

the year that was



aruma.

Disability services. Putting you first.

FORMERLY
House with
No Steps and
The Tipping
Foundation

Sit back, get comfortable and let us take you through our Aruma journey.



welcome to our next chapter...

message from ceo & chair	4	supporting more people	20
our change makers	6	aruma businesses	22
our purpose	8	our future: strategic innovation	26
our values	10	human rights	28
our beliefs & our brand promise	12	new and improved systems and processes	30
our new brand	14	recognising our people	34
our brand journey	16	safety first	36
our customers	18	financial overview	38

2019 has been a year of progress and a year of transformation.

Most importantly, it has been a year of working as one team to uphold the human rights of people with a disability and to support our customers to the very best of our ability.

There's no doubt the environment around us is changing. The rollout of the National Disability Insurance Scheme (NDIS) is driving much of this change, but we're also seeing exciting changes arise from technology and social developments. For example, our innovation work is demonstrating the potential impact of artificial intelligence technologies on the future of disability support.

These developments promise a better future for people with a disability, but the process of such rapid, multi-faceted change is challenging. We're proud of the way our Aruma team is responding. Together, we are reshaping Aruma while staying true to our Purpose – to support our customers to live a great life, the life they want, the life they choose.

There were many highlights over the year. We supported more people in more places, enhanced our capabilities, rolled out new and better systems, and continued our strategic innovation journey.

You'll read about many of our activities in this Annual Review. We touch briefly on a few of these below.

The making of our new brand – Aruma

We launched Aruma in July 2019, after 12 months of consultation and planning.

Aruma brings together over 5,000 staff with shared values and priorities. Our new brand has unified teams from House with No Steps, The Tipping Foundation, the New South Wales and Victorian Governments, The Salvation Army, and others who have joined us in recent years.

While our backgrounds may be different, we share a common passion and commitment to supporting people with a disability to the very best of our ability.

This passion and commitment are now united under one banner – Aruma.

Aruma marked the start of an exciting new journey for us, our staff and the people we support. As Aruma, we will be bold and we will be brave.

Aruma supports over 5,000 people with a disability throughout eastern Australia. We don't take this privilege lightly. Our promise to our customers is to put them first. Always.



Andrew
Chief Executive
Officer, Aruma

Our Renewed Focus

While Aruma was taking shape, work was also underway to develop our new Strategic Plan (2019-2022). Our Plan is our roadmap. It's the important things we need to do to deliver on our Purpose.

After a period of rapid growth, the overarching focus of our new Plan is excellence. Excellence in practice, relationships, operations, people, and systems. We aspire to be the best service provider and the most trusted partner for people with a disability and their families.

While we expect Aruma to continue growing, excellence comes first. We are prioritising being better ahead of being bigger. You can read more about our Plan in this Annual Review.

The Disability Royal Commission

On 5 April 2019, the Prime Minister announced the establishment of the Royal Commission into Violence, Abuse, Neglect, and Exploitation of People with Disability.

Aruma strongly supports the Royal Commission. Our Board has set principles for our participation in the Royal Commission that include openness, honesty and transparency, accountability, being true to our values, listening well, being proactive, and learning from mistakes.

“We aspire to be the best service provider and the most trusted partner for people with a disability and their families.”

Candice
Chair of the
Board, Aruma

We are using the Royal Commission as an opportunity to learn and as a catalyst to accelerate our excellence journey. More broadly, we look forward to seeing the human rights, inclusion, safety, and dignity of all people with a disability strengthened and enhanced by the activities of the Royal Commission and the implementation of its recommendations.

Thank you

As we continue our Aruma journey, we extend our heartfelt thanks to our many customers, to our loyal and capable staff and to our many supporters and volunteers. You ARE Aruma. We look forward to engaging personally with many of you and hearing first-hand about your experiences, needs and priorities.

We hope you enjoy reading some of our highlights from the past year.



over 500 staff were involved in bringing our new brand to life!

We were once House with No Steps, and The Tipping Foundation – two organisations that were the product of two amazing founders: Lionel Watts and E.W. 'Bill' Tipping. Here's a little more about them...

our change makers

Lionel Watts

People like Lionel Watts don't come around very often. His determination, conviction and courage changed the lives of people with a disability all over Australia.

Because of him, House with No Steps was founded in 1962.

But way before that, at age 28, happily married to his wife Dorothy with two children, Lionel contracted polio. And as a result, he developed quadriplegia.

He knew first-hand the barriers people with a disability faced every day.

Fortunately, Lionel was a true trailblazer. He set out to change the world for people with a disability.

He was instrumental in introducing parking permits for people with a disability and making it compulsory for all public buildings to be accessible by wheelchair.

He introduced ramps on all footpaths and on every crossing.

Lionel's ideas and pure determination forever changed the world of disability, building, planning and architecture.

Bill Tipping

Bill was an award-winning Melbourne journalist. His youngest son, Peter, had cerebral palsy and an intellectual disability.

Bill wrote about awful conditions at the Kew Cottages, an institution for children with an intellectual disability. Over 13,000 people donated to 'The Tipping Appeal' to help improve the cottages. £47,798 was raised – a pretty big number for 1953!

Bill was again thrust into the disability spotlight in 1970, when a gentleman named Ken called a Melbourne radio station.

Ken had a daughter, Belinda, who had a disability. He asked 'what will happen to Belinda when I'm gone?'

People started calling the station – they remembered Bill's stories from the 1950s about Kew Cottages. There were calls for a public meeting to address the issue.

On 2 April 1970 almost 1,700 people attended a meeting at the Melbourne Town Hall. They established a foundation which would allow people with a disability to live in homes in the community instead.

Named in honour of the man who inspired it all, The Tipping Foundation began.



Lionel Watts pioneer and trailblazer

"When I first became disabled, I looked around and I tried to find my way back into the community. I hadn't really looked at my reflection and in my own mind I still considered myself as being fairly able, rather than disabled."

Lionel Watts

E.W. Tipping a voice for disability

"The pen is mightier than the sword. Dad used his journalism skills to affect social change, and he did it rather well. With style and passion."

Paul Tipping, Bill's son



Our Purpose

This is why we exist. It's what brings us joy and what will keep us going both now and into the future.

**our
purpose,
our reason
for being**



Jason
Harley
Davidson
fanatic.

**Supporting
people to live
a great life,
the life they
want, the life
they choose.**

Our Values

We will pave the way, raise the bar higher and be change makers. We are more than a service provider. We are bold and courageous. We are brave.

B

bold
we speak up

R

respectful
we respect each other

A

authentic
we do what we say

value
teamwork
we do things together

W

excellent
we do things well

E

Our Beliefs define what we truly care about. They're what we stand for and what we aspire to be. They summarise what inspires us and what we're trying to achieve.

we believe...



in fundamental human rights.



that everyone deserves to be heard, included and valued.



an inclusive world is a better one.

everyone has ability, ability equals possibility.



in working together to achieve.



people should live the life they choose.

in excellence in everything we do no matter how big or small.



in profit for purpose.

we can be epic, the future is boundless.



we believe in you.



Michael
A regular
Fred Astaire.

and so,
a new
brand
is born.

Aruma has its roots in languages and cultures from all over the world - the Japanese Kanji writings, the Aymaran language from the Andes, ties to Australian meanings, Latvian, and many more.

It means "happy place", "to plough" symbolising growth and development, being "real" and "true", and "the calm time between sunset and sunrise" - when the body and soul rejuvenates and regenerates ready for a new day.

Aruma symbolises a curious nature and a desire to want to accomplish something amazing and worthwhile for humanity.

Aruma also has U - our customers and our staff - at the very centre. Literally.

But more importantly, Aruma is what we make it.

Aruma is a trailblazer. Aruma puts customers first and never entertains a one-size-fits-all approach. Aruma raises the bar higher. Aruma is a human rights warrior.

Put simply, Aruma is bold. Aruma is brave.

**we are
aruma.**

We've taken you through a journey of our new brand, but how did this all come about?

let us fill you in...

A sum of many parts

It's been quite a journey over the past few years.

We've grown quite a lot since the introduction of the NDIS in 2013. We merged with early intervention services in Northern NSW and New England as well as Interchange Northern in Victoria.

We have taken on services from government divestments in both NSW and Victoria and March 2018 saw the major merger between House with No Steps and The Tipping Foundation.

We are the sum of our parts – and what great parts they are!

We have a mix of backgrounds and experiences but with one common thread – a passion and commitment for supporting people with a disability to live a great life.

Something brand new

It's not every day we stop and ask ourselves: Who are we? Why do we exist? What do we stand for?

But this year we did just that – we did some soul searching.

Bringing our new brand to life was never going to be a solo effort. It was important for us to talk to, and involve, those who mattered most.

So, in over 20 workshops (both big and small), over 500 staff, families and customers were involved in coming up with our new Purpose, our Beliefs, our Brand Promise and our Values. Without these, we would not exist.

And, after many heads came together, our new chapter as Aruma began.

Aruma has grown from the inside out and we are very excited about the unique and bold brand we have created together.



A new brand that's right and ready for an exciting future.

Whilst Aruma was taking shape, work was also underway to develop our new Strategic Plan.

Our renewed focus

We know it's important to have a clear view on where we're going and how we're going to get there.

Our new Strategic Plan (2019-2022) sets out our roadmap for the next 3 years – making sure we fulfil our Purpose of supporting people to live a great life and live up to our brand promise to always put our customers first.

The disability sector is changing rapidly, and Aruma is constantly growing and evolving. It's been important for us to clearly outline who we serve, what we offer, where we serve our customers, and how we plan to achieve our goals.

This will make sure we focus on building the capabilities we need – today and tomorrow – to support our customers and staff well.

Our plan focus is on excellence. While we expect to grow, excellence comes first. We are prioritising being better ahead of being bigger.

First, we needed to ask ourselves – who are our customers?

Aruma supports people with all types of disabilities, from all backgrounds, without discrimination. Many of our customers have multiple disabilities.

Our core expertise and focus is supporting children and adults with an intellectual disability, autism or global developmental delay.

What are our core services?

- Supported Independent Living, including children's out-of-home care
- NDIS Flexible Supports, both core and capacity building
- Supported Employment
- Support Coordination

We're continuing to provide Early Childhood Intervention services, short-term accommodation (centre-based respite) and school leaver programs, where we can do so sustainably and well.

And where do we do this?

Eastern Australia also remains our geographic focus (both metro and regional areas).

What are our top priorities?

1. Transform to be customer-centric, operationally excellent and financially strong
2. Strengthen our core service offerings for adults and children
3. Embed an inspiring new brand and culture
4. Continue to be an employer of choice
5. Prioritise customer and staff safety and well-being
6. Innovate for our customers.

Temnit & Amber
Two of Sydney's finest.

our customers come first, always

Our brand promise to our customers is that they come first. We're all about our customers. After all, they are the reason we exist.

Being customer focused is not new for us.

It's been part of our DNA since the beginning. But the statement of our brand promise is new. We're making a bold commitment to customers and families as well as staff and expect to be held accountable for delivering on this!

So, to make sure we can continue to put our customers front and centre we embarked on a few key projects to understand who our customers are, what they need from us and how we can better support them.

80%

customers have an NDIS plan

5,100 customers

Corinne
Always on the hunt for her next adventure!



Knowing our customers

This year we made sure we spent time to really get to know our customers.

Each month on Wattson (that's our staff intranet), we publish a dashboard of who our customers are.

This dashboard includes key metrics like current customer numbers, demographics, customer retention figures, and customer satisfaction scores.

Every quarter, we also release our Market Insights Report to staff which is essentially a summary of the NDIS Quarterly report.

Its purpose is to increase our understanding of how the NDIS is developing and help us align our internal information and experiences with what is going on in the external marketplace.

The journeys our customers take with us

What is a customer journey? It's actually pretty simple - it's the path our customers follow, right from their initial enquiry.

Our customer journey is made up of five stages: understand, engage, agree, go and review.

We've spent the last year drilling down into each stage to get a better idea of where our customer's pain points are.

If we can identify, and fix, these pain points, our customers will have a much better experience with us.

supporting more people in more places

It's no secret that we've grown quite a lot in recent years. Whether it's been through organic growth, mergers and acquisitions or government transfers – our footprint has grown for one main reason.

And that reason is to support more people with a disability in more places.

Happy first anniversary to our merged organisation!

In March 2018, our two great organisations came together.

It wasn't a decision that was taken lightly, and after much discussion and collaboration, both parties agreed that joining forces would put them in a strong position to help people with a disability in new and better ways.

Fast-forward 12 months, and in March 2019 we celebrated our first anniversary.

Combining forces has been a hugely positive change but it has also posed some challenges, including multiple systems, different processes and policies that required harmonisation.

Through all these changes, one thing is certain. Although we work across hundreds of locations and provide lots of different services to meet different needs, we share a common goal: to put our customers first.

We're looking forward to many more exciting years ahead, working together as one team under the Aruma brand!

Hello to new customers and families from Victoria

Over the past few years, as we've transitioned to the world of the NDIS, state governments have been transferring their disability services to providers like us.

And we've been putting up our hand to take on these services.

In late August last year, we found out that the Victorian Government had chosen us to transfer some of its services in North East Melbourne (Hume and Moreland), Loddon/Goulburn (including Shepparton, Euroa and Echuca) and Mallee (Swan Hill and Mildura).

With their go ahead, we were set to welcome:

- Approximately 550 customers
- Approximately 620 staff including casuals
- 62 Supported Independent Living (SIL) homes
- 5 Short Term Accommodation and Assistance services (STAA)

Now, while the transfer took place in July and August 2019, much of the past financial year was focused on getting ready.

There was a lot of work to be done – by many of Aruma's teams – to make sure that we were ready to transition staff and customers across seamlessly.

Anthony
Quite the
intrepid traveller.



467

locations across
eastern Australia

550

customers
joined us from
the Victorian
Government

in business for good

aussie biscuits.

Now baking in a bigger, better factory.

One of our businesses is the beloved Aussie Biscuits, which has been a part of the Forbes, New South Wales, fabric for over 40 years.

And in October, this growing business of ours celebrated a huge milestone - the opening of its new factory.

The new factory was made possible after we received \$210,000 from the Building Better Regions Fund towards a \$456,000 project to scale up our operations.

Our Aussie Biscuits team is thrilled with their new home.

"Moving to the new factory was a big milestone - some of our supported employees have been working at Aussie Biscuits for over 30 years," said Brett Lacey, our Executive Director of Businesses.

The new factory means we're now able to bake more biscuits and deliver them to even more people.

Our new site includes new ovens, which have come all the way from Italy, a specialised cool room and mixing room for biscuit production. Employees now also have a new lunchroom and a welcoming reception area.

More importantly, we've also been able to welcome more employees with a disability to the Aussie Biscuits team.


News of Aussie Biscuits even made it to 7Prime and WIN News - both TV stations covered the opening of the new factory.



Christine
Biccie expert,
packing legend.

437 

Supported Employees working in our businesses

7,500
macadamia trees 

120 tonnes of macadamia nuts produced each year

4000 

sites maintained by our Facility Services team across NSW and QLD

75
tonnes 

of laundry cleaned per week at our Commercial Laundry

Meet Amber

A natural in front of the camera, Amber is one of the faces of our new brand.

She tells us, 'When I see the picture it makes me feel happy. My favourite photo is the one where I'm wearing the hat, it's really nice. It makes me excited, I feel like a bit of a superstar now.'



“When I see my picture it makes me feel happy. It makes me excited, I feel like a bit of a superstar now.”

future proofing

There's a quote from Ghandi that says, "The future depends on what we do in the present."

That's exactly what we focus on. And we call this work Strategic Innovation.

We're making sure that Aruma is flexible and adaptable enough to handle whatever the future may throw at us. It's all about staying one step ahead. And after all, being a pathfinder is part of our DNA.

We've been learning about how different technologies can enhance our services from a staff and customer perspective.

Last year, we unveiled our prototype virtual reality learning tool for support workers. This tool gives support workers the opportunity to experience and learn about potential high-risk workplace scenarios in a safe and realistic environment.

And if that wasn't exciting enough, this year we have taken technology one step further by working on a project with artificial intelligence.

Apple may have Siri. But we have Amelia.

She's a cognitive digital colleague developed by IPsoft, a global leader in enterprise artificial intelligence. Together, we're exploring how we can leverage this technology. We're starting by conducting a trial of Amelia in one of our Supported Independent Living homes in Ballina, New South Wales.

Amelia is initially performing voice-to-text functions. Staff can use their mobile phones to capture notes rather than the tedious process of manual data entry, freeing them up to focus on what really matters most - actively supporting our customers!



Danny & Nick
Partners in crime,
for 17 years.

AMELIA

Apple may
have Siri.
But we have
Amelia.

our focus on human rights

We're big believers in standing up for the human rights of people with a disability. And we don't just talk the talk, we walk it too.

Our Human Rights Conference

In December we ran our third annual Human Rights Conference. Our theme was 'The Future of Inclusion'. We were joined by Professor Ron McCallum AO who was our keynote speaker. He spoke about the 70th anniversary of the Universal Declaration of Human Rights and the later human rights treaties.

It was also the first year we live streamed the event so that staff and customers right around eastern Australia could tune in. In case you missed it, you can actually still watch a recording here: <https://encore.com.au/humanrightconference>

Our Peer Mentors

Our Peer Mentors are the voice of the customer.

They're customers or supported employees and they work with staff from all our regions to promote our Human Rights agenda. They also review policy, participate in recruitment panels and information sessions, represent us at expos and forums, and attend our team meetings to talk about everything Human Rights!

In March this year, our Peer Mentors celebrated one year together as a team.



Meet Erica

Erica began with House with No Steps when she was only 21 working in our Packaging business. Over 25 years later, Erica is still a part of the Aruma team, now working in Fundraising and as a Peer Mentor.

"A Peer Mentor is someone who stands up and talks about human rights and who helps out if you need help," says Erica.

"If you have a problem and you can't solve it, you might go to a Peer Mentor and say 'can you help me with this?' And if I can't help you, I can send you to someone who can. Or, if you're not comfortable, I can talk on your behalf as well."

"Human rights are very important and I try and make sure people with a disability have human rights by talking to them. I get a lot of enjoyment out of it. I like to help other people - I get fun out of it seeing people happy and seeing people smile."

"I love this job, I really do. What we all do at Aruma is say good morning to everyone when we come in, and say goodbye to everyone when we go out. That's what I like about working here."

Erica
Peer Mentor & people person.

new and improved

Technology advances, social reforms and the introduction of the NDIS are combining to create opportunities and challenges for people with a disability and the service providers that support them.

This has certainly been the case for us.

Since 2013 (prior to the introduction of the NDIS), our revenue has almost tripled, we're supporting double the number of customers, our workforce is three times the size and we're operating from more than double the number of locations.

We need to keep up with this, which is why business transformation is a top priority at Aruma.

This means having new and improved systems (and processes) in place to ensure we are truly customer centric, financially strong and operationally excellent.

Staff now being paid through RITEQ

3,600



Meet SCOUT

First cab off the rank was the introduction of the enquiries module of SCOUT in 2018. The system has helped us to better handle and keep track of enquiries and provide better service to our customers. SCOUT is part of a wider initiative to overhaul our core systems in order to ensure a seamless customer experience from initial phone call, through to on-boarding and service delivery.

Hello RITEQ

Next was RITEQ, our new scheduling and timesheet system. Before RITEQ, we used a combination of systems and paper-based processes to roster our staff and to record time and attendance. We're moving to having one system, which we'll use to schedule staff, and one system which staff can use to 'clock' on and off.

It's accurate and available on our computers and via mobile phones. It'll also be easier for staff to clock on and off and easier for managers to approve the time staff have worked. The big win for customers is better scheduling!

RITEQ has rolled out across our Businesses and all of New South Wales and the ACT. In October 2019, Queensland will move onto the system followed by Victoria in 2020.

Looking through our Periscope

As a result of the merger, we have been working on multiple systems for Incident Reporting, which is not best practice.

So, we looked at the systems being used and determined that Periscope, the system used by our Victorian team, was the best fit.

Periscope is an electronic risk management system. It's where incidents, complaints, risk assessments, improvement suggestions, hazards and audit results are lodged, reviewed and stored.

We've spent most of this year training staff across other states to use Periscope.

A new finance system

Another area we needed to consolidate systems was in finance. Over the past few months, the Finance team has been working hard to bring these systems together.

This is no easy task but in October 2019, we'll be moving all financial information onto Great Plains as our single finance system.

One set of stronger policies

Becoming one organisation has been an excellent opportunity to share our strengths. Policy harmonisation is a shining example of this.

Our goal was to create just one new and improved suite of policies that will guide all our work. And that's just what we did. We now have best practice approaches from both legacy organisations.

Business and systems transformation is a journey that we are still on. There's much more to do and many new exciting developments on the cards for the future.



David
Masterful
master chef.

“What I wanted was a good life. A good life that everybody else I saw had and I never believed could come true. It’s now coming true!”

Meet Hannah

Hannah lives with autism and ADHD and tells us how it has been frustrating for her over the years.

“You communicate differently, it’s like being Australian and the rest of the world is from Japan,” she says.

“People speak differently in Japan and you can’t understand what they’re saying. People in Japan do things differently – you’re not sure why they’re doing it, but you can tell it’s obviously important. For a lot of people with autism that’s what it’s like – it just all seems foreign and unfamiliar.”

“I’ve definitely learned to communicate better, but I’m still very strong willed. I’ve always said I’m like a steamroller made of flowers – I look pretty, I smell great, but people can still get squished!”

Over the last couple of years, Hannah got her drivers’ license, bought her own car and now works as a Peer Mentor at Aruma. Although she does tell us that her autism is sometimes challenging, she also sees how it is one of her strengths.

“Autism comes with its challenges, I will admit that. But it’s also something that’s really cool because it means you can do stuff that most other people can’t. It allows you to see the world both differently but it also allows you to come up with ideas and solutions that nobody else will.”

“I’m a lot more confident now and I can actually see my dreams coming true. What I wanted was a good life, a good life that everybody else I saw had and I never believed could come true. It’s now coming true!”



As a qualified legal secretary, in Hannah’s own words she is, “one smart cookie”.

recognising our passionate people

In December last year, to recognise the cream of the crop, we launched our new Staff Awards. Here are the staff that took out the top gongs.

Founders' Award

The Founders' Award are our most prestigious awards for individuals who consistently demonstrate the Values of the organisation and make a significant contribution.

Ishwori Gaire, Support Manager, Sydney

Ishwori is a supportive, honest, and collaborative member of the team. A highlight this year was his role working with a high needs service where he successfully transitioned a customer while managing the family's very high anxiety levels.

Maguy Mclauchlan Support Worker, South East Queensland

Maguy consistently shows genuine interest in our customer's lives and often goes above and beyond. Her role in supporting two customers with a history of complex trauma has seen wonderful outcomes.

Michelle Hood Disability Support Worker from NEMA, Victoria

Since starting in 1995, Michelle has always had her customer's best interests at heart. When taking customers on group trips, she makes sure she thinks of new and challenging settings and she researches ways to better understand nonverbal or body languages.

Bill Tipping Award for Outstanding Team

A nod to the founder of The Tipping Foundation, this award is for a team who make a significant contribution to our strategic goals and collectively demonstrate our Values.

Our Policy team led by Kat Woolford and including Anne Fenn, Emilie Koek, and Sharon Schremmer

This hardworking team truly believe in the Purpose of our organisation and always offer sound and professional advice. Over the last year, the Policy team led a huge and important job - they harmonised all organisational policies.

Our NEMA team from Victoria: Kirsten Gallagher, Bronwen Gourley, Jean Philippe Teissonniere, Julie Mitchelson, Kerri Oram, Romish Mohammed and Michelle Hood.

This team demonstrate outstanding team values, a genuine positive culture and a willingness to share learnings and successes. Across the year they also achieved significant customer and family outcomes.

Lionel Watts Award for Outstanding Customer Focus

This award - named after the House with No Steps founder - is for an individual who has a true focus on customers and has made substantive difference to customers living great lives.

Tamara Vidler Support Coordinator, Far North Coast NSW

Tamara makes a difference to not only our current customers but also potential. One example is when a homeless man was disconnected from services due to his mental health. Through Tamara's efforts she reconnected him to services and worked with local providers to turn his life around.

CEO's Award for Innovation

This award is for an individual or a team who made you think, "I wish I'd thought of that".

Jessica Lloyd Support Manager, Gwendoline houses, Central Coast, NSW

Support Manager, Jessica, showed creative thinking and the ability to drive innovation by leading the introduction of sensor technology in one of our supported living homes.

Record Street SIL team: Babu Mathew, Christopher Watson, Elizabeth Roberts, Fay Dunbar, Jessika Shepherd, Katie Robinson, Leesa Walmsley, Tanya Peden

The team from one of our SIL properties, worked together to find creative ways to support a customer who was having life changing surgery. They even got him used to the surgeon's cologne so he wouldn't feel anxious when meeting him.

Chair's Award for Practice

This award is for an individual who demonstrates excellence in practice, quality, or safety.

Jamie Barnes Acting Project Officer Shoalhaven, NSW

Jamie's been integral to improving practice across Flexible Supports and Supporting Living services in his region. He has identified and actioned many areas to make sure best practice is being used, as well as provided support, mentoring, and created resources for staff.

Luke & Mitchell
Best mates for life.

We have
great staff –
we know it and
our customers
know it.



safety first

We're committed to making sure our workplaces are safe and healthy for all staff and customers.

And to make sure we achieve this, here's what we've focused on in the past year...

First up, we've elected and trained nearly 70 Health and Safety Representatives across New South Wales, Queensland and the ACT. These staff will join other representatives that already existed in Victoria.

We also put a grant from Safe Work Australia to excellent use by developing inclusive Health and Safety Representative training for our supported employees - because being an inclusive workforce also means being a safe and engaged one!

Did we mention this inclusive training is an Australia-first?

In fact, it was so successful, that the learnings from it will be shared Australia-wide.

hold up!

While we're on safety... we want to take a moment to call out the commitment our staff demonstrated in two particular situations...

Teamwork in Townsville

February threw some stormy challenges for staff and customers in Far North Queensland when record-breaking floods caused devastation across the region. Despite the gloomy outlook, support staff rose to the challenge and did an incredible job to keep customers safe and happy.

With over 1 metre of rain falling in just one day, there was no time to delay! Support teams sprang into action, supporting customers to move to hotel rooms to avoid the risk of flooding. This alone was a huge effort, but staff continued to go above and beyond - some even went as far as cooking and delivering hot meals to the hotel for customers and teammates to enjoy!

Sadly, natural disasters often lead to challenges for staff at home, as well as at work, and this was the case for a number of Townsville staff, who had their homes inundated with flood water. Others were cut-off from their homes. Despite the stress this caused, they were committed to staying at the hotel and continuing to support customers.

The dedication to customers was not limited to Townsville alone. Staff from far outside the flood-zone wanted to know how they could help. Over 100 staff put their hands up to fly to Townsville and pitch in, and in the end a small team of experienced support workers from all around the country touched down in Townsville to provide back-up.

Victorians handle the heat of bushfire threat

And so it happened, that as we were pulling together to clean-up the mess left from floods in Far North Queensland, numerous bushfires began to burn across Victoria, threatening customers, staff and services.

Faced with a completely different but equally frightening situation, staff again showed real dedication to customers, and through level-headedness, grit and determination rose to the challenge of keeping everyone safe and well.

Throughout the ordeal, staff carefully followed the advice of the Rural Fire Service. And, as conditions worsened in some areas, it was necessary to evacuate customers. Staff actioned their fire plans and kept families updated on the situation.

Fortunately, after one night away from home, staff were able to safely support customers to return to their homes. The work of support teams did not end there, as staff continued to take precautions, such as monitoring conditions and observing air-quality readings in areas affected by smoke.



Amanda
Safety champion.



5,579

dedicated,
passionate
staff

a glance at our financials

Over the past year, our revenue grew by 29% to \$342m with a net profit of \$2m.

This growth was largely the result of the merger of our two great organisations - House with No Steps with The Tipping Foundation on 1 March 2018.

Our net assets also increased slightly (by 3%) to \$72m.

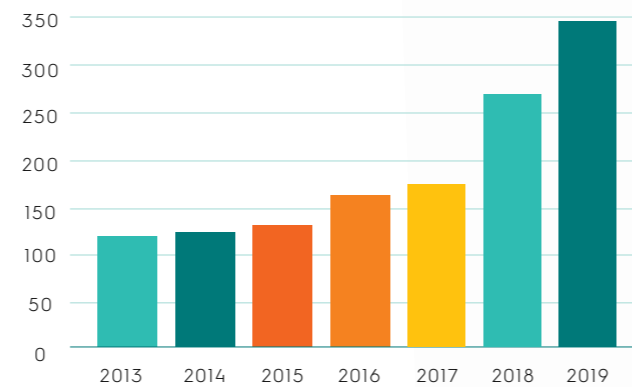
Take a peek here at some of the highlights of our financials.

Read our full Financial Report at aruma.com.au/about-us

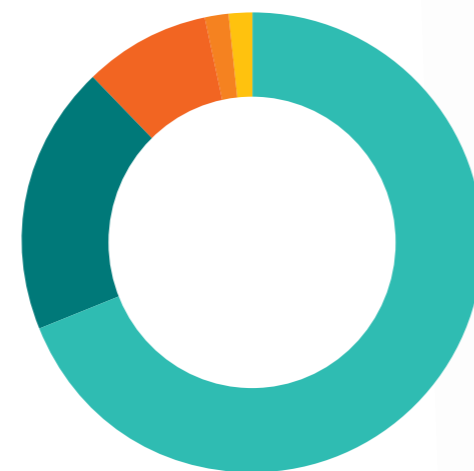


\$342.4
million
FY19 revenue

Revenue (millions)



Revenue resources



- NDIS - \$236 million
- Government - \$65 million
- Other services - \$30 million
- Sale of goods - \$6 million
- Fundraising - \$5 million

5,790

For Fitness Sake supporters ran, walked, swam, and rollerbladed their way to raise

\$271,335

for kids with a disability



52,647 generous supporters donated nearly \$5.4 million

here's to
our next
chapter,
with you.

arUma.