sure that we offer the right programs, services and supports to challenge the community and open up a whole new world of opportunities for people to belong, connect and aspire.

Another milestone this year was the completion of a comprehensive Marketing and Communications Strategy. A range of activities were implemented as part of this strategy to enhance brand awareness and engage more broadly with the wider community. One of the key outcomes of the strategy was identifying

the need for the organisation to embark on a rebranding journey. We engaged a Graphic Designer to refresh the tone, look and feel of our brand based on a solid brief provided by Alkira. Although it is important to acknowledge our long history and footprint the time to reinvigorate our brand is now. As you will see throughout this report, the new brand is colourful, vibrant and encompasses the Alkira "DNA".

Alkira is entering the next 12 months with excitement and enthusiasm. A lot of the hard work has been done this year and now we will experience some of the rewards. There will be added focus on communication and engagement with the community, we will continue to develop our services and ensure that the organisation responds quickly to change, and you can expect to see more of Alkira's new and colourful brand identity, which better reflects where we want to be positioned in the market.

Upon reflection, the most important lesson that I have learned in my role as the Chief Executive Officer of such a wonderful organisation is to listen to participants and frontline staff as they are the ones most affected by change and often the ones that can provide the most obvious and effective solutions. The Alkira community have been driving some of the changes to the organisation and their input and feedback has been instrumental in the development of future strategies. I strongly believe that this will place us in an excellent position moving forward.

I would like to end by thanking everyone for their commitment to the NDIS transition and all the work that has been put into this year. I would also like to thank the Board of Directors and the Senior Management Team for their support and encouragement.

**Lisa Sawatzky**  
Chief Executive Officer

# BOARD MEMBERS



**Peter Harrison**

*President*

Peter was the Alkira Treasurer for more than 30 years. He was appointed President in 2015 following the retirement of June Charlesworth. Peter is a Chartered Accountant (Bachelor of Business at RMIT) and more recently he has been consulting to several leading legal and accounting firms.



**Christopher Miller**

*Senior Vice President*

Christopher (Chris) is the brother of a former Alkira participant Maree. He grew up in a dedicated Alkira family and is a businessman, hairdresser and event organiser. Chris joined the Board in 2003 and was made an Alkira Life Governor in 2014.



**Dianne Bassett**

*Vice President*

Dianne joined the Board in 2003 and is the mother of Alkira participant, Rhys. She brings to her role a keen sense of the challenges faced by modern families caring for someone with an intellectual disability. Dianne was made an Alkira Life Governor in 2017.



**Gordon Jacobs**

A Consultant Lawyer with Aughtersons, Gordon is the brother of Pam, a resident of one of Alkira's houses. Gordon is also the son of one of Alkira's longest-serving former board members. Gordon joined the Board in 2004 and benefits Alkira through his legal skills and loyal business networks.



**Warrick Mitchell**

Warrick joined the Board of Alkira in 2011. The majority of his professional life was spent at Julius Marlow – which later became Florsheim Shoes. Over a 31 year period he rose to the position of Director of Florsheim Pacific and Vice President of Florsheim International, retiring in 1997.



**Ron Walker**

Ron has been actively involved with Alkira since 1978. He served on the Board between 1982 and 1988 and re-joined the board in 1997. During both periods he has held the position of Senior Vice-President, and he was President from 2007 – 2012. His daughter, Ruth, started at Akira aged four and a half in 1970.





**Graeme Fallet**

*Treasurer*

Graeme is a Chartered Accountant and a member of the Institute of Company Directors. Following a 15 year career as an Ambulance Paramedic he has practiced as a Chartered Accountant for the past 20 years, most recently as Chief Financial Officer for a number of ASX listed companies.



**Sue Dodds**

Sue joined the Board in 2009. Following a career in the Australian Public Service, Sue has worked in the disability sector as a Disability Support Worker and Family Liaison Coordinator for the past 19 years. Her son attends Alkira and accesses a range of Alkira services.



**Gwendolyn Howlett**

Gwendolyn's sister Ellen has been part of the Alkira family for 44 years. During that time Gwendolyn's family has been actively involved in various ways. She is honoured to be part of the Board and to serve the local community through her role. She has worked for many years as a Teacher, particularly with children and young adults.



**Michael Waymark**

Michael joined the Board in 2016. He is an executive with over 30 years' experience realigning and restructuring businesses for growth, managing change, and developing and implementing strategy to maximise the profile and reputation of companies within key customer segments.



# SENIOR MANAGEMENT TEAM



**Lisa Sawatzky**

*Chief Executive Officer*

Lisa has held several senior roles in the disability sector and is well-known to many members of the Alkira community through her ten years working at the organisation. Lisa has a passion for providing quality support to people who have an intellectual disability through participant directed service provision.



**Diane Fitzmarice**

*Manager - NDIS Transition*

Diane was appointed Manager – Training & Support Services in March 1992, a role that later grew to managing all services. Over the years, she has encouraged the development of new opportunities for participants and has always put the needs of those who use our services at the forefront of decision making.



**Ben Moodie**

*Manager - Business Systems & Finance*

Ben is a registered Tax Agent, Fellow of CPA and came to Alkira with a wealth of experience having worked in the not-for-profit sector for over 10 years. Ben has strong leadership skills and experience in implementing organisation wide change.



**Eluned McFarlane**

*Manager - People, Culture and Learning*

Eluned was appointed Manager – People, Culture and Learning in February 2018. She brought with her extensive experience as a Senior Human Resources leader in higher education and healthcare organisations within Australia and New Zealand.



**Kat Robbins**

*Manager - Home Supports*

Kat is the Manager – Home Supports for Alkira. She brings with her a wealth of experience supporting participants with complex behaviours and medical requirements. Kat has broadened the skills of the Home Supports team and raised the quality of Alkira's Accommodation Services.



**Laura Ubavin**

*Manager - Community Supports*

Laura commenced as Manager – Community Supports in 2017. Her qualifications in psychology, social work, human resources and professional development has prepared her to manage the demands of a challenging funding environment and driving growth for Alkira.





## OUR PURPOSE

**Alkira is a for-purpose organisation that is all about community access and inclusion for people who have a disability. We are committed to providing a positive experience and partnering with the community to provide greater choice and control for participants.**

Every team member is dedicated to supporting people to achieve their goals. For us it is not just about delivering a wide range of quality programs and services, it is about building a safe, supportive and encouraging environment where everyone can reach their full potential.

Alkira offers a wide range of options including, but not limited to:

- Community Access and Activities
- Education and Training Programs
- Sport and Recreational Activities
- Life Skills and Independent Living Programs
- Employment Pathways and Assistance
- Practical Skills and Capacity Building
- In-Home Support
- Supported Accommodation and Short-Term Accommodation (Respite)

People who access our services want to contribute, both socially and economically, to society. Alkira's Board, Management and Team Members are diverse, responsive and determined to support people to maximise opportunities and inspire them to live the life they choose. We partner with participants and their families/carers, like-minded organisations and the broader community to ensure that programs and services offered meet the needs and expectations of the community.

Life is full of opportunities and we are proud to be part of people's individual journeys. The Alkira community challenges people to get involved and think about how they can be part of enhancing social inclusion and build a resilient and strong community.

# OUR SERVICES

## EDUCATION, TRAINING AND EMPLOYMENT

### **Momentum**

Momentum is the perfect building block for young people who want to participate in the community, study, get a job or volunteer, who need to improve their reading, writing and communication skills. The aim is to enhance participant's self-confidence and resilience through capacity building and assistance with social and community participation. It offers post-secondary school study of accredited and non-accredited subjects for school leavers and operates in conjunction with Box Hill Institute (RTO Code: 4687) from their Nelson Road campus.

### **Pathways**

Pathways also operates in conjunction with Box Hill Institute (RTO Code: 4687) and is an extension program building on the participant's learning and job ready skills. Both our Momentum and Pathways programs are outcomes driven, with many graduates achieving open employment, volunteering, self-management of their own budget and money, independence in the community, the use of public transport, and for some even moving out of home.

### **Networks**

Networks continues the learning beyond Momentum and Pathways and is a community based education program consolidating and building upon learned skills, and promoting further independence and involvement in the community.

### **Place & Train**

Place & Train offers individualised and personalised support for finding and keeping a job including work experience, work placement and volunteer positions.

## COMMUNITY SUPPORTS

### **Connections**

We have developed a wide range of group and individual programs that we call "Connections". By offering various types of programs, located across four different sites, people can choose what they would like to do, decide on the goals they wish to achieve and the setting within which they can participate.

### **Home & Choice**

Home & Choice provides people with individual support in the community or at home, as they choose.

### **Recreation Service**

The Recreation Service offers a broad range of leisure and recreational activities after hours and during holidays.

### **Transport Service**

Alkira provides transportation for people to access Alkira's services.

## HOME SUPPORTS

### **Short-Term Accommodation (Respite)**

Short-term accommodation that people can access in a time of need, to explore independent living, or just to spend some much needed time away from home with friends.

### **Supported Independent Living**

Alkira has seven shared homes where people are supported to live with others that have similar interests and support needs, independent of family.



## SUPPORT COORDINATION

Support Coordination is a capacity building service that assists participants in the implementation of their plans including informal, mainstream, community and funded supports. Alkira's support coordinators assist individuals explore how to best achieve their goals and can link them into a wide range of services both within Alkira and other like organisations.

## OUR VISION, MISSION & VALUES

### VISION

To be a leading services provider for people with an intellectual disability in Eastern Metropolitan Melbourne.

### MISSION

Alkira strives to meet the needs and wishes of people with intellectual disabilities through care and support to enrich and challenge them to be a part of the world community.

### VALUES



#### **Challenge**

To be comfortable with discomfort, to think, to question, to adapt.



#### **Inclusiveness and Collaboration**

Inclusive, meaningful and engaging partnerships with people both within Alkira and the wider community.



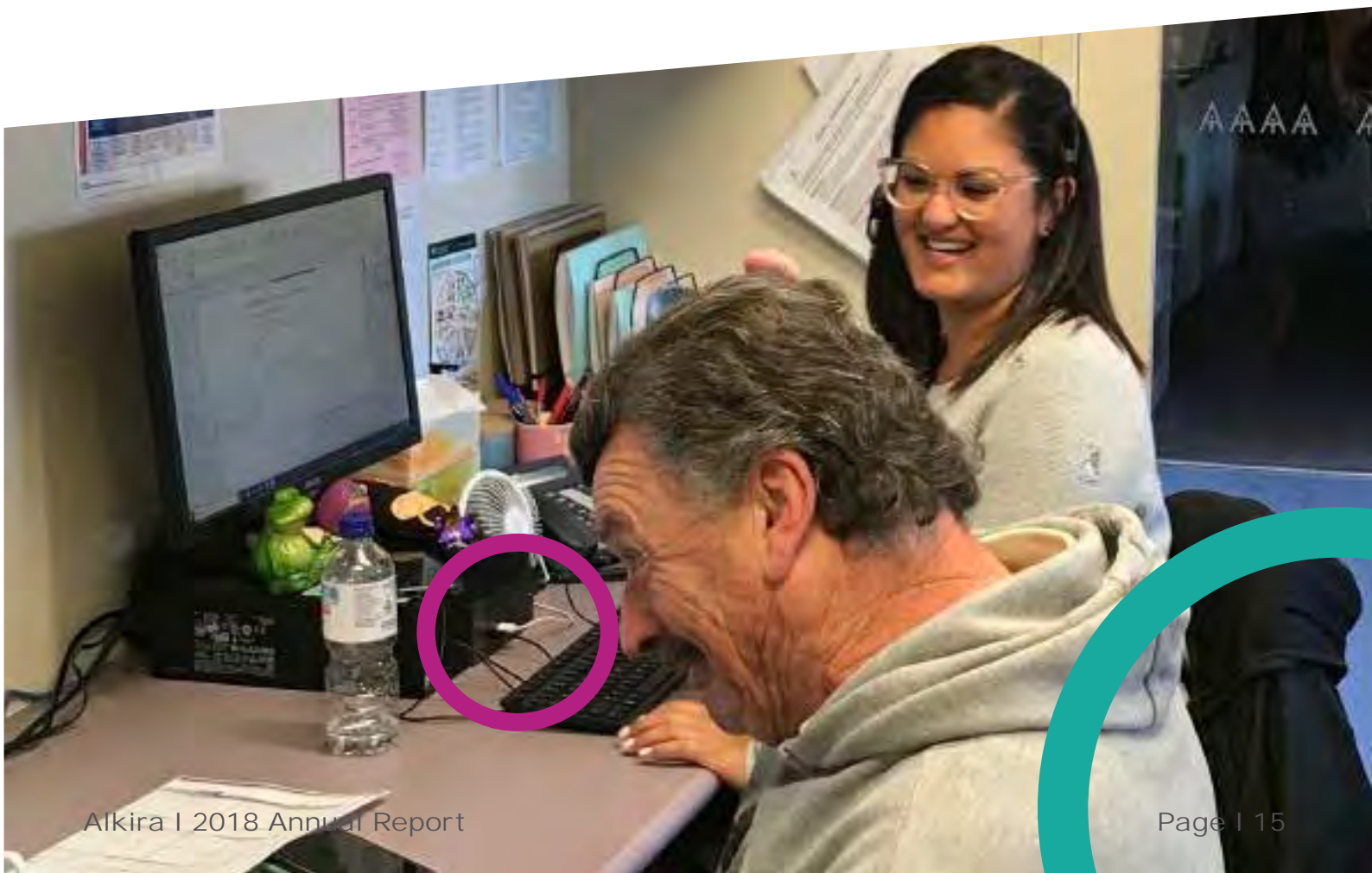
#### **Care**

For people and the organisation. About personal and organisational growth and development.



#### **Enrichment and Celebration**

Opportunities for learning, developing and growing, then recognising and celebrating achievements.



# STRATEGIC PLAN 2016 - 2019

The Alkira Strategic Plan helps keep the organisation focused on reaching and exceeding goals. Alkira is currently on track with the 2016 - 2019 Strategic Plan, and both the Senior Management Team and the Board of Directors are preparing for the development of our strategies beyond 2019.

We anticipate that we will reach all our strategic objectives in the next financial year, and this is a true testament to the commitment and drive of the Alkira team.

The disability sector has thrown up a number of challenges and the Alkira community have worked together to tackle these head on and ensure we remain resilient and strong.

Alkira has implemented a range of processes to ensure that we meet the needs, interests and wishes of participants. These include hosting a range of NDIS Information Sessions, completing comprehensive surveys with participants, family members and carers, and reviewing people's individual plans.





As a result of listening and consulting with service users, Alkira has identified that people want increased focus on education, training and employment. In addition to this, people want to enhance their independent living skills by participating in Short-Term Accommodation, and to increase their community access via the Recreation Service.

As with other disability service providers in the region, there has been a strong focus on successfully transitioning to the National Disability Insurance Scheme (NDIS). When we asked ourselves what is the incentive to invest in new ways of supporting people, the answer was clear. Better outcomes for the people we support! We want participants to live independently, gain sustainable employment and have access to new opportunities and pathways. We are committed to achieving this by being innovative and focussed on service reform, while making sure that our values remain strong.

We have asked team members to champion this change and to live and breathe the organisations mission, vision and values. As a response they will be at the forefront of this change.

Living a shared culture is key in embracing transformation and preparing the organisation for the change that still lies ahead. A number of steps have been taken over the past 12 months to ensure that we share a cohesive 'one team' culture including continuing the role of the Living a Shared Culture Committee, implementing both a digital and physical feedback box, completing an in-depth internal communications survey and including team members in our decision making processes. The aim is to complete another employee engagement survey in late 2018 to track the results and evaluate how Alkira is progressing.

Significant investment has also been made into the People, Culture and Learning function to ensure that Alkira attract and retain a sustainable workforce. Workforce strategies are being developed in collaboration with

each business unit to tailor the strategy for the different positions required.

Partnership and collaborations have also been a key focus over the past 12 months. The Service Managers have continued to nurture relationships with other like-minded organisations to deliver value added services to participants and the broader Alkira community.

The Fundraising and Community Relations function, along with Marketing and Communications, have also played a key role developing and maintaining strong and reliable relationships with stakeholders.

As you will see from the design of this Annual Report, we have changed our visual identity and launched a new and fresh brand. This is one of many actions that came from the development of a sophisticated Marketing Strategy. The aim of the strategy is to ensure that Alkira is known and recognised as a leading integral service provider for people with a disability.

As highlighted in the report from the CEO, Lisa Sawatzky, and the Manager - Business Systems and Finances, Ben Moodie, Alkira has implemented a range of new technologies to meet the changing operational needs as we recognise the importance of having the appropriate technology to support the delivery of our services. The new operating systems and billing processes meet the needs of each business unit and those who use our services.

The next 12 months will see the leadership team focus on expanding our revenue sources and actively pursuing a mix of government funding, donations and philanthropic support.

Alkira will also be fine-tuning some of the outcomes within each strategic goal to ensure that the organisation successfully meets every objective in the strategic plan.







# A YEAR IN REVIEW

**JULY** - A group of participants travelled to Echuca and Moama on a holiday. The Community Supports team attended NDIS training.

**AUGUST** - The Home Supports team attended NDIS training.

**OCTOBER** - A group of participants went to Tootgarook for a holiday. The Community Supports and Home Supports teams attended NDIS training.

**SEPTEMBER** - Alkira hosted the Annual General Meeting and the Alkira Annual Awards. The Community Supports and Home Supports teams attended NDIS training.

**NOVEMBER** - The NDIS became available in Alkira's service region. The Community Supports and Home Supports teams attended NDIS training. Hosted the Recreation Supper Dance. Organised the Annual Alkira Christmas Street Stall.

**DECEMBER** - The Home Supports team attended NDIS training. The Community Supports team attended Bullying and Harassment training.

**MARCH** - The Leadership Team attended a Leadership Workshop.

**JANUARY** - A group of participants went to Geelong for a holiday. The Alkira Thurston Steet site got a fresh splash of paint and a good clean.

**FEBUARY** - The Home Supports and Community Supports teams attended First Aid Training.

**APRIL** - Held a Welcome BBQ and the launch of the 2018 Family Forums for new participants and their families.

**MAY** - Hosted the Alkira Family Forums and the Annual Alkira Foundation Dinner. Organised the Annual Alkira Mother's Day Street Stall. Held a massive shoe sale at Thurston Street.

**JUNE** - The Community Supports team attended Ethical Response Training.

# ENHANCING OPPORTUNITIES THROUGH NDIS

The buzz words this year have been ‘choice and control’ with regard to opportunities for people with an intellectual disability. The time has come for all of us to change our approach and bring our services into the new era of the National Disability Insurance Scheme.

To this end, we have spent significant resources over the past 12 months to move with the times and adapt to the changing needs and aspirations of our service users. This is a very exciting time for Alkira and we are doing our utmost to change our services and programs to ensure we truly enhance the lives of people with a disability and their support network. Although this brings a number of challenges, we have embraced the NDIS and take pride in our contribution to build an organisation where people belong, connect and aspire.

Since the NDIS roll-out in our region 110 participants have transitioned to the NDIS, 64 of which have accepted their first plan. Approximately 40% have requested a review of their plan with the NDIS.

Some participants have had excellent outcomes as a result of the scheme so far and have experienced enhanced opportunities. One example of a great outcome is Caden’s story. Caden was participating in one of our educational programs and struggled with the literacy and communication in the program.

His mother, Elizabeth, met with his Instructor and the Place & Train Manager to review his timetable and look at options that would better meet Caden’s needs and aspirations. As Caden is a visual learner and an active individual, it was suggested that he take part in some of the more hands-on activities at Alkira, such as the Gardening Crew Program. Caden also signed up to do Swimming, Wearable Arts, iPad Training and Creative Expressions. Caden showed significant potential and

progressed quickly in the swimming program. His swimming Instructor even started calling him “The Superfish”, a name that has stuck and is now used to refer to his swimming skills. Caden has proved such a talent in the pool that he has been signed up to participate in the Special Olympics taking place in November 2018.

What started as a way to reduce Caden’s stress and anxiety level has developed into a real passion. He now wants to enhance his swimming abilities and compete at club level hoping to use his NDIS funding to achieve greater outcomes.

“As a parent I am humbled by the support we have received. I really appreciate the efforts of the team at Alkira and I’m amazed by what has been achieved in supporting this initiative,” said Elizabeth Curran (parent).

Although we have seen a number of amazing outcomes for participants and strongly support the NDIS and what the scheme aims to do for people with a disability, not everyone has been provided with a plan that meets their needs.

One example is a participant who lost their primary carer and the only accommodation option at the time was an aged care facility. Moving into aged care impacted her on both a physical and emotional level and her sister decided to bring her home to live with her.

Before attending a planning meeting with NDIS, this person had an Individual Support Plan worth \$73,000 per annum. This was reduced to \$32,000 when she transitioned into the NDIS funding. Due to the circumstances, she and her carer were not able to adequately prepare for the meeting. Although she had asked if she could bring a representative from Alkira along with her when meeting with the planner, she was told by the NDIS planner that it was not required. Unfortunately, the reduced



funding has impacted on her ability to access a number of supports and services which has also impacted on her family. It is evident that good preparation means that people are more likely to receive the desired outcomes from NDIS planning meetings. When people's circumstances are not adequately picked up in the planning meeting, the results can have a very detrimental impact on individuals and those who care for them.

Alkira is working with families that have received insufficient financial support to prepare them for their review meetings with National Disability Insurance Agency (NDIA). In the past 12 months, the NDIS Transition Team have provided more than 70 parents/carers with pre-planning assistance and a number of people have requested, and been provided with, our NDIS Information Pack. The team has also met with 70 parents/carers on an individual and group basis to develop their knowledge and understanding of the transition process and what to expect. We also partnered with the Victorian Advocacy League for Individuals with Disability (VALID) to deliver NDIS information to parents, carers, participants and employees.

A large body of work has also been completed in implementing new systems that are NDIS compliant including new service agreements,

developing a tool for cost estimates, changing timetables and putting together processes for gathering and registering support delivery evidence.

The NDIS team has grown to assist people prepare, transition and understand the new system and meet the increased demands of NDIS. Many participants have come to Alkira for services where they have Support Coordination as part of their plan. Their trust and confidence in us has resulted in the establishment of a Support Coordination Service within the organisation. This service is growing due to the increasing interest in accessing this service.

We are pleased to see most participants being satisfied with the outcomes of their plans and endeavour to provide those who require our support with the information and knowledge they need to get the best possible outcomes.

The next 12 months will see us continue to focus on sharing ideas, information and resources with the Alkira community about the NDIS. In addition, we will be fine-tuning our processes to ensure that they meet the needs of our staff, participants and their family/carers.

## NDIS SNAPSHOT



**110 participants have transitioned and now have NDIS Funding Packages.**



**56 people requested and were provided with an Alkira Participant & Carer NDIS Information Pack.**



**64 participants and their family/carer accepted their first NDIS plan.**



**75 people were provided with pre-planning assistance.**



**39 participants and their family/carer have requested a review of their NDIS plan.**

# PROGRAMS & SERVICES SNAPSHOT



**Alkira employs approximately 145 people and are supported by 45 volunteers.**



**Alkira offers services and programs across six different facilities, in addition to services offered offsite.**



**We support around 250 people with an intellectual disability.**



**30 participants are enrolled in accredited qualifications with Box Hill Institute (RTO Code: 4687)**



**We have eight accommodation sites located in the eastern suburbs of Melbourne.**





## A POSITIVE OUTCOME FOR MARIA

The NDIS can be daunting for participants, families and carers. However, the scheme was implemented to enhance the lives of people with a disability and give greater choice and control – which is exactly what it's done for Maria and her family.

"I didn't know what to expect when Maria transitioned to NDIS" said Angela (Maria's mum). She describes her experience pre-NDIS as a challenging time funding wise, feeling as she was constantly "penny pinching". She explains she "was often not able to purchase things for Maria that most people would see as a necessity".

Ahead of her NDIS planning session, Angela met with Alkira Manager - NDIS Transition, Diane Fitzmaurice. She was given advice on how to prepare for the planning session, what evidence to bring along and what kind of information to include. Angela found the experience really helpful and felt more relaxed about her upcoming meeting. However, she was still uncomfortable about "asking for more", even if she knew that it was for support that would enhance Maria's life and help keep Maria living in the family home.

"Shereen (Shereen Hook, Support Coordinator) told me not to hold back and to ask for the support that Maria needed and that would benefit her,"

said Angela. Shereen also attended the NDIS planning meeting with Angela and Maria. "I am so grateful that Shereen was able to attend the meeting with us and she couldn't have supported us better. She remembered all the things that I forgot to say" said Angela. She continued "I don't think we would have had such a fantastic outcome if Shereen hadn't been there for us."

Maria transitioned to the NDIS in January 2018 and she received four times more funding than her previous package. The additional funding will enable Maria to become more independent, make her own decisions and participate more actively in the community. She now also has access to Respite, which is something she has never had before. "I am really excited about trying Respite." said Maria.

Angela is thankful for the support she has received from Alkira saying "I can already see such great results from the additional support Maria will be able to buy. Maria has improved her confidence and self-esteem. She is now interacting more with others and would like to one day get a job working in retail."

We are delighted to know that Maria now has a lot more choice and control as a result of the NDIS.



# PARTNERSHIP & COLLABORATION A KEY TO SUCCESS

Alkira's partnership with Box Hill Institute (RTO Code: 4687) has continued to flourish over the past 12 months. We have firmly established ourselves as part of the campus community at the newly renovated Nelson Campus. Our partnership has recently extended to the Whitehorse Campus, where our Networks participants are now well positioned to pursue employment, study and community opportunities from the heart of Box Hill.

Momentum, Pathways and Networks are now supporting 46 students in accredited and non-accredited courses, we have extended our study options to Certificate 1 in Transition Education, Certificate 1 in Work Education, pre-accredited Performing Arts, and Computer Programming. Planning is underway to extend our offerings in 2019 to pre-accredited Hospitality and IT courses as well as Certificate 2 in Work Education.

We have shared our knowledge and invested in the sector; mentoring 13 placements for students studying Certificate 3 in Community Services, Certificate 4 in Disability Work and Diploma of Community Services.

Studying in an adult learning environment for the first time, students have been exposed to new and exciting opportunities. It's been a pleasure to watch our students confidence and self esteem grow as they are included

in daily life on campus. We have worked to foster this inclusion informally, supporting interactions across all faculties in common areas around campus. More formally, the Momentum Program combined classes with VECAL and VCE students to offer opportunities to socialise and learn acceptance; we were invited to compete in a Basketball tournament organised by students studying their Diploma of Sports Science; Momentum students also organised and hosted a BBQ fundraiser on campus. These events helped bring students together breaking down barriers and increasing awareness and inclusion.

We continue to explore employment opportunities within our partnership. Work Education Students have secured work placements in the Library, Music, Horticulture and Hospitality Departments. Placements within the Elgar Road Café have lead to a future opportunity for paid work running the campus' first mobile snacks bar.

Together we continue to remove barriers for people with a disability while working towards a more inclusive community. The success of our Momentum, Pathways and Networks Programs have been recognised by the Department of Education; Alkira and Box Hill Institute were named as finalists in the 2018 Victorian Training Awards in the Category of Inclusive Training Provider of the Year.



# EDUCATION AND TRAINING OUTCOMES

Whether it be independence, life less dependent on support, further study, employment or building confidence; the Momentum, Pathways and Networks teams are focused on providing innovative programs that position people to reach their potential.

Momentum's Food Handling and Preparation students have been focusing on developing skills for home independence that are also transferable to the workplace. Practical budgeting, menu planning, self serve shopping and meal preparation; as well as a focus on safe food handling and professional kitchen OH&S skills are practised on a weekly basis. Each week the class allocates a Team Leader who is responsible for choosing the meal, is supported to delegate roles to the group and also helps manage the kitchen. Each Team Leader is set the task of reproducing the same meal at home for family members. Inspired by student Zac Howard, these students hosted a BBQ lunch at the Nelson Rd Campus, consolidated their learning while raising money for the Royal Children's Hospital.

Networks have partnered with Eley Road Neighbourhood House to offer a Computer Programming Course. The full year course, adapted by an experienced Coder and Senior Science Teacher, has taught students to build their own web-based games and animations. Student Shin Raven has excelled in this class; he has shown an ability to program sheets of coding at lightning speed with minimal errors, creating a different online game each class. Shin is fully engaged during these sessions and clearly enjoys the challenge of the tasks presented to him.

Each student studying the Certificate 1 in Work Education has had the opportunity to experience three work placements this year. These placements have helped establish networks with 25 different workplaces within the local community. The focus of our

work placements is to position students for employment after they graduate the course.

Care is taken to match each student with their placement and potential employer. Identifying workplaces that are both suitable and enjoyable involved; brainstorming areas of interest, exploring specific roles and skills, identifying assessable locations, online research, and sitting interviews. With the help of the Travel Training program, Carson Maitland-Smith was able to plan and practice the route to his placement at Metro Cinema in Boronia. Carson confidently arrived at the Cinema, on time every day, independent of any other support.



# ENHANCING HOSPITALITY SKILLS

Leigh Walters, David Frith and Tara Scott have been working at the Convent Bakery in Abbotsford since December 2012. The owner of the bakery, Dominic Raco, has provided them with a safe and positive work environment which they all greatly enjoy.

The Abbotsford Convent was once a home for the Sisters of Good Shepherd and is a stunning building in a picturesque setting. The grand convent is today a unique resource for the arts community, a place for community participation and fresh warm bread baking in a 100 year old masonry oven.

Unfortunately, Melbourne's beautiful old-style bakery on the Yarra River has now changed owners. Leigh and Tara completed their last shifts on March 2018 and they expressed how much they would miss working at the Convent Bakery.

A big thank you to Dominic for his support over the past five years. Leigh, David and Tara have loved working at the bakery and appreciate the opportunities he provided them with.





# EMPLOYMENT OUTCOMES

Gaining a job can boost people's self-worth, confidence and motivation. For someone with a disability wanting to work and be productive citizens of society can create a sense of pride, belonging and also have a very positive effect on a person's mental health and wellbeing.

Alkira is proud to support participants gain work experience, volunteer roles and paid employment through the Place & Train Service. This service has traditionally supported people who might not be eligible for Disability Employment Services or who are more comfortable with dealing with someone within an organisation that already supports them.

The past twelve months has been challenging for the Place & Train Service as the people we support have been waiting to transition to their NDIS funding packages, and can no longer be subsidised by the generosity of Alkira's fundraising efforts. However, focus has remained on supporting our people to enhance their employability skills and become job ready.

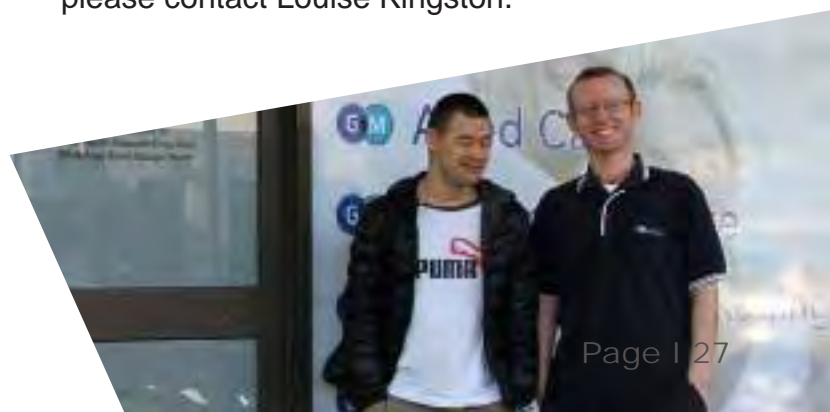
Finding a job is not a perfect science for anyone, but people with a disability often face additional barriers to employment and it can take extra courage and persistence for them to find suitable work. The participants in Place & Train show their commitment, enthusiasm and resilience every day. They are ambassadors for inclusion and diversity in the workplace and are part of driving positive change.

Alkira's participants work in a range of businesses across Melbourne, ranging from small stores and cafes to established businesses, and well-known brands. As an example, Liam Frawley's determination secured him a sought after role at Kmart. He works at Kmart every Wednesday unpacking incoming goods from boxes, disposing of the cardboard and placing the items in the correct tubs in preparation for them to be put on the shelves. This is a demanding role in a high paced environment where he works closely with a team of people to get the required work done.

Another example is Taku Ikeda who gained employment at a café in Balwyn over five years ago. He was excited to start his first job and completed travel training to ensure he could travel independently to and from his work. Unfortunately, after only a few months in his new role, Taku found out that the café had been sold and that there would no longer be a role for him there. He was devastated, but committed not to give up on his dream to work. The shop next door, Gunn and McConville Pharmacy, was impressed by Taku's drive and work ethics, offering him a work trial. Taku has now been employed by the pharmacy for five years, unpacking unused medication from Webster Packs and supporting with other roles as required. He loves being part of the team and talking about footy with his colleagues.

At a recent NDIS briefing it was disappointing to hear that only 1 in 5 people with a disability have gained employment, and according to the Australian Bureau of Statistics only 39% of people with an intellectual disability are in the labour force while 84% of the general population have jobs. This is a staggering statistic and we are doing our best to improve job outcomes for people with a disability. Workplaces who employ our participants are rewarded by a diverse workforce, and being part of building a strong and resilient community. For the participants it is a sense of belonging, having purpose and offers financial independence and true community inclusion. There is no reason why we cannot come together as a community to level the playing field and increase the employment outcomes for people with an intellectual disability.

If you know any businesses who may host our participants for a work experience placements please contact Louise Kingston.



# COMMUNITY SUPPORTS

The past twelve months have seen our Community Supports programs continue to develop, with an increase in flexible supports being provided.

It has been a challenging year for the team due to the transition to the National Disability Insurance Scheme (NDIS), as it has required the service to operate within a new funding model and adapt quickly to change.

The scheme is a transformational approach to disability supports and services that is creating a renewed disability market. We welcome the NDIS as we acknowledge the need for the disability sector to shake things up and ensure that people receive quality services and support, as well as the opportunity to live the life they choose. However, along with change and reform comes a need to be innovative, adaptable and spirited.

Alkira's Community Supports offer services to 185 participants, as of June 2018, of which 110 have transitioned on to the NDIS. In our experience, participants with NDIS funding are receiving better levels of services, increased access to short-term accommodation and additional support for therapeutic services. As more participants transition to the scheme, we are learning more about what participants want and their goals and aspirations. This is enabling the team to review the programs and services we deliver and to ensure they meet the needs of the participants.

Alkira has been developing its systems and methods to enable programs to be based on participants' goals while aligning with the NDIS pricing structure. We expect the next twelve months will bring with it a number of changes to how we offer services and we will be required to be more flexible in our approach to service delivery.

The culture at Alkira is unique and people who work for the organisation live and breathe our values. We have been fortunate to attract a diverse and skilled workforce, which has proven invaluable due to its ability to embrace transformation and act as ambassadors for the organisation during a period of change. As expected, the competition for qualified and highly skilled employees is increasing and it is becoming progressively difficult to attract the right people. It is imperative for Alkira to retain its culture and ensure that we appoint people who are 'the right fit' for the organisation. Community Supports is therefore working closely with the People, Culture and Learning function on recruitment strategies to ensure we continue to attract a robust workforce.

An exciting development has been the increased focus on community engagement, marketing and promotional activities, and Alkira's participation in expos and networking events. Participants from Community Supports have been heavily involved in these activities acting as advisors, participating in focus groups and championing Alkira at promotional stalls. The participants have done an excellent job in promoting our services and speaking about their experiences at Alkira.

We have had many positive and uplifting moments in our Connections programs over the past twelve months including:

- Alkira Artists have exhibited their creative artwork at a number of exhibitions.
- Set-up a 'quiet room' at Market Street where participants can de-stress and relax, which can assist with reducing anxieties.
- The Parks & Gardens group have embraced a new environmental approach taking equipment with them reducing garbage they see by placing it in rubbish and recycling bins provided. The group has become quite the ambassadors for environmental issues.
- A 'Biggest Morning Tea' was hosted by participants at both at Jolimont Road and Market Street where we raised funds for the Cancer Council.



Alkira is big on reward and recognition, celebrating achievements and recognising growth and development. A number of participants were celebrated for their outstanding achievements in the Alkira Service Awards and team members also enjoyed receiving certificates for their contribution to the organisation.

Alkira's focus for the next twelve months will include making the changes required to align with the new NDIS pricing structure, which is much tighter than previous program funding. This will lead to changes in workflow, documentation of evidence, programs and services delivery, and organisational structures, as well as finding ways to supplement funding where there are funding gaps.

As an example we are looking at innovative solutions for our Transport Program. There is not enough funding for transport services under the new pricing structure and Alkira is relying on philanthropic funding and donations to fill the gap. We are fortunate to have a number of great

partnerships in the community to support us with the purchase of a number of buses.

A big thank you to the Community Supports team who provide wonderful support and encouragement to participants to assist them to achieve their goals and aspirations!





## RECREATION

The past twelve months has been a busy and challenging one for the Alkira Recreation Service, with demand increasing due to the roll-out of the NDIS in our region. During the year we delivered 86 programs and activities, supporting over 80 participants. In addition to these activities, we also offered three holiday programs.

Alkira's Recreation Programs take place on Thursday afternoons and evenings, whilst the Saturday Program is offered during the day.

Activities on Thursdays included the popular Oakleigh Disco, Ten Pin Bowling, Movie Nights and also enjoying the array of delicious multicultural foods available in the Melbourne area.

The Saturday groups aim for more diverse cultural activities including visits to the Theatre (The Wizard of Oz, A Little Night Music, Singing In The Rain), Day Trips (Daylesford, Montsalvat, Redwood Forest), Sporting Events (Football and The Harlem Globetrotters)

and visits to exhibitions and galleries (ArtVo, Avengers S.T.A.T.I.O.N, MoMA at NGV).

An event that proved very popular was the Annual Alkira Supper Dance, with music from Rockin' Robin DJ's and delicious snacks provided by Smart Brown Catering. A large enthusiastic group gathered at Thurston Street to dance the night away, and one particular participant had such a great night that he decided to start attending Oakleigh Disco Nights. This particular participant has a sensitivity to noise, but has now become a regular attendee at the Oakleigh Disco.

The Recreation Service has experienced an increase in requests for individual support as a result of the NDIS landscape. The new funding packages have given people with more complex needs, the option of attending recreation activities outside of general operating hours. Although with this comes the difficulty of staffing, as most people at Alkira work fixed hours, relief and part-time support workers often take on the individualised support positions. It will be integral to the future of the Recreation Service to employ and train quality support staff to provide more individualised support options.

Alkira provided three successful holiday programs this financial year, each over a





five day period. Each holiday program was attended by 8 participants and supported by 2 qualified team members. Holidays included trips to places like Geelong and the Mornington Peninsula.

In June 2018 a group of 11 participants also began attending a 10 week afternoon Gym program. The program 'Be Active' is in partnership with Healthways Recreation Centre in Mont Albert, a specially designed fitness program aimed at people with a disability, led by an experienced personal trainer.

Next year there will be a focus on expanding the Recreation Service, providing more options and days of support in after hour's activities. Ideas for the future include fishing weekends, smaller group getaways, and age-based groups (youth and mature aged).

Thank you to the wonderful team that has assisted with delivering this program. The service could not run smoothly without your dedication and commitment.



**One of the highlights for the participants was a simple visit to The Royal Botanic Gardens to enjoy a peaceful 'Punt on the Lake'.**

# HOME SUPPORTS

Our key focus for the Home Supports team over the past 12 months has been to support residents to successfully transition to NDIS. Approximately 60% of our eligible participants have now transitioned to NDIS, and I am pleased to report that each and every one of them has received the level of funding for Supported Independent Living (SIL) that was requested. For Alkira, this has meant that we have been able to put in place both additional supports - both shared and individualised.

There is a significant amount of work that goes into preparing participants to transition to NDIS, both from an individual and organisational perspective. While it has at times been challenging to balance all aspects in an ever-evolving NDIS environment, the outcomes that we are seeing have made it all worthwhile. The benefits it has provided to participants have invigorated the Home Supports team to aim even higher. The added supports that are now in place have already led to the achievement of measurable outcomes for participants, including increased access to and engagement in the community.

Our Short-Term Accommodation is also seeing an increase in participants moving into the world of NDIS. This year we have had approximately 70 guests utilise Perkins House and Vermont Street accommodation and we anticipate that interest in this service will grow as more people transition to their new funding packages. Guests thrive in our Short-Term Accommodation and enjoy spending time with friends, cooking, playing games, watching movies, listening to music and helping around the house.

Alkira is confident that the Home Supports team will thrive over the next 12 months and that we will be able to offer even better support to more people.

One of the challenges of the NDIS is that not all participants will have access to the traditional models of accommodation. Alkira sees this as an opportunity to delve into a world that we may not have had the chance to previously. We are working closely with a number of families to explore alternative models of accommodation, and we are excited to be coming up with some innovative solutions in the coming months.

The work that we do is critical and has a significant impact on people's lives. The Home Supports team does an excellent job in making people feel comfortable, safe and included, while still having independence. Thank you to each and every one of the team, working diligently towards a shared goal.

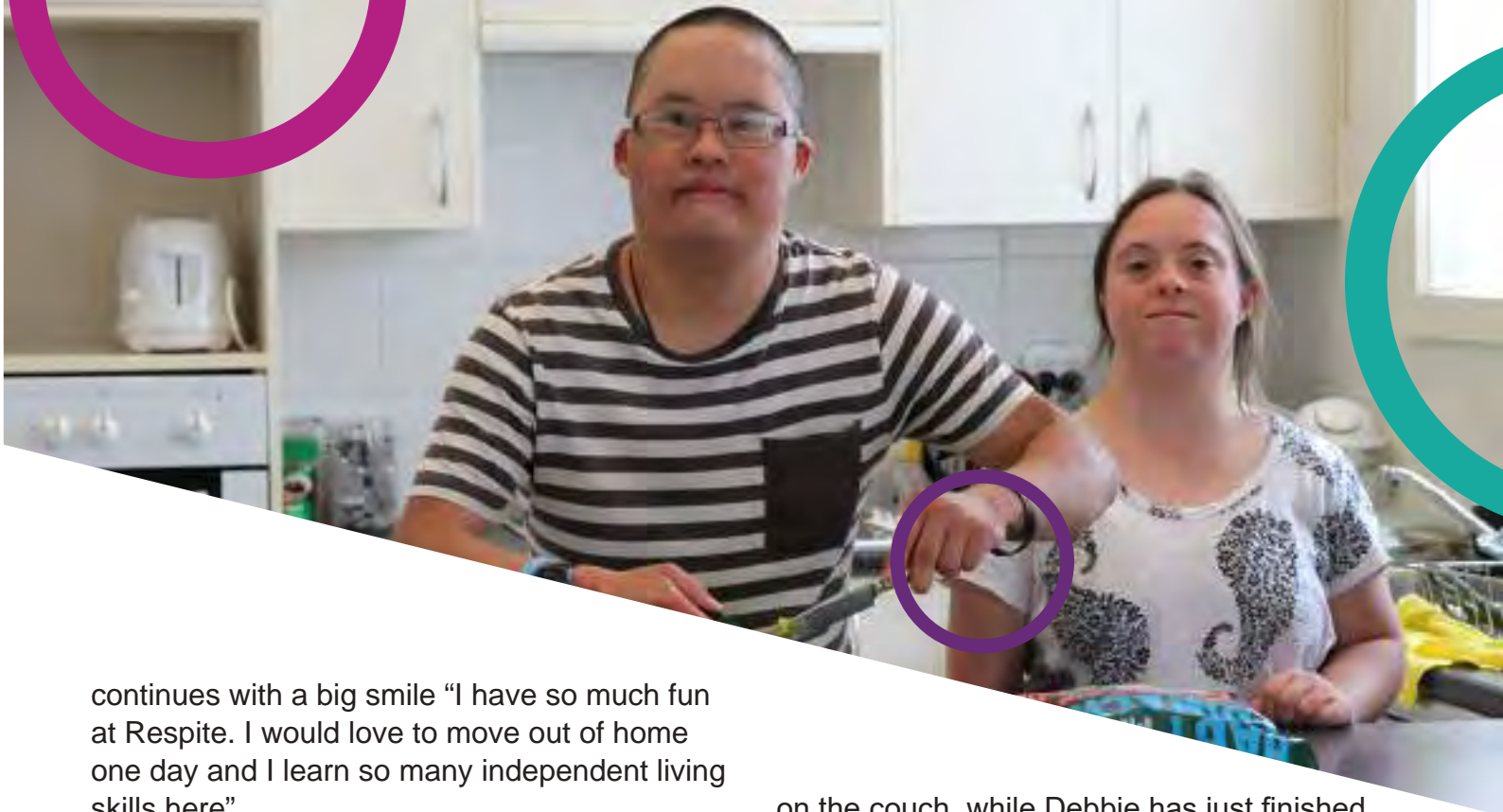
## HOME AWAY FROM HOME

Participants love coming to stay with us at Alkira Short-Term Accommodation (Respite). The Short-Term Accommodation Services provide accommodation to adults with intellectual disabilities at two different locations. The house in Mont Albert has a capacity of four people and the one in Forest Hill can accommodate two people. Both houses have a warm, friendly and inclusive atmosphere.

It's a Monday afternoon and the house in Mont Albert (Perkins) is bursting with life. Everyone is arriving back from their daily activities, some on the Alkira bus and others walking. The weather is gorgeous, the mood is great and everyone is ready to make their lunch for the next day and cook a delicious fish stew for dinner. On the fridge there is a meal plan for the rest of the week, which the participants have decided on together. All the meals are healthy and the fridge has been filled with all the necessary ingredients.

Sarah (guest) is eager to talk about what people do at the house. "We play games, watch movies, read books, prepare lunch and dinner and hang out with our friends." She





continues with a big smile “I have so much fun at Respite. I would love to move out of home one day and I learn so many independent living skills here”.

Sarah wants to become more independent so that she can move into Supported Accommodation one day. Alkira Short-Term Accommodation (Respite) is perfect for her as it provides an ideal environment for her to experience living away from home. “Sarah is very independent and she travels to the house on her own. She takes initiative and is currently helping us at the house as well. She has started to clean up the courtyard and is doing a fantastic job,” said Vera (House Coordinator).

One of the other guests, Clement, is busy preparing his lunch. He is making a healthy salad sandwich that he will bring with him to his activities the next day. Clement explains “Mum gets some time to herself and I get some time away from mum and dad.” He seems to enjoy his independence and shows off his skills in the kitchen.

Some guests are regulars while others only attend Short-Term Accommodation a couple of times per year. However, everyone at the house agrees that they enjoy spending time at Alkira’s Short-Term Accommodation and have fun cooking together and helping around the house.

The house is at full capacity. Isaac (guest) is in the living room reading a book and relaxing

on the couch, while Debbie has just finished reading and is coming to join the group in the kitchen.

Debbie brightens up the room as soon as she enters. She is being cheeky and jokes around with Vera. They are both having a good laugh. “I come here once a month or if my mum is unwell. It’s nice to hangout with the others,” said Debbie. She continues “I also like all the Support Workers, including Vera.”

Alkira is proud to have a committed and experienced Short-Term Accommodation Team that provides a quality, responsive, and flexible service to meet the needs of each person. We encourage, support and assist people with their normal routines, whilst maintaining and enhancing the skills and abilities already developed.

Anyone with an intellectual disability may be eligible to access the Short-Term Accommodation Services at Alkira, which can be provided based on approved funding or on a fee-for-service basis.

On this particular day, the group of guests attending Short-Term Accommodation have all planned their stay in advance. However, the service is also offered to help families in crisis or emergency situations.

# THE ROLE OF VOLUNTEERS IN THE NDIS ENVIRONMENT

The past 12 months has made a monumental impact on the volunteering function at Alkira. Six months into the rollout of the National Disability Insurance Scheme (NDIS) in Alkira's region and we are already seeing changes to the needs of the business.

Alkira is seeing an increase in pathways to employment for volunteers. In the last 12 months a number of Alkira volunteers have moved from unpaid to paid employment at Alkira. This is especially significant because the NDIS is changing the needs of the disability workforce with increased demand for qualified team members and enhanced competition for the right candidates. When our volunteers apply for positions with us we already know them and they are already familiar with our services. Knowing the individual, how they work with participants and what their skills are provides Alkira with a level of confidence in the appointment.

Volunteers are supporting participants at Alkira with their individual support needs. All of the participants who have now transitioned to NDIS Funding Packages have their own Individual Support Plan including support requirements and information on their goals and aspirations. There is a significant increase in requests for community access and capacity building in their plans, and volunteers play an integral role in supporting participants to access the community. One example of how volunteers work with participants to assist them in achieving their goals is the camaraderie between Saajeda and Bernadette as described on the next page.

Contributing to building a strong, diverse and resilient community that welcomes people from different backgrounds and abilities is at the heart of Alkira and evident in the passion and commitment of the volunteers. As an example the organisation is enhancing community connections through the partnership with Laburnum Fishing Club. One of our residents,

Brent, is a member of the fishing club. One of our team members who also volunteers, Colin, accompanies Brent to club events where he is part of the group and welcomed by other members. Brent absolutely loves fishing and talking about fishing. He has developed many connections through the Laburnum Fishing Club.

Forging mutually beneficial relationships with like-minded organisations has also become an unexpected serendipitous benefit of the NDIS. Under the Scheme, all our non-service provision costs are unfunded and to fill the gap there is increased focus on seeking philanthropic assistance. Secure Meters, an Indian-based multi-national company that has an intentional corporate commitment to social engagement, has offered valuable support. They have supported Alkira in many ways over the past 12 months including sending a small army of their staff to completely replant the streetscape at Thurston Street and refresh the Bill Nichols Nursery. Secure Meters also hosted disability awareness workshops for its entire workforce and are planning to increase their collaboration and support over the next 12 months. Special acknowledgement goes to the Operations Manager at Secure Meters, Check Tan, for his commitment to making this partnership possible.

An unexpected benefit of the NDIS has been the increase in sales and donations to the Alkira Op-Shop. We are receiving more donations than ever and the quality of what we are receiving is very high. The store is also creating awareness using digital marketing and social media. As a result people are finding out about the Op-Shop and its great bargains online. Regardless of whether it is a special sale of luxury Italian leather women's shoes (of which we received a generous donation) or general sales, business is booming for the Op-Shop.



Thank you to all our wonderful volunteers for their hard work and commitment over the past 12 months. Volunteers are an integral part of our history and service delivery, and we are always on the lookout for more volunteers to join our team.

## GIVING BACK

Saajeda has known about Alkira since she was a young girl. Her uncle, Wally, participated in our programs many years ago and always spoke fondly about our services. According to Saajeda her family spoke warmly of the organisation and her uncle was happy here.

It became important to Saajeda to be able to give something back as a thank you for the support her uncle had received. For her, it was just about finding the right time and activity.

In late 2016, Saajeda was studying at University and found that she had some spare time. This was the perfect opportunity to get in contact with Alkira to ask if there was anything she could assist with.

She was excited to commence as a volunteer supporting participants at our Thurston Street site. After taking a break and going overseas to visit her family, Saajeda was ready to recommence as a volunteer. At that time one of our participants, Bernadette (Bernie), had asked if it would be possible for a volunteer to support her to enhance her access the community. This was the perfect volunteer placement for Saajeda who was very interested in the position saying that she had “a magic connection with Bernie from the start”.

Since then, Saajeda and Bernie have caught-up every second Wednesday. Together, they go shopping, visit local cafes and check out local sites and op-shops.

“I really don’t know who gets more out of our time together, me or Bernie. She’s always so happy to see me, and when it’s Bernie-Wednesday I’m always happy. I just love it” said Saajeda.





# PEOPLE, CULTURE AND LEARNING

Over the past year Alkira has repositioned the People, Culture and Learning (PCL) function so that it adds value to the business at both the strategic and operational levels. To this end we engaged a Manager – People, Culture and Learning with significant experience in assisting organisations to manage change and build positive people experiences.

As we transition into the National Disability Insurance Scheme (NDIS) environment, we expect the creation of 20,000 jobs in Victoria, which means that Alkira will see increased competition for skilled and qualified employees. To be prepared for this, PCL together with other key staff are developing a workforce strategy with an aim of retaining current employees and attracting quality candidates whose values align with those of Alkira.

Key priorities include developing workforce profiles for each business unit so managers have reliable data on which to develop their workforce plans going forward.

Strategies are currently under consideration to support Alkira's aim of becoming an employer of choice which include flexible work arrangements and professional development support for existing and new employees.

We are also working closely with Jobs Australia and the Unions on a new Enterprise Agreement which will provide more flexibility in the new environment. Work has already started on reviewing the way we recruit, on board and induct new hirees which will enhance their experience as candidates and new recruits to Alkira.

One key initiative recently implemented is a revamped Alkira Induction Program where new employees come together to meet Lisa Sawatzky, our CEO who provides them with an overview of Alkira, its strategic objectives and future priorities.

Feedback from our first Program in June was very positive indeed and we will build on this for future Programs. Creating a cohesive 'one team' culture where employees feel valued and engaged is also a priority for PCL.

The Living a Shared Culture Committee is a vehicle for us to introduce new initiatives, including occasions where employees have an opportunity to engage with peers and managers and success stories can be shared and celebrated.

This is a busy but exciting time for PCL and we look forward to the year ahead.



# VALUABLE CONTRIBUTION FROM THE CLIENT COMMITTEE

Alkira values the opinions and involvement of participants in achieving the organisation's aims and inspiring the direction of future developments of services. The Client Committee is made up of Alkira participants and performs a vital role in providing advocating for their peers, raising issues of concern and offering advice to the service managers, leadership group and senior management team.

The Board supports the important function of the Client Committee and a different representative is rostered to attend regular committee meetings. Other team members or leaders may also attend meetings as required. As an example, the Client Committee was involved in the re-branding process and provided important guidance, advice and feedback on Alkira's new brand identity.

Once per month the Client Committee attends sessions with the Victorian Advocacy League for Individuals with Disability (VALID). They participate in discussions around social changes to ensure the collective rights and interests of people with disability are served through legislation, policies and practices. They also listen to guest speakers and attend workshops. As an example, the Disability Service Commissioner came to speak about how "It's OK to Complain". The group really enjoyed this experience and found the guest speaker very engaging.

In February 2018, the committee travelled to Geelong for the 19th Annual Having a Say Conference. The Having a Say Conference is the largest conference for people with a disability in Australia and provides people with the opportunity to have their voice heard, be respected and empowered, whilst also having some fun. The Client Committee Members enjoyed the experience and being part of workshops, information sessions, listening to guest speakers, checking out the disability service provider expo and getting their dancing boots on at the dinner disco.

Another important role for the Client Committee is the members' involvement in Alkira's recruitment process. We always strive to find the right candidates for roles available and it is imperative that people who join the organisation live and breathe the Alkira values. Alkira ambassadors from the client committee support the recruitment process by assisting with tours of the service and are also an integral part of the interview panel.



# PARTNERSHIPS AND COMMUNITY ENGAGEMENT

Alkira's Fundraising and Community Relations focus for the past 12 months has been around building on existing relationships within the community, as well as exploring new and exciting partnerships.

Alkira's long-running relationships with our three local Rotary Clubs: Mont Albert & Surrey Hills (MASH); Box Hill; and Box Hill Central have again been a highlight for Alkira. We have received fabulous financial support from each of the clubs (as noted in the acknowledgements), enabling Alkira to:

- Secure a much needed bus at no financial cost through the Clubs' donations and Wheelton Philanthropy/Budget Car and Truck Rentals;
- Purchase a new set of drums for use by our resident bands: 'The Bandits' and 'The Groove Cats'; and
- Pilot a new after-hours 'Do You Want to Become a Master Chef' program in the second half of 2018.

We are pleased to have had Alkira representatives attend Rotary meetings during the year, and for Chief Executive Officer, Lisa Sawatzky, to make a presentation about Alkira and the work we do, at the recent MASH Change-over Dinner.

We are working closely with Canterbury Surrey Hills Community Finance Limited (Bendigo

Bank) to build a mutually beneficial platform on which to work in the future.

Earlier this year, the Bendigo Bank provided Alkira with a grant of \$44,000 to purchase a new vehicle for our Short-Term Accommodation, Perkins House, taking the total amount of support received from the Bendigo Bank since 2010 to over \$100,000.

During May we held the first Bendigo Bank information session for team members highlighting the relationship between our organisations and the benefits for not only the organisation, but for the Alkira community if people chose to use the Community Bank as their personal banking option.

As we build and strengthen our community relationships, it is with sadness that we say goodbye to others. The Willandra Juniors Auxiliary will cease their official Alkira fundraising activities in October 2018. In 1968, members of the Willandra Seniors Auxiliary (a group of women who raised money for and supported Alkira since we began) enlisted the services of the next generation to support them and continue their legacy. 50 years on, and the Juniors are now in their 80's and have decided that it is time to retire. We would like to sincerely thank the Willandra Juniors Auxiliary







Members (listed below) for their hard work and support for 50 years and look forward to officially acknowledging their service later in the year.

Thank you to:

- Margaret Burden
- Nancye Cain
- Helen Campbell
- Betty Dixon
- Esme Edmonds
- Beverly Hattam
- Pam Hendy
- Helen Lane
- Joan Morris
- Brenda Paton
- Joan Richard

The Alkira Foundation has seen another successful year in terms of growth with an increase in cash of over \$275,000.00 for the year. Known bequests and pledges remain static at \$4.5million.

At the end of May we held a very successful Annual Foundation Dinner with over 90 people in attendance. The venue was again Fountains Restaurant, the hospitality learning restaurant at Box Hill Institute RTO Code: 4687). We were delighted with the evening's success and particularly the work of the students and teachers involved. Our guest speaker was the Hon. Jeff Kennett, AC,

who talked to the audience about the need for such Foundations and future planning for organisations like Alkira; their importance in the broader community; and the importance of each individual thinking about their own contribution to the community. A question and answer time was filled with discussions around the NDIS and its implementation, his Beyond Blue experience and thoughts on mental health in society, and finished off on a light-hearted note debating whether or not Hawthorn would win on Saturday. This was much to the delight of David Frith, a 20 year member of the Hawthorn Football Club and Alkira Participant, who presented Mr Kennett with a thank you gift.

Historically, fundraising has formed an integral part of Alkira's ability to go above and beyond what is deemed necessary, and provide holistic supports for participants and their families. The need for extra funding will not diminish as we move to fully operational under the National Disability Insurance Scheme (NDIS), but will more likely increase as operating margins for organisations like Alkira, under the NDIS become leaner.

Alkira will continue to rely upon the wider community for support and we thank everyone for your contributions over this last year and look forward to building even stronger relationships next year and beyond.





# FINANCIAL UPDATE

It is my pleasure to present Alkira's Treasurer's Report and provide the Financial Statements for the year ended 30th June 2018. The National Disability Insurance Scheme (NDIS) is significantly changing the way Alkira is funded and the way we provide services. As an organisation, we have been required to make a number of changes to align with the NDIS pricing structure, which is a completely new and different model than what we have used in the past.

During the year we commenced our transition from block funded and Individual Support Package (ISP) Government Grants to NDIS revenue. The major impact of this is that we are now paid in arrears which has resulted in Accounts Receivable increasing significantly. As we continue to refine our processes we expect the amount receivable to reduce.

As expected the past 12 months have been challenging for our team. Significant investment has been made into the application of new systems and processes that will better support Alkira in the new funding environment. This includes implementing Carelink+, an end-to-end customer management system tailored for the NDIS, and we have fully transitioned from using MYOB to Microsoft Dynamics NAV.

The organisation has recorded an overall deficit of \$240,339 compared to a surplus of \$590,035 last year, with an operating deficit of \$794,391 compared to \$273,069 last year. Although we are recording a deficit, we have been required to make significant one off investments in our systems and processes to ensure that we are NDIS ready. These investments have placed us in a strong position to operate within the new NDIS environment.

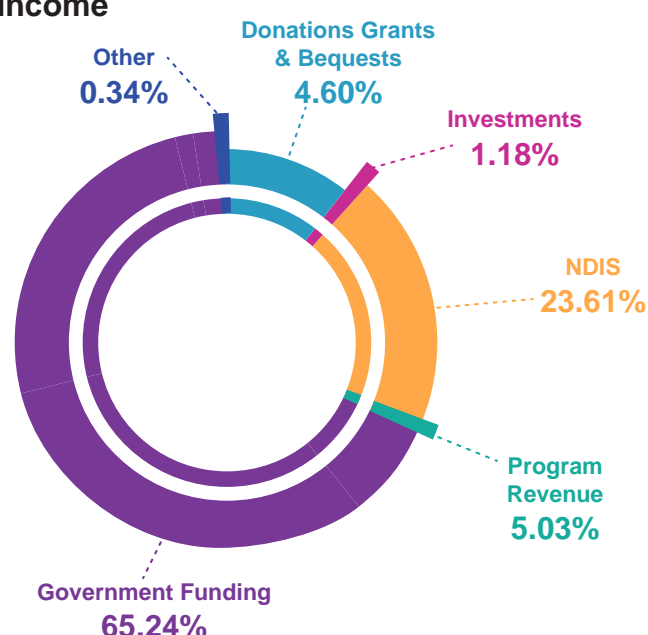
Moving into the next financial year, focus will be on fine-tuning the new operating systems and billing processes to best meet the needs of those people and families who use our services.

I would like to thank the Alkira's dedicated Management Team, Staff and Volunteers for their contribution to achieving our 2018 financial position and our transition to NDIS.

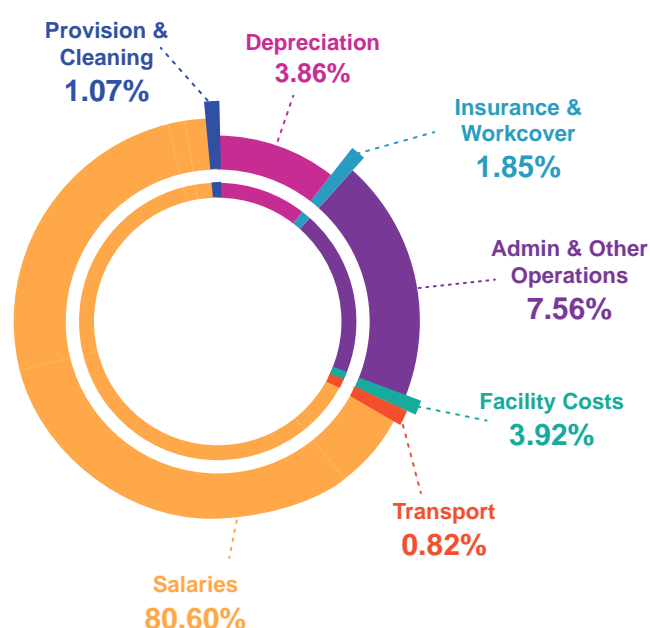
For more information please contact us to request our 2018 Annual Financial Report which is provided in a separate document.

**Graeme Fallet**  
Treasurer  
Board of Directors

## Income



## Expenditure







# CELEBRATING ACHIEVEMENTS

Alkira encourages a positive and respectful culture through recognising and celebrating employees, volunteers and participants for their contributions and commitment that is in line with the organisational values and behaviours framework. Below is a list of people recognised in this year's Service Awards.

## Life Governorship

Dianne Bassett

## Outstanding Contribution to Alkira

Neiliya Arnolda  
Di & Donald Hardidge  
Peter Manton  
Geoff Reese

## Client Significant Personal Achievement

Shu-Lin Chang

## Client Significant Contribution to Community

John Bateman

## Years of Service

### Awards

#### 5 Years

Tara Bethune  
Jovana Blagojevic  
Nicole Harris  
Wilson Huang  
Alison Jones  
Sharna Kam  
Heather Kerr  
Annette Kiernan  
Suzanna Koss-Aiuto  
Jonah Krithawng  
Adrienne Murray  
Warrick Mitchell  
Shinnosuke Raven  
Rachel Robbins  
Chris Tsakiridis  
Kura Webster

## 10 Years

Tracey Brewer  
Nicoletta Con  
Megan D'Silva  
Karen Gifford  
Abbey Harrison  
Peter Laffin  
Kamran Mollaeyan  
Arathi Rathakrishnan  
Wayne Thompson  
Robyn Wallis  
Lucy Young

## 15 Years

Ian Belcher  
Christopher Gurrie  
Michael Moran  
Emily Porter  
Michael Porter  
David Walker  
Leigh Walters  
David Yates

## 20 Years

Brenda Flores  
Cory Gunasekera  
Paul van Leeuwen  
Phillip Mavridis

## 25 Years

Diane Fitzmaurice  
Wade McKenzie  
Trevor Rose  
Kate Wotherspoon

## 30 Years

Nilda Flores  
Mandajano

## 45 Years

Douglas Rendall

## 60 Years

Steven Ramus

# OUR VOLUNTEERS

## List of volunteers who supported Alkira between July 1 2017 – June 30 2018.

Adams, Meaghan / Adlawan, Alexandra / Amos, Hilton / Arnold, Lindsay / Arnolda, Neiliya / Bassett, Dianne / Bellairs, Susie / Boucher, Gwentyth / Brownlie, Debra / Brownlie, Samantha / Bubner, Margaret / Carthew, Jessie / Chew, Swee(Mae) / Cheung, Linda Sau Lin / Cincotta, Maria / Conroy- Welby, Kate / Cross, Graeme / Cross, Nancy / Curran, Elizabeth / De Propertis, Lucy / Delafield, Ellie / Dick, Gail / Dodds, Sue / Elsayed, Saajeda / Elyas, Fady / Fallet, Graeme / Fearn-Wannan, David / Fedricks, Agnes / Goodwin, Katie / Gow, Diane / Haker, Shahaf / Halik, Yarkov / Hampton, Ian / Hansen, Colin / Hardidge, Di / Hardidge, Donald / Harrison, Peter / Hoffman, Ruth / Howlett, Gwendolyn / Huynh, Lauren / Irman, Rima / Jackson, Margaret / Jacobs, Gordon / Javadipour, Shiva / Jessup, Robyn / Jones, Kate / Khetrapal, Saloni / Kiernan, Dannielle / Laffin, Abby / Ling, Karen / MacDonald, Nicola / Michaelides, Urania / Miller, Christopher / Mitchell, Warwick / Murray, Adrienne / Myers, Jill / Napoleone, Lexie / Nguyen, Mylinh / O'Brien, Tony / Penington, Kerrie / Pickering, Muriel / Prandi, Chris / Provan, Jim / Rahman, Alfiza / Ryan, Christine / Shamaee, Saeed / Shelley, Carolyn / Siu, Helena / Slessar, Margaret / Sweetman, Sarah / Thomas, Lynette / Toohey, Susan / Tu, Belinda / Walker, Ron / Waymark, Michael / Yang, Michelle / Zhao, Yi Jun (Jane).

# OUR TEAM

**Abbott, Henry (Chigozie)** Cert. IV Disability Work, Adv. Dip. Community Sector Management / **Aitken, Janet** Cert. Education Intergration Support / **Andreola, Judith** / **Armansin, Bernadette** Cert. IV Disability Work / **Ayayi, Michael (Ayite)** / **Bagiartakis, Emmanuel** / **Bahita, George** Cert. IV Disability Work / **Banks, Joyanne** Cert III Aged Care Work, Cert. IV Comm. Service, Leisure & Lifestyle, Dip. Comm. Services, Leisure & Lifestyle, Cert IV Training & Assessment / **Barker, Sarah** Cert. III Health Support Services (Catering) , Cert. IV Comm. Service Work, Cert. IV Alcohol & Other Drugs Work, Cert. IV Mental Health / **Barpalias, Donna** Cert. IV Disability Studies, Dip. Community Services (Work) / **Beaton, Helen** Cert. Sec. Teaching (Domestic Arts) / **Bedford, Catherine** / **Belcher, Ian** Cert. IV Disability Work, BA. Grad. Dip. Recreation, Grad. Cert. App. Sc. / **Bethune, Tara** Adv. Dip. Disability Work / **Bezett, Christine** Cert III Accounting / **Breen, Merlissa** Cert III Aged Care Work, Dip. / Community Welfare Work / **Brillanti, Charmaine** Dip. Management / **Brown, Vicki** - Cert. IV Mental Health Work (Non-Clinical), Dip. Community Welfare Work, Dip. Management, Dip. Community Welfare Work / **Brun, Zenaida** / **Callaghan, Lee** A.C.R.A.C.S., Dip. Front Line Management / **Cannane, Paul** / **Chan, Catherine (Suk Ngoo)** Cert IV Disability Work, B.A. Accounting / **Cheah, Ruth** / **Chindukuro, Lulu (Ruwimbo)** / **Chuah, Andrew** / **Chung, Edmund (Tat Hong)** Cert. IV Financial Services, Cert IV Disability Work / **Chung, Philip** / **Clark, David** Cert IV Disability Work, Cert. IV Counselling & Conflict Resolution / **Cleary, Nicole** Cert. IV TAE, Dip of Horticulture, Dip of Aromatherapy / **Coulson, Danielle** Bachelor of .Applied Science (Disability Studies); Certificate IV Training and Assessment / **Coulter, Meghan** / **Cox, Judith** / **Croft, Kym** / **Cruz De Andrade, Samuel** Cert. IV Disability Work, Cert III Aged Care Work / **Dalgleish, Peter** Cert. IV Disability Work / **Davidson, Theda** Diploma Dip Community Services / **De Biase, Robert** / **Degenhardt, Dean** Cert IV Disability Work, Cert. Motor Mechanics, Dip. Front Line Management / **Eidsnes, Silje** Bachelor of Arts (Public Relations), Masters of Communication (Media and Communication) / **Farrelly, Nathan** Cert. III Disability Work, Cert III Home & Community Work / **Fehring, Alannah** / **Filippi, Michelle** Cert IV Disability Work / **Fitzmaurice, Diane** B.Ed. St., Dip. Teaching. (NZ), T.T.C. (NZ) / **Flores, Nilda** Cert. IV Disability Work / **Flores Mandujano, Brenda** Cert. IV Disability Work / **Forster, Meredith** / **Franklin, Lisa** / **Gatsi, Munashe (Nashe)** / **George, Shijo** / **Ghafoori, Abdul** Dip. Comm. Services / **Gifford, Karen** Cert. IV Disability Work / **Gowdara, Gowri (Gowramma)** / **Gunatilake, Theja (Katugampola)** Cert IV Disability Work ,Dip Community Services / **Gunn, Charles** / **Gurrie, Christopher** Cert. IV Disability Work / **Hamann, William** Cert. IV Disability / **Handley, Sharon** Cert IV Training & Assessment, Dip. Business (Comm. Services & Health Mgt.), B.A. / **Hanna, Sarah** / **Hansen, Colin** Cert. III Disability Work / **Harris, Nicole** Dip. Teaching (Primary), Grad. Dip. Special Education / **Healey, Marion** / **Hefron, Colin** / **Hoglund, Robert** / **Holborn, Samantha** / **Holden, Allison** Cert. IV Comm. Service Work, Cert. IV Training & Assessment, Grad. Dip. Education, B.A. / **Hook, Shereen** Cert. IV Assessment & Workplace Training, B.A. Human Services / **Howard, Pamela** B.A. Ed., Cert III Aged Care Work / **Hutchinson-Reade, Gerard** Degree Psycho Physiology, Psychology Cert 111 HACC, Cert 1V Disability Work / **Johns, Cathie** Diploma of Human Resources Management / **Kaur, Baljit** Cert. IV Comm. Services (Disability Work) / **Keillor, Nicholas** / **Kelso, Simone** Dip. Comm. Services / **Kiernan, Danielle** / **Kindl, Richard** Cert IV Disability Work, B.A. / **Kingston, Louise** B.Ed., Dip. Teaching (Primary) / **Kodithuwakku, Jay** Bachelor of Commerce (Major in Accounting) / **Koss-Aiuto, Suzana** Cert. IV Leisure & Health, Cert III Home & Community Work / **Laffin, Peter** Dip. Ed. (Primary), Post Grad. Dip. Ed. Studies (Learning Disabilities), Adv. Diploma of Comm. Services Mgt / **Lai, Yuet (Helena)** / **Lane, Jade** B. Community Health; Cert. IV Mental Health / **Larkin, Patricia** / **Lau, Jessie (Shuk)** Cert III Aged Care Work, Cert. III Home & Community Care, Cert. III Disability Work / **Lee, Sun Hi** Cert. IV Disability / **Lees, Tawni** / **Low, Albert** Cert. IV Disability / **Manton, Peter** / **Marmo, Nicholas** Cert. IV Training & Assessment; Cert IV. Disability, Cert. III Baking / **Mashakada, Eugenia** Cert IV Disability Work / **Mathews, Helen** / **McDonald, Timothy** Cert IV Disability Work, Dip. Management, B.A Psychology Services / **McFarlane, Eluned (Mair)** Diploma in Teaching, Graduate Diploma in Business (Employee Relations) / **McMurtrie, Elaine** B.Ed., A.C.R.A.C.S. / **Meck, Meck** / **Moodie, Benjamin** BBus(Acc), Fellow CPA Registered Taxation Agent / **Moreira, Vera** Cert. IV Disability Work, Dip. Community Welfare Work, Cert I Food Hygiene for Food Handlers, Adv. Diploma of Comm. Services Mgt / **Morton, Karen** / **Murphy, Elizabeth** / **Mutai, Hillary** Cert. III Aged Care / **Nesbit, Chad** Cert. IV Disability; Cert. III Individual Support / **Nette, Simon** B.Ed., Harvard University: Executive education Program / **Noonan, Martin** / **Nuthall, Lyndi** Cert IV Disability Work, Adv. Dip. Disability / & Community Sector Management / **O'Brien, Brendan** / **O'Brien, Kelly** Cert. IV Disability, Cert. Education-Intergration Aide / **O'Connor, Deborah** Cert. IV Disability, Cert IV Training &



Assessment / **Olagookun, Foluke** Cert. IV Disability Work / **O'Loughlin, Tina (Christine)** Cert IV Training & Assessment / **Orellana, Mayte** B.A. / **Osborne, Karen** Dip. Community Welfare Work / **Paouros, Veronica** B.Ed (Hons);, BA (Ed);, Dip. Comm. Services (Case Mgt.);, Cert. IV Training & Assessment; Cert. II in Financial Services / **Paulose, Vinod** Cert III Aged Care Work, Cert. IV Disability Work / **Penington, Kerrie** BA. Soc. Sciences, BA (Social Work) / **Philpott, Rob** Cert. IV Disability / **Phuong, Johny (Loi)** Cert. IV Disability Work / **Pietsch, Margaret** Cert. IV Disability Work, Cert III Home & Community Work, Cert III Aged Care Work, Bachelor of Arts Graphic Design / **Pope, Andrea** / **Post, Kristina** Cert. IV Business / **Pradeep, Joseph** Cert IV Disability Work / **Ratcliffe, Mark** Cert IV Disability Work / **Rathakrishnan, Arathi** B.A. Sc. (Disability Studies), Cert. IV Disability Work / **Reese, Geoff** / **Robbins, Kat (Katongo)** Adv. Dip. Disability Work, Cert. III Aged Care / **Romano, Rose** Cert. IV Disability Work / **Roseingrave, Eve** / **Ryan, Mark** Cert IV Training & Assessment, Adv. Diploma of Comm. Services Mgt, Cert IV Disability Work / **Sawatzky, Lisa** B. App. Sc. (Consumer Science); Cert. Intellectual; Disability Services Officer; Ass. Dip. Social Studies (Resi. & Comm. Services); Dip. Buisiness (Comm. Services & health Mgt.) Cert. IV Assessment & Workplace Training / **Sharma, Pooja** / **Shave, Amanda** Dip. Community Development / **Singh, Preet (Pirtpal)** Cert. III Aged Care, Cert. III Disability Work / **Skilbeck, Wendy** BA Applied Science (Speech Pathology), Grad. Dip. Counselling & Human Services, Cert IV Leisure & Health, B.A. / **Steen, Barbara** / **Swanson, Carolina** / **Theng, Patricia** / **Thompson, Wayne** MBA (Technology Mgt), Ass. Dip. Engineering, Cert. IV Assessment & Workplace Training, Cert IV Disability Work, Adv. Diploma of Comm. Services Mgt / **Troy, Jonathan** Cert. IV Disability / **Trump, Greg** / Cert. IV Training & Assessment, Cert. III Pharmaceutical Manufacturing / **Tsakiridis, Chris** / **Tsarouhas, Vicki** Grad. Dip. Computing School of Economics & Comm. / **Tucker, Belinda** Dip. Management; Cert. IV Employment Services; Dip. Employment Services / **Ubavin, Laura** B.A (Psychology and Sociology), B.S.W, Certificate IV in Workplace Training & Assessment / **Vu, Oanh** Cert. IV Disability; Cert. III Aged Care; Cert. III Home & Community / **Waghorn, Tara** T.P.T.C, T.S.P.T.C / **Wanninayake, Gaya** Cert III Aged Care Work, Cert. IV Disability Work / **Watt, Kara** Cert IV Disability Work / **Watts, Amber** BA Social Work / **Weller, Christine** Cert IV Disability Work / **Williams, Russell** Cert IV Disability Work, Cert. II Heath Services Assistance / **Wilson, Elizabeth** Cert IV Disability Work, Grad Dip. Loss & Grief Counselling, Cert. Edu. Intergration Aide, Dip. (Missiology) / **Yang, Chunlan** Cert III Aged Care Work, Cert. IV Disability Work / **Yang, Jing** Cert III Aged Care Work, Cert III Home & Community Work, Cert. IV Disability Work / **Yates, David** Ass. Dip. Bus. Studies, Accounting, B. Applied Sc. (Disability Studies), Adv. Management Cert. - AIM / **Young, Lucy** Cert. IV Comm. Service, Leisure & Lifestyle, Dip. Ceramics



# THANK YOU

In this Annual Report there is a considerable list of people, community groups, charitable trusts and businesses who have so kindly donated to Alkira, and we are delighted to recognise each of them as part of this report. Not listed, but equally important, are those donors who wish to remain anonymous. This group of people also makes up a considerable list and we wish to publicly acknowledge and thank them for their contribution. Thank you!

## Alkira Foundation

The Alkira Foundation received over \$275,000 in the 2017/2018 year from the following generous Foundation Members and Donors and or families:

- Estate of Mr Graeme J Reynolds - \$243,378.03
- Mr David Shoebridge (Mrs R & Ms H Shoebridge) - \$7,000.00
- Ms G Guest-Marinis - \$5,000.00
- Mr Harvey & Mr Alan Richards & Ms Glenys Welsh (Ms Helen Richards) - \$5,000.00
- Mr Robert Shoebridge (Mrs R & Ms H Shoebridge) - \$5,000.00
- Ms Ann Shoebridge (Mrs R & Ms H Shoebridge) - \$5,000.00
- Mrs G Bouchier - \$2,000.00
- Ms E Metzeling (Mrs R & Ms H Shoebridge) - \$1,500.00
- Ms K Moss (Mrs R & Ms H Shoebridge) - \$1,500.00
- Bryans Family - \$1,000.00
- Hon. Jeffrey Kennett, AC - \$500.00
- Mrs Brenda Paton - \$250.00
- Mr E Leydon - \$100.00
- Mr Bob & Mrs Ruth Slater - \$100.00
- Mrs Joan Richard - \$50.00
- Ms H A Carver - \$25.00
- Mrs M Klein - \$25.00

## Trusts, Grants and Community Groups

- Bendigo Bank Community Bank Branches of Canterbury, Ashburton, Surrey Hills & Balwyn - \$44,000.00
- Berkovic-Fraenkel Fund - \$24.00
- CommBank Foundation - \$10,000.00
- Norman, Mavis & Graeme Waters Perpetual Charitable Trust - \$10,000.00
- Rotary Club of Box Hill - \$3,499.00
- Rotary Club of Box Hill Central - \$7,500.00
- Rotary Club of Mont Albert & Surrey Hills - \$2,000.00
- Whitehorse Community Chest - \$1,000.00
- Whitehorse Rotaract - \$1,800.00
- William Angliss (Vic.) Charitable Foundation - \$2,000.00

## In Kind Donations

- Commonwealth Bank, Box Hill Branch
- Mr Paul Wheelton

## Donations received keeping the memory alive of:

- Jack E Fitzmaurice
- Giuseppe Fortino
- Noel & Barry Jones
- Gaham & Merv Reese
- Margaret Robinson
- David Roddick
- Jill & Margo Scott
- Marjorie Smith
- Enid Curtain



## Donations below \$999


- Mr L Ashburner
- Mrs J Balins
- Mr G Bryans
- Mrs N Burkitt
- Mrs N Cain
- Mr C Carrington
- Chat 'n' Chew Group
- Ms L Chung
- Commonwealth Bank Box Hill Branch
- Mrs M Craig
- Customers – Churchill's Café, Mont Albert
- Ms M Dennemoser
- Ms D Fitzmaurice
- Mrs N Flores
- Mrs M Fortino
- Haliwell & Co Pty Ltd
- Mr A Heggen
- Mrs W Hirst
- Mr C & Mrs L Hogan
- Mrs M Jackson
- Miss J Jennings
- Mrs J Jones
- Mr P & Mrs J Kinchington
- Mr E Leydon
- Mr R Matthews
- Mr N Mavridis
- Melbourne Playing Card Collectors
- Mr W Mitchell
- Ms G Morcom
- Mrs T Nicholls
- M O'Halloran
- OzHOG
- Mrs B Paton
- Ms E Pemberton
- Mr T Ratkinson
- Mrs C Reese
- Mr W Robinson
- Mrs K Rowland
- Mr E & Mrs R Sen
- Ms M Slaviero
- Special Olympics Victoria (Melbourne Inner East)
- Sunset Cinemas
- E & M Troulos
- Mr R & Mrs H Walker

## Donations \$1000 and above

- Opportunity Shop Takings - \$44,889.37
- Ms R Hoffman & Mr P Halstead - \$5,000.00
- Willandra Juniors Auxiliary - \$3,500.00
- Wheelton Philanthropy - \$2,500.00
- McPhail & Partners - \$2,250.00
- IOOB - \$2,000.00
- Ms Betsy Dingle - \$1,500.00
- Mrs Dorothy Conway - \$1,000.00
- Mathews Timber Pty Ltd - \$1,000.00
- Ms Marjorie Walker - \$1,000.00

## Business Partners and Supporters:

- Alkira Parents & Friends Social Group (Chat 'n' Chew)
- Aughtersons Solicitors
- Bendigo Bank Community Bank Branches Canterbury, Ashburton, Surrey Hills and Balwyn
- Box Hill Community Arts Centre
- Bread Street Bakery
- Box Hill Institute of TAFE (RTO Code: 4687)
- Budget Car & Truck Rentals
- City of Whitehorse
- Commonwealth Bank, Box Hill Branch
- Concept Amenities
- D and Co Studio
- Digital Document Solutions
- Family Planning Box Hill
- Gunn and McConville Pharmacy
- IOOB
- Kmart Knox
- Melbourne Olympic Parks Trust
- Mont Albert Florist
- Music Junction, Blackburn
- Petsway Australia
- RB Golf Sales
- Red Cup Cafe
- Ross MacKay Creative
- Rotary Club of Box Hill
- Rotary Club of Box Hill Central
- Rotary Club of Mont Albert & Surrey Hills
- Salvos Café
- Secure Meters
- Smart Brown Catering
- The Avenue Neighbourhood House
- The IT Department
- Valiant Press
- Vesparum
- Wheelton Philanthropy
- Whitehorse Business Group
- Whitehorse Community Chest
- Whitehorse Community Health Services
- Willandra Auxiliaries
- Zesta Kitchens



Alkira strives to meet the needs and wishes of people with intellectual disabilities through care and support to enrich and challenge them to be a part of the world community.



03 9890 1365



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