



alkira
belong. connect. aspire.



ANNUAL REPORT 2020

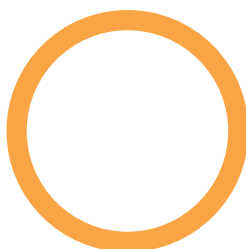
Providing services to support people with intellectual disabilities since 1954.

Alkira represents **lifestyle, choices, community inclusion, independence** and **social connection. A fulfilled life!**

That can look very different for everyone, therefore we customise our services for the individual.

There is no 'standard' offering at Alkira, **it is your goals and what you want to do.**

Our approach is welcoming and respectful, where participants are truly valued and treated as individuals.



MISSION

Strive 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.

VISION

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

VALUES



CARE

For people and the organisation.

About personal and organisational growth and development.



INCLUSIVENESS AND COLLABORATION

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



CHALLENGE

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



ENRICHMENT AND CELEBRATION

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

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MESSAGE FROM THE CHAIR



Peter Harrison
President of the Board

It is with somewhat mixed emotions that I write this report.

On the one hand there has been some significant progress on the “Alkira Journey” during the past 12 months but on the other hand we have had to make considerable and understandable changes in our services, in response to the COVID-19 pandemic.

It is pleasing to report that we have undertaken a “refresh” of our Strategic Plan in the latter part of the 2019 year, with a significant input from the broader Alkira community. This process was flagged in the 2019 Annual Report. I would like to take this opportunity to thank all those involved in the community consultation process during the review, as this provided the required community support to ensure the plan will succeed. The final Strategic Plan has been approved by the Board and covers the period from 2020 – 2025 and has 5 focus areas. You can see the full Strategic Plan on the next page.

Despite the onset of COVID-19, a recent review of the plan indicated that the areas of focus remain largely unchanged. The Alkira Management team is making some good progress in implementing a range of initiatives to support achieving each of our objectives.

On the building front it is delightful to report that we are “on track and on budget” to deliver the Springfield project, for us to commence operations in this new facility early in 2021. This project, with an all up cost including the purchase of land, exceeding \$3 million will provide wonderful opportunities for our older participants, in a new “best in class” facility. We all look forward to Springfield’s opening early in the new calendar year. Projects of this size and complexity rely heavily on the careful and diligent oversight by our Senior Management team and the Board. I particularly wish to acknowledge the contribution of the Board Finance, Investment Risk and Property (FIRP) Committee for their oversight on this project and thank all those who have supported this important new project financially. You can read more about the Springfield Community Hub on page 28.

COVID-19 has obviously loomed large in the life of all at Alkira since February. Our particular focus has been to ensure that all involved in the Alkira community are kept safe and that we can “weather” the required changes to our services and the consequential financial impacts. From a governance perspective, the FIRP Committee of the Board resolved to undertake regular weekly meetings with the Management team, to maintain appropriate oversight on our response to this challenge. It is pleasing to report that so far, we seemed to have responded remarkably to this challenge and Alkira remains financially secure.

Over the year we have farewelled both Gwendolyn Howlett and Ron Walker from our Board.

Gwendolyn was a member of the Board for 4 years and her insights particularly in Home Supports were important.

Ron Walker has made a significant contribution to Alkira since first joining the Board in 1978. Ron’s contribution includes a period from 2007 through to 2012 as our President. I have often referred to Ron as Alkira’s “tribal elder” such is his contribution and stature in our community. You can read more about Ron’s amazing contribution to Alkira on page 25.

On behalf of the entire Alkira community, I thank both Gwendolyn and Ron.

It is especially gratifying to advise that we welcomed Charlie Xu and Dr Lyn Scoles as new additions to our Board. Charlie is well known in the immediate Box Hill community, an important strong community connection that will serve us well in the future. Lyn is a qualified medical practitioner and her insights from a medical viewpoint have been invaluable in these COVID-19 times.

The Board recently undertook a review of our governance structure, regarding membership of the Board and strengthened the importance of recruiting Board members to meet the required skills as aligned to our skills matrix. This required some changes to our Constitution. The Board is determined to maintain the highest possible standards of governance and having the right Board talent to meet our circumstances and challenges.

From a financial viewpoint the result for the year is at first glance truly outstanding. The result does however reflect significant government support from Jobkeeper, which will diminish over the 2021 financial year and the profit on the sale of a property we no longer used. These matters and our financial performance will be discussed further in this report by our Treasurer. The challenge for us in the coming year is to emerge from this support with a strong operation, which is based on not only delivering the best services to our participants, but is also sustainable financially.

In conclusion, I would like to take this opportunity of thanking all on the Board for their help and support in this somewhat difficult year. I also want to acknowledge and thank Lisa and her team for their dedication and devotion to Alkira in these challenging times. Finally I want to thank the many donors and volunteers who have contributed to another year of success for Alkira.

COMMITTEES



Finance,
Investment, Risk
and Property
Committee



Nominations and
Remuneration
Committee



Strategy
Committee



Foundation
Committee

BOARD ATTENDANCE

Peter Harrison	●●●●●●●●●●●●●●●●
Dianne Bassett	●●●●●●●●●●●●●●●●
Chris Miller	●●●●●●●●●●●●●●○
Michael Waymark	●●●●●●●●●●●●●●○
Ramsay Gunasekera	●●●●●●●●●●●●●●●●
Gordon Jacobs	●●●●●●●●●●●●●●●●
Warrick Mitchell	●●●●●●●●●●●●●●○
Lucinda Nolan	●●●●●●●●●●●●●●○
Ron Walker	●●●●●●●●○●○●○●
Lynn Scoles	●●●●●●●●
Gwendolyn Howlett	●●●●○●○●
Charlie Xu	●

See more information about our board on page 23.

Invest in our People, Culture and Leadership

- Implement a values based framework for our people and leadership.
- Ensure everyone takes time out to celebrate and have fun.
- Invest in our people – through quality induction, training, coaching and mentoring opportunities.
- Develop a succession planning framework that identifies talent pipeline, organisational competency needs and training opportunities.

Foster Partnerships and Positive Communications

- Review, update and implement the Alkira Communications plan across formal/informal and internal/external networks.
- Document a 'partnership framework' that identifies potential partners. Identifying the values, diversity and strategic opportunities they will bring us.
 - Review existing partnership agreements to ensure alignment, outcomes and benefits.
 - Actively engage with identified partners and enter into agreements which benefit Alkira and its community.
- Promote Alkira as a demonstrated high quality provider of Supported Independent Living and explore partnership opportunities.

STRATEGIC OBJECTIVES 2020 - 2025

Enhance Quality of Participant Centred Service

- Map Alkira's services against the NDIS Practice Standards and identify opportunities for improvement including additional revenue streams.
- Using co-design principles identify and assess a range of services that meet the needs of participants within NDIS guidelines. Deliver quality Alkira supports and provide referrals to external services that meet participants needs.
- Measure the participant experience and use it to improve overall customer experience.
- Re-orientate services to meet participant needs within NDIS guidelines.

Drive Innovation and Continual Improvement

- Develop and document an innovation framework. Ensure that innovation framework is communicated, progress is monitored and celebrated.
- Review our back of house systems, technologies and human resources and identify an action plan to improve efficiency and customer experience.
- Review recognition and reward process and ensure that it is embedded in our culture.

Optimise Financial Health and Invest in Sustainable Facilities and Technology

- Ensure that our services are sustainable under the NDIS and untapped donations are used for sustainable facilities and innovation.
- Develop and communicate a Long Term Financial Plan.
- Undertake systems and technology review and identify opportunities for improvement.
- Review infrastructure, buildings and facilities to ensure they are 'fit for purpose'.
- Develop a fundraising plan which supports our longer term building and facilities needs.

MESSAGE FROM THE CEO



Lisa Sawatzky
Chief Executive Officer

Wow – what a year! Alkira has shown that it is a resilient, adaptable and strong organisation. While the wider community has experienced significant challenges relating to COVID-19, Alkira has been able to adapt, respond and has many examples where it has shone through this difficult time.

During this time it has been the regular demonstration of the Alkira values in action that has stood out the most for me and makes me extremely proud of what we have achieved together this year.

Alkira has been able to continue to provide quality support to people in the Home Supports area. Our Home Supports teams have embraced many new ways of working to help protect participants from the threat of COVID-19. They have shown amazing warmth, care and commitment to residents while managing their own concerns relating to working on the front line during a pandemic.

We have had many staff working in different areas as their usual job has no longer been required due to the pandemic. They have shown flexibility and a commitment to Alkira and been willing to undertake a range of different tasks to ensure Alkira can continue to respond to participant and family needs.

Our teams have learnt new skills and used technology to connect with participants and to deliver services remotely in order to keep people safe during the pandemic. We have found new ways to connect - Alkira teams have written postcards, used technology, dropped off learning materials and provided support in peoples' homes during this time.

Despite the current environment, our participant numbers have grown. We have expanded a number of supports and provided more services on a 1:1 basis in participants' homes or via Zoom.

Organisational Support teams have been working remotely and have been heavily reliant on technology to keep the essential business functions going. We have had some new team members join us during this time and they have been inducted to Alkira remotely. We are looking forward to meeting these new people face to face when the pandemic is over.

The Springfield Community Hub build has been progressing well during this time. Alkira has been supported by some generous donors including; Gandel Foundation, The Hugh D. T. Williamson Foundation, Danks Trust, The Trustees for the Alice O'Brien Estate, Wheelton Philanthropy, Collier Charitable Fund, The Jack Brockhoff Foundation, Rotary Club of Box Hill Burwood, Norman, Mavis & Graeme Waters Perpetual Charitable Trust, Zesta Kitchens and Open Gardens Victoria, along with others who have assisted the organisation work towards our fundraising target. For this we are sincerely grateful. We have more to do and will continue to seek support for this and other projects.

The strategic planning process has supported the organisation to move forward in a number of areas. There has been an investment in technology which has been essential as we moved many employees to remote working across the business. Additionally, we have worked on improving our properties and have invested in bathroom renovations, a kitchen upgrade and new flooring at a number of our properties.

We have improved our online presence and worked on improving our communication with participants, carers and families. The difficulties related to COVID-19 have resulted in our teams embracing both new and old ways of communicating. We have sent letters and postcards to participants to keep them connected with Alkira, as well as setting up an online private group for participants to connect with one another.

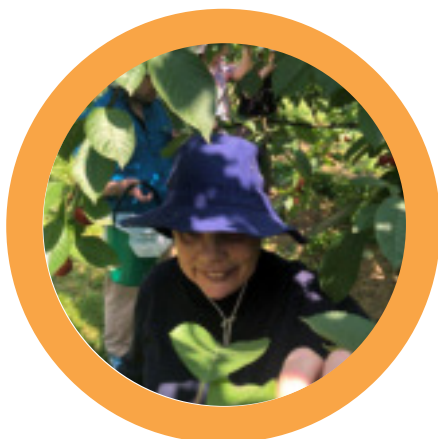
Our real heroes are our Support Workers in the Home Supports area and our Community Supports teams who have continued to provide face to face support. These teams have worked consistently to ensure the best possible care and support has been provided to participants during the pandemic. They have shown an amazing commitment to our participants and Alkira during the lock down period. In addition we have a group of staff comprising both Home Supports and Community Supports team members, who have signed on to be part of Alkira's Rapid Response team to provide support in the event a participant is diagnosed as COVID-19 positive. This willingness to work in a COVID

positive environment demonstrates the commitment these staff members have to Alkira participants and their understanding of the need for them to be supported by people who know them well.

I am immensely proud of the entire Alkira team and the way in which they have conducted themselves during the pandemic. They always have participant health and wellbeing front of mind.

Our Senior Management team has absolutely shone during COVID-19. My sincere thanks go to Kat, Bernie, Laura and Ben who have worked extremely hard during the last 12 months, but particularly in response to the challenges that COVID-19 has presented. The demands of responding to the pandemic required new service delivery policy and procedure, reviews of our human resources frameworks and also presented significant technology and financial challenges for Alkira.

I have appreciated the support, guidance and expertise of our Board during this time. The current climate is a difficult one for organisations like Alkira. There is significant uncertainty in the sector, and the economic outlook is bleak; however Alkira has shown great resilience, and has been able to adapt and even thrive with the support of parents and carers, staff, our community partners and our Board.



SNAPSHOT



136

Connections programs and activities offered



55

Students in accredited courses



73

Participants accessed Home Supports



230

Participants accessed Community Supports



4400hrs

of online services



1750hrs

of Support Co-ordination services provided



264hrs

of staff and volunteer training



\$170k

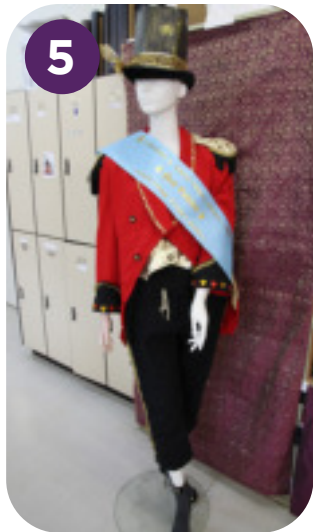
towards house and site improvements

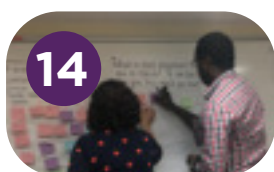
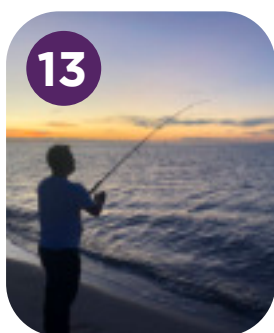


\$1.07m

invested in new service development

YEAR IN REVIEW

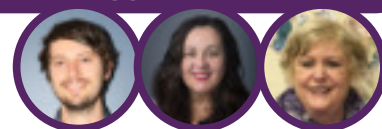




- 1 July 2019
Sharan enjoying the Recreation Service holiday at Hepburn Springs.
- 2 August 2019
Alkira Artists Exhibition *Life* held at the Box Hill Community Arts Centre.
- 3 September 2019
Our recreation service expanded. Tim posing with a light installation at Ballarat's White Night event at our first ever weekend away trip.
- 4 October 2019
We were awarded the City of Whitehorse Award.
- 5 November 2019
Wearable Arts' circus themed piece *Ring Master* won 1st prize and Best Exhibit in Show at the Lilydale show.
- 6 November 2019
Annual End of Year Street Stall.
- 7 November 2019
Gracefield repaint and kitchen revamp thanks to Rotary Club of Mont Albert and Surrey Hills.
- 8 December 2019
International Day of People with Disability celebrations.
- 9 December 2019
Annual Supper Dance for participants and families.
- 10 December 2019
Hearing loops installed in Thurston and Market sites thanks to Bendigo Community Bank Branches of Surrey Hills, Canterbury, Ashburton and Balwyn
- 11 January 2020
Op Shop renovation complete, read more about this on page 22.
- 12 February 2020
Liz making a badge at the Having A Say conference.
- 13 February 2020
Dromana weekend away fishing trip where everyone caught a fish!
- 14 March 2020
Strategic Plan for 2020-2025 finalised.
- 15 April 2020
Momentum, Pathways offered online on Zoom.
- 16 May 2020
Ron Walker's Retirement from the board. Read more on page 25.
- 17 May 2020
Recreation offered online on Zoom including exercise, music, art and bingo.

SUPPORT CO-ORDINATION

Ryan Gutch, Vera Moreira, Vicki Brown
Support Co-ordinators



The last 12 months have certainly not been traditional in any respect, but even through the challenges and unprecedented disruptions to services throughout the latter half, we have still seen exceptional outcomes.

The Alkira Support Co-ordination team have continued to navigate their way through each level of the pandemic and its imposing restrictions, to ensure continuity of service and support for both Alkira participants and external participants, who exclusively receive our support co-ordination services. The team continue to improve systems and processes, to optimise the types of positive experiences and outcomes participants, their families and carers have come to expect.

The NDIS has shown their support with the easing of the rules within the NDIS Price Guide; creating flexibility and for some, the opportunity for longer term peace of mind. For example, participants have been able to access funding from their Core Supports category, giving them access to Support Co-ordination services for the first time or an increase in the number of hours allocated for Support Co-ordination in their Plans. Such opportunities have enabled Alkira Support Coordinators to:

- Resource additional support options during the COVID-19 pandemic, including providers who offer online support options (not limited to Alkira)
- Source and successfully purchase assistive technology on behalf of participants, in the form of iPads and laptops; to ensure continued engagement with providers and services
- Explore 1:1 supports, in-home as opposed to facility-based options

A huge challenge has been the changes to the way we communicate. In response to restrictions, Support Co-ordinators have had to rely on other strategies to provide critical supports. The usual face to face meetings with participants, families, carers and the NDIS had to be predominantly over the phone, or through video chat platforms including Zoom and Facetime. However, as video methods were still too challenging for some, especially

for participants and families who do not have access to a computer or the internet, much of our communication was only via phone call. Therefore, our phone communication skills were truly put to the test.

Despite the challenges, we have had a year of delivering exceptional outcomes; with really well supported NDIS plans that provide the opportunity for participants to achieve some of their priority goals whilst planning and working towards new goals.

- Participants have gained Specialised Disability Accommodation (SDA) funding allocations in their Plans so they can move out.
- Participants we support are accessing intensive staffing support (1:1 or 2:1) across day service providers or for in-home supports.
- Participants have gained home modification allocations in their Plans.
- Participants have access to allied health practitioners.

We look forward to the year to come. If you are interested in our Support Co-ordination services, please contact us and make an enquiry so we can explore how we can support you too.



Without Vera's expert assistance and professionalism, we would not have achieved the outcomes we have. Rhys now has the necessary funds to receive Speech and Occupational Therapy services on a 1:1 basis, which have helped him make amazing progress toward achieving his goals.

The planning and writing of applications to the NDIS is very time consuming and is the base for a good outcome at the Plan meeting. Without Vera, we wouldn't have been able to navigate the complexities of NDIS planning. She has made it so much easier and less stressful.

Di, Mother of Rhys

I first met Vicki in early in 2019. She was eager to make contact and she had an engaging style. It was soon clear to me that Vicki had a very comprehensive knowledge of the NDIS and its complexities.

Vicki sat in on Ruth's first annual NDIS Plan review in July 2019. Since that time, Vicki has been very active on Ruth's behalf, most particularly, interfacing with NDIS, to correct an omission in Ruth's agreed NDIS Plan, and subsequently arranging other extensions to Ruth's plan on account of an accident Ruth had in December 2019.

Vicki is always accessible and acts in a truly professional manner. Reporting on Ruth's plan and always suggesting further opportunities for Ruth.

I would have no hesitation in recommending Vicki to anyone considering appointing a manager to their son's or daughter's NDIS Plan. Had I managed Ruth's NDIS Plan myself, I would not have been as successful for Ruth, as Vicki has been.

Ron, Father of Ruth

Ryan Gutch is new to Alkira and has been Support Co-ordinator for our son Cory's NDIS Plan since October 2019.

Ryan has shown us that he is a capable, reliable and a hardworking individual who has promptly answered all my queries regarding the NDIS.

He is knowledgeable in all aspects of the NDIS and we have benefited greatly from the suggestions he has made. Ryan has maintained close contact with me during the COVID-19 crisis, and I appreciate all his hard work and time, which has enabled me to work with Cory through this difficult period.

I am grateful that Ryan is our Support Co-ordinator.

Shireen, Mother of Cory

HIGHLIGHTS



A new Support Co-ordinator joined the team and brought with him a wealth of experiences and innovative ideas.



A participant was approved for SDA funding and moved to one of the Alkira residences in late 2019.



Many participants have been able to access assistive technology that they were not previously able to.



Do you need assistance with managing your NDIS plan?

Contact us about our Support Co-ordination service, or learn more about it on our website.

HOME SUPPORTS



Kat Mangamu
Home Supports Manager

It is safe to say that the last 12 months have been incredibly eventful. Responding to a global pandemic while navigating standard business operations has challenged us to rethink the way we provide services.

Even before COVID-19 was declared a pandemic, we had taken critical steps to plan, prepare for and respond. Protocols were developed and implemented that provided comprehensive guidance to our teams. Over the last few months, these protocols have continued to be reviewed, adjusted and enhanced so that they are always reflective of public health advice.

Some of the key actions we have taken as part of our response in Home Supports include (but not limited to):

- Developing COVID-19 protocols specific to our accommodation settings.
- Providing support and guidance for participants with a focus on how to stay safe and minimize the risks associated with COVID-19.
- Working with participants and families to develop COVID-19 Specific Health Management Plans.
- Undertaking significant training for staff teams in general infection control as well as COVID-19 specific training.
- Proactively pursuing partnerships with the Department of Health and Human Services (DHHS) and Eastern Health regarding our COVID-19 response, with an acknowledgement that accommodation settings present added challenges.

It has been extremely encouraging to see how well participants and staff have adapted in the current climate. We have seen new and innovative ways of providing support in the houses, and while there have been challenges for everyone it has also been an opportunity to thrive. Programs and engagement activities have been modified to align with restrictions as they have occurred; participants are being supported to connect with friends, family and service providers through video chat platforms such as Zoom and Facetime; dance sessions

and daily walks have become a common feature across the houses. These are just a handful of examples of the positive outcomes that are being seen.

Throughout our response to COVID-19, we have not lost sight of our strategic agenda or standard operations. In 2020, we expanded our Home Supports services to include the provision of Medium-Term Accommodation (MTA). MTA is transitional accommodation that can be provided to participants while they are waiting for longer-term accommodation to become available and is typically provided for up to 90 days at a time. This has been an exciting step for Alkira as it means we are able to support participants who may otherwise have not had access to accommodation.

Our Supported Independent Living (SIL), Specialist Disability Accommodation (SDA) and Short-Term Accommodation (STA) continue to go from strength to strength. We have provided STA to a significant number of participants, both existing and new, including emergency accommodation to vulnerable participants in crisis.

We have continued to successfully secure SIL funding that is reflective of participant needs and has enabled each individual to receive the level of support that they need in their home.

Over the last year, government policy changes resulted in changes to how SDA vacancies are managed. While we will continue to work collaboratively with DHHS to manage vacancies that arise in DHHS-owned properties, we have now developed and implemented a separate process for managing vacancies in Alkira-owned properties. Under this new process we recently welcomed a new resident into one of our Specialist Disability Accommodation properties in Mont Albert. We still have a small number of vacancies that we are actively working to fill.

It is difficult to imagine what the next 12 months will look like when things are shifting so rapidly; however, one thing is certain, our focus will continue to be providing the highest quality accommodation supports and ensuring all possible safeguards are in place for our participants.

I am tremendously proud of every Alkira participant, and the teams that support them. We have seen incredible resilience and a willingness to go above and beyond and to support each other through this unprecedented time. We will remain dedicated over the next 12 months and aim to provide more support to more participants within SIL, STA and MTA environments.



HIGHLIGHTS



Participants have embraced technology to not only reach out to family and friends but for learning as well.



Introduced a new Medium-term Accommodation service.



Gracefield had a revamp; fresh paint, new floors, new cupboards and new kitchen appliances! Thanks to Rotary Club of Mont Albert and Surrey Hills.



Merton's bathroom had a complete refurbishment; removing the old bath, replacing the plaster walls, a new vanity unit and special non-slip flooring. The old, tired carpet was replaced throughout the rest of the house.



OVERVIEW OF SERVICES

As part of Home Supports we offer:

Supported Independent Living

Short-Term Accommodation

Medium-Term Accommodation

Specialist Disability Accommodation

To learn more head to our website!

COMMUNITY SUPPORTS



Laura Ubavin
Community Supports Manager

This year can be summed up as one of intense effort. Achievements throughout this year demonstrate our resilience and our acceptance of change.

Community Supports had one of the largest student intake on record by welcoming 25 new participants to Alkira from schools in January this year. These school leavers joined three different services: Momentum, Connections at Thurston Street and our inaugural School Leavers Employment Support (SLES) program “*Skill Up with SLES*”. It was exciting to see the SLES program get off the ground after months of planning. SLES is designed for 18-20 year olds and is a practical program that aims to increase employability competencies, community and life skills. It involves visits to various small and large businesses once a week so that the participants can get an understanding of the types of roles which exist in the various workplaces.

Across Connections there was an increasing number of participants choosing options that enable them to connect with a variety of other people in community places which create naturally occurring relationships. Some continued to participate in group-based activities that promote a sense of self, enjoyment, independence and work readiness. Activities were facilitated in community learning venues, local businesses, in their own home and at sites operated by the organisation.

Unfortunately, Community Supports had to close its group based activities on the 25th March. The COVID-19 pandemic has brought many challenges to how Alkira delivers services. Platforms like Zoom have become an integral part of the new *normal* service delivery. A different, but necessary approach, for conducting virtual group activities and meetings.

Despite such changes we have seen some participants excel at this new online way of life by writing their own blogs and creating their own cooking vlogs with staff support.

Staff have taken this time as an opportunity for professional development by completing training with a wide range of focuses including

communication, health and infection control. And with this switch to reliance on technology they too have increased their IT skills, which has also been great to see.

In addition to this, many Community Supports staff have demonstrated their flexibility and commitment by working in Home Supports. This change has allowed them to work with different staff and gain new experiences, which I am sure has broadened their professional experience.

We continued to collaborate with participants, their families and carers, to self-direct the services and supports they receive, and it is evident through their feedback that lives have changed for the better as a result of personalised and individualised approaches.

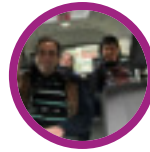
We have placed a great emphasis on nurturing partnerships with local community groups by promoting meaningful engagement, and ensuring support networks are in place to sustain these relationships. Continuing to develop sound support networks is critical to assisting people achieving their visions post COVID-19.

My sincere gratitude goes to the hardworking Community Supports team. During this challenging time your adaptability has been an inspiration.

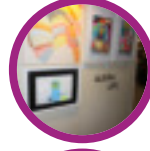
We have much to look forward to in the next year as staff and participants continue to achieve great things, not just in the current situation but looking to the future of life after COVID-19.



HIGHLIGHTS



Expansion of our Recreation service with weekends away.



Alkira Artist's exhibition has run for over 15 years.



Skill Up with SLES has gained traction with more school leavers joining the service.



Momentum, Pathways, Networks and Recreation services all moved to online.



1:1 support services continued to be offered as much as possible and we saw participants thrive in skills such as cooking and baking.

OVERVIEW OF SERVICES

Do you know all our services that fall under our Community Supports division?

Connections

Momentum

Pathways

Networks

Skill Up with SLES

Independent Me

Recreation (after hours)

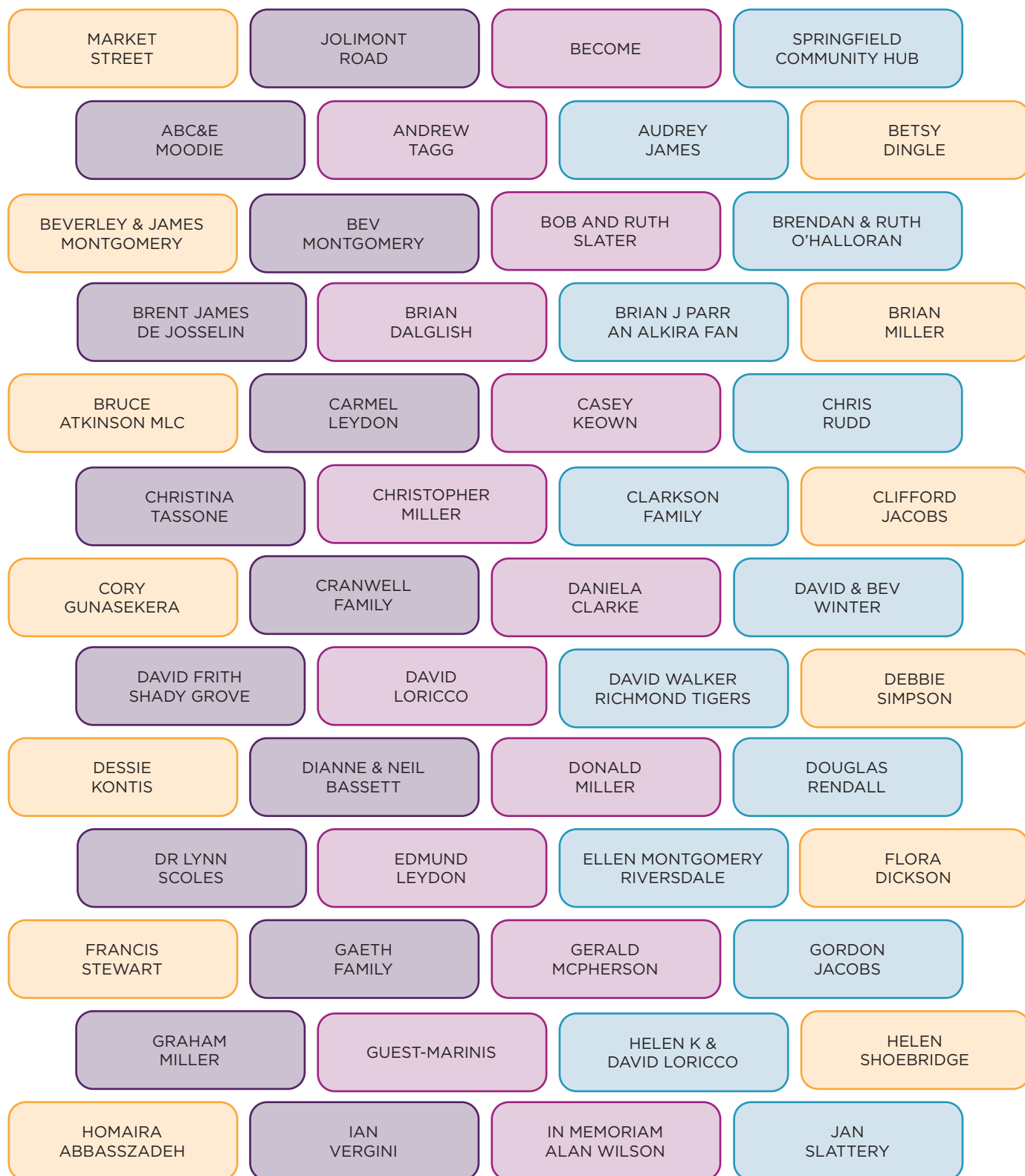
Home and Choice

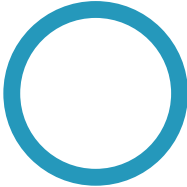


Transport

To learn more about them head to our website!

OUR COMMUNITY SPRINGFIELD PAVING STONES

Thank you to everyone who donated a paving stone to the Springfield Community Hub!



JENNY LAWRENCE	JIM & BEVERLEY MONTGOMERY	JOHN BATEMAN	JUDITH JENNINGS GOOD LUCK TO YOU
JULIAN FEAST LOVES ALKIRA	JUNE MCVILLY	JUNITH MILBOURNE	KAREN MORTON
KATRINA TUCKER	KEITH & ROBYN JESSUP	LIAM FRAWLEY	LINDSAY MILLER
LISA SAWATZKY	LIZ PETER MATT JESSE DE MARIA	LIZ WILSON RIVERSDALE	LOVE FROM THE XU FAMILY
LUCA G JUNE 2020	MAREE MILLER	MARGORIE CRAIG	MARK DE GROOT
MATTHEW RICHARD THOMAS BIGGIN	MAY AND NOEL RODDICK	MICHAEL WAYMARK	MITCHELL FAMILY
MY HEART'S BRAVE - TIM MATHEWS -	NETTE FAMILY ALL ALKIRA FANS	NICOLE HAMPTON	NORMA BURKITT
OSCAR CANNING	PAM JACOBS RIVERSDALE	PAUL BEAN I LOVE ALKIRA	PAUL HAMER MP FOR BOX HILL
PAUL JAMES MULLAN	PETER CHESTER	PETER HARRISON	PIXIE O'HALLORAN
PROUD OF BEING PART OF ALKIRA	RHYS BASSETT	ROBERT MILLER	RON WALKER
RUTH WALKER RIVERSDALE	SHELLEY STRETTON	STEVEN RAMUS	THE BEAUTIFUL BARBARA BRENNAN
THELMA MILLER	THOMAS BLAKE	TIMOTHY MATHEWS	WALLACE FAMILY
WEBSTERS	WILSON J LIKES HOOLEY DOOLEYS	WINIFRED HIRST	27 GREAT YEARS DI FITZMAURICE

OUR COMMUNITY

PEOPLE, CULTURE AND LEARNING



Bernie Wallace
People, Culture and Learning
Manager / OH&S

This year has definitely thrown a curve ball at the world, let alone Alkira. It's been heartening to see all our staff continue to do an amazing job in a prolonged and highly stressful time.

January to March saw a flurry of new starters (17) into Community Supports and a new induction module was successfully trialled with this group. This is a fluid process and there are always ways to improve and make the induction and onboarding process move valuable, as well as interesting for our employees.

With the advance of COVID-19, many of our staff have moved to working remotely, or redeployed to meet organisational needs. This presented its challenges around communication, working styles, resources and mental health. Alkira and its employees adapted with protocols and the use of various communication tools.

Whilst online training is not a new concept or mode for Alkira, less face to face contact saw Alkira move solely to online training. In hindsight, earlier on in the year we benefited greatly from being able to roll out mandatory face to face training as well as have external training providers on site to meet specific training needs. But regardless, staff still did well with online training and keeping abreast of COVID-19. Staff completed 3 modules around supporting people to stay infection free and specific COVID-19 related infection control. Staff also completed 6 sector related modules.

Positive Mental health is what every organisation strives for. This pandemic has definitely presented its challenges in this space. Adapting to new work environments has meant less face to face contact and more protocols to deal with various COVID-19 scenarios. Alkira engaged Caraniche (Employee Assistance Program provider) to provide Wellness seminars for our staff. Three online sessions were run on Mindfulness, Resilience & Stress less. The sessions were well attended and appreciated by staff.

The OH&S committee convened 2 meetings to facilitate consultation and feedback with our staff around Alkira's management of COVID-19. It was encouraging to receive both positive and constructive feedback as it meant our employees were engaged with their new working conditions and felt they could voice their opinion.



HIGHLIGHTS



After 3 years of collective negotiations, the Multi-Employer Agreement was approved by the Fair Work Commission on the 2nd March 2020. It was a great achievement for everyone that had worked so hard to negotiate this agreement for the sector.



All staff have shown amazing flexibility with the changes in working arrangements due to the restrictions.



38 of our staff volunteered to be on our Rapid Response Team and completed extensive training to ensure we are ready for a positive COVID-19 case. A special thank you for your dedication to the health and safety of Alkira participants!

PARTICIPANT ACHIEVEMENTS



SHARYN'S SUCCESS IN HER COMMUNITY

Sharyn has been receiving 1:1 support for 18 hours per week since our group services closure in March. She has always been a leader when attending Community Supports at Market Street but was more reticent when at home or in her local community. Sharyn's engagement with the community is made more difficult as she has a hearing impairment and uses some signing.

With the encouragement of her Support Worker she has taken huge steps to trust others and build a support network in the community.

She has become friendly with her local coffee shop owners, she enjoys going to the shop, ordering her coffee and talking with the owner Sarah.

With minimal support Sharyn has become creative, maximising her time without support to knit a scarf and handbag. In order to do this she has to do many things that seemed daunting before, such as navigating the craft shop, choosing fabric, wool and the correct knitting needles, finding the check out and paying. She does all this with minimal prompting from her Support Worker.

Over the last few years Sharyn has not only grown in skills but has become more lively and engaged. The freedom to make choices in her life has empowered her to achieve more. It is great to see Sharyn has been so successful with increasing her independence and accessing the community.



THE PRIDE OF ALKIRA ARTISTS

Alkira Artists were a part of the Whitehorse Art Show 2019, which is an exhibit at the Box Hill Town Hall with an opening night Gala event. During the course of the evening event each attending artist had the opportunity to stand with pride alongside their artwork and feel the honour of having their artwork on show.

The Gala evening was such a wonderful opportunity for Alkira Artists as they met other artists and members of the public, viewed the rest of the art show in awe and inspiration and experienced what life is like when you are an artist. It was a wonderful event and the night was filled with excitement.

The following week the Whitehorse Art Show brought many compliments to the Alkira Artists and some sales of their artwork. A truly rewarding outcome for our artists who work so sincerely on their art and are so passionate about their work.



OUR COMMUNITY PARTICIPANT ACHIEVEMENTS

COOKING SKILLS AND HEALTHY HABITS

As part of Connections at Thurston Street a cooking program *"Do you want to be a Master Chef?"* was run. We provided 3 courses, each running for 12 weeks on a Tuesday afternoon after usual programs. Thank you to Rotary Club of Box Hill Central for funding this program.

There was a wide variety of recipes each week as the program attempted to make the dishes not only appealing and interesting but also things that participants may be able to prepare at home with little support. Each week the participants made suggestions for the following week.

There was significant progress with skills development and teamwork among the participants over the 12 weeks. At the beginning of the program many of the participants were somewhat hesitant to engage in some of the activities. This was not unexpected as the format for this program was different to day services and consequently took time for people to adjust and become familiar with the process.

It was exciting to see participants develop skills and confidence. Many participants at the start of the program needed direct assistance for cutting or peeling vegetables, but by the end of the program were working independently with very limited direction needed.

For instance, some participants had very little confidence in using a knife and did not want to cut up produce. But after some encouragement they would happily cut vegetables after some guidance on what size things need to be cut.

In addition to this, as a group there was uncertainty amongst all the participants when a type of kitchen utensil or cooking container was requested. Now when an item is requested they will immediately set upon the task of locating and presenting the item.

One of the major components of the program was to provide the participants with the basis and understanding of Safe Food Handling Practices. Participants were always eager and all got involved in answering and explaining safe food handling practices. Participants went from having to be asked to wash their hands at the start of the program and whenever possible cross contamination could occur, to doing so on their own volition.



PARTICIPANT COMMITTEE



Michael, Drew, Chris, Steven, Brent, Abbey and Marion (facilitator).

Participant Committee Members

Alongside their usual responsibilities of being panelists at staff interviews, leading tour guides for visitors and being part of the Community Supports sub-committee meetings the Participant Committee have been involved with many VALiD events.

Before restrictions they would attend the Eastern region network centre for their monthly self-advocacy network meeting where they speak up about their rights and talk about issues with the NDIS. There have been various themes every month with guest speakers covering topics such as:

- Transport accessibility and training
- Latest updates about the NDIS
- Safety from abuse and safety while travelling
- COVID-19 Safety

Many of the Committee members have taken opportunities at these meetings to speak up in front of the audience and join the conversations.

Late in 2019 VALiD began a monthly Performing Arts peer group which the Participant Committee supported. The members got the word out around Alkira and promoted the event through printing and distributing flyers. Some participants showed interest and so they secured a bus and went on a day out to the Malthouse Theatre. It was a very enjoyable day full of singing, miming and acting. The group unfortunately did not continue due to the impact of the bush fire season and COVID-19. But the Committee and participants are looking forward to this new venture when it returns.

Over the last year, in addition to their involvement with VALiD the Participant Committee have also been involved in...

- Strategic planning
- The recreation service expansion
- General building maintenance
- Choosing the style for Springfield's paving stones

When Community Supports group services were closed the Committee initially stopped meeting as well. But now the Participant Committee are meeting online on Zoom weekly and are looking into how they can implement platforms like Zoom for more participants to stay connected.



OUR COMMUNITY STAFF

for the financial year 2019-2020

SENIOR MANAGEMENT TEAM



Chief Executive Officer

Lisa Sawatzky
B. App. Sc. (Consumer Science),
Cert. Intellectual Disability Services
Officer, Ass. Dip. Social Studies
(Resi. & Comm. Services), Dip.
Business (Comm. Services & Health
Mgt.), Cert. IV Assessment &
Workplace Training



**Manager
People, Culture and
Learning / OH&S**

Bernie Wallace
Cert IV in Human Resources,
B. of Education (Secondary)



**Manager
Business Systems
and Finance**

Ben Moodie
B. Business (Accounting)
Fellow of CPA Australia
(FCPA)



**Manager
Home Supports**

Kat Mangamu
Adv. Dip. Disability,
Cert. III Aged Care



**Manager
Community Supports**

Laura Ubavin
B.A. Psychology & Sociology,
B. of Social Work

ORGANISATIONAL SUPPORT

Anne McKenna
Cert. IV Bus. (Human Resources),
Cert. IV in Frontline Management

Desma Jessup
Dip. Business, Dip. Management

Georgina Poulis

Helen Mathews

Hope Hatzistamatis
B. Communication Design,
B. Business (Marketing)

John Benson

Karen Morton

Mylene Timms

Meghan Coulter

Adv. Dip. of Business Mgt,
B. App. Sc. in Intellectual Disability

Nanou (Anne) Dupuis
Master of Arts, Cert. III in
Arts Administration

Lee Callaghan

A.C.R.A.C.S., Dip. Front Line Management

Samantha Holborn

Shelley Stretton

B. Applied Science, Masters of
Business Administration, Dip.
Professional Fundraising

Stephen Aslanidis

Steve Allen

Grad. Dip. in Community Development,
Grad. Cert of Business (eBusiness &
Communication), Adv. Dip. in Residential
and Community Services (Youth/Child).

Yetta Sutherland

HOUSE CO-ORDINATORS

Amaya Bell
Dip. Counselling

Austin (Augustine) Nwauzu
Adv. Dip. Comm. Sector Mgt, Adv. Dip. Disability,
Cert. IV Disability, Cert. IV in Work Health & Safety

Foluke Olagookun
Cert. IV Disability

Greg Trump
Cert. IV Training & Assessment, Cert.
III Pharmaceutical Manufacturing

Jing Yang
Cert. III Aged Care Work, Cert.
III Home & Community Work,
Cert. IV Disability

Pirtpal Singh
Cert. III Aged Care, Cert. III
Disability, Cert. IV Disability, Cert.
IV Training & Assessment

PERKINS (STA) STAFF

Baljit Kaur
Cert. IV Comm. Services
(Disability Work)

Brenda Flores Mandujano
Cert. IV Disability

Cathy Bedford
B. Arts (Youth Services)

Sun Hi Lee
Cert. IV Disability

SUPPORT CO-ORDINATION

Ryan Gutch
Cert. IV Disability

Vera Moreira
Cert. IV Disability, Dip. Community Welfare Work, Cert. I Food Hygiene for
Food Handlers, Adv. Diploma of Comm. Services Mgt

Vicki Brown
Dip. Community Welfare Work, Cert. IV Mental Health Work (Non-Clinical),
Dip. Community Welfare Work, Dip. Management

PEOPLE, CULTURE AND LEARNING

Cathie Johns
Dip Human Resources Management

Simon Nette
B.Ed., Harvard University:
Executive education Program

FINANCE

Christine Bezett
Cert. III Accounting

Dilusha Rathnayaka Mudiyansele
Master of Prof. Accounting, B. of Science

Jay Kodithuwakku
B. Commerce (Accounting)

Louise (Yin) Hu
B. Commerce

Vicki Tsarouhas
Grad. Dip. Computing School of Economics &
Comm., B.A. (Soc. Sciences)

WILLANDRA STAFF

Bernadette Wong (Armansin)
Cert. IV Disability

Edmund (Tat Hong) Chung
Cert. IV Disability, Cert. IV Financial Services

George Bahita
Cert. IV Disability

Jasmine Loke
Bachelor of Health Science (Physiotherapy)

Siriluk Farrelly
Cert. IV Disability

Tee (Titilope) Bakare
Cert. III Individual Support (disability)

SHADY GROVE STAFF

Angela Ossai
Cert. IV Disability, Cert. III Home &
Community Care, Cert. III Aged Care

Henry (Chigozie) Abbott
Cert. IV Disability Work, Adv. Dip.
Community Sector Management

Jean-Paul Verte
Cert. IV Disability

Martin Noonan
Cert. IV Disability

Nilda Flores
Cert. IV Disability

Paul Cannane
Cert. IV Disability

Peterson Kiptallam

Rhoda Nyarugwe



GRACEFIELD STAFF

Barbara Steen

Chunlan Yang
Cert. III Aged Care Work, Cert. IV Disability

Clinton Dunning
Cert. IV Child, Youth and Family Intervention

Daniel Nwanolue
Cert. IV Disability

Elisabeth Miller
Cert. IV Disability

Emmanuel Okoro
Cert. IV Disability

Foluso Oni
B. Medicine & Surgery,
Master of Public Health

Gaya Wanninayake
Cert II Aged Care, Cert IV Disability

Gowri (Gowramma) Gowdara
Cert. II in Comm. Services Support
Work, Cert IV in Disability

Kenneth (Ikechukwu) Njokuocha
Cert. IV Disability

Mark Ryan
Cert. IV Training & Assessment,
Adv. Dip. of Comm. Services Mgt,
Cert. IV Disability

Petunia Anyango
Cert. III Individual Support (Disability)

Tracey Barbara
Cert. IV Child, Youth & Family Intervention, Cert. II in Comm. Services Work

Valentine (Somtochukwu) Okeke
Cert. IV Disability

Zahra Zamanian
Cert. III Aged Care, Cert. IV Comm.
Service Work, Cert. IV Disability

MERTON STAFF

Amber Watts
B. Social Work

Charlie Gunn
Cert II Security Operations

Chris Gurrie
Cert. IV Disability

Esther Nyarugwe

Franklin Uzoeto
Cert IV Disability

Helena (Yuet) Lai
Cert. IV Disability

Kazeem Olaniyi
Cert. IV Disability

Kym Croft
B. App. Sc.
(Disability Studies)

Nathan Farrelly
Cert. III Disability, Cert. III Home &
Community Work

Shijo George
Grad. Dip. in Theory of Addictions

Stanley Agbarakwe
Cert. IV Disability Work

Sunny (Sanjaya) Karunaratne
Cert. IV Disability

Theda Davidson
Dip. Community Services

VERMONT STAFF

Andrew Chuah
Cert. IV Disability

Albert Low
Cert. IV Disability

Boniface Chumba
Cert. IV Disability

Carolina Swanson
Cert. IV Disability

Gary MacDonald
Cert. IV Disability

Jessie (Shuk) Lau
Cert. III Aged Care Work, Cert. III Home & Community
Care, Cert. III Disability, Cert. IV Leisure & Health

Jonathan Troy
Cert. IV Disability

Pamela Howard
B. Ed., Cert. III Aged Care Work

Patricia Theng
Cert. IV Disability

Peter Manton
Cert. IV Disability, B. App. Sc. (Met.),
Cert IV. Business (Frontline Mgt), B.
Applied Science

Sheila Pheto
Cert. III Aged Care, Cert. Nursing

Toonde (Sodiq) Shittu
Cert IV Disability

SERVICE MANAGERS

Dean Degenhardt

Dip. Front Line Management, Cert. IV Disability

Jana (Snezana) Majdalani
Cert. IV Training & Assessment, Cert. IV Disability,
Cert. IV Training & Assessment, Dip. Mgt

Louise Kingston
B.Ed., Dip. Teaching
(Primary)

Lyndi Nuthall
Adv. Dip. Disability, Cert. IV Disability

Peter Dalglish
Cert. IV Disability

Steven Parkinson
B.A. (Soc. Sciences)

Timothy McDonald
Cert. IV Disability, Dip. Mgt, B. Psychology Services

THURSTON STREET

Aaron McIntosh Van Duin

Akash (Akashdeep) Thind
Cert. IV Disability

Alannah Fehring
B. Applied Science (Psychology)

Amanda Shave
Dip. Community Development

Arathi Rathakrishnan
B. Sc. (Disability Studies), Cert. IV Disability

Brendan O'Brien
Cert. IV Disability

Cassandra Pearton
Cert. IV Disability

Catherine (Suk Ngoo) Chan
Cert. IV Disability, Accounting

Christine Weller
Cert. IV Disability

Damien Sutherland
Cert. IV Disability

David Clark
Cert. IV Disability, Cert. IV
Counselling & Conflict Resolution

Diane Fitzmaurice
B.Ed. St., Dip. Teaching. (NZ), T.T.C. (NZ)

Donna Barpalias
Dip. Comm. Services (Work),
Cert. IV Disability

Eugenia Mashakada
Cert. IV Disability

Ian Belcher
B. Grad. Dip. Recreation, Grad. Cert. App. Sc.,
Cert. IV Disability

Ian Vergini
Cert. IV Disability, Cert. III in
Applied Language, Dip. of
Work, Health & Safety

Irene Bosco
Cert. IV Disability

Jade-Lee Amato
Cert. III Education support

James (Phat) Tran
Adv. Dip. of Hospitality Mgt

Janine McHugh
B. Applied Sc.
(Disability Studies)

Jessica Herbert
Cert. III Aged Care, Cert. III
Home & Comm. Care

Judy Andreola
Cert. II in Public Safety
(Aquatic Research)

Julia (Xuxia) Yan
Cert. IV Disability

Karen Osborne
Dip. Community
Welfare Work

Kate Jones
Dip. Comm. Services
(Case Mgt.)

Kayla Gunton Stevens

Kelly O'Brien
Cert. IV Disability, Cert. Education-Intergration Aide

Lainie Price
Cert. IV Disability

Leo Perera
Dip. Business, Dip. Community Welfare Work

Liam O'Brien

Lucy Young
Cert. IV Comm. Service, Leisure & Lifestyle, Dip. Ceramics

Marco Giustiniani
Cert. IV Disability, Cert. III
Aged Care Work

Marion Healey
Cert. IV Leisure & Health,
Adv. Dip. Disability

Mayte Orellana
B. Psychology &
Sociology

Melissa (Yuew) Poon
Cert. IV Disability

Paul Mullan
Cert. IV Disability

Peter Laffin
Dip. Ed. (Primary), Post Grad. Dip.
Ed. Studies (Learning Disabilities,
Adv. Diploma of Comm. Services Mgt

Philip Chung
Cert. IV Disability, Cert. III Aged Care,
Cert. III Home & Community Care, B.Fine
Art, Cert. III Driving Operations

Pooja Sharma
Cert. III Aged Care, Dip. Comm.
Welfare Work, Cert. IV Business

Rebecca Pan
Cert. IV Disability

Richard Kindl
Cert. IV Disability, B.A
(Psychology & Sociology)

Samuel Cruz De Andrade
Cert. IV Disability, Cert. III
Aged Care Work

Sarah Barker
Cert. IV Comm. Service Work, Cert. III Health
Support Services (Catering), Cert. IV Alcohol &
Other Drugs Work, Cert. IV Mental Health, Adv.
Dip. Disability, Adv. Dip. Comm. Sector Mgt

Sharon Handley
Cert. IV Training & Assessment,
Dip. Business (Comm. Services
& Health Mgt.)

Shereen Hook
Cert IV Assessment & Workplace
Training, B. Human Services

Tamzin Demant

Tara Waghorn
T.P.T.C, T.S.P.T.C

Tina (Christine) O'Loughlin
Cert. IV Training & Assessment

Wayne Thompson
MBA (Technology Mgt), Ass. Dip. Engineering, Cert. IV Assessment &
Workplace Training, Cert. IV Disability, Adv. Dip. of Comm. Services Mgt

William Hamann
Cert. IV Disability

Yvette Ashworth
Cert. IV Disability

Zennie (Zenaida) Brun

BOX HILL INSTITUTE

Ben Nicol

Cert. IV Disability

Chad Nesbit

Cert. IV Disability, Cert. III Ind. Support (disability)

Jack Lawrence

Cert. IV in Disability, Cert. IV Disability, Cert. III Commercial Cookery, Cert. II Hospitality

Kara Watt

Cert. IV Disability

Leonie Mills

Cert. IV Aged Care, Cert. IV Leisure & Health, Cert. III Aged Care, Cert. III Home & Comm. Care

Merlissa Breen

Dip. Community Welfare Work, Cert. III Aged Care Work

Nick Marmo

Cert. IV Training & Assessment, Cert. IV Disability, Cert. III Baking (Apprenticeship)

Oanh Vu

Cert. IV Disability

Oscar Canning

Cert. IV Disability

Rob Philpott

Cert. IV Disability

Veronica Paouros

Honours Degree in Education, B. Ed., Dip. Comm. Services (Case Mgt.), Cert. IV Training & Assessment



MARKET STREET STAFF

Gerard Hutchinson-Read

Cert. III Home & Community Care, Cert. IV Disability, B. Psychology & Psychophysiology

Helen Beaton

Cert. Sec. Teaching (Domestic Art)

Joyanne Banks

Cert. III Aged Care, Cert. IV Comm. Service, Leisure & Lifestyle, Dip. Comm. Services, Leisure & Lifestyle, Cert. IV Training & Assessment

Meredith Forster

B. Social Work, B.A., Dip. of Ed.

Nicole Harris

Dip. Teaching (Primary), Grad. Dip. Special Education

Wendy Skilbeck

B. App. Sc. (Speech Pathology), Grad. Dip. Counselling & Human Services, Cert. IV Leisure & Health

JOLIMONT ROAD STAFF

Christopher Watson

Cert. IV Disability, Cert. IV Mental Health, Cert. IV Alcohol & Other Drugs Work

David Yates

Ass. Dip. Bus. Studies, Accounting, B. Applied Sc. (Disability Studies), Adv. Management Cert. -AIM

Elizabeth Wilson

Cert. IV Disability, Grad. Dip. Loss & Grief Counselling, Cert. Edu. Intergration Aide, Dip. Missiology

July Dobson

Dip. of Training & Assessment

Karen Gifford

Cert. IV Disability

Karmjeet (Kammy) Kaur

Cert. III Aged Care, Cert. IV Disability

Kerrie Penington

B. Social Work, B.A. (Soc. Sciences), Grad. Dip. Conflict Resolution

Suzanna Koss-Aiuto

Cert. IV Leisure & Health, Cert. III Home & Community Work

Theja (Katugampola) Gunatilake

Dip. Comm. Services (Work), B.A., Cert. IV Disability



TRANSPORT STAFF

Cary (Clarito) Beltran

Emmanuel Bagiartakis

Geoffrey Reese

John O'Reilly

Michael Stoner

Robert Hoglund

Qualified Motor Mechanic

Russell Williams

Cert. IV Disability, Cert. II Health Services Assistance

Sally (Le Hoa) Lam



OUR COMMUNITY VOLUNTEERS

for the financial year 2019-2020



Simon Nette
Volunteers Co-ordinator

Over the end of year break we saw the biggest change ever happen to our Op Shop when the Woodwork Room was emptied and the Op Shop installed in its place. There were a great number of influences which brought about this change. Over time participant demand for Woodwork related activities had fallen, while demand for workplace and employment skills was rising. Relocating and renovating came with benefits of full security, street visibility, all abilities access and expanded stock display.

Enormous thanks go to the whole Op Shop volunteer team who helped move large amounts of stock from downstairs to the new upstairs location and assisted with putting in new fittings. A shout out to Chris Prandi, Chris Miller, Don and Di Hardidge for their limitless efforts on making this relocation happen. Chris Miller also contributed a large amount financially for this project in which we are very grateful.

Due to the pandemic we were unable to have our opening event but this can be part of the many things to look forward to as restrictions ease.

I would also like to extend a thank you to those volunteers who have been assisting in our activity programs, both on site and out in the community. It makes such a difference for staff and participants when that extra amount of assistance is available. And thank you to those who contribute to our Administration team and to the upkeep of our Thurston Street gardens.

THANK YOU

OP SHOP

Agnes Fredricks
Alice (Zixi) Chen Carolyn Shelley
Chris Prandi Di Hardidge Don Hardidge
Graeme Cross Helena Siu Jennifer Wong
Jill Myers Linda Sau Lin Cheung
Margaret Jackson Nancy Cross
Randall Sparrow Robyn Jessup
Susie Bellairs

RECREATION

Debra Brownlie
Elizabeth Curran
Lexie Napoleone
Samantha Brownlie
Sue Dodds

ART

Belinda Tu
Elaine Oon
Florence Tan
Lucy De Propertis
Margaret Bubner
Sarah Renton
Silvia Cooper

David Fearn-Wannan
Gail Dick Geoffrey Padgett
Hiromi Coombes Jim Provan
Kerrie Penington
Saajeda Elsayed
Yuan Zhu

OUR COMMUNITY

OUR BOARD as at 30 June 2020



Peter Harrison
President

Peter was appointed President in 2015 following the retirement of June Charlesworth and was the Alkira Treasurer for more than 30 years. Peter is a Chartered Accountant (Bachelor of Business at RMIT) and he has been consulting to several leading legal and accounting firms. Peter was made an Alkira Life Governor in 1989.



Dianne Bassett
Senior 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.



Christopher Miller
Vice President

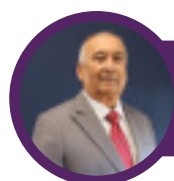
Christopher is the brother of a former Alkira participant Maree. He grew up in a dedicated Alkira family and is a businessman, hairdresser and event organiser. Chris joined the Board in 2003 and brought to it a strong business network and keen promotional skills. He was made an Alkira Life Governor in 2014.



Michael Waymark
Treasurer



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 strategies to maximise the profile and reputation of companies within key customer segments.



Ramsay Gunasekera
Secretary

Ramsay joined the Board in 2019. He has been employed in the Information Technology industry for over 30 years as a Project Executive/Manager and has solid business acumen with proven experience in the IT field. His core strength is to apply technology to help clients design, build and run businesses. Ramsay is the father of Alkira participant, Cory.



Gordon Jacobs



Gordon joined the board in 2004 and benefits Alkira through his legal skills and loyal business networks. He has been involved in disability community organisations for many years, most notably R.A.I.D Inc., which provides recreational activities for people with intellectual disabilities. Currently a Consultant Lawyer with Aughtersons, Gordon is the brother of Pam, a resident at one of Alkira's houses.





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. Warrick was also a member of the Wesley College Council for 26 years with a special interest in property development and building maintenance.



Lucinda Nolan

Mother of a current Alkira participant Liam, Lucinda joined the board of Alkira in 2019. Lucinda is the CEO of the Ovarian Cancer Research Foundation and has a wealth of knowledge and experience across the public sector and not-for-profit environments. Lucinda also spent 32 years with Victoria Police, reaching the rank of Deputy Commissioner.



Lynn Scoles
New member

Lynn is a Doctor with 35 years of General Practice experience. Graduating in 1985 from Melbourne University, Lynn has worked in the same General Practice for 30 years, developing a deep understanding of families, and the many impacts physical and intellectual disability can have on the lives of individuals, their families and communities.

Lynn's understanding of the needs and challenges of organisations comes from having spent 18 years as an Executive Coach and Facilitator for many clients which include the Melbourne Business School, Victorian Public Sector and Leadership Victoria. In this capacity she has worked with a broad range of people in business from CEO level down, and in many and varied industries in both public and private sectors. She is qualified to administer a number of individual and 360 degree feedback tools.



Charlie Xu
New member

Wei Quan (Charlie) Xu OAM is the Business Development Director at MBCM Strata Specialists in both Box Hill and Hawthorn. He is responsible for managing and developing growth strategies locally with reliable strata management solutions.

Outside of professional work, Charlie was awarded the Medal of the Order of Australia (OAM), in recognition for his service to the Chinese community of Melbourne and the football community. Charlie is a member of the Rotary Club of Box Hill since 2006, he has been both the Vice-President for the Victoria Asian Football Federation (VAFF) and the Asian Business Association of Whitehorse.

The People's Republic of China awarded Charlie the Eminent Young Overseas Chinese Award in 2015.



Read even more about our board members history on our website.

OUR COMMUNITY

RON'S REMARKABLE CONTRIBUTION



Ron Walker
Recently retired
28 years on the board

Ron is a pillar of Alkira, his active involvement began 42 years ago. Ron's daughter Ruth is celebrating her 50 years with Alkira this year, she first began at the "Alkira Centre" at the age of 4 and now she continues in Community Supports at Thurston and lives in Alkira housing. Ruth's love for Alkira drove Ron's involvement.

For those who may not know him, Ron comes across as softly spoken because of his deep thinking nature and is described by his peers as "solid as a rock". We value him for his leadership, his wealth of knowledge in business and willingness to share his talents. Ron has been instrumental in transforming Alkira for the better on many occasions.

Ron commenced his contribution to Alkira by joining the Alkira Men's Auxiliary shortly after it formed in 1968. He became Vice President in 1974, and subsequently President in 1975. During his time on the Auxiliary, Ron was very active in their fundraising efforts with dinner dances, bottle drives, collection tins and barbeques. He was instrumental and very successful in raising the profile of the Auxiliary and attracting new members. During the 20 years the Men's Auxiliary operated, it contributed over \$55,000 – a large sum in those times.

Ron was elected to Alkira's Board of Management in September 1982 and remained on the Board until August 1991, when he left briefly to be involved with the Special School which Ruth attended for some years. He rejoined the Alkira Board again in June 1999 and was a part of the Day Services Committee.

Ron was also heavily involved in the Churchill Street Residential Redevelopment Project. This dramatically altered the lives of over 28 people who had the opportunity to choose to live in smaller, more modern town houses on site and in the surrounding suburbs. Over the years, Ron's generosity extended to his business refurbishing and fitting out new kitchens in various Community Supports sites. He was instrumental in the extension of the Thurston Street Mezzanine, which are the offices and training room we see today.



Ron has always ensured a close relationship as a board representative with the Department of Health and Human Services to ensure Alkira's best interest. And he was instrumental in formalising acknowledgements within the organisation through the Acknowledgements Committee.

Ron was awarded Life Governor of Alkira in 2006 and he reigned as our 9th President from 2007 – 2012. In 2011 he launched the Alkira Foundation, you can read about the Foundation on page 29.

His generosity over the years has seen the opening of Jolimont Road to support aging participants, upkeep and furniture in Alkira residential homes and general maintenance for Day Services.

Ron's contribution has not just been business knowledge and financials, he has made great influence as a family member. He encompasses participant focused views, which is shown by his dedication to include participants into the world community. For instance, while he was President when forming the Alkira Foundation Ron promoted participants becoming Founding Members themselves, initially only family members were considering this opportunity. This shows how he fundamentally thinks, always ensuring participants have equal choices. Alkira has been forward thinking with ensuring participants have the opportunity to make their own choices and decisions because of people like Ron leading us in the right direction.

Since stepping down as President, Ron has provided insight that has been instrumental in navigating Alkira's transition to the NDIS.



He has also continued to be heavily involved in Alkira's strategic planning to ensure we are moving forward on the right path. He's currently involved in our latest project, the building of our new facility the Springfield Community Hub. His involvement is partially through his family business that he founded and directs, *Zesta Kitchens*, who have not only run their own fundraising campaigns but will also manufacture two kitchens and all cabinetry throughout the Springfield site.

Despite his now retirement from the board Ron is continuing his contribution to Alkira as a member of the *Strategy and Finance, Investment, Risk and Property* committees.

It is irrefutable that Ron had an extraordinary commitment to Alkira from the very beginning. Thank you Ron, Alkira is grateful for your efforts throughout all these years. Although we are bidding you farewell as you retire from our board, we know that you are, and always will be, an important member of the Alkira family.

PAST PRESIDENTS

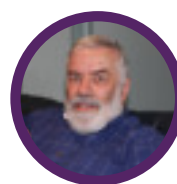
1955	Cr Leslie R. McCredden
1956-1976	Mr Alf Race M.B.E.
1976-1979	Mr John Ingoldby
1979-1985	Mr Russell Craig
1985-1992	Mr Ken R. Pantlin
1992-1997	Mr Des G. Ridley
1997-2002	Mr Merv Reese
2002-2007	Mr Warwick Robinson
2007-2012	Mr Ron Walker
2012-2015	Ms June Charlesworth
2015-present	Mr Peter Harrison

VALES

During the year we were saddened by the passing of too many members of our Alkira family. Whether it is a participant, volunteer, family member, or staff, as a community we grieve their loss, but celebrate their lives and the people they have touched at Alkira and in the greater world around them. We say farewell to these beloved people.



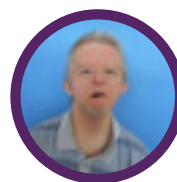
Arthur Collinson



Ken Sprake



Bob Moore



Peter Scott



Chris Ridley



Valda Miller



Jean Bryans



Warwick Robinson



Jim Montgomery

OUR COMMUNITY

PARTNERS AND SUPPORTERS for the financial year 2019-2020



Alkira participants have the opportunity to volunteer and increase their independence skills at Becca Foodstore's Café, making coffee, serving customers, cleaning and setting up the café. We would like to thank Check Tan and his team at Becca Foodstore for their support.



Thank you to the Bendigo Community Bank Branches of Surrey Hills, Canterbury, Ashburton and Balwyn for funding the installation of the hearing loop technology at various Alkira sites. Now participants and visitors with hearing impairments can fully engage in Alkira activities.



Alkira ran a third *Who wants to be a Master Chef?* program with funding from the Rotary Club of Box Hill Central. Participants learned about food safety and preparation. Read more about the program on page 17.



We appreciate the support from Bunnings Box Hill. They assisted us to run a pop-up art exhibition in their store to showcase Alkira Artists' work.



We are grateful for our partnership with Box Hill Institute (RTO Code: 4687) for enabling accredited courses through Momentum, Pathways and Networks.

Alkira was supported by local MP Gladys Liu to secure federal grants for the Op Shop relocation and point of sale hardware.

Secure Meters supported Alkira with upgrading the Op Shop point of sale software to support a range of communication preferences.



BEFORE



AFTER

Thank you to the Rotary Club of Mont Albert and Surrey Hills (MASH) for the revamp of our Gracefield residence. Participants now have non-slip surfaces in wet areas, fresh carpet and painted walls, as well as a modern kitchen.



BEFORE



AFTER



BEFORE



AFTER

SPRINGFIELD SUPPORT

The Community Hub on the corner of Springvale and Springfield Road commenced construction in February this year. This purpose built, state of the art facility will deliver services to promote health and wellbeing, therapies, skill building and community inclusive programs.

It is on track to be completed in January 2021. There are many excited participants, families and staff that are looking forward to the opening of this site.

We want to extend a thank you specifically to our partners and supporters whom have contributed to the Springfield project, especially over the last year.

Alkira was a major recipient of the proceeds from the Whitehorse Art Show run by the Rotary Club of Box Hill Burwood. Alkira really appreciates their support with proceeds going towards the Springfield Community Hub.



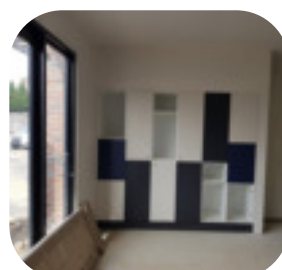
Thank you to Zesta Kitchens, who ran a Spring sale campaign and donated a percentage of each sale to go towards our Springfield Community Hub. Zesta Kitchens will also manufacture two kitchens and all the cabinetry throughout the Hub.

This year we welcome new funding partners to Alkira to support the Springfield project:

Gandel Philanthropy
The Hugh D T Williamson Trust
Open Gardens Victoria

Thank you to everyone in our community who donated to the paver appeal. There was impressive community engagement. You can see all the pavers on page 13.

THANK YOU



OUR COMMUNITY GRANTS AND LOCAL COMMUNITY SUPPORT

for the financial year 2019-2020

Gandel Philanthropy

Bendigo Community Bank Branches of Surrey Hills, Canterbury, Ashburton and Balwyn

The Hugh D. T. Williamson Foundation

Danks Trust

The Trustees for the Alice O'Brien Estate

Wheelton Philanthropy

Collier Charitable Fund

Dept of Infrastructure, Cities and Regional Dev

The Jack Brockhoff Foundation

Rotary Club of Box Hill Burwood

The Flora and Frank Leith Charitable Fund

Norman, Mavis & Graeme Waters Perpetual Charitable Trust

Zesta Kitchens

Rotary Club of Box Hill Central

Open Gardens Victoria

Dept of Social Services

McPhail & Partners Pty Ltd

Rotary Club of Mont Albert and Surrey Hills

William Angliss (Vic) Charitable Fund

IOOB

DSP

Whitehorse Community Chest

Mathews Timbers Pty Ltd

Commonwealth Bank - Box Hill Branch

MRC Foundation

Greyhound Racing Victoria

Grill'd Doncaster

Sandford Cleaning Supplies

Nationwide Waste solutions Pty Ltd

Healesville Greyhound Association Inc

Karingal Uniting Church

Civica Pty Ltd

ALKIRA FOUNDATION

for the financial year 2019-2020

The Alkira Foundation was set up in 2011 to provide funding for a sustainable future for Alkira through donations and gifts in wills. The Alkira Foundation is a separate funding pool, invested to grow to ensure Alkira's ongoing needs can be met from interest on the investments. We would like to thank the following generous donors for supporting the future of Alkira through the Alkira Foundation.

Greer Guest-Marinis

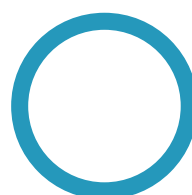
The Estate of Jean Mary Bryans

Inge Gibson

Betsy Dingle

Gwenyth and Angela Bouchier

Kate and Mike de Josselin



DONATIONS

for the financial year 2019-2020

Many donors wish their donations to be anonymous. While not listed here we would still like to thank them and acknowledge their valuable support.

Chris Miller
Charmaine Guest-Marinis
Don and Di Hardidge
Renate Hampton
Betsy Dingle
Warrick Mitchell
Sue Dodds and Gary Stewart
Majorie Walker
David Ward
Gordon and Pamela Jacobs,
and Juliana Chan-Jacobs
Paul Hamer MP
Graham Bryans
Brian Dalglish
Winifred Hirst
Susan Elliott
Peter Chester
Margorie Craig
Imants Berzins
Soo Lim
Frank Glynn
Donald McDonald
Carmel Leydon
Alan Heggen
Norma Burkitt
Helena and Daniela Clarke
Margaret Habel
Edmund and Carmel Leydon
Paul and Jeanette Kinchington
Carmen and Don Tassone

Audrey James
Peter Anderson
Pamela Jacobs
Webster family
Michelle Lee
Max, Joanne and Tanya Grant
Loreto Byrne
Joan Richard
Jean Sietzema
Hermena Wood
Greg and Christine Cullen, and
James Young
Ellen Montgomery
Denise Massoud
Brenton Ellery
BA & IJ Cornell
Angela Hoare-Lippmann
Flora Dickson
Lyn Charlesworth
Judith Jennings
Sue Finnie
Peter Wright
Nick and Maryann Mavridis
Leila Massoud

K and C Pyke
Desma Jessup
Bill Bennett
Rachael Baton
John Ternan
Peter and Verla Browne
Tony Paice
Ramsay Gunasekera
Barbara Munro
Aileen and Darryl Gilchrisi
Raymund Matthews
Melissa Slaviero
Howard Foster
Helen Beaton
Dell Thomson
Anne Thompson
Kathleen and Terry Payne
Charles Carrington



This list of donations does not include all our amazing Springfield paver donors. We acknowledge these donors with their paving stone messages on page 13.

OUR COMMUNITY

ALKIRA AWARDS

We encourage 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. Below is a list of those who were recognised in the 2019 Alkira Awards.

5 OF SERVICE YEARS AWARD

Adrian Tan
Amir Khan
Belinda Tu
Eugene Ang
Christina Tassone
Heather Collyer
Isaac Loo
Jane McLeod
Jessica Ebert
Jing Yang
Jonathon Troy
John Ly
Luke Kinchington
Maria Katakis
Marion Healey
Melissa Slaviero
Michael Moore
Michael Read
Neiliya Arnolda
Peter Cooney
Rebecca Goh
Richard (Reesha) Kindl
Russell Williams
Shereen Hook
Theresa Carroll
Tim McDonald
Zac Howard

10 OF SERVICE YEARS AWARD

Barbara Steen
Brendan O'Brien
Carolyn Shelley
David Clark
Georgina Pitts
Greer Guest-Marinis
Lyndi Nuthall
Mark Smith
Sharyn Broomfield
Sue Dodds
Tat Hong Chung

15 OF SERVICE YEARS AWARD

Di Hardidge
Don Hardidge
Karen Ling
Karen Morton
Matthew Lee
Sharan Johal
Victoria (Pixie) O'Halloran

20 OF SERVICE YEARS AWARD

Christopher Rudd
Elizabeth (Liz) Wilson
Michael Sewell
Rebekah Green
Tanya Grant
Tara Scott
Zenaida (Zennie) Brun

30 OF SERVICE YEARS AWARD

Angela Bouchier

40 OF SERVICE YEARS AWARD

Geoffrey Flowerday

45 OF SERVICE YEARS AWARD

Deborah (Deb) Simpson

50 OF SERVICE YEARS AWARD

John Bateman
Nan Aron

55 OF SERVICE YEARS AWARD

Bernadette Mahoney

65 OF SERVICE YEARS AWARD

Cheryl Boldiston
Michele Salmon

BOARD OF MANAGEMENT AWARD

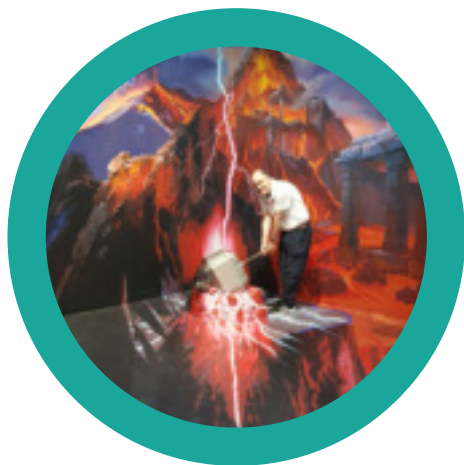
Karen Morton
Vicki Brown (Rising Star)

OUTSTANDING CONTRIBUTION TO ALKIRA

Karen Gifford

PARTICIPANT SIGNIFICANT PERSONAL ACHIEVEMENT

Amir Khan
Sharyn Broomfield
Maria Cascanis



OUR LIFE GOVERNORS

The following have been appointed an Alkira Life Governor since 1954.

1955	Cr L.R. McCredden	1975	Mr J.W. Boldiston	1993	Mr D.G. Ridley
1955	Mr E.G. Cuthbert	1976	Mrs P. Howard	1995	Mr M. Reese
1955	Mr N.E. Rooks	1977	Mr W.J. Nicholls	1997	Mrs M. Ridley
1958	Mrs N. Steele	1978	Mrs M. Craig	1997	Mrs E. Pantlin
1958	Mr R.G. Goldsmith	1978	Mrs N.D. Allum	1998	Mrs G. Butler
1959	Mr E. Hughes	1979	Mr J. Ingoldby	1998	Mrs N. Cain
1960	Mr H.E. Gray	1980	Mr S. Squires	1998	Mrs B. Dixon
1961	Mr G. Cree	1980	Mrs D. Squires	1998	Mrs E. Edmonds
1963	Mr R.E. Cook	1980	Mr A.E. Jones	1998	Mrs B. Hattam
1964	Mrs N. Boldiston	1980	Mrs J. Jones	1998	Mrs H. Lane
1964	Mrs B.J. Perkins	1981	Mr R. Bryans	1999	Mrs J. Simpson
1965	Miss M. Bartlett	1981	Mrs J. Bryans	2000	Mrs P. Neale
1965	Mrs D.W. Gray	1982	Mrs D. Ramus	2001	Mr A. De Groot
1966	Mrs E. Churchley	1984	Mr W. D'Elton	2001	Mrs C. De Groot
1967	Miss M. Roberts	1984	Mr R.L. Craig	2003	Mrs P. Saunders
1968	Mrs M. Donald	1986	Mrs D. Bailey	2004	Mrs B. Montgomery
1969	Mr A. Race	1987	Mrs M. Scott	2006	Mr W. Robinson
1969	Mrs L. Race	1988	Mrs J. Richard	2006	Mr R. Walker
1970	Mr W.G. Donald	1988	Mr K.R. Pantlin	2007	Mr W.J. Montgomery
1971	Mrs M.J. Wilton	1989	Mrs O. Wiley	2009	Mrs L. Lee
1971	Mr H.G. Jones	1989	Mr P.S. Harrison	2009	Mrs M. Robinson
1971	Mr J.W. Rees	1991	Mrs P. Slattery	2010	Ms K. Curtain
1973	Mr R.L. Gilbert	1991	Mr A. Collinson	2011	Ms J. Charlesworth
1973	Mr W.J.M. Bailey	1992	Mrs H. D'Elton	2014	Mr C. Miller
1973	Mrs B. Addison	1992	Mr C. Jacobs	2017	Mrs D. Bassett
1974	Mrs L. Boyce	1993	Mrs C. Reese		
1974	Mr E. Donaldson	1993	Mrs J. Jones		

TREASURER'S REPORT



Michael Waymark
Treasurer

It is my pleasure to present the Alkira Treasurer's Report and provide the Financial Statements for the year ending 30th June 2020. This year has certainly been an eventful one, but despite a number of challenges, Alkira has again produced a good financial result.

We continue to benefit from the investment that we made in our systems and processes during the transition to the NDIS, and as a consequence have been able to quickly adjust to the rapidly changing NDIS landscape and the impact of the COVID-19 pandemic.

THE YEAR IN REVIEW

It's worthwhile to look back over the last twelve months from a financial perspective:

In **October 2019** we commenced work on the Springfield Community Hub project with major earth works at the site, and by the end of June 2020 had spent just over \$1 Million on this new asset.

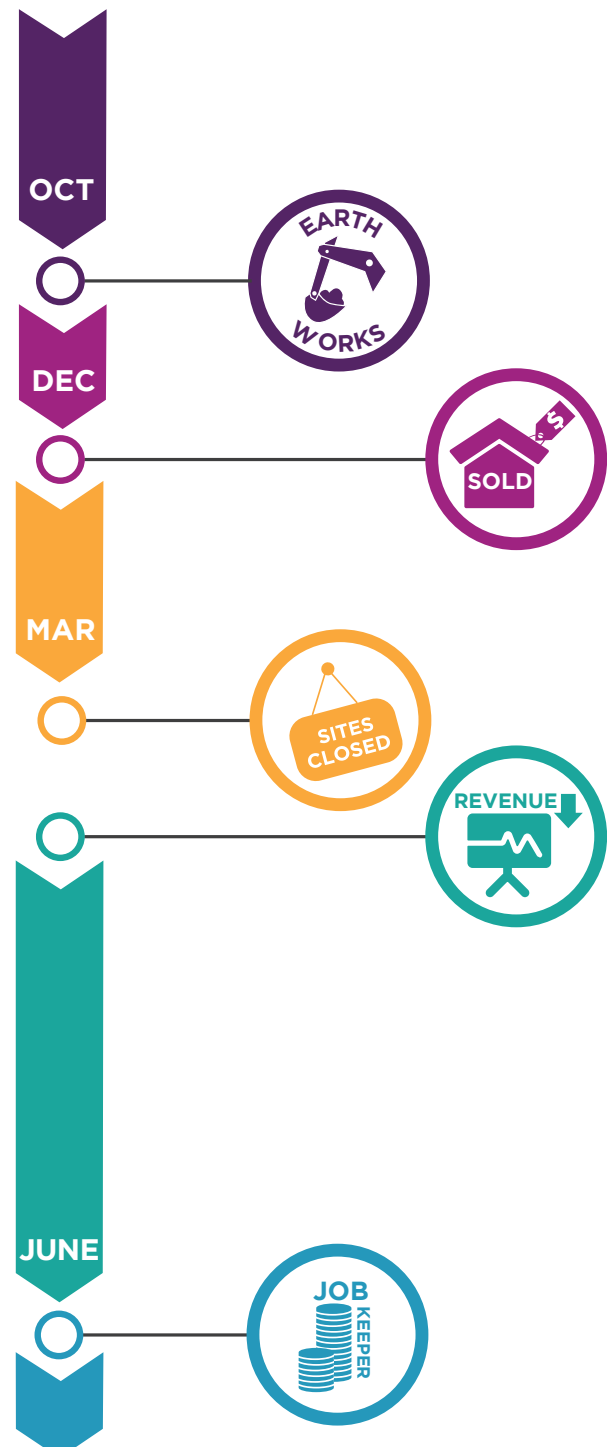
In **December 2019** we settled the sale of our property in Serpentine Street, Mont Albert which realised \$1.62 Million in cash, and a profit on the sale of \$1.51 Million.

In **mid-March 2020**, faced with the growing COVID-19 pandemic, we made the important decision to close our sites and move to Zoom or in-home 1:1 support wherever possible.

By the end of **March 2020**, we were experiencing a significant reduction in our revenues, whilst at the same time managing a large increase in costs to secure vital PPE and take necessary measures to ensure the safety of our staff and participants.

The reduction in our revenue, initially in the order of 25%, allowed us to apply for the Job Keeper wage subsidy which also assisted with the increase in our operating costs. At the same time, management were forced to cut all discretionary expenditure and contract the workforce by not filling vacant positions.

By the 30th of **June 2020** Alkira had received a total of \$788,670 of Job Keeper payments, a much needed support to continue providing our high quality services to participants and ensure our staff stay employed.



2020 OPERATING PERFORMANCE

What started off as a solid Financial Year with good prospects, quickly deteriorated in the third quarter to a very difficult situation. If not for the prudent cost control by the Management team, and the extraordinary focus on managing the COVID-19 risk, we may have found ourselves in a much worse position than the results show. I cannot emphasise enough the lengths that the Management team went to during the last quarter of last year to ensure staff and participants were safe, and the organisation stayed fiscally strong.

Given this as a backdrop, the financial results for 2020 are quite remarkable:

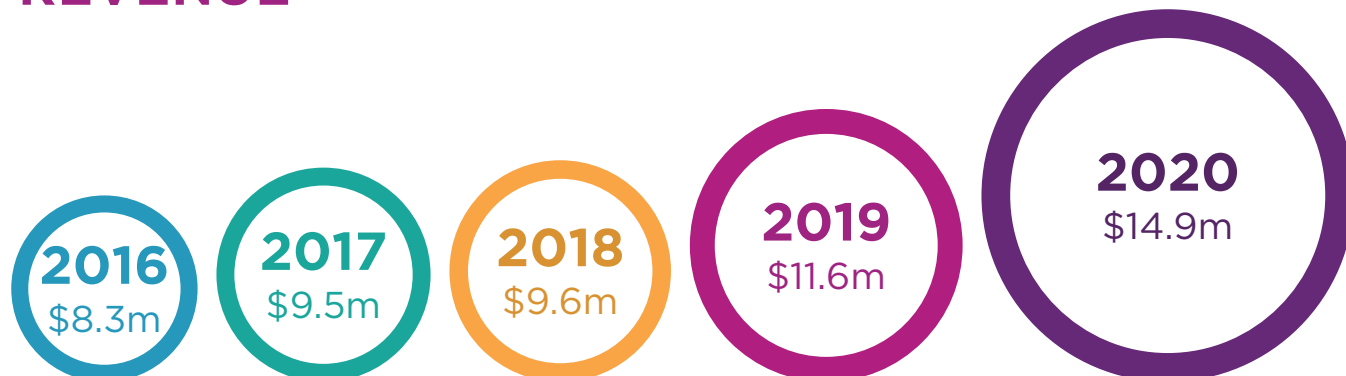
- Operating Revenue was \$13.3 Million, a 20% increase over the prior year.
- We achieved a Net Operating Surplus of \$745,179, over three times the result for the prior year.
- Our overall surplus was \$2.46 Million, taking into consideration the profit on the sale of the property, donations, and income from investments.
- Our Net assets are \$11.2 Million, an increase of 28% over the prior period.

We also received strong support from the community with donations and bequests increasing by over 20%, much of which will be used to fund the Springfield Community Hub project in the coming year.

NET ASSETS



REVENUE



TREASURER'S REPORT

STATEMENT OF FINANCIAL POSITION

	2020 (\$m)	2019 (\$m)
Total Current Assets	10.3	7.7
Total Non Current Assets	5.4	4.2
Total Assets	15.7	11.9
Total Current Liabilities	3.8	2.7
Total Non Current Liabilities	0.7	0.5
Total Liabilities	4.5	3.2
Net Assets	11.2	8.7

STATEMENT OF PROFIT AND LOSS

	2020 (\$m)	2019 (\$m)
Total Operating Revenue	13.2	11.0
Total Operating Expenses	12.5	10.8
Operating Surplus	0.7	0.2
Total Non Operating Revenue	1.7	0.6
Total Surplus	2.4	0.8

THE YEAR AHEAD

We are very much looking forward to celebrating the opening of the Springfield Community Hub this year. The Stage 4 COVID-19 lockdown in Victoria has delayed progress, but we are hopeful the building will be substantially complete before Christmas 2020, and formally open early in the new year. By the time the fit-out is complete, we will have spent close to \$4 Million on the land and building, and will have a state-of-the-art facility for our participants.

Operationally, our focus will remain on the delicate balance of cost control, managing risk, the gradual return of service provision as the health authorities allow, and the reduction in the Job Keeper wage subsidy which steps down in October 2020 and again in January 2021.

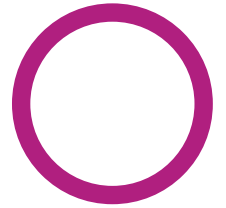
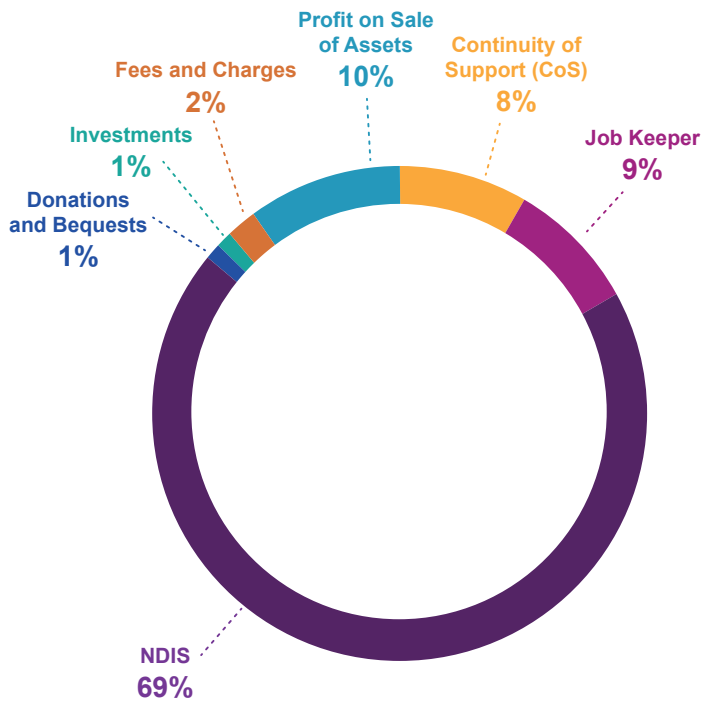
We will also continue with the prudent investment in the business to ensure that our facilities remain fit for purpose. The Board has approved over \$350,000 of capital expenditure in 2021, which will be allocated across all of the Home and Community Support facilities. In addition, we have a renewed focus on our IT systems, particularly in the area of cyber and security to ensure that the important information entrusted to Alkira remains safe and secure.

I would like to finish by thanking the Alkira management team, staff, volunteers and benefactors, for their contribution and support during the year, which has allowed Alkira to achieve a strong 2020 financial position.

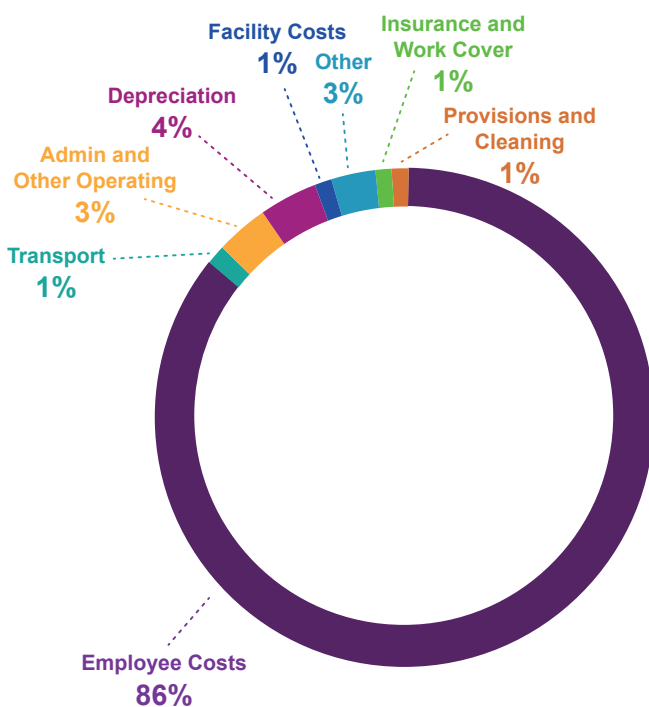




INCOME



EXPENSES



See our financial statements on our separate Annual Financial Report.



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Box Hill VIC 3128



www.alkira.org.au

belong. connect. aspire.