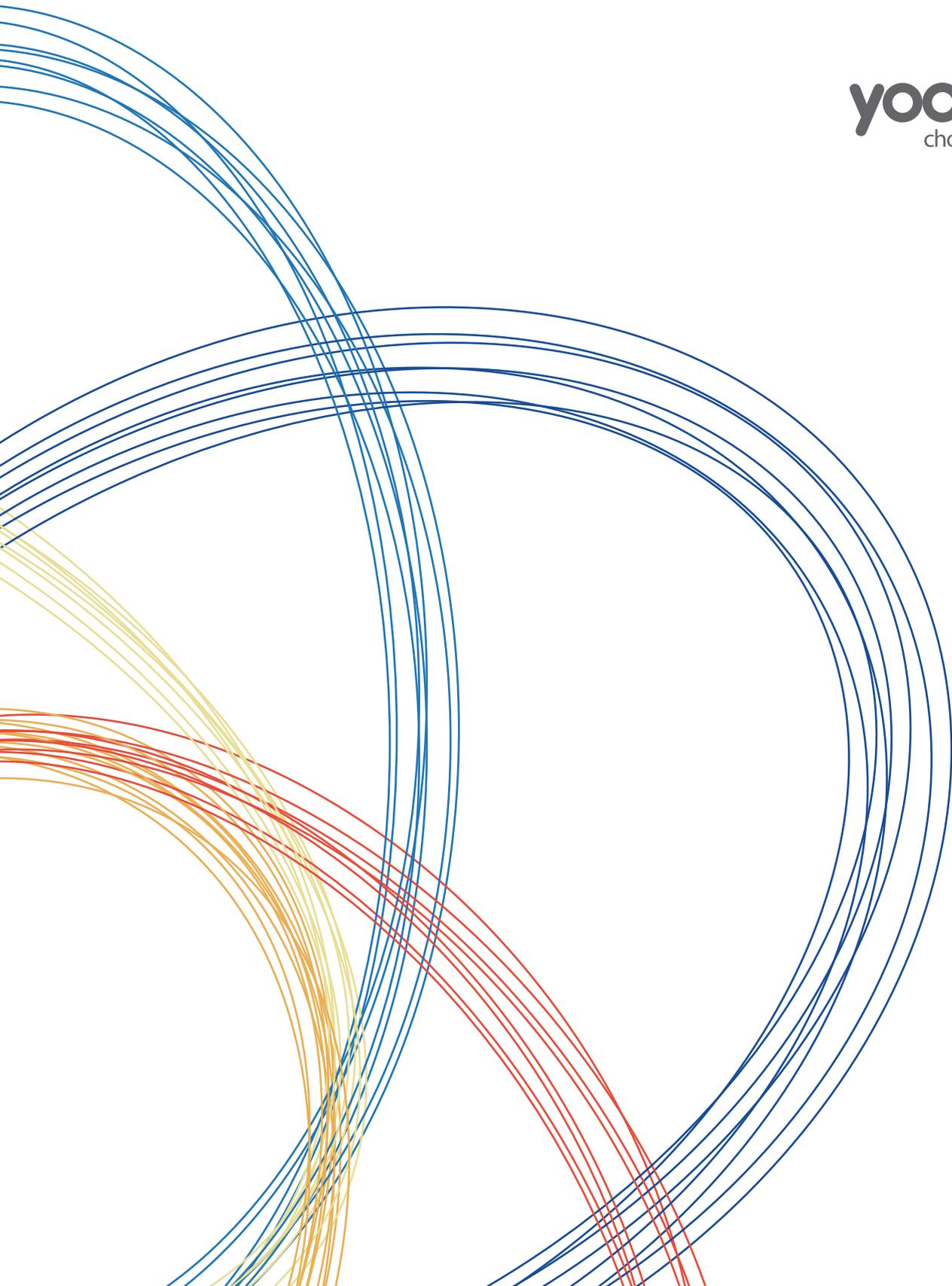


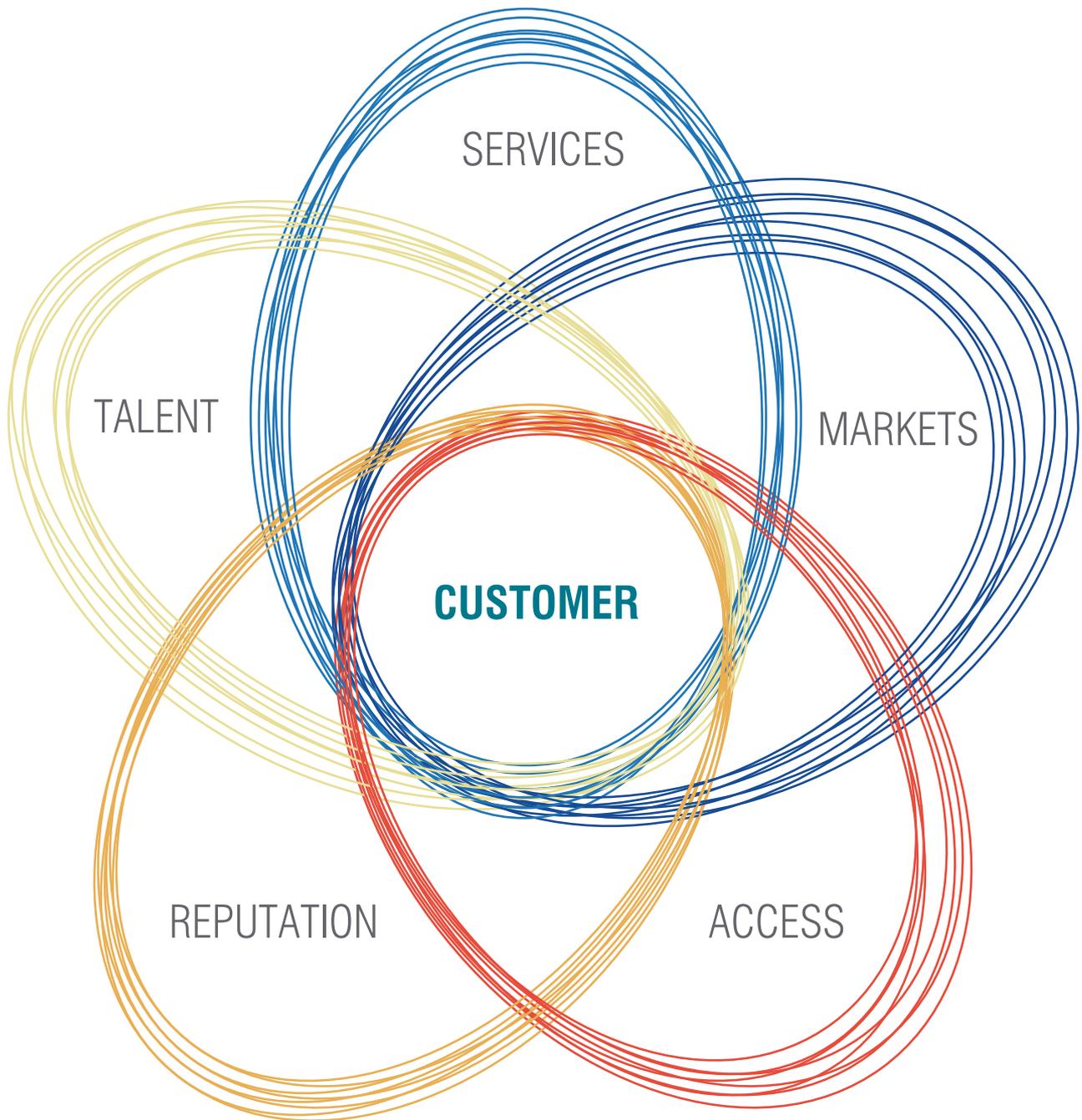
ANNUAL REPORT

2016/2017

yooralla
choosequality



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MESSAGE FROM THE CHAIR AND THE CHIEF EXECUTIVE OFFICER

The 2016/2017 year is the first year that Yooralla has supported people with disability to transition to the National Disability Insurance Scheme (NDIS).



A handwritten signature in black ink, appearing to read 'J. Williams'.

Jennifer Williams, AM
Chair



A handwritten signature in black ink, appearing to read 'Sherene Devanesen'.

Dr Sherene Devanesen
Chief Executive Officer

As a lead up to this transition, Yooralla's focus has been on communicating with our customers to offer information and support to individuals to enable a smooth transition. It has been Yooralla's aim to assist individuals to prepare for the planning process with the National Disability Insurance Agency (NDIA).

Simultaneously, Yooralla has informed and educated its staff to provide individualised, customer focused supports in response to the goals customers wish to achieve within a 12-month period.

Systems and processes have been enhanced with the introduction of IT systems that will deliver a 'fit for purpose' customer relationship management (CMS) system and appropriate rostering and billing systems.

Yooralla has maintained its vigilance on ensuring that the processes that were introduced to enhance safeguarding have been embedded in the organisation. Delivering high quality, safe supports remains at the forefront of Yooralla's goals.

The strategic plan, Smart Choices 2020, has been reviewed. Whilst the strategies named in the plan remain relevant, the plan has been updated to reflect the focus on the delivery of safe, high quality services.

Yooralla has appreciated the support it has received from members of the Yooralla Community Partnership Advisory Committee (YCPAC).

Matters that were discussed during the year included:

- customer transitions to the National Disability Insurance Scheme (NDIS)
- the results of the staff survey and subsequent action plan
- a self-evaluation of the committee
- a discussion on how Yooralla should refer to the individuals supported by the organisation
- review of customer transport arrangements
- preparation for the recertification audit
- customer incidents
- Child Safe standards, and
- building workforce capability.

A new Research Agenda 2017-2020 was developed and approved, specifying four priority areas:

- Improving access to disability services and outcomes for Aboriginal and Torres Strait Islander peoples.
- Meeting the healthcare needs of people with intellectual disability.
- Piloting an Australian customised employment model to hasten the transition to work for people with disability.
- Improving the psychosocial wellbeing of families and carers.

Yooralla joined with customers at the Ventilator Accommodation Support Service to celebrate its 10th anniversary.

Yooralla welcomed three new members to its Executive team: Damon Burgess, Chief Information Officer; Narayan Prasad, Chief Finance Officer; and Leanne Turner, Executive Director, Residential and Respite Support Services.

The result for the 2016/2017 year was a surplus of \$0.6M. Details are provided in the Finance Report.

The Board wishes to thank the staff and volunteers for a year in which much has been achieved in the midst of substantial change; 2017/2018 will be a year of delivering on the philosophy of the NDIS by supporting customers to achieve independence and equality.

In February 2018, Yooralla will celebrate its 100th anniversary of providing supports to people with disability. We look forward to celebrating this milestone with you.

2016/2017 YEAR IN REVIEW

31%
REDUCTION
IN OHS
INCIDENTS

NUMBER OF
STAFF MEMBERS
1858

468

ATTENDEES
AT THE AGM AND BDO

84

NUMBER OF
ACTIVE
VOLUNTEERS

NUMBER OF STAFF TRAINING

5411 COURSES
COMPLETED

E-LEARNING 4167

1244 INTERNAL

Strategic Plan

Yooralla's five-year strategic plan outlines Yooralla's approach and strategic priorities from 2014 to 2020.

The plan reflects the need to continue driving service transformation, to maximise the value Yooralla adds for people with disability in the National Disability Insurance Scheme (NDIS) environment, and to remain competitive as the speed of change accelerates.

Yooralla is motivated to continue to modernise services so that customers and staff choose Yooralla, based on demonstrated performance and the organisation's values.

SERVICES

Yooralla will focus on improved service delivery based on evidence-based outcomes and people with disability will inform the development of new services. We will build digital solutions to create more inclusive customer experiences and ensure our services are efficient and sustainable.

OPERATIONAL UPDATES

Community Services

The Community Services division has seen a year of strong growth and consolidation. As the National Disability Insurance Scheme (NDIS) rolls out, people are increasingly looking to Yooralla's Community Services team to support them to:

- implement their respective plans
- receive support in home, and
- engage with the community.

The growth in Community Services means that volunteers are an important part of service delivery. To support this growth, Yooralla has reinvigorated the volunteer program, appointing a Volunteer Engagement Manager to support the Community Services and Residential and Respite Services teams. This renewed focus strengthens the direct link between volunteers and the services they support. These changes will ensure volunteers are matched with programs that meet their interests and needs, while also supporting the opportunities at a service level.

In late 2016, we celebrated the 50th anniversary of the Community Hub in Wangaratta. Customers and staff were joined by family and friends to celebrate 50 years of supporting people in the Hume region. To mark the occasion Sherran Mitchell, whose son Lee attends the Hub, launched a book celebrating the site's rich history. Killara, as it was originally called, opened in 1966 as a school for children and young people with disability. Today, the Hub supports adults with disability and offers a range of programs including communication, numeracy and literacy, pet therapy, a library, community connections, volunteering, bowling, swimming, sensory, art, craft, cooking, visual diaries and gardening.

Providing employment for people with disability, within supported and open employment environments, has been another active area for the division. This year, we launched the Employability program for young people aged 18-25. This is a job skills program designed to suit the needs of each individual. A newly established mentoring program ensures supported employees wanting to move into open employment are assisted at each step of their employment journey.

This year, Yooralla formed a partnership with Melbourne Metro Rail Authority. This initiative has created an opportunity for young people with disability to work in an office environment for a period of 12 months, to gain experience and insights to support them on a pathway to future employment.

Yooralla was also proud to have been selected to deliver the federal government's Inclusion Support Programme across Victoria, in partnership with Community Child Care Association and KU Children's Services. Under the partnership (known as the Victorian Inclusion Agency Consortium) Yooralla provides tailored advice to assist education and care services. The initiative builds and embeds inclusive practices in early childhood and education services, funds access to supports, challenges barriers to inclusion and helps with specialist equipment access.

Residential and Respite Services

The Residential and Respite Services division has focused its efforts on supporting customers through their transition to the NDIS. Staff have worked closely with customers and families to assist them through the complexities of supported independent living arrangements and specialised disability supports under the NDIS.

We have seen increased demand for Respite services – providing a much needed break for carers. We also know that this short term accommodation provides a valuable stepping stone for adults who are looking to move out of the family home.

Yooralla has continued to work with residents to meet their needs and adapt their homes to support their requirements. A great example of this is the garden that was developed at a residence in south east Melbourne and was featured on ABC TV's Gardening Australia program.

This year, Yooralla's Ventilator Accommodation Support Service celebrated its 10 year anniversary. Residents at the service in Thornbury organised a celebration event that was held on Sunday 23 April. This event was well attended by residents, respite customers, their families and staff members. Attendees also included some former staff and representatives from Australian Ventilator Users Network.

This financial year saw improved continuity of support for customers, with the the average utilisation of agency staff reduced to 1.9% as at the end of June 2017, comparing favourably with the previous year. This provided greater continuity of supports for customers with almost all hours worked by Yooralla staff.

Allied Services and Wellbeing

The 2016/2017 financial year was a year of change for the Allied Services and Wellbeing division, bringing together Yooralla's therapists under the one umbrella. The restructure was the result of an in-depth consultation process with staff from Therapy, Wellbeing and Communication and Assistive Technology, who worked together to determine the best customer service delivery model.

The unified Allied Services and Wellbeing team will deliver Therapy services to customers of all ages. This new team brings together speech pathologists, psychologists, physiotherapists, occupational therapists, teachers, nurses and behaviour support staff. The change enables Yooralla to be more responsive to customer needs and adapt to the changing NDIS market. Most importantly, it makes it easier for customers to transition from early years, through school and beyond. For staff, the restructure gives greater flexibility and opportunities to work across a range of service areas.

Yooralla is recognised for delivering evidence-based practice in speech pathology, occupational therapy and physiotherapy, as well as Positive Behaviour Support services for people with disability. These innovative practices align with the underpinning NDIS principles of choice and control.

Yooralla is committed to sharing insights throughout the sector, in an effort to ensure continued innovation in therapeutic practices. Highlights of the year include:

- Yooralla held a workshop at the National Disability Summit to assist practitioners in navigating the rights of the person to make choices in their own life, and situations where those choices may place the person and others at risk.
- Yooralla presented at the Australian Group on Severe Communication Impairment (AGOSCI) conference. This prestigious event brings together the latest products, research, and inclusive communication practices. The presentation focused on Yooralla's shared decision-making framework for mealtime assistance and dysphagia.
- Yooralla's Senior Positive Behaviour Support Practitioner collaborated with the Office of Professional Practice to create a user-friendly poster to assist disability professionals across the sector to understand what is required when restrictive practices are in place at a residential site (i.e closing a door or gate). As a result of the positive response to the poster, the Victorian Government's accommodation service has distributed it to its sites across Victoria.

Yooralla's quality and compliance framework underpins Yooralla's commitment to delivering the highest quality in customer safeguards and wellbeing. The framework confirms that Yooralla goes beyond basic compliance requirements, exceeding mandated industry standards. This is demonstrated in a strong and consistent performance in the external recertification audits. During the year Yooralla was recertified against the Department of Human Services Standards for two residential sites, and against the National Standards for Disability Services for Yooralla's Business Enterprise in Seymour.

The Customer Rights and Empowerment team continued to build their Speaking Up program and Peer Support Groups in partnership with VALiD, meeting with customers and families across Victoria to provide training and support and resolving matters of concern.

YOORALLA'S TAILORED TEAM FOR AARON

Aaron is an energetic 24-year-old who enjoys the simple things in life. Yooralla has worked to provide tailored supports for Aaron's needs. Yooralla's Assistance with Daily Living, Therapy and Support Coordination teams have worked together to support him for over 13 years.

Christine, Aaron's mother, said that the Yooralla support workers who care for Aaron have improved his quality of life.

"Aaron's life changed dramatically when we came to Yooralla and I am very thankful for the life he now enjoys."

"Yooralla's tailored services have improved Aaron's lifestyle by providing excellent carers to support him to do what he likes to do, like traveling on trams and trains between his two favourite destinations – Geelong and Southern Cross," said Christine.

The NDIS rolls out in Aaron's area in late 2018 and Christine hopes that Aaron's independence and quality of life continues to improve.

"It's about making sure Aaron has some level of autonomy because that's vital to his independence. I am most impressed by the way Yooralla always keeps me in the loop – I have a great rapport with the rostering and case management team. Yooralla is doing a fantastic job for my son – I wouldn't dream of changing providers," said Christine.



CLARK REALISES SKYDIVING DREAM

Clark always said he wanted to skydive and, after seeing a video of his brother skydiving, he decided it was time. Clark is a big advocate for people with disability, isn't afraid to take on new challenges and refuses to let his physical disability get in the way of life.

With support from Yooralla, Skydiving Australia and his doctor, Clark fulfilled his dream to skydive this year. Clark has been attending Yooralla's Fawcner Community Hub since 2007.

Clark said the day of the dive was very emotional. "Whenever I thought about doing my dive, I felt a rush through my body," Clark said.

Clark was accompanied to his skydive by an entourage of his friends from Yooralla's Community Hub, as well as his mother and brother.

"They dressed me up in my jumpsuit and in that moment I realised that my life-long dream was becoming a reality.

At 14,000ft they opened the door and asked me if I was ready – I said 'of course' and we jumped! This dive means everything to me. I didn't think it was possible, but now I've done it!" said Clark.



CUSTOMERS STAR ON GARDENING AUSTRALIA

Yooralla was featured on ABC TV's Gardening Australia in April 2017. Estelle, a big fan of the show, asked them to visit her home – an Accommodation service in south east Melbourne.

The episode followed the Gardening Australia team who, with the help of residents Estell, Ben, Sharon and Yann, created an accessible garden at the house.

Yooralla Service Manager, Helen-Ann Kennedy, said that the garden was developed as part of the 'Patch to Plate' program.

"Patch to Plate is all about growing our own vegetables in the garden and then cooking them up in our kitchen. The residents living here are really interested in gardening and growing vegetables. Costa Georgiadis and Jane Edmanson, the hosts of the show, worked together with the residents to help them plant everything and showed them how to take care of it all, too."

"The residents absolutely loved every aspect of it – and so did the crew! Costa even stayed late on the second day of filming and cancelled his flight home to make sure everything was completed properly," said Helen-Ann.

The garden has been designed to cater for all of the residents living at the home. In order to make it more accessible for residents with a wheelchair, decking has been laid out and plants are in raised garden beds.

"The whole crew was so welcoming and friendly. It was a wonderful experience for the residents. There were a lot of people involved in making this happen and lots of people gained so much from this experience. It's been great to share the end result with everyone," said Helen-Ann.





MARKETS

Yooralla will focus on growing services in new and existing markets. We will create partnerships to improve outcomes for customers and build our productivity in a more competitive market.

COMMITTEES UPDATE

Yooralla's Community Partnership Advisory Committee (YCPAC) is comprised of customers, their family members and carers, and Yooralla staff. YCPAC met regularly throughout the financial year to consult on operational issues, such as methods of effective communication, supporting complex needs and recruiting high performing disability support workers.

The committee is a cooperative endeavour, underpinned by mutual respect and equality. As key stakeholders, YCPAC was updated on planned property developments and research initiatives with RMIT, Deakin and Monash universities. Yooralla provided the committee with regular National Disability Insurance Scheme (NDIS) updates, in terms of Yooralla's readiness.

This year YCPAC welcomed the following new members: Dr Charmaine Hall, Mr Peter Johnstone and Mr John Barnett, further strengthening customer and family representation on the committee. The ongoing members were:

- Dr Wayne Ramsey, AM CSC
Committee Chair, Yooralla Board
- Ms Jennifer Williams, AM
Yooralla Board

- Ms Irene Anderson
- Dr Paul Ireland
Yooralla
- Ms Susanne Jones
- Ms Michelle McFarlane
- Ms C. Mary Reid
- Ms Nancy Sadka
- Mr Sean Walsh
- Mrs Lynette Zanchetta
- Dr Sherene Devanesen
Yooralla

With the role of YCPAC now firmly embedded in the organisation, the role of the Independent Advocacy Advisory Committee (IAAC) was independently reviewed during the year, recommending the need for a shift in purpose. The review suggested that IAAC's future role could be to provide advice on services, systems and customer matters through meetings and internal forums on key issues. The new focus will be trialed in 2017/2018.

Yooralla thanks all members, former and current, for their contributions.

FIRST YEAR OF NDIS ROLL OUT

The National Disability Insurance Scheme (NDIS) started its roll out across Victoria on 1 July 2016 in the North East Melbourne area. Yooralla customers and staff celebrated the momentous occasion in Richmond, the heart of North East Melbourne, with the National Disability Insurance Agency (NDIA), the Mayor of the City of Yarra and Guide Dogs Victoria.

The NDIA introduced the 'My First Plan' approach in 2016 that focused on participants' current and unmet needs. From this process the NDIA planner aimed to determine participants' goals and supports. Yooralla worked with customers to support them to prepare for this process and their planning discussions.

Since the launch, Yooralla has actively worked with customers to support the transition to the NDIS. Yooralla has also welcomed many new customers.

The initial roll out of the NDIS has not necessarily been a smooth transition for all participants. Yooralla has been proactive in working constructively with the NDIA to express concerns on behalf of customers and provide workable suggestions. Yooralla was one of the few service providers in Australia to participate in the NDIA Board's review in order to develop options that enhance and improve the participant experience with the NDIS.

This engagement has resulted in strong and fruitful ongoing dialogue for Yooralla with the NDIA. The Agency has gained a deeper understanding of the needs of people with high and complex needs, and therefore we are positive that plans in the future may more adequately respond to the needs of people with disability.

Yooralla NDIS guides

As a result of Yooralla's strong knowledge of the NDIS and the process that participants undertake through transition, key guides were developed to support people with disability, their families and carers to understand, prepare for and make the most of the NDIS.

Yooralla's guides have been very popular with customers, the community and stakeholders. Feedback suggests they have been valuable resources in helping customers and their carers navigate what can at times be an overwhelming and confusing process.

Yooralla's has produced the following NDIS guides:

- *A guide to accessing the National Disability Insurance Scheme*, which explains how to access the NDIS and who is eligible. This guide is particularly helpful for people starting their NDIS journey who may not currently be receiving funded supports. This means that they need to be assessed for eligibility to access the NDIS. This guide works through all the steps for eligibility including the NDIS documentation that needs to be completed, and the required supporting evidence.
- *A guide to prepare for the National Disability Insurance Scheme*, which steps through the process of capturing current supports, unmet needs, developing goals and making the most of the NDIS planning meeting. Building on Yooralla's knowledge of the concerns people face during their transition, this guide seek to answer many of the questions that people with disability and their carers have about the planning meeting, what the planner will ask and what they need to do to help the planner develop a plan that meets their goals and needs.

- *A guide to the National Disability Insurance Scheme for your child*, which is tailored for families with a child with disability, and explains the different journeys for children moving into the NDIS. The pathway for children to enter the NDIS is different to adults. This guide was developed in conjunction with Yooralla's Specialist Children's Supports team to support carers of children with disability and developmental delays to navigate their child's different pathway into the NDIS.
- *A guide to implementing your National Disability Insurance Scheme plan*, which was developed in response to participants concerns and confusion after they received their plan. Using the knowledge gained from services, in particular Yooralla's Support Coordination team who assist people to implement their plans, this guide explains how to access the NDIS portal, develop Service Agreements and choose providers.

In Yooralla's respective experience, the more prepared people are for their planning discussions with the NDIS, the more productive the planning meeting is, resulting in a NDIS plan that better meets their needs.

Yooralla has also used online tools to share information about the NDIS. In particular, the Yooralla website has become a key 'go-to' source of information for carers and people with disability.

BIG BUSINESS IN RURAL VICTORIA

Yooralla provided supported employment through its Business Enterprises division for two maintenance and gardening crews in regional Victoria. They are building a great reputation for providing quality and reliable services, while Yooralla continues to provide people with disability with sustainable employment.

Keeping Benalla beautiful

Yooralla's Benalla-based gardening and maintenance crew began operations in late 2016. In addition to being responsible for local Yooralla properties the crew, comprised of four people with disability, has also won numerous local community jobs.

Steven Loechel, Yooralla Supervisor, said the program has taught the five-person crew new horticulture skills and has helped them gain confidence in operating the machinery.

"The team has come a long way in such a short space of time," said Steven.

"The feedback from clients has been very good – they're always happy with the end result. We just finished a job for a client who immediately booked us for another job – to maintain her 600 acre farm," said Steven. Beyond the supported employment opportunity Yooralla also aims to support people with disability into open employment.

"Not everyone has the same capabilities, so I try and tailor the task to the individuals and make sure they're comfortable – and from there they can always progress," said Steven.

"Some of the crew recently completed the Certificate 1 in Agriculture so it'll be a great opportunity for them to do some farm work. A team member is even learning how to drive tractors."

"I believe that in three to six months a few of the guys in the crew will be able to transition to open employment – and that's a big thing."

"The team thrives with a bit of encouragement and that's what we're all about here," said Steven.

Seymour partnership a success

Yooralla's Seymour based gardening and maintenance team is V/Line's primary maintenance and gardening contractor for 11 stations throughout the Ovens Murray region.

The team checks the PA systems, reports graffiti and damage and empties rubbish bins. They also weed, remove litter and provide general landscape garden maintenance.

Roselee Judge-Williams, Yooralla Site Coordinator said the crew is committed to providing great customer service.

"We are on-call and respond immediately to all maintenance gardening requests. Many people in the team have a driver's licence and car, which means they can travel to a variety of sites at short notice.

"The whole crew have been trained in train track and safety awareness, as well as received full medical assessments," Roselee said.

Jacinta Addamo, Vline Area Service Manager for the North East, said Yooralla's Seymour maintenance and gardening crew do an excellent job maintaining the stations.

"Your team do a wonderful job in helping us with the upkeep of our stations," Jacinta said.

"When your team arrives at the station they are in for a big job, but you all pull together to make the station look its best and shine again. It is a wonderful team effort that takes place between us and your organisation in building the community and by working together as one. Keep up the good work."

A GARDEN FOR THE SENSES

The Accommodation services team in Vermont started construction on a new sensory garden this year.

Yooralla Disability Support Worker, Carina Stanes, initiated the sensory garden and said she hoped creating more space for residents to relax would encourage them to spend more time outside and build on the interests they had already demonstrated.

“The sensory garden focuses on experiences for the senses, with visually appealing and perfumed plants, as well as plants with different textures to touch and feel. We aimed to make the garden personal and specific to the needs of the five residents who live here,” said Carina.

“One resident loved to check the weather forecast, so we added a thermometer, sun dial and rain gauge. Another resident liked to sit in the dining room, so we placed a herb spiral for her in the window, so she can pick fresh herbs for dinner. We also improved accessibility to the garden for a resident who uses a walker,” said Carina.



ACCESS

Yooralla will ensure customers can easily connect with and use Yooralla services. We will provide transparency and offer flexibility to move in and out of services. We will build one central point of access and provide outstanding customer service.

INTAKE AND COMMUNITY ENGAGEMENT

Yooralla's dedicated Intake team was established as part of a commitment to providing outstanding customer service. The new team:

- creates a single, central point for customers to access services
- helps National Disability Insurance Scheme (NDIS) participants understand their plan, and
- provides quotes and helps set up service agreements.

To support the intake process, Yooralla has also implemented a customer relationship management (CRM) system. The new CRM system integrates all back office functions to provide a smooth experience for customers and staff.

Yooralla's focus on community engagement also saw the creation of a Community Engagement team who were extremely busy supporting staff, customers and the wider community to understand what the NDIS means for people with disability and their carers.

The team hosted hundreds of face-to-face meetings across Victoria, facilitated community events, and collaborated with councils – such as Knox and Yarra Ranges – to take part in NDIS community forums. At all of these meetings and events, Yooralla staff explained the NDIS and answered many questions. The team was also key in liaising with the National Disability Insurance Agency (NDIA) to seek clarification on questions from Yooralla and its customers.

MY HOME IS MY CASTLE

Peter Johnstone's association with Yooralla has spanned over 40 years. He is a Yooralla customer, a presenter for Yooralla's Speaktank program and a member of Yooralla's Community Partnership Advisory Committee (YCPAC).

Peter has used so many Yooralla services over the past 40 years that he can't recall them all – but getting his own place through Yooralla is one milestone that stands out.

"From the age of 16, I was the youngest of 30 people, aged up to 60, living in one of the state's last hostels. That wasn't fun."

"I never believed that my home could be my castle, at least not until I got my own place."

Living in inner east Melbourne, Peter will start transitioning to the NDIS from November 2017. Like many people who have yet to transition, Peter was unsure of what the changes would mean for him.

"What I'd heard on the grapevine was that the NDIS sounded a bit stressful," said Peter. "I wasn't sure what was real and what was rumours," Peter said.

After meeting with Yooralla's Community Engagement team, Peter felt he had a better understanding about what was coming.

"The team went through an information package with me. The literature provided was really clear," said Peter.

Peter said that when he has his planning meeting he wants to do it in person.

"When discussing your life you need to meet face-to-face. It's like going to the doctor."

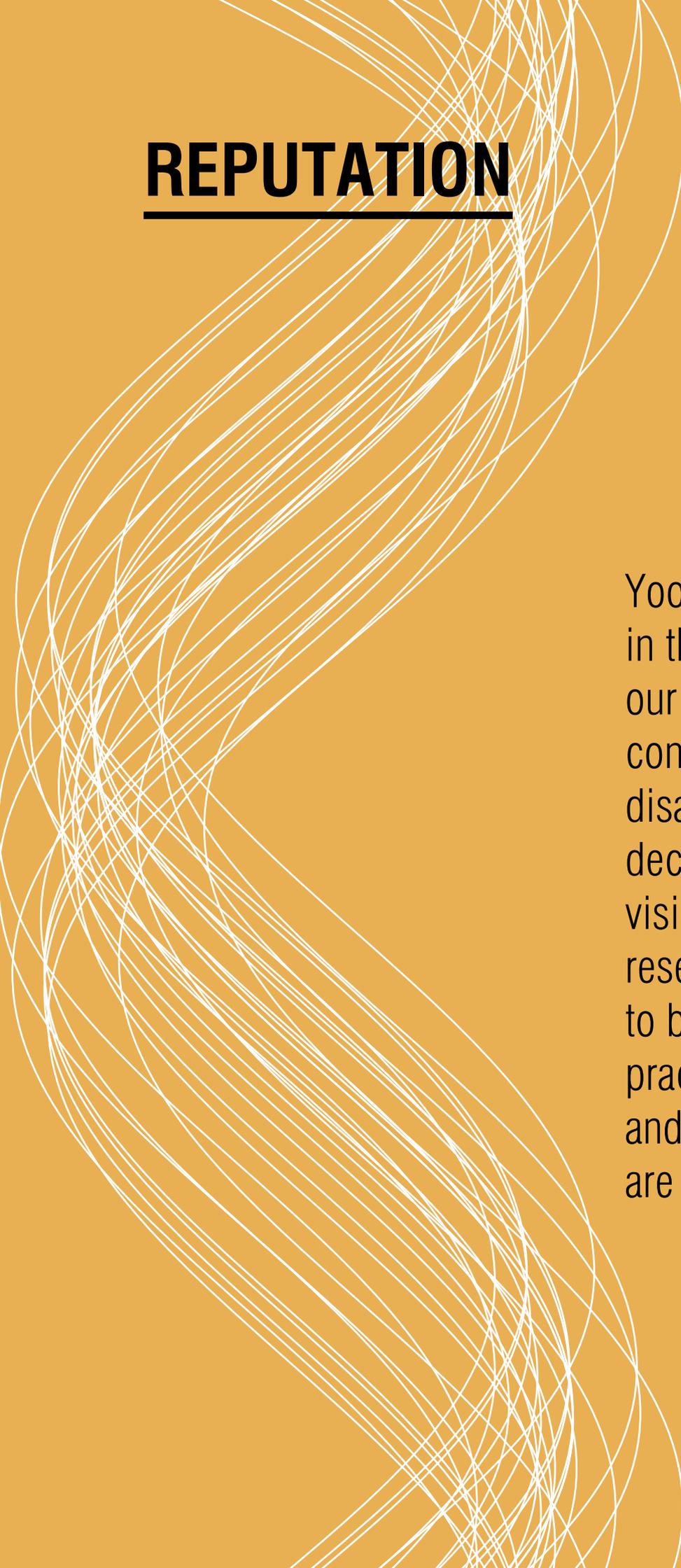
"I'll probably take my mother or father to the planning session. They were keen to go through Yooralla's information pack with me, and already asked to come with me to the planning meeting," said Peter.

When asked what he thought he'd like to see in his NDIS plan, Peter said he was pretty satisfied with his current life.

"I am in a situation where I'm happy with my life. I think I'll be in a good place to articulate what I want. I'll want to continue to use Yooralla's Accommodation and Therapy services to get access to equipment. Really I just want to keep going as I'm going," Peter said.



REPUTATION

An abstract graphic consisting of numerous thin, white, overlapping lines that form a complex, organic shape on the left side of the page. The lines are dense and create a sense of movement and depth against the solid gold background.

Yooralla will build its brand in the market and leverage our experience to influence community opinion, disability policy and decisions that support our vision. We will invest in research and development to build inclusive practices, improve equality and ensure human rights are upheld.

RESEARCH UPDATE

Yooralla's research program remains central to the organisation's evidence-based approach to providing quality services. To further the research agenda, Yooralla has partnered with academics who have expertise in specific areas of disability research.

Yooralla has links with several universities and other organisations to advance disability-related research, including the University of Melbourne, Monash University, Deakin University, the University of Queensland, Australian Catholic University and La Trobe University.

Yooralla's multi-institutional National Health and Medical Research Council (NHMRC) partnership grant project, entitled 'Trialling an intervention to support the wellbeing of parents of children with a disability and staff wellbeing' was approved in May 2017 and will conclude at the end of 2017. The study aims to understand the support and the wellbeing needs of parents of children with disability and the wellbeing of the staff who support them.

Yooralla has taken part in La Trobe University's Living with Disability Research Centre's 'Embedding active support and practice leadership' study since 2009. The study researches person-centred active support to provide just the right amount of assistance to enable a person with intellectual disability to successfully take part in meaningful activities and social relationships.

In May 2017 Professor Christine Bigby, principal investigator, presented the 2016 survey findings to Yooralla's Executive team. Active support has increased for people with both high and low support needs. Eight Yooralla residential sites have been selected for the final round of the study in 2017.

As part of Yooralla's commitment to lead change, promote evidence-based practices, improve the quality of services and promote greater collaboration, the organisation wrote to the Victorian Deputy Vice Chancellors of Research, inviting all Victorian based universities to consider potential research partnerships.

Yooralla identified four research priorities:

- Improving access to disability services and outcomes for Aboriginal and Torres Strait Islander peoples.
- Meeting the healthcare needs of people with intellectual disability.
- Piloting an Australian customised employment model to accelerate the transition to work for people with disability.
- Improving the psychosocial wellbeing of families and carers.

Announcing Yooralla's research agenda enables prospective partners to better prepare for funding and human research ethics committee approvals. The response was overwhelmingly positive.

Research Publications Completed:

Davis, E., Young, D., Gilson, K., Tonmukayakul, U., Chan, J., Carter, R., Reddihough, D., Williams, K., Tracy, J., McDonald, R., Reynolds, J., Gibbs, L. & Morgan, J. (August 2016).

Measuring the Quality of Life of Children with a Disability: Choosing an Outcome Measure for Service Providers.

Journal of Intellectual Disability Research, 60(7,8), 647.

Kerr, C., Shields, N., Quarmby, L., Roberts, K., Imms C., & 'Best Service at the Best Time' group * (December 2015).

Supports and barriers to implementation of routine clinical assessment for children with cerebral palsy: A mixed-methods study.

Disability and Rehabilitation, (1-10).

Morgan, J. & Chan, J. (August 2016).

An organizational approach to safely eliminating the use of restrictive practices.

Journal of Intellectual Disability Research, 60(7,8), 800.

Young, D., Davis, E., Gilson, K-M., Gibbs, L., Chan, J., Reddihough, D., Williams, K., Tracy, J., McDonald, R., Carter, R., Reynolds, J., Tonmukayakul, U., & Morgan, J. (August 2016).

Developing a new service model for children with a disability: What do parents want?

Journal of Intellectual Disability Research, 60(7,8), 765.

Presentations:

Johanson, J. & Cranmer, R. (2017).

Are you NDIS ready? The challenging marriage of therapy and fee-for-service.

Assistive Technology Suppliers Australasia (ATSA).

Morgan, J., Willmot, C. & Kuek, J. (April 2017).

How did Yooralla become organisational ready for the NDIS?

Informa Insights – Interview.

Morgan, J., Korolew, J. & Sont, A. (May 2017).

National Disability Summit – Navigating the Disability and Mental Health Systems.

Informa Insights – Interview.

Willmot, C., Tang, F., & McElhinney, L. (May 2017).

'I want to have my cake and eat it too' – A framework for true collaboration with people with complex mealtime supports and choices.

AGOSCI Workshop.

Conferences Presented:

Davis, E., Young, D., Gelson, K., Tonmukayakul, U., Chan, J., Carter, R., Reddihough, D., Williams, K., Tracy, J., McDonald, R., Reynolds, J., Gibbs, L. & Morgan, J. (August 2016):

Measuring the Quality of Life of Children with a Disability: Choosing an Outcome Measure for Service Providers.

Paper presented at the International Association for the Scientific Study of Intellectual and Developmental Disabilities (IASSIDD), 15th World Congress, 14th – 19th August, Melbourne Convention Centre, Melbourne, Australia.

Morgan, J. & Chan, J. (August 2016):

An organizational approach to safely eliminating the use of restrictive practices. Journal of Intellectual Disability Research.

Poster presented at the International Association for the Scientific Study of Intellectual and Developmental Disabilities (IASSIDD), 15th World Congress, 14th – 19th August, Melbourne Convention Centre, Melbourne, Australia.

Young, D., Davis, E., Gilson, K-M., Gibb, L., Chan, J., Reddihough, D., Williams, K., Tracy, J., McDonald, R., Carter, R., Reynolds, J., Tonmukayakul, U., Morgan, J. (August 2016):

Developing a new service model for children with a disability: What do parents want?

Paper presented at: International Association for the Scientific Study of Intellectual and Developmental Disabilities (IASSIDD), 15th World Congress, 14th – 19th August, Melbourne Convention Centre, Melbourne, Australia.

CUSTOMER SATISFACTION SURVEY

Towards the end of 2016, Yooralla conducted its annual Customer Satisfaction Survey with customers and families.

The survey focused on:

- satisfaction with services provided by Yooralla over the past year, and
- any changes in customer satisfaction compared to the previous year.

The response to Yooralla’s services was overwhelmingly positive, with all survey respondents stating they were either satisfied or very satisfied with Yooralla as a service provider.

Overall, customer satisfaction rose to 92 per cent in this survey, compared to 82 per cent in 2015 – a fantastic improvement in just over 12 months.

The qualitative responses included respondents saying “staff go above and beyond expectations to help customers” and “staff are supportive.”

The survey also suggested there is an opportunity for Yooralla to clarify the customer complaint process. Yooralla is now looking to enhance this process.

Thank you to all the customers and carers who participated in this year’s survey – the result will ensure we continue to learn and grow as an organisation.

2016/2017: MONTHLY HIGHLIGHTS

July: Celebrating the commencement of the NDIS

On 1 July 2016, Yooralla celebrated a great milestone in Australia's disability sector – the commencement of the National Disability Insurance Scheme (NDIS). Yooralla, joined by partners Guide Dogs Victoria and the City of Yarra, marked day one of the scheme with a celebration at Yooralla's Richmond information hub.

September: Mont Albert customers win City of Boroondara long service award

Five customers from Yooralla's Mont Albert Community Hub were honoured by the City of Boroondara for their dedicated service to the community. Meredith, Bruce, Brian, Jason and Robbie were recognised for five years of consistent service to the council's Meals on Wheels program.

November: Wangaratta Community Hub celebrates its 50th anniversary

Yooralla's Wangaratta Community Hub celebrated 50 years of supporting people with disability, bringing together over 100 past and present customers of the Hub, staff, families and members of the community. Yooralla Chief Executive Officer Dr Sherene Devanesen was there to award the Lions Club of Wangaratta a certificate of appreciation for its ongoing support.

2016

CITY OF BOROONDARA 2016/2017

August: IASSIDD delegates visit Yooralla

Delegates from the International Association for the Scientific Study of Intellectual and Development Disabilities (IASSIDD) visited Yooralla's Ventilator Accommodation Support Service and the Independent Living Centre. The visit was part of the IASSIDD 15th World Congress conference, where Yooralla was highlighted as an exemplary organisation in regards to innovative support of people with disability.

October: Full house at Yooralla's Community Cafe

The hospitality team from Yooralla's Leongatha Community Hub hosted their first Community Cafe – a gourmet pop-up event at Moo's at Meeniyan Restaurant & Cafe. Over 90 members of the local community came to show their support and share a gourmet dinner sourced from a range of local produce.

December: Family fun at Yooralla's Blackburn office

Yooralla partnered with local children's clothing label Jacana Kids to host a creative art workshop at Yooralla's Blackburn office. Over 150 children, parents and carers came together to make their own t-shirts, have dinner and enjoy a performance by Paul "The Music Man" Jamieson.

January: Yooralla Board Chair wins an Order of Australia

Yooralla's Board Chair, Jennifer Williams, was appointed a Member of the Order of Australia (AM) for significant service to the community through leadership roles in the public health sector. Jennifer is respected and well regarded, particularly for the outcomes she has achieved in the public health sector.

March: Roadshows begin to present the Organisational Action Plan

Yooralla's Chief Executive Officer Dr Sherene Devanesen commenced the Staff Survey Roadshow in Gippsland – the first of eight events across Victoria. The events gave staff the opportunity to hear about the results of the Staff Culture and Engagement Survey, and provide feedback on the Organisational Action Plan.

May: Yooralla participates in NDIA Board review

Yooralla was one of three disability service providers in Australia invited to participate in a workshop initiated by the new National Disability Insurance Agency (NDIA) board, to address areas for improvement in the design of the NDIS.

February: Yooralla's NDIS team presents to a packed house

Yooralla's Community Engagement team presented to a packed house in Knox City and Yarra Ranges councils, as part of Yooralla's commitment to supporting the wider community understand and prepare for the NDIS. Attendees had the opportunity to ask any questions they had about the NDIS and said the sessions were well-organised, informative and helpful.

April: Yooralla's Ventilator Assisted Support Service celebrates 10 years

Yooralla attended the 10 year anniversary of the Ventilator Assisted Support Service in Thornbury. Residents at the service organised a celebration, where customers, families and staff enjoyed an afternoon of fine food and great music performed by a Yooralla customer.

June: Yooralla answers questions about the NDIS at Our Choice expo

Yooralla staff attended the 'Our Choice' expo in Wantirna South to assist participants to learn about the NDIS and how Yooralla could support them to implement their plans. Attendees were keen to understand the process of transitioning to the NDIS and how to prepare for their NDIS planning meeting.

AWARDS

Yooralla Board Chair is appointed as a Member of the Order of Australia

Yooralla's Board Chair, Jennifer Williams, was appointed a Member of the Order of Australia (AM) in recognition of her service to public health as part of the 2017 Australia Day Honours list.

In addition to being on the board of Yooralla, Jennifer is currently the Chair of Northern Health, Trustee of the Alfred Whole Time Medical Practice Scheme, Board member of the Australian Medical Research Future Fund and a recent appointee to the Board of InfoXchange Australia.

Jennifer's past roles have included Chief Executive of the Australian Red Cross Blood Service, Chief Executive of Alfred Health, Chief Executive of Austin Health and a Council member of La Trobe University. Jennifer has built a career on her innovative, strategic and operational skills.

She is respected and well regarded, particularly for the outcomes she achieved in the public health sector.

Taste of success

Yooralla Catering was placed second in the 2017 Supported Employment Excellence Awards, which celebrates enterprises that encourage people with disability to participate to their full potential in employment.

Beginning with a group of supported employees with a passion for food and cooking, Yooralla Catering has quickly built its client base as word-of-mouth spreads about its high quality of service, cementing it as a sustainable enterprise in its own right. This unique enterprise has provided skills-based training for almost 90 people.

Being recognised for excellence on the national stage after just three years of operations was a thrill for the team. The award was also recognition for the Footscray Business Enterprise team, who work alongside Yooralla Catering to help make the enterprise a success by developing tailored supported learning and mentoring programs.

Zach recognised for his advocacy

Zach Pearce, a resident in one of Yooralla's Accommodation services, was a finalist in Wodonga Council's 2017 RED Youth Carpet Awards, which recognises the achievement of young people in the local community. Zach was nominated for an Advocacy and Action Award in recognition of his advocacy work for people with disability.

Zach is very active in his local community, working two days a week in Albury/Wodonga as a supported employee and one day a week detailing cars. This year, Zach also started his Warehousing Certificate at Wodonga TAFE. Zach also plays football for the Wodonga Jets – part of the Football Integration Development Association, which aims to provide Victorians with an intellectual disability the chance to compete in Australian Rules Football.

Jono wins national Go Digi Learners Award

In 2016, Jono Bredin moved into his own brand new unit, supported by Yooralla Accommodation staff. He lives with disability as a result of cerebral palsy and requires a tablet for verbal communication. For Jono, technology has supported his independence as well as his business.

"Thanks to my tablet, I can do so many more things around the home for myself. I can do things like open my door which means I can go and come as I please, I can control my air conditioner, blinds and TV, and soon I'll be able to control the lights too," he said.

Jono started his own motivational speaking business soon after moving in. He regularly does presentations and talks on a wide range of topics. To promote and help manage the business Jono created his own website, writes a regular online blog, tweets and uses LinkedIn to connect with professionals.

Jono's digital work did not go unnoticed and in late 2016 he won the national Go Digi Learners Award. This is awarded to a digital learner who has taken significant steps to improve their digital skills and online confidence.

Maureen's mission

Maureen Hewitt is a resident in one of Yooralla's Accommodation services, and is well known in the Swan Hill community for her tireless advocacy efforts.

In 2016, Maureen won the 'Promotion of Human Rights Award' as part of the Victorian Disability Awards.

Maureen knows it is important to speak up about issues in her community and to raise social awareness.

"It's really good to help other people with disability if you can. You can't always win but it's always worth having a go," said Maureen.

Recently Maureen noticed the entrance to a major fast food restaurant was too close to a busy car park, and was not accessible for people who use wheelchairs or motorised scooters.

"It just wasn't accessible – and it was dangerous. I broke the mirror off my wheelchair and was nearly hit by a car the first time I went there," Maureen said.

Others might have avoided the restaurant after this experience but Maureen saw this as an opportunity to speak up.

"I wrote to my local MP, Peter Walsh and he went to see the manager and then things started to change. Now, they're rebuilding the entrance to make sure it's accessible and safe for everyone to use," said Maureen.

Maureen plans to continue her advocacy work and do all that she can to help others with disability.

"We need to be going forwards, not backwards," said Maureen.

25 years working for a more just world

Jeanette Lee was placed second in the 'Best Achievement in Disability Advocacy' category of the 2017 Inspire Awards. The Supreme Court of Victoria coordinates the annual award to recognise the contribution of people with disability to their broader community.

Jeanette has worked at Yooralla for 25 years and is an integral part of Yooralla's Customer Rights and Empowerment team.

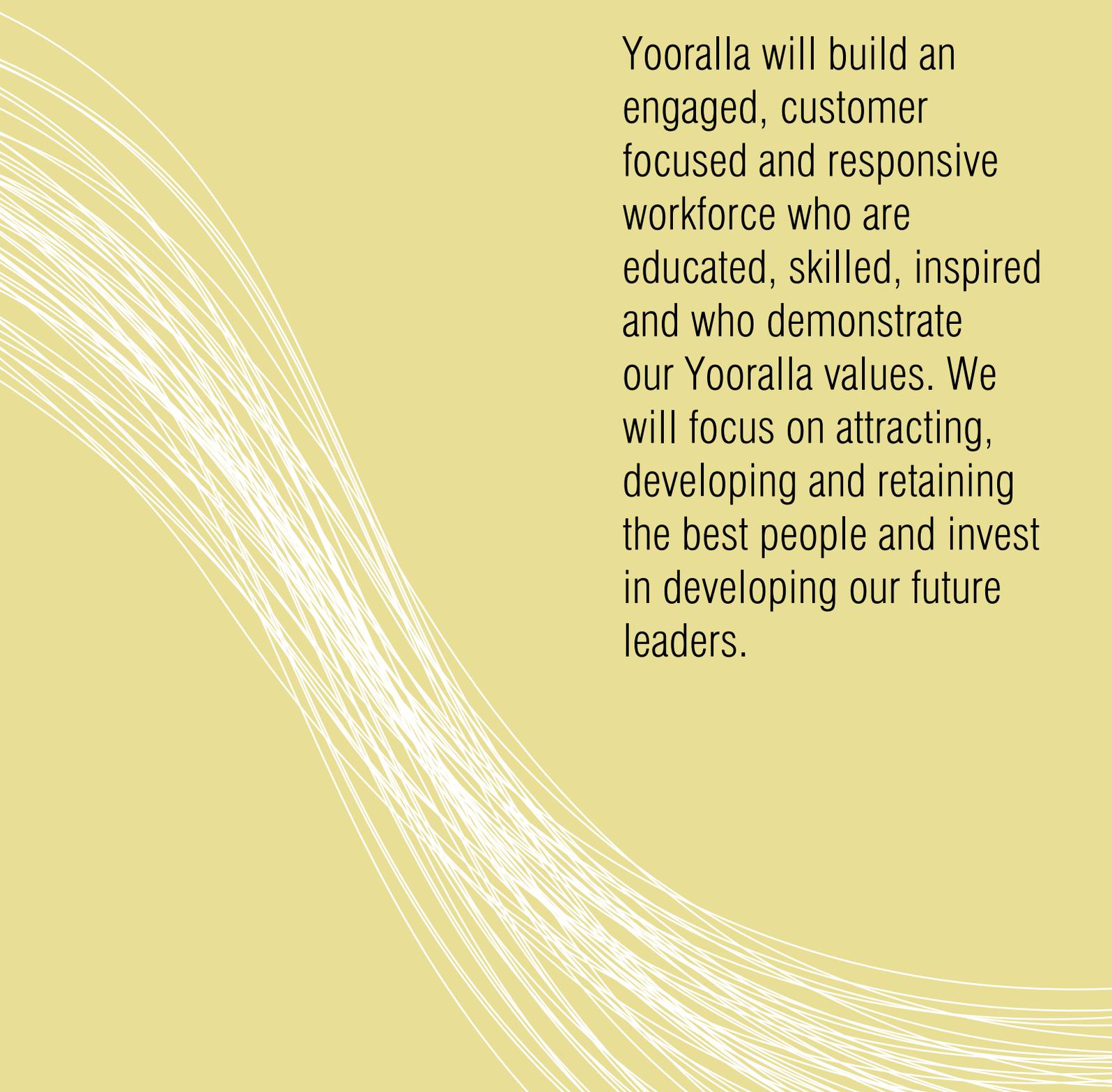
Jeanette's advocacy work started when she was at university and, ever since, she has been heavily involved both globally and locally.

She has been instrumental in changes to public transport accessibility, Melbourne City Council parking rights, Myki ticketing and parenting rights. More recently, she has helped establish support groups for people with disability, including a Human Rights Disability Network in Vanuatu.

Jeanette said she was very grateful that her passion for disability advocacy over the past 25 years had been recognised.

"As a person with disability, a professional social worker and advocate I have seen many injustices and the unfair treatment of people with disability. I believe that we all need to speak up and stand up against the unfair treatment of people with disability in all aspects of life. Individually and together we can all make a difference, and make it a more just world," said Jeanette.

TALENT

A decorative graphic consisting of numerous thin, white, curved lines that sweep across the lower-left and bottom portions of the page, set against a solid yellow background.

Yooralla will build an engaged, customer focused and responsive workforce who are educated, skilled, inspired and who demonstrate our Yooralla values. We will focus on attracting, developing and retaining the best people and invest in developing our future leaders.

WORKFORCE UPDATE

The 2016/2017 financial year was a time of significant change for Yooralla's workforce, and consequently a busy time for the People and Culture team.

Yooralla's current Workplace Strategy will conclude in 2018. Looking forward, Yooralla's focus will be on enhancing capability, gaining greater employment opportunities for new and existing staff and enhanced reporting.

Yooralla's Occupational Health and Safety has again seen a significant improvement this past financial year. With Yooralla's Chief Executive Officer Dr Sherene Devanesen chairing the Occupational Health and Safety Committee, the organisation is proud to have recorded a 31 per cent reduction in standard claims.

As part of listening and engagement with staff, Yooralla conducted a Staff Culture and Engagement Survey. The survey was conducted and analysed by an independent research organisation. Given the past few years have been a period of immense change, the survey conducted in 2016 provided vital insights into what Yooralla could do to support staff.

Chief Executive Officer, Dr Sherene Devanesen, undertook a state-wide Roadshow to present the results to staff including visiting Benalla, Drouin, and Melbourne sites. The survey outcomes were discussed along with the opportunity for staff to contribute to future actions. Each team then nominated representatives to develop an action plan. Organisational and Divisional action plans are now being implemented with the progress and

success of each action plan to become part of each division's performance measures. Another survey will be run in June 2018 to assess improvement in staff engagement.

The last year saw Yooralla progress understanding of the diversity of Yooralla's workforce, to ensure our staff are representative of the community that Yooralla serves. A recent initiative gives staff the option to identify the languages spoken at home, their country of origin, whether they identify as having a disability or as an Aboriginal or Torres Strait Islander, as well as their gender identity. Capturing this data will help us better understand the diversity of people that make up Yooralla's workforce, and it will be used to inform the development of a formal Diversity Strategy.

As part of Yooralla's commitment to inclusion, the organisation has continued to advance the Reconciliation Action Plan (RAP). This is a framework for Yooralla to realise its vision for reconciliation with Australia's First Peoples. The RAP has been developed in consultation with a specialist organisation that works with Aboriginal and Torres Strait Islander peoples with disability. Developing a RAP is an iterative process. By the conclusion of this financial year, the Yooralla RAP had been revised to incorporate Reconciliation Australia's input in readiness for formal submission.

There have also been major developments in enterprise agreements. In the first half of 2017, Fair Work Australia approved Yooralla's Staff Terms and Remuneration (STAR) agreement and the Allied Services Agreement.

2016 YOORALLA STAFF EXCELLENCE AWARDS

Values Award

Individual winners

- Chaplain Kenyi
- Mardi Obucina
- Joshwa Paul
- Marianthi Tsironis
- Emma Bennett
- Shivani Singh
- Nikkita Ross
- Jee-Meng Ong
- Lois Hirt
- Tenille Chapman

Team winners

- Ferntree Gully Community Hub
- The Personalised Services team, nominated by customer John Barnett

Customer Human Rights and Outcomes Award

Individual Winner

- Theresa Hughes

Team Winner

- The Leongatha Community Hub

Leadership Award

Winner

- Michelle Holian

Honourable mentions

- Jenifer Morris-Cosgriff
- Paul Ireland

Operational Goals

Team Winners

The Marketing & Communications team

Honourable mentions

- Amel Messouter
- Sam Psathas

BOARD PROFILES



Jennifer Williams, AM Chair

Jennifer is the current Board Chair of Yooralla. She is also Chair of Northern Health, Trustee of the Alfred Whole Time Medical Practice Scheme, Board member of the Australian Medical Research Future Fund and a Board member of InfoXchange Australia.

Prior to being a non-Executive Director, Jennifer was Chief Executive of the Australian Red Cross Blood Service, Chief Executive of Alfred Health and Chief Executive of Austin Health and a Council member of La Trobe University.

Jennifer holds a Bachelor of Economics, a Master of Science and is a Fellow of the Australian Institute of Company Directors.



Dr Wayne Ramsey, AM, CSC Deputy Chair

Wayne has had more than 35 years' experience in medical management. He has recently retired as Executive Director, Medical Services & Quality with Monash Health – Victoria's largest and most complex health service. Wayne's interests lie in the field of clinical and research governance.

Wayne's previous senior appointments include Director General Defence Health Service, Director Clinical Governance ACT Health and Adjunct Associate Professor of ANU Medical School.

Wayne holds a Bachelor of Medicine, Bachelor of Surgery, Bachelor of Medical Science, Master of Health Administration, Graduate Certificate in Higher Education and a Fellowship of the Royal Australasian College of Medical Administrators.



Barbara Alexander, AO

Barbara is a long-standing supporter of disability rights, both personally and as a former Mayor of Benalla. She helped found the Benalla Support Group for Children with Special Needs and held roles on school council, Ballandella (Central Access) and was President of Benalla and District Hospital for five years.

Barbara was President of the Victorian peak body representing families and children, the Association of Children with Disabilities, for five years and has also held roles on state and national advisory committees on disability. Barbara was instrumental in the establishment of a national body for families/children now known as CDA.

Barbara is a business person who operated hospitality/accommodation businesses for 20 years who retired to become Executive Officer of Tomorrow: Today Foundation, a Benalla community philanthropic organisation focused on overcoming disadvantage through education.



Sandra Beanham

Sandra is a senior marketing and business consultant with over 30 years' experience working with some of Australia's most well-known organisations in a variety of industry sectors. These sectors include fast moving consumer goods, cultural destinations, business to business, government and not-for-profit organisations. She has considerable experience working within the disability sector, a strong background in governance and 20 years' experience on a variety of councils and boards.

Sandra is a Fellow of the Australian Marketing Institute and a Full Member of the Australian Marketing & Social Research Society.



Claire Keating

Claire Keating is a non-executive director and independent consultant. She is a chartered accountant and was a partner of PricewaterhouseCoopers (PwC) from 2002 to January 2016. Claire has over 25 years' experience as consultant and internal and external auditor, specialising in superannuation and funds management.

She is a former member elected director of PricewaterhouseCoopers Superannuation Fund and has held a number of management roles with PwC, including leader of the Melbourne Financial Services Assurance Practice and National Investment Management Assurance sector leader.

Claire is a director of CARE Super, State Super NSW and the NAB Wealth Boards comprising MLC Investments Ltd, Navigator Australia Ltd, Antares Capital Partners Ltd, National Asset Management Ltd and a board member of the Judicial Commission of Victoria.



Julie Fahey

Julie has over 30 years' experience in the management of large scale transformation programs and the implementation of new operating models, the re-design of organisational structures, the re-engineering of processes and the deployment of new systems.

Julie has fulfilled many roles and leadership positions including KPMG partner, consultant, a software vendor and a chief information officer. Her extensive experience has given Julie a unique perspective on the challenges, risks and opportunities of delivering major programs across multiple industry sectors and corporations; she has an unwavering focus on achieving the agreed program outcomes.

Having retired from KPMG partnership, Julie's current Board portfolio includes Seek, IRESS, Datacom, CenITex and HPV. Julie has a Bachelor of Applied Science (Mathematics) and is a member of the Institute of Management Consultants in Australia.



Dr Jane Tracy

Jane is a medical practitioner who has worked for over 25 years with people with disability, their families and support staff. She is also the Director of the Centre for Developmental Disability Health.

Jane's career focus has been teaching and training medical and allied health professional students and practitioners about the physical and mental health of people with developmental disability. She collaborates with people with disability, and those who support them, in the design and implementation of educational activities to ensure their voice is heard. Jane has also worked with disability staff in a range of projects designed to further develop their understanding of, and practice in, their role supporting people to achieve and maintain optimal health and function.

Jane has an adult son with disability and so has a professional and personal understanding of, and commitment to, the field.



Michael Vanderheide

Michael Vanderheide has served as Chief Executive of CenITex, the Victorian Government's shared services provider of ICT infrastructure services, since July 2011.

Michael's professional experience is a mix of public and private sectors, with organisations including Qantas and ActewAGL, in executive roles in the fields of IT and Human Resources. He joined the ACT Government's Chief Minister's Department in December 1998 as a Director of what was then called the Office of Information Technology and Multimedia and later, he established and led the ACT Shared Services organisation.

Michael has a Bachelor of Arts and a Masters of Business Administration and served as an Adjunct Professor at the University of Canberra. He has extensive experience in driving significant organisation-wide transformation.

KEY MANAGEMENT PERSONNEL

Chief Executive Officer

Dr Sherene Devanesen

MBBS, DipObs, RACOG, FRACMA, FCHSM, FIML, FHKCCM, GAICD

Chief Financial Officer

Narayan Prasad

MBA (Deakin University), FCPA, GAICD

Chief Information Officer

Damon Burgess

BComp, AssocDip (EngComp Syst), MInfoTech

Chief Practitioner

Rod Carracher

MRN, EMPA

Executive Director, People and Culture

Michelle Holian

BSc (Hons), MBL, GAICD

Executive Director, Planning, Business Development and Corporate Services

Russell Shewan

BAppSc (ManTech), MEng (ManMan)

Executive Director, Community Services

Elaine Krassas

MBA BA (Joint Hons), FCPFA (UK), FACHSM, FIML, GAICD

Executive Director, Residential and Respite Support Services

Leanne Turner

BHealthSci, PostGradDip (Health Administration), MBA, GAICD

For part of the year, the following management personnel also reported to the Chief Executive Officer: Chief Financial Officer – Michael Bowers; Chief Information Officer – Michael Escourt; and Executive Director Residential and Respite Support Services – Gaye Sheppard.

NEW MEMBERS OF THE EXECUTIVE

Damon Burgess, Chief Information Officer

Damon Burgess was appointed as Yooralla's Chief Information Officer in November 2016.

Damon has considerable experience at the Chief Information Officer level in large and complex not-for-profits, government and corporate organisations. Prior to joining Yooralla, Damon served as Global Information Technology (IT) Portfolio Manager for Orica. His experience includes senior IT management roles for the Victorian Department of Premier and Cabinet, Leighton Contractors, WISE Employment and Pitcher Partners.

Narayan Prasad, Chief Financial Officer

Narayan Prasad was appointed to the role of Chief Financial Officer in January 2017.

Before joining Yooralla, Narayan was Chief Financial Officer at Linfox Australia Pty Ltd. and an Executive Director on their Board. Over the past 25 years, Narayan has held senior finance roles in Linfox Australia, Australian Arrow (a subsidiary of Yazaki Corp), Toyota Australia and Motorola.

Leanne Turner, Executive Director, Residential and Respite Support Services

Leanne Turner joined Yooralla in March 2017 and is responsible for Residential and Respite Support Services.

Before joining Yooralla, Leanne's roles included the Executive Director of the Royal Dental Hospital of Melbourne at Dental Health Services Victoria and Director of Specialty Services at Austin Health. She currently serves as the Board Director for the Eastern Domestic Violence Service.

MICHAEL FINDS TIME TO GIVE BACK

Meet Michael Cardamone – a former Yooralla customer, current volunteer and restaurateur.

Michael has always been a busy man. Over the past 35 years he has worked as tax accountant, a Certified Public Accountant, and a Company Secretary for large multinational companies. Additionally, Michael and his brother, along with some friends, own and operate North Melbourne's famous Amiconi restaurant.

This year, Michael decided to take on a volunteer role at Yooralla to give back to the community.

“At my age now – I’m 64 – I wanted to give back something. I’m now doing voluntary work for the first time in my life,” Michael said.

But Michael’s new volunteer role wasn’t the first time Michael had been involved with Yooralla.

“When I was in prep I was kicked in the head. I was concussed and ended up with a blood clot as a result,” said Michael.

“Unfortunately medicine wasn’t what it is today. A problem occurred when they were trying to take the clot out and the only way they could save my life was to amputate part of my skull.”

As Michael was still growing, doctors couldn’t put a plate in his head immediately. Consequently Michael wore a jockey helmet to prevent a brain injury until grade four, he was finally old enough for a plate to be inserted in his head.

“I spent three of the best school years of my life at Yooralla. I have beautiful memories about my time there,” said Michael.

Volunteering with Yooralla Catering was an obvious choice for Michael. One day a week he delivers orders that have been prepared by Yooralla’s supported employees to catering customers all across Melbourne.

“They’re doing a fantastic job. They’re getting busier and busier. I’ve always thought that no matter who you are you should learn to cook. It’s one of the basics of life to learn how to look after yourself,” said Michael.

After decades in the hospitality business, Michael understands the fantastic opportunity Yooralla Catering provides to staff.

“Hospitality is huge in this state! Enabling people with disability to learn the basics of the kitchen opens a lot of doors.”



FUNDRAISING

We would like to acknowledge and thank the following who have generously provided financial support to Yooralla in 2016/2017 financial year:

TRUST & FOUNDATIONS

- Ansva Insurance
- Bell Charitable Fund
- Clifford Ward Trust
- Collier Charitable Fund
- Dimmick Charitable Trust
- Estate of Ivy Jean Anderson
- Estate of Ruth Louvain Pryce Trust
- Estate of The Late Arthur Leonard Raper
- Estate of The Late Harry Leslie Howden Bequest Trust
- Flora & Frank Leith Charitable Trust
- Katherine Farnsworth Legh-Cavendish Trust
- State Trustees Australia Foundation
- Peter Isaacson Foundation
- Pethard Tarax Charitable Trust
- The Diane Browne Trust
- The Hazel Peat Perpetual Trust, managed by Peter J Walsh & Equity Trustees
- The William Angliss (Vic) Charitable Fund
- The William Buckland Foundation

CORPORATIONS

- Mobil Refining Australia Pty Ltd
- Scentre Group

BEQUESTS

- Estate of Donald Ernest Leith
- Estate of Margaret Joan Fleay
- Estate of Harry Cole James Bentley
- Estate of James Vincent Anthony Nicholas aka Eleanor Mary Nicholas Trust
- Estate of Mona May Plumridge
- Estate of Ronald Victor Peck
- Estate of Kerry Coombs
- Estate of Percival Joseph Roberts
- Estate of Dudley Barton Adams
- Estate of Percival Joseph Roberts
- Estate of Leo Desmond O'Brien
- Estate of Alfred Curphey in memory of Edith Curphey
- Estate of Robert James Stock

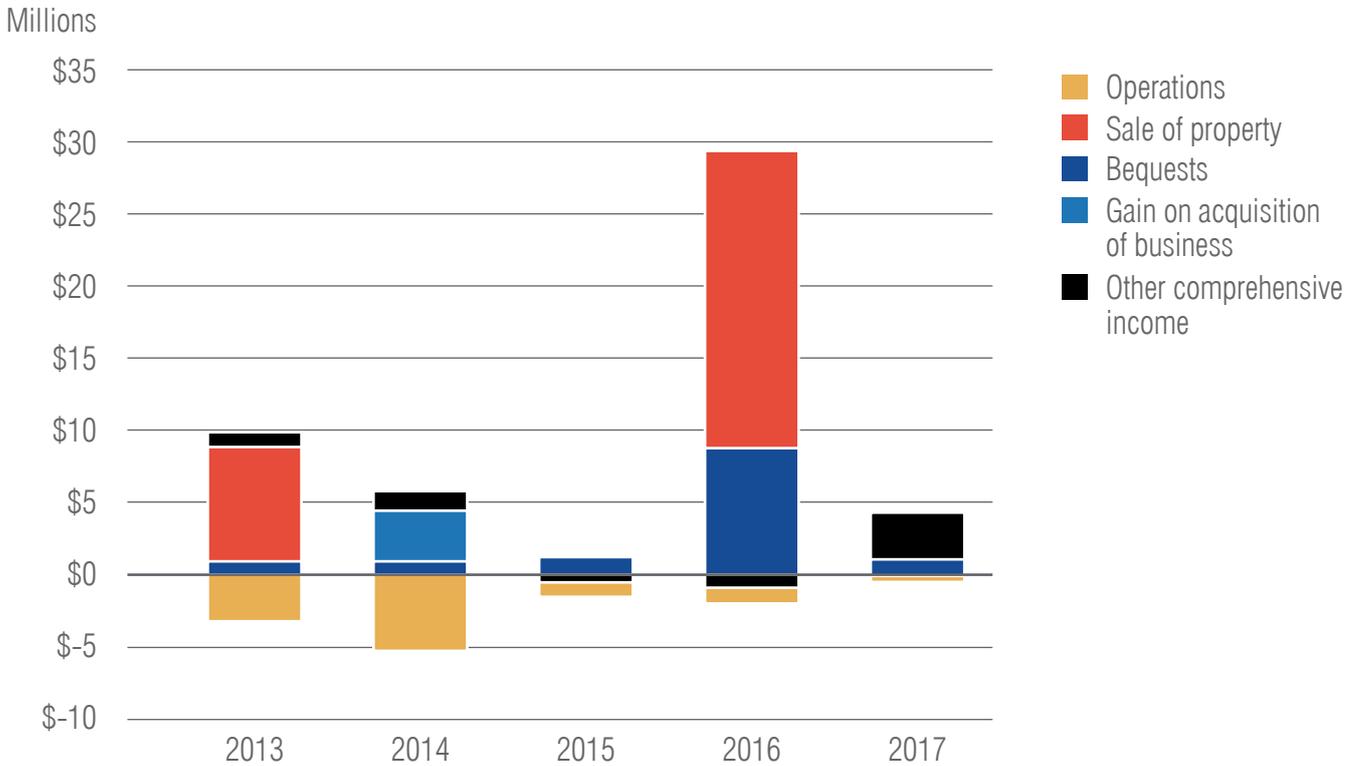
KEY SUPPORTERS

- Alexander Gillies
- E McGain
- Ros Milne

FINANCIALS

Yooralla has reported a surplus of \$0.6M for the year ended 30 June 2017. Whilst the operational result has improved year on year, total comprehensive income has reduced, reflecting that the 2015/2016 year included two large bequests totalling to \$8.0M and a profit from sale of property of \$20.3M.

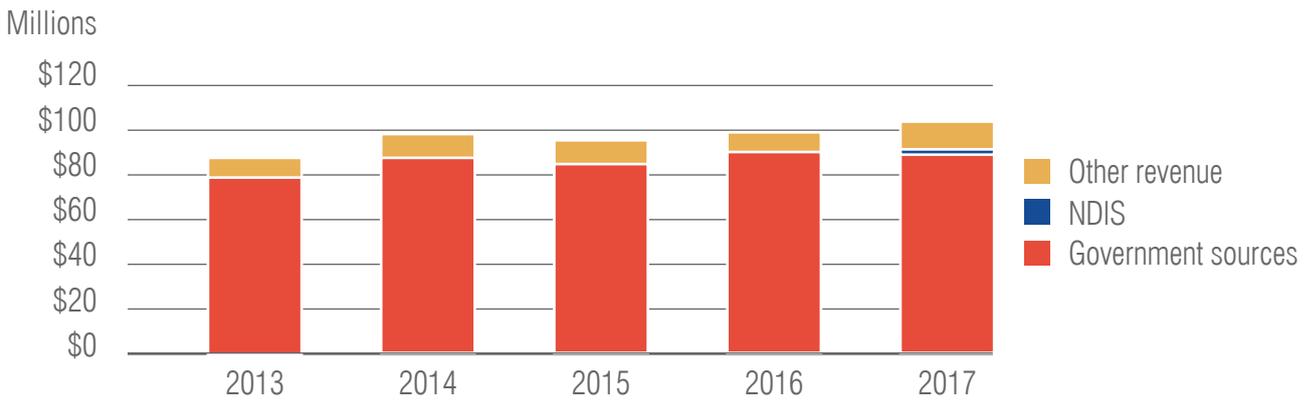
ANALYSIS OF TOTAL COMPREHENSIVE INCOME \$M



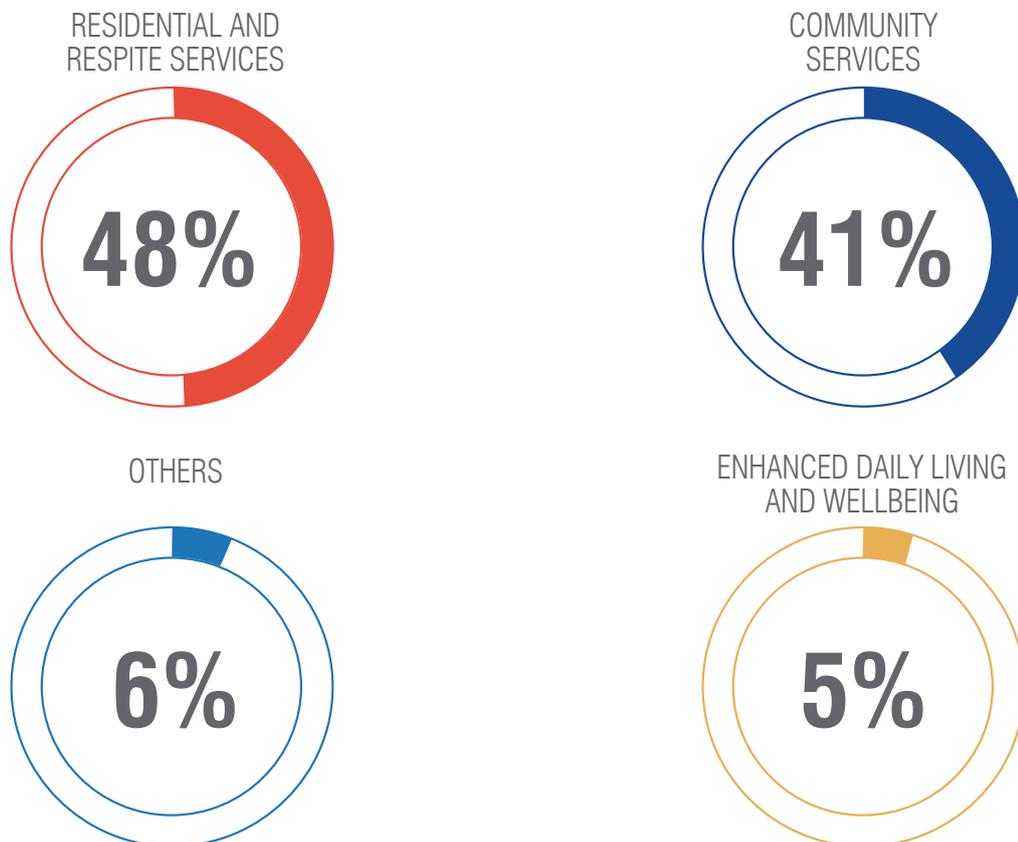
REVENUE

Yooralla's revenue from operating activities has grown by around 5.3% in 2016/2017 to \$102.9M with strong revenue growth in some services. Funding from the Department of Health and Human Services, Department of Education and Training and Commonwealth Department of Social Services accounted for the majority of the operating revenue. The revenue mix is expected to change in the 2017/2018 year with over half of Yooralla's customers expected to transition to National Disability Insurance Scheme (NDIS) by the end of the financial year.

REVENUE FROM OPERATING ACTIVITIES



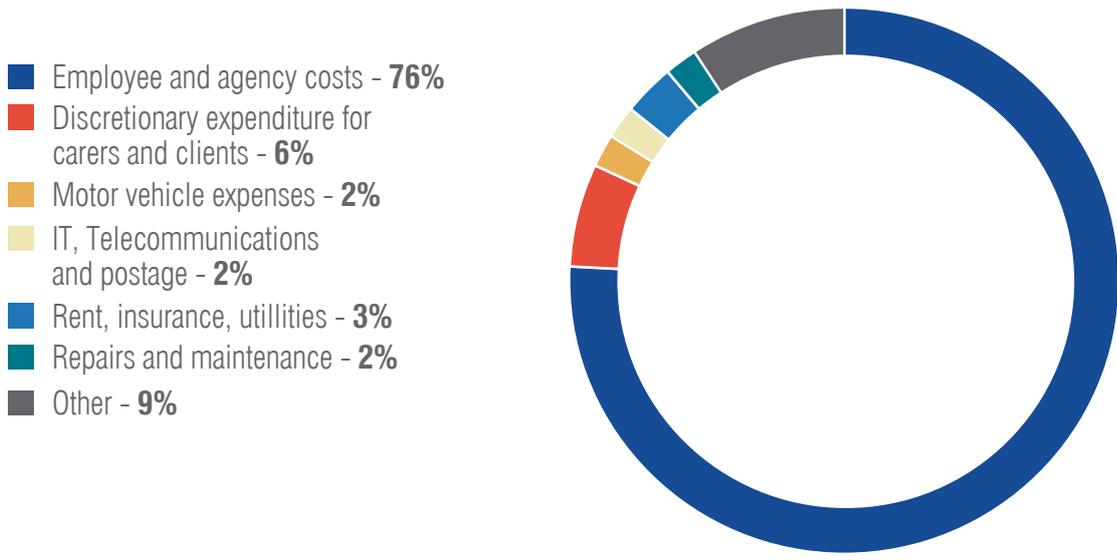
REVENUE BY SERVICE TYPE



EXPENSES

Cost management and effective labour utilisation were key focuses for Yooralla during the year as the organisation commences operating in a NDIS environment. Labour costs comprise over 76% of the total costs.

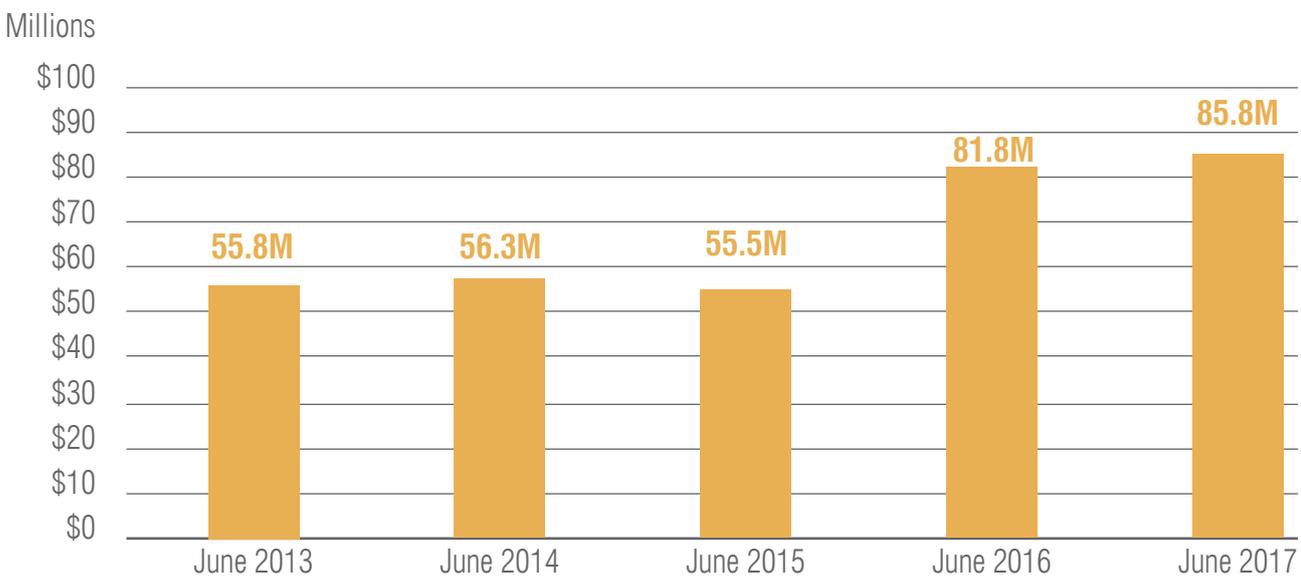
BREAKDOWN OF EXPENDITURE



NET ASSETS

Net Assets of Yooralla have increased by \$4.0M to \$85.8M. Yooralla is in a strong financial position and is well placed to operate in a NDIS environment.

YOORALLA'S NET ASSETS



STATUTORY STATEMENTS

Carers Recognition Act 2012

The *Carers Recognition Act 2012 (Vic)* promotes the values and role of people in care relationships. Yooralla understands the different needs of persons in care relationships and that care relationships bring benefits to customers, their carers and the community. Yooralla is committed to a model of service delivery that involves carers in the development of our services. Yooralla's support services are developed in partnership with people with disability and their carers. Yooralla's policies recognise the importance of respecting and taking into account a person's care relations and help ensure that carers are also at the centre of practice and service delivery.

Freedom of Information Act 1982

The *Freedom of Information Act 1982 (Vic)* provides a right of access to information held by Yooralla. All freedom of information (FOI) applications received by Yooralla were processed in accordance with the provisions of the FOI Act. Yooralla provides an annual report on FOI applications to the Freedom of Information Commissioner.

The majority of applications to Yooralla under FOI are requests by customers for access to their own personal records. For the 12 months ending 30 June 2017, Yooralla received two FOI applications. Of the requests received by Yooralla, access was granted in part for one application (under section 33(1) of the FOI Act) and for one application no document was available. No applications were referred to the Freedom of Information Commissioner or the Victorian Civil & Administrative Tribunal for review. Yooralla's FOI Officers for the 2016-2017 year were Dr Sherene Devanesen (Principal Officer), Ms Elaine Krassas (Nominated Officer) and Mr Rod Carracher (Nominated Officer).

Making a request

Access to documents may be obtained through written request to Yooralla's Freedom of Information Manager, as detailed in section 17 of the FOI Act. In summary, the requirements for making a request are:

- the application should be made in writing.
- the application should identify as clearly as possible which document is being requested.
- the application should be accompanied by the appropriate application fee. The fee may be waived in certain circumstances.

Further information about accessing information is available on the Yooralla website www.yooralla.com.au and FOI access request forms are available by contacting Yooralla. Requests for documents in possession of Yooralla should be addressed to:

Freedom of Information Officer

PO Box 238, Collins Street West VIC 8007

Email: foi@yooralla.com.au

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OUR MISSION

To provide quality, sustainable and flexible services that uphold human rights and create opportunities, empowering individuals to live the life they choose.

OUR VISION

A world where people with disability are equal citizens.

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