



able
australia

multiple disabilities, unlimited opportunities

Annual Report 2011/12

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Who we are

Who we are

Able Australia is a disability services provider that delivers high quality services to people in Australia living with multiple disabilities, including deafblindness.

Our vision is to create a community where people with multiple disabilities including deafblindness are seen, heard, respected, valued and connected.

Our mission is to reach out to people with multiple disabilities including deafblindness, supporting them in achieving self-fulfilment and connection with the greater community.

Our values

Able Australia's organisational values are:

Passion

We are passionate about making a difference in other people's lives, the heritage of our organisation and the possibilities that the future holds.

Purpose

We believe in what we do, applying our diverse skills, commitment and expertise in communication to connect people with the wider community

People

We value and respect the skills, compassion and right of all people: the people we work with, the people we support and the people who generously support us.

Our services

Able Australia provides a range of services to people living with multiple disabilities, including:

- Able Living - Long term residential accomodation
- Able Respite - Short term respite accomodation
- Able Deafblind Services - Outreach community support for people living with deafblindness
- Able Lifestyle Choices - Community based day activities
- Ablelink - Adaptive communications facility
- Able Music Therapy - Community based music therapy service
- Ableart - Art therapy program

Able Australia derives funding from government and its own fundraising activities, including donations, raffles, trusts and foundations, corporate partnerships, bequests and events.

Able Australia operates services in Victoria, Tasmania, Queensland and the Australian Capital Territory.

Our patrons

Able Australia's Patron, Peter Hitchener, is a Melbourne based journalist and current Channel Nine News Presenter. Mr Hitchener has been Patron since 1998 and generously contributes his time to assist Able Australia.

It is with great sadness we report the passing of Dr David Pitt. A founding member of Able Australia, Dr Pitt was responsible for the original calling together of families of deafblind children, which prompted the creation of the Deafblind Association.

President and CEO's Report



Able Australia CEO Celestine Hare and President Kaye Collard

The past 12 months have been an extremely exciting time for Able Australia with the unprecedented expansion of our services to now reach people in four States and territories across Australia.

Able Australia now provides services for people in Queensland, thanks to our new partnerships with Vision in Paradise and Jimboomba Community Care. Joining forces with these two organisations has not only ensured we are now able to reach people who require our vital services in Queensland, but has given us the ability to provide a range of new community services such as transport and youth programs.

Our presence in Tasmania continues to grow, with the incorporation of Moondani Inc into our services. There is a range of new programs, including the very successful school holiday program, which is in high demand.

Able Australia's Canberra service has continued to consolidate and grow, with an increase in both staff and people taking advantage of the services we offer. We have seen the very successful recruitment of Gabe Penn as our Accommodation Support Manager, whose contribution has been invaluable.

Victoria has continued to expand the range of services we provide. Of particular note is the opening of our Bonbeach Accommodation facility. This state-of-the-art and purpose built facility is currently being used to provide emergency support to high need clients.

Of course none of this would be possible without the tireless efforts of Able Australia's dedicated staff. All of Able Australia's achievements are the result of hard work and passion from our staff, whose commitment to the organisation, and our clients and their families ensures we are setting the standard for the rest of the industry.

Once again we have seen some wonderful results achieved through our successful fundraising events and programs, which have served to both increase Able Australia's profile as well as increase the donations and financial support we receive. We again continue to work on raising awareness around deafblindness, and once again our publicity campaign during Deafblind Awareness Week achieved some great results, with a number of media outlets interviewing clients and staff.

This year Able Australia was proud to be part of the campaign to encourage the Federal Government to adopt the National Disability Insurance Scheme. The adoption of this scheme promises to bring a new level of support for Australians with disabilities, and a new era in service provision.

It is with great sadness that we announce our esteemed CEO Celestine Hare will retire from her role next March after 25 years of dedicated service to Able Australia. Throughout her time with Able Australia Celestine has guided the organisation from a small disability service provider, to the extremely successful national organisation we have today.

We offer our warmest thanks to Celestine for the wonderful work she has done for Able Australia and wish her all the best for her retirement. She is certainly leaving some very big shoes to fill.

Finally we would like to thank our supporters for their continued generosity, that ensures Able Australia can continue to provide industry leading services and support to people with disabilities.

We would like to thank everyone who has supported Able Australia over the past 12 months, with a special mention to staff whose commitment and dedication make Able Australia the outstanding organisation it is today.

Together we will work to ensure Able Australia continues to uphold its mission to reach out to people with disabilities, so they can achieve self-fulfillment and connection to the community.

Kaye Collard
President

Celestine Hare
Chief Executive Officer

Debbie Prior Award

Debbie Prior was totally committed to people with deafblindness and had an enormous capacity for hard work.

This year the award was presented to a staff member from Tasmania, Nicholas Flight. Nicholas was nominated for his commitment to a person centred approach to the residents he supports and his team in Comice Place in Tasmania.

Nicholas is described as someone that is always willing to listen to others and go the extra mile for both residents and other staff. Congratulations on this achievement from everyone at Able Australia.

From Nicholas

It was an honour for me to receive the Debbie Prior Memorial Award last year and it encouraged me greatly. I wanted to spend the money in a way that would be of most benefit to the most people in a sustainable way. I chose to purchase a collection of resources to be used to equip and inspire our staff to be the best support workers that they can be. The resources have been sourced from around the world and consist of books and DVDs, and are fifty per cent training materials and fifty per cent inspirational materials.

Both are important because we need staff who are sharp and proficient as well as passionate and motivated. Of course, this describes the staff we employ and the culture we nurture, but I believe the resources fan the fire that is already burning brightly



Able Australia Patron Peter Hitchener presenting Nicholas Flight with the Debbie Prior Award

As we wanted to choose the best resources in the world, and because they had to come from other countries, the resources have only begun to arrive, and are being set up in the Launceston office. The books and DVDs are to be available to lend to residential and day-support workers, and to the houses and programs Able Australia runs in Tasmania. There is also a room to watch the DVDs or to read the books at the Launceston office. We hope that as the collection of resources is used, it will build on the already strong skill-set and passion our staff possess.

Thank you again for the encouraging award, and the opportunity for this project to go ahead.

People

Recognition

In 2011/12 Able Australia recognised its staff for extended periods of service ranging from 2-23 years. The recognition of staff contributions is part of Able Australia's commitment to demonstrate its appreciation of the skills and energy its staff invest in their work. More than 40 people have received a recognition certificate this year with another 30 staff who will receive certificates next year.

Staff Achievement

Nanette Adams, our East and North West Region Accommodation Manager, was selected as a finalist in the Victorian Disability Sector Awards. This is a fantastic achievement and recognition for Nanette's service to people with disabilities.

Recruitment

Since Able Australia took the decision earlier this year to manage the recruitment process and build the capacity of our Human Resources Team, the recruitment of staff across the four States/Territory is proceeding smoothly and is a thriving component of the human resource function of our States/Territory operations. The Human Resources Team has streamlined the recruitment process, including advertising, interviewing and selection, as well as strengthening the onboarding of new staff to improve staff orientation and staff retention rates.

The growth of the organisation over the past twelve months has also seen an increase in the number of new positions created within the organisation. Leading this growth has been the planning for the acquisition/merger of three community based organisations in Queensland and Tasmania, and working closely with the office staff in each of the States to ensure the smooth transfer of employment arrangements, prepare employment contracts and deliver comprehensive induction to new staff transitioning to Able Australia.

The effort and teamwork across the States has enabled this process to be implemented smoothly.

Equal Opportunity for Women in the Workforce

Able Australia has fulfilled all of its obligations during 2011/12 to be compliant with the Equal Opportunity for Women in the Workplace Act 1999.

Training

On the 15th December 2011 Able Australia was saddened by the sudden passing of David White, Training Coordinator. Dave will be remembered for his passion in training staff.

In early 2012 Bernice James joined Able Australia as the new Training Coordinator and has worked tirelessly to organise training across the four States/Territory.

Able Australia delivered on average 54 training sessions to 400 staff across all States/Territory during the year.

Student Placements

Able Australia is committed to ensuring that postgraduate students were provided with the opportunity to undertake placement within the disability sector. In 2011/12, students from a number of training institutions and studying for various qualifications, including Certificate IV in Disabilities, Degree in Music Therapy and Degree in Speech Pathology, undertook their clinical placement at Able Australia.

Board



Kaye Collard
President/Treasurer Board Member since 2000

Fellow, CPA Australia
 Chartered Tax Advisor, The Taxation Institute and Life Member
 Graduate Diploma of Accounting (FIT).
 Kaye's experience includes Chairman and employee of Colpot Consulting,
 Director of Caters P/L and member of Public Sector Committee of CPA Australia.
 Kaye's Able Australia Board Committee membership includes:
 • Finance Committee
 • Salaries and Conditions Committee.

Jock Power
Secretary/Board Member since 1991

TPTC; TTCTD (Trained Teacher Certificate for the Deaf)
 Dip. Ed. Admin.
 Jock is retired from Ministry of Education and is the former Vice-Principal at Carronbank School, as well
 as former Acting Principal at Princess Elizabeth Junior School.
 Qualifications in a variety of Management and Engineering disciplines.



Frank Harris OAM JP
Board Member since 2008

Frank has more than 32 years experience at executive level in Disability Service Organisations.
 He is also the current Patron – Crisis Support Services; Frank is a recently retired Bail Justice
 (Dept Justice Appointment), an appointment that he held for 18 years.
 Frank's Able Australia Board Committee membership includes:
 • Finance Committee. B.Comm/LLM (Hons)

Julie Hore
Vice President Board Member since 2007

Julie is a graduate member of the Australian Institute of Company
 Directors.
 Julie's experience also includes being a solicitor with Stedman Cameron Meares & Hall, a
 corporate solicitor for Shell Australia and Shell UK; as well as a Business Manager, Retail and Com-
 mercial Marketing division, Shell Australia.
 B.Comm (law) B.Man (HRM) Diploma PR.



Laura Kaczowski
Board Member since 2008

Laura's experience includes Corporate Communications Assistant Manager Chrysler
 Australia, Event Manager for Chrysler Australia and Marketing Manager for Audi Brighton.
 Laura's Able Australia Board Committee membership includes:
 • Fundraising Committee.

Hon. Don Wing AM LLB
Board member since 2011

Don practised as a Barrister and Solicitor before being elected to the Legislative Council in the Parliament of
 Tasmania. During his 29 years as an Independent Member he was President for six years. He was Mayor of
 Launceston from 1983-1987



Mike Bottomly
Board member since 2012

Mike currently owns and operates several business throughout Queensland and New South Wales including:
 Aitken Welding Supplies, Abrasive Diamond and Industrial and INSESA.
 Mike has also been a strong supporter of several community organisations including Apex, Life Saving
 and church council. Mike has also been a Charter Member of Parkwood Rotary Club since 1993.



Eddie Keir OAM
Board Member (Past president)
Board Member since 1967 (Founding member)

Qualification/s:
 BA (Psych)
 TTCTD (Trained Teacher Certificate for Teacher for the Deaf)
 MAPS (Member of Australian Psychological Society)
 FAudSA (Fellow of Audiological Society of Australia)

Experience:
 Mr Keir is an Audiologist and was the Head of Department of Audiology at the Royal Children's Hospital from 1960 to 1997.
 Mr Keir is past Vice-President and Honorary Life Member of Deafness Foundation Victoria as well as past Member of Advisory
 Council for Children with Impaired Hearing. Mr Keir's contributions have been recognised with the Ann Sullivan
 International Medal for work with Deafblind Persons and an Order of Australia Medal for Services to the Deafblind
 and for the advancement of the field of Audiology.

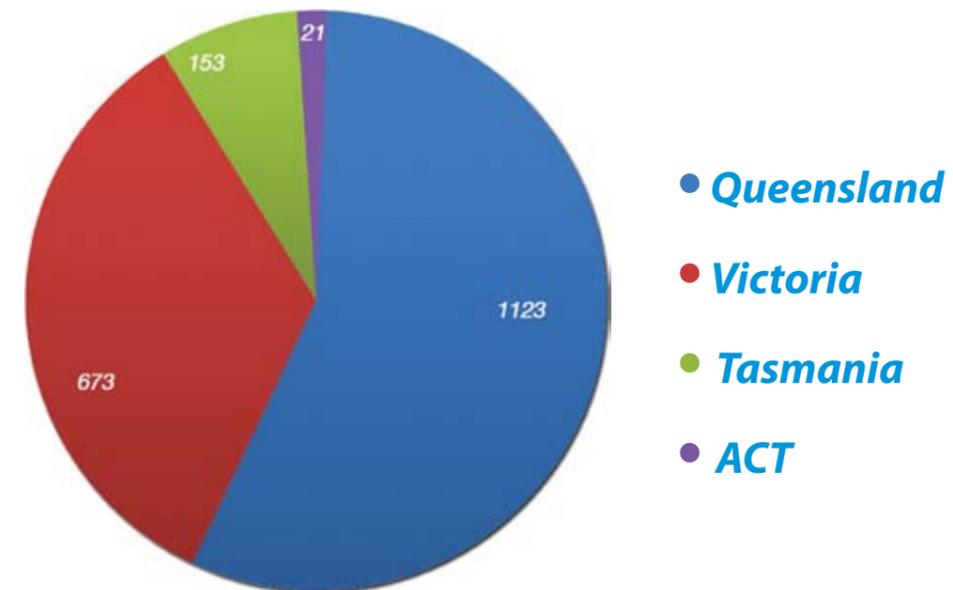
Board committee/s:
 Finance Committee
 Salaries and Conditions Committee

Service Growth and Development

Able Australia has continued to expand over the past 12 months and the organisations national footprint now covers four jurisdictions including Victoria, Tasmania, the Australia Capital Territory and Queensland, delivering a diverse range of programs and services to people aged 12 years and over.

In 2011/12 there were a combined 1,970 clients supported through Able Living, Able Lifestyle Choices, Able Respite and Able Deafblind Services, and service users accessing a range of services and programs including transport services, music therapy and art therapy.

Number of Clients and Service Users



Services - Victoria



Deafblind Camp 2012

Each year Able Australia runs a camp for people with deafblindness, which provides them with an exciting opportunity to have a weekend away, meet lots of new friends and take part in lots of new activities. This year's camp attracted participants from across Australia and New Zealand.

As usual our deafblind camp was an enormous success, with 37 deafblind people, 50 volunteers/support workers and interpreters enjoying a weekend away in the Yarra Valley.

ADANAC in Yarra Junction provided the perfect venue for the camp, offering tranquil surroundings, and whilst the weather was not the best it certainly didn't dampen the spirits of the attendees.

The camp kicked off on Friday evening with a welcome and briefing before dinner, playing games and finding allotted accommodation.

Saturday morning after breakfast the campers and volunteers split into three groups. One group visited Healesville Sanctuary, another went to Warburton to try the local cafes, whilst the third group stayed at the camp to experience the flying fox and canoeing. In the afternoon the groups swapped activities so everyone had a chance to try everything out.

In the evening the deafblind camp Olympic Games took place in the basketball stadium. The deafblind competitors took part in 20 different events, including basketball bouncing, frisbee throwing and playing pool. George Georgio pushed out the beats on his drum to let everyone know when it was time to change activities. It was fantastic fun, and a special thanks to Phil Harper for organising such an exciting event.

Sunday was a relaxing trip to the Bulong Estate Winery. Winemaker Matt explained how he makes his wine and then gave everyone an opportunity to taste a few very nice drops. Many people were fans and purchased a few bottles to take home with them.

After lunch there was a group photo and a debrief, where some of the camp participants had the opportunity to speak, which brought tears to many an eye when they explained how much they had enjoyed the camp.

Special thanks go to team leaders Carla Anderson, Phil Harper and Dennis Witcombe for their hard work and support, and special thank you to Fiona Goldab, who did a fantastic job co-ordinating the whole event.

Services - Victoria

Able Australia's Victorian team had the privilege of providing support and services to more than 630 clients and service recipients during 2011/12.

Victorian Operations continues to be a national leader in specialised deafblind support and services, and provides an extensive range of disability support services in the areas of accommodation support, respite services, Able Lifestyle Choices in the Northern and Eastern suburbs and Music and Art Therapy programs.

During the year Able Australia received significant support from corporate and philanthropic donors and we would like to express our gratitude to these organisations and highlight the following examples:

- Springvale Bunnings staff refurbished the BBQ area at our Springvale house, and provided a new BBQ, table and chairs and a vegetable patch for our clients.
- More than 22 Dulux administrative staff volunteered to re-paint our accommodation support house in Waverley.
- A \$25,000 donation from the Rotary Club of Balwyn is currently being utilised to refurbish the Waverley house, including the replacement of the bathroom floor, providing additional disability access ramps, the replacement of outside decking and re-planting garden beds.
- Freehills and the Freemasons have provided donations for the purchase of new equipment for the Music Therapy program, which facilitated and improved with the delivery of services to 280 clients during 2011/12.

Able Australia's purpose built accommodation support house at Bonbeach was officially opened by Patron Peter Hitchener, Able Australia President Kaye Collard, CEO Celestine Hare and DHS Regional Manager - Disability Services Southern Metropolitan Region John Grey.

During 2011/12, the Victorian Operation was again successful in meeting the Victorian Disability Services Standards and has continued to meet the certification requirements for AS/NZS ISO 9001:2008 Quality Management Systems.

The staff at the Southern Intensive Respite Support Service in Dandenong have done an outstanding job of increasing our services to young people aged 12-18 years with very high support needs and behaviours of concern.

During the year we were delighted to appoint Ric Hubbard as Victorian State Operations Manager.

A particular thank you goes to the staff and volunteers for their passion, commitment, hard work and dedication to making a difference to the lives of our clients, whether in an accommodation setting or through activities, programs and community visits.



Services - Tasmania

The Tasmanian operations have grown in 2011/12 to now include approximately 240 staff caring for 165 clients and residents.

With growth in Accommodation and Day Services provision through Able Lifestyle Choices over four sites, Able Australia has supported more than 50 clients. Able Australia has also commenced a very successful school holiday program catering for six participants each school holidays, with funding received to grow this program significantly in 2012/13. The school holiday program is funded by corporate support. Able Australia has also received funding for Individual Support Programs and respite support throughout the year.

The Able Voice meetings have continued in the North and meetings have been introduced in the South.

Able Australia continues to grow in reputation and strength, with an influx of corporate and grant funding growth highlighting the reputation we deserve. A significant amount of external funding has been raised over the past year through corporate and government support.

Steps have been taken to improve casual/contract positions, workers' compensation claims and premium reduction and arrears of payments from clients.

The Able Australia staff in Tasmania has continued to grow and build a strong team, with the management team of John Klug, Dot Butler, Bill Iverach, Georgie Hall, Louise Sullivan, Angela Sward and Anslie Murdock providing consistent, passionate and valued support.

The team leaders and staff are committed to quality service delivery and ensure all clients and residents have a quality of life they deserve.

Beautifying Aurora Stadium

Able Australia worked with Hydro Tasmania, Launceston University and the Hawthorn Football Club to beautify part of Aurora Stadium.

Minister for Human Services and Community Development Cassy O'Connor paid a visit to the stadium to meet with clients and staff from Able Australia, Hydro Tasmania and artist Aaden Howlett.

Aaden Howlett was commissioned to produce a mural at Able Australia's day support site at Aurora Stadium, Inveresk.

Aaden's piece reflects and symbolises the local people and environment. Aaden also assisted in designing and constructing a sensory garden to help beautify the area and create a wonderful place for people to discover.



Services - ACT

Able Australia's ACT operations now comprise 21 residents and some 50 staff across nine residences. We have been able to establish and consolidate our service in the ACT this year.

Recruitment has been a major challenge for the team in the ACT, but through various means including a larger web presence and utilisation of local knowledge we have been able to improve the quality of our people and substantially reduce our requirement for agency staff. Staff training has also had a considerable effect on the quality of support we now provide to our residents.

In October 2011 Gabe Penn was appointed to the role of ACT Accommodation Manager. Gabe's previous experience in the disability sector has been invaluable both in supporting ground staff and providing a training resource. In addition to this John Schade was promoted from our Tasmanian Operation to take the role of ACT State Operations Manager in December last year.

We have a close working relationship with Disability ACT, which we aim to continue to cultivate in the future. We were privileged to have Disability ACT Director Graham Hambleton visit a number of the facilities, present staff with certificates for successful completion in disability services training, and witness the quality of care offered to residents.

During the year residents have been involved in many and varied activities ranging from attending concerts, sporting activities, employment activities, State of Origin parties, fishing trips, computer courses and many other activities. Personal support planning plays a critical role in identifying what our residents' requirements are, and assisting in organising future projects.



Services - Queensland

An Odyssey for Able Australia

The seven seater Honda Odyssey has been offered on loan to Able Australia through the Honda Foundation-run Honda Heroes, and Von Bibra Gold Coast Honda.

The new vehicle will become part of the VIP transport service at Southport, which provides transport solutions to aged people and people with a disability, in collaboration with the Gold Cost Transport Consortium and Queensland Home and Community Care program. The Honda Odyssey will assist Able Australia's Queensland operations to keep up with increasing demand on its services.

State Operations and Development Manager Chris Jones says Able Australia was selected as a worthy recipient after completing the rigorous application and selection process.

"We are very grateful to Von Bibra Gold Coast Honda for supporting our application, as well as providing all servicing to the vehicle over the next three years at no cost to the organisation. The new vehicle will go a long way in assisting Able Australia to with our mission to reach out to people on the Gold Coast who are aged or living with multiple disabilities, and to connect with the wider community."

Honda Foundation Chairman Lindsay Smalley says Able Australia is a very worthy recipient of the new car. "Able Australia is helping Australians with multiple disabilities to overcome the obstacles they face each day. We are proud to support an organisation that devotes its time to giving people with a disability the freedom to engage in community activities."



Able Australia collects the new Honda Odyssey, generously loaned through the Honda Foundation and Von Bibra Gold Coast Honda

Services - Queensland

2011/12 saw significant expansion in Able Australia's business in South East Queensland, with the focus on Paradise Incorporated (Southport) together with a new transport operation in Lowood, support this growth strategy. Our new Southport operation includes transport services, together with social support and day services to people living with vision impairment. The service also works closely with Better Hearing Gold Coast and Gold Coast Amputees.

VIP transport service has grown significantly during the year from approximately 4,800 to 14,400 trips per annum. Complementing this growth has been Able Australia's investment in qualified staff, such as Carol Ryan (Transport Coordinator).

Able Australia has also developed a positive collaborative relationship with Volunteering Gold Coast and other fellow providers. Carol's fantastic work in Southport has been supported by an outstanding team of volunteers, particularly Steve and Bev Buckwell, Geoff and Dee Richardson and a tremendous team of volunteer drivers.

Able Australia introduced a Queensland-based ableart program for vision impaired clients, known as Art for Heart, capably led by our Art Therapy Consultant, Erin Knowles. The Southport RSL proudly supports this program, which is attended weekly by some very excited and talented clients of all ages.

Under the guidance of Program Coordinator Ann Adkins we have continued to maintain day programs (youth and senior). These programs support vision impaired clients to engage in activities, socialise and have access to guest speakers to assist them with accessing additional support when required. We also support the library group and have introduced outings to assist clients to engage in the community.

Volunteer Coordinator Natalia Stenkova has implemented recruitment procedures, training and various social activities for the 38 volunteers working in transport, programs and administration in Southport.

Vision in Paradise founding Chairman Col McNamara agreed to stay on board to assist with the introduction of VIP transport into our Lowood operation, following a number of well planned meetings with fellow providers, council and others. With its transport volume growing rapidly, the service is providing approximately 2,700 - 3,000 trips per annum in a rural setting, enabling clients to engage in the community, attend medical appointments or simply do their shopping.

As we continue the transition of the business into Able Australia under the guidance of State Operations Manager Chris Jones, we plan to increase marketing activities and increase existing access to new funding streams. With several other acquisitions in negotiations, Able Australia's growth in Queensland is an exciting time for Able Australia.



Chris Jones
State Operations Manager

Communications and Events

Able Australia's Communication and Events team has worked hard to support the organisation's business expansion. With operations in Victoria, Tasmania, ACT and Queensland it is vital to ensure the Able Australia brand, both internally and externally, continues to be visible and consistency is maintained.

There has been a large amount of design and creative work required from the team, including the production of annual and financial reports, art catalogues, wine catalogues, services information together with newsletters, raffle newsletters, posters, letterhead and business cards.

Online activities have continued to grow with the consolidation of the website and ventures into online fundraising options. Google Analytics has been set up on the website, so we are able to build an accurate idea of what the website does well, where it can be improved and where visitors are coming from. The information gathered since January will be used as part of an overall assessment of the website, and to plan improvements to the website over the next 12 months.

Social media including Twitter, Facebook and Pinterest have also become vital parts of the communication strategy, both with clients and the general public. Since ensuring these are regularly updated there has been a substantial increase in followers and 'likes', as well as a steady increase in people contacting Able Australia through online forms.

Deafblind Awareness Week in 2012 continued to raise Able Australia's profile and the work the organisation undertakes, as well as raise awareness of deafblindness in Australia, through a targeted media campaign. CEO Celestine Hare, alongside Gary Daly, provided a number of interviews discussing deafblindness and highlighting the need for more funding to support people with disabilities. The campaign has contributed to a significant increase in online traffic and donations.

Able Australia once again organised the Deafblind Services Family and Friends Day, where people with deafblindness, interpreters and volunteers all met at Head Office to take part in a range of activities and enjoy an opportunity to socialise with each other.

Ableart and ablephoto exhibitions were held in May 2012 at Federation Square's Atrium. The exhibitions were extremely successful and drew a large crowd and a number of sales, during the week they were on display. Digital Camera Warehouse and Voss Photography generously donated prizes for the ablephoto competition. Herbert Smith Freehills continue to provide funding for the deafblind photography competition and exhibition, as well as the overall art program.

ableart has continued to grow from strength to strength with the assistance of Art Therapist, Ellen Michel. In 2011, 28 clients participated in art sessions and exhibited their amazing art works as part of the Federation Square exhibition.

Once again the Australian Charity Wine Auction was held at Leonda by the Yarra on Friday October 7. Channel 10 weatherman Mike Larkin MC'd the event and the Joey Dee Band and Big Foot Little Foot provided entertainment. Auction items were varied and had something for everyone including holidays, hot air ballooning, dinners, massages, designer handbags and more than 80 items of wine. Once again numerous wineries, corporate and business partners across Australia supported this event.



Fundraising and Trusts

During 2011/12 Able Australia grew its investment into Tasmania through broadening its acquisition program to combine raffle and Direct Mail programs. The result was a cultivation of more than 6,000 donors, 1,500 of whom have been successfully integrated into the Direct Mail program.

The introduction of a \$100 raffle has provided Able Australia with a new frontier to explore, and has demonstrated just how willing the public are to participate in the work we do. Following the success of the first raffle, a second raffle has been scheduled for December 2012.

Online fundraising opportunities continue to provide Able Australia with even more capacity to generate donations that are exceedingly inexpensive to administer. Online fundraising has been earmarked as an area to focus on, as it is readily available on smart phones and tablets, can generate online receipts that do not require administration or handling fees, and can generate extremely precise donor information.

This year saw the fruition of the Able Australia Corporate Partners program from 2010. The program was set up to nurture relationships with new retail partners. Degani Bakery Cafe was the first to participate, and enabled its retail franchises to participate in 2011 Christmas Appeal. This year Able Australia will also see the participation of Degani once again, and new retail partners that will participate in similar ways in future.

As a result of the success of the retail partnership program, the second phase of the 2011 fundraising program will be rolled out in December 2012 to begin fostering new corporate relationships. Through acquisition direct mailing programs Able Australia will cultivate up to 5,000 new relationships with corporate partners in the Melbourne CBD during its Christmas Appeal activities.

Able Australia received a number of grants during 2011/12 from philanthropic Trusts and Foundations, which enabled us to run new programs throughout the year.

This generous funding helped with various initiatives including:

- Deafblind recreation services
- Annual Deafblind Camp
- Deafblind Telecommunications Research Project
- Peer to Peer Braille training
- Healthy Eating Program
- Art and Music Therapy
- Sensory Gardens
- Exercise Equipment



Quality

2011-2012 Annual report - Quality

The quality, risk and safety function ensures Able Australia's services consistently meet or exceed expected standards. In 2011/12 several projects and activities were undertaken to strengthen and improve the processes for meeting and/or exceeding expectations. The growth of Able Australia across the country provided an opportunity to review frameworks and processes to ensure they met the need of the organisation whilst maintaining safe and effective service delivery. The introduction of the revised framework for policies and procedures enabled the organisation to reduce the number of documents in its management system whilst ensuring the processes complied with each States/Territory's service standards and requirements.

During the year the revised Compliments and Complaints, Incident Management, Continuous Improvement, Risk Management, Internal Auditing, Consumer Satisfaction, Alleged Assaults/Abuse, Diversity (Culture, Gender, and Sexuality) and Fire and Emergency processes were launched. A Quality and Safety Advisory Committee was formed to share, consult and communicate ideas, raise concerns and develop programs for implementing improvements.

A consumer satisfaction survey conducted during April-June also provided Able Australia with useful feedback regarding the services and information shared with clients. The survey received 56 responses across Australia, all of which provided positive feedback regarding the services and communication provided by the organisation.

The survey also identified opportunity for improvement in the information the organisation shares with clients and their families/carers. This has facilitated the development of a Client Handbook with information regarding the organisation, services and useful contacts.

Feedback (compliments and complaints) are important for learning and improvement in an organisation. Whilst most feedback is provided directly to services and acted upon accordingly, some feedback is more formalised and monitored through the Quality, Risk and OHS Advisor.

During 2012 internal auditing was conducted to ensure that procedures, practices and the tools used to record actions all function together in a complementary manner, in order to minimise risk and promote safety. This program of auditing is also complemented by visits from external auditors, to review the organisation's compliance with expected standards and good practices. Auditors visited Victoria, Tasmania, ACT, and Queensland for a variety of audits. In each case certification was maintained and where recommendations or suggestions for improvements were made, these were acted on and included in the continuous improvement program.



Hugh Stern
Quality, Risk and OH&S Advisor

Supporters

The critical work of Able Australia would not be possible without assistance from our generous supporters.

We would like to extend our thanks to all our individual donors for their contribution.

We would also like to recognise the following corporate sponsors and trusts for their support during the 2011-12 financial year:

Corporate Sponsors

*Alberto Landscaping
Anittel
Apple Marketing Group Pty Ltd
Aurora Stadium Management
Australian Office
Australia Post
Brighton Council
Bristol Paint
Brooks High School Tasmania
Bunnings
Campbell Page
Collier Charitable Fund
Degani Bakery Cafe
Digital Camera Warehouse
Dulux
Freehills
Glenorchy City Council
Glenorchy Football Club
Grill'd
Harvey Norman
Hawthorn Football Club
Haymes Paint
Hewlett Packard
Hydro Tasmania
Inveresk Group
Launceston City Council
Mona*

*National Australia Bank
Officeworks
Rotary
Royal Botanical Gardens
Stillwell Motor Group
St Vincent De Paul
Tasmanian Commercial Loans
Tasmanian Cricket Association
Tasmanian Museum and Art Gallery
Tek Print & Design
Vodafone Foundation
Voss Photography
Woolworths Limited
3M*

Trusts

*ANZ Trustees
Australian Communications Consumer Action Network
Brighton City Council
City of Monash
Danks Trust
Deafness Foundation
Freehills Foundation
Freemasons
Lord Mayor's Foundation
The Marian & E. H. Flack Trust
Mick Callinan Fund
Pierce Armstrong Foundation
State Trustees
Tasmanian Community Fund
Transport Accident Commission
V V Marshman Trust*

Able Australia Services

ABN: 83 024 339 234

ACN: 005 783 175

info@ableaustralia.org.au

www.ableaustralia.org.au

Victoria

Melbourne

***616 Riversdale Road
Camberwell VIC 3124***

Postal Address:

PO Box 1213

Camberwell

VIC 3124

T 1300 225 369

F (03) 9882 9210

TTY (03) 9882 6786

Tasmania

Hobart

***137 Main Road
Moonah TAS 7009***

T (03) 6228 0443

F (03) 6228 6446

Launceston

***59D Amy Road
Newstead TAS 7250***

T (03) 6343 5944

F (03) 6343 5988

Australian Capital Territory

Canberra

***Building A
Suite 20***

***Narrabundah Business Park
281 Goyder St***

Narrabundah ACT 2604

T (02) 6232 6800

F (02) 6232 6881

Queensland

Southport

***13 Sykes Court
Southport QLD 4215***

PO Box 2040

Southport QLD

T (07) 5571 0344

F (07) 5571 0166