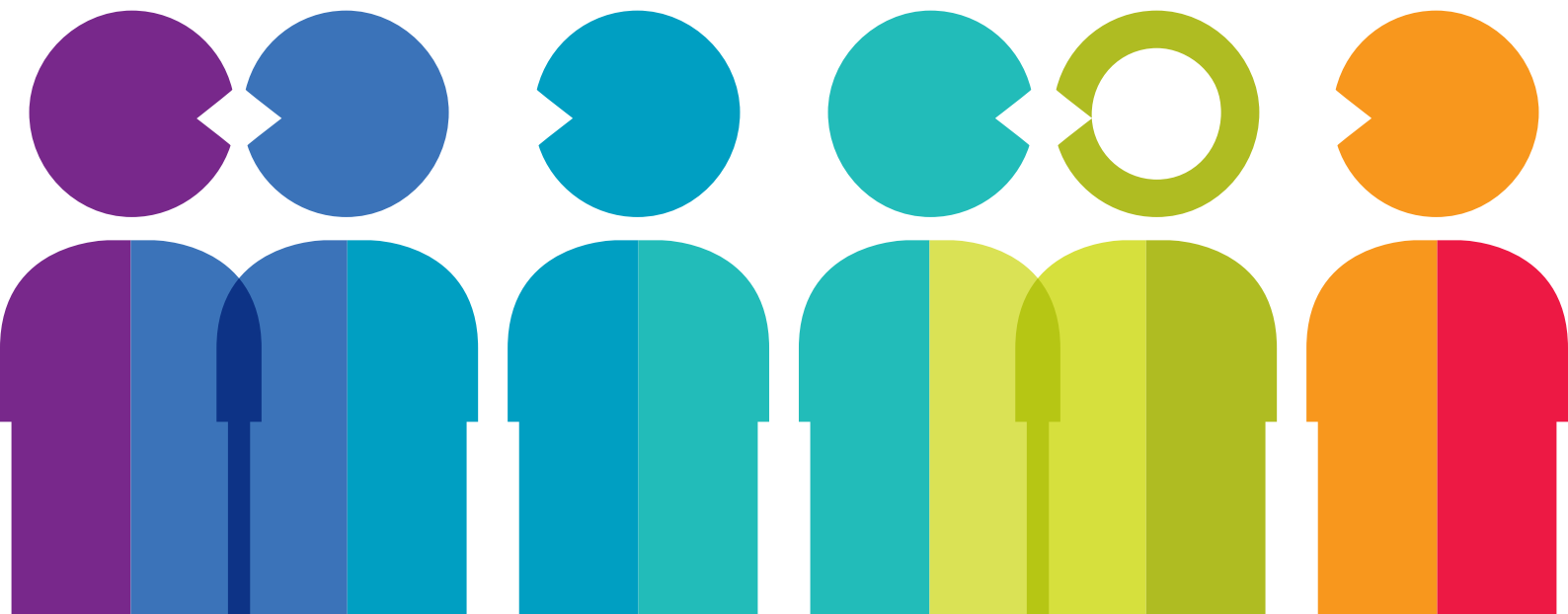


# Connecting with the Community





#### OUR MISSION

To be a caring, capable and viable organisation, providing a range of services to meet the needs of people with a disability in our community.

#### OUR VISION

To be acclaimed for excellence in services to people with a disability.

On behalf of the Board I am pleased to report a very successful year. Orana is stronger than ever – which is testament to the excellent performance of our managers and staff who have continued to keep Orana viable despite the tough economic conditions in the markets in which we operate.



Viability is a key component in supporting our aims to be a caring and capable organisation. Financial viability permits implementation of our capital investment plan.

Our strategic aim is to own all our premises in which we provide accommodation and employment and the capital investment plan allocates priorities in realising that ownership. This year Orana opened a respite centre in Whyalla and new accommodation in Loxton.

We have purchased buildings to develop new accommodation for the old Metropolitan Community Living Program and through the generous bequest from the Eric Gallasch estate, plan to develop a holiday/respite home on the Fleurieu Peninsula for our clients.

As a caring organisation Orana has adopted the United Nations' Convention on the Rights of Persons with Disabilities and further refined this ideal into the development of a person-centred approach throughout the organisation.

Simply put, our person centred approach is a transformational change from institutional care to one that aims to develop the potential of disabled people so they have more say in how they work and live.

As a capable organisation we have invested in systems and training to strive to attain a person centred approach. Our innovative Client Development Centre streamlines recruitment, selection and training of employees.

A new IT system enables staff to better develop employees and manage performance to achieve new personal goals. Of course, specific staff training in the person centred approach is transforming how Orana better supports our people.

The National Disability Insurance Scheme, diminishing manufacturing opportunities, and the limited opportunities in regional South Australia pose continuing challenges for Orana.

To turn those challenges into opportunities whilst maintaining good governance and thoughtful advice I am grateful for the work and wisdom of my fellow Board Directors.

You will see from the individual sub-committee reports contained within how Orana is blessed with hard working volunteers who freely give their time to improve the organisation.

This year we farewelled Vanessa Bouilly and Professor Hilary Winchester from the Board, while businessmen Norm Harrison and Chris Stathy OAM joined Orana.

I am sure you will join me in thanking those departing Directors and welcoming our new Board Directors.

As well as our Directors, Orana is fortunate to have dedicated people who willingly give time to Working Groups and Auxiliaries. I also give thanks to our other Volunteers, Supporters, Donors and our commercial customers.

Finally I would to thank Orana's CEO Nick Mihalaras for his dedication, insight and hard work. Without such a talented leader Orana would not be able to provide people with a disability the greatest opportunity to live and work within their local community, fulfil their dreams and become valued and productive members of our community.

**Bill Filmer AM FAICD**  
President, Orana





**Mr Bill Filmer AM**  
President & Chairman  
Elected Director  
Group General Manager,  
Nova Systems

*Orana Committees*  
> Remuneration



**Ms Kate Strohm**  
Vice President (until Oct 11)  
Elected Director  
Director,  
Siblings Australia Inc.

*Orana Committees*  
> Governance and  
Nomination (*Chair*)



**Mr Steven Toth**  
Treasurer  
Appointed Director  
Managing Partner,  
HLB Mann Judd

*Orana Committees*  
> Finance and Audit  
(*Chair*)  
> Remuneration



**Mr Nicholas Mihalaras**  
Secretary  
Chief Executive Officer  
Chief Executive Officer,  
Orana Inc.

*Orana Committees*  
> Finance and Audit  
> Governance and  
Nomination  
> Remuneration



**Prof Hilary Winchester**  
Appointed Director  
Consultant,  
University Quality  
Assurance and Audit

*Orana Committees*  
> Remuneration (*Chair*)



**Mr David Johns**  
Appointed Director  
Partner,  
Lawson Smith  
Lawyers

*Orana Committees*  
> Governance and  
Nomination



**Mr Richard Goddard**  
Vice President (from Nov 11)  
Appointed Director  
CEO,  
Holistic Business Developers

*Orana Committees*  
> Finance and Audit



**Mr Francis Wong**  
Appointed Director  
Managing Director,  
Encounter Australia Pty Ltd



**Ms Vanessa Bouilly**  
Appointed Director  
Consultant

*Orana Committees*  
> Governance and  
Nomination



**Mr Tony Newman**  
Appointed Director  
Executive Coach  
and Consultant

*Orana Committees*  
> Finance and Audit



**Mr Norm Harrison**  
Appointed Director  
(from Nov 11)  
Managing Director,  
Palltec Pty Ltd

BOARD AND SUB-COMMITTEE MEETINGS ATTENDANCE RECORD – JULY 2011 TO JUNE 2012

Directors	Board of Directors Meetings		Finance and Audit Sub-Committee	Governance and Nomination Sub-Committee	Remuneration Sub-Committee
	Number of Eligible Meetings	Total Meetings (11)	Total Meetings (11)	Total Meetings (6)	Total Meetings (4)
Bill Filmer	11	11		6	
Richard Goddard	11	11	11		3
Steven Toth	11	10	11		3
Nicholas Mihalaras	11	10	9	6	4
Vanessa Bouilly	4	3		1	
Norm Harrison	7	5			
David Johns	11	10		5	
Tony Newman	11	9	7		1
Hilary Winchester	4				1
Francis Wong	11	5			
Kate Strohm	11	9		1	

- > Norm Harrison attended first meeting as a Board Director in November 2011
- > Vanessa Bouilly resigned from the Board of Directors and the Governance and Nomination Sub-Committee effective October 2011
- > Hilary Winchester completed her 3 year tenure on the Board of Directors and resigned effective October 2011
- > Hilary Winchester resigned from the Remuneration Sub-Committee (Chair) effective October 2011
- > Kate Strohm resigned from the Governance and Nomination Sub-Committee (Chair) effective October 2011 and joined the Accommodation Working Group (Chair) which commenced in February 2012
- > Richard Goddard joined the Accommodation Working Group in February 2012
- > Bill Filmer resigned from the Remuneration Sub-Committee and joined the Governance and Nomination Sub-Committee effective October 2011
- > Tony Newman, Richard Goddard and Steven Toth (Chair) joined the Remuneration Sub-Committee effective October 2011

LIFE MEMBERS

DH Banfield OAM  
J Barnett OAM  
B Burgess  
MW Burgess  
R Cole  
APG Fenton  
LA Fenton  
R Filmer  
C Haddad  
JH Hayes OBE  
JAC Krix  
JF Lennell

W Mansfield  
B North  
ME Peter  
EN Pfeiffer  
M Potts  
LF Stanley OAM  
E Strohm  
J W Tayler  
RD Vonow  
CH Watt OAM, DFM  
DJ Wilson

PAST PRESIDENTS

1950 – 1958 D J Wilson  
1959 – 1960 W Mansfield  
1961 – 1961 D H Banfield OAM  
1962 – 1964 C H Watt OAM, DFM  
1965 – 1971 J H Hayes OBE  
1972 – 1976 H Nimmo  
1977 – 1980 C Haddad  
1980 – 1980 A C Cumming  
1980 – 1981 C Hart  
1981 – 1983 R Miles  
1984 – 1984 S F Proctor  
1985 – 1988 D R Shetliffe  
1989 – 2001 L F Stanley OAM  
2001 – 2003 J A C Krix  
2004 – 2006 K Whalley  
2006 – 2009 A Dow

AUXILIARY/FRIENDS OF ORANA PRESIDENTS

**Berri Auxiliary**  
Margaret Potts  
**Mount Gambier Auxiliary**  
Melena Striglogiannis  
**Murray Bridge Auxiliary**  
Chris Herbig  
**Friends of Orana (Netley)**  
Cheryl Keane  
**Friends of Orana (Port Pirie)**  
Bob Evans  
**Friends of Orana (Ridleyton)**  
Don Baverstock

This year has seen the fruition of considerable planning and developmental activity that took place in the preceding year. It culminated as a very successful year and much of the achievement can be attributed to a progressive Board team made up of individuals with a diverse range of skills and under the leadership of President, Bill Filmer.



Although Orana Board Members are honorary in their capacity, they are all involved in Sub-Committees or Strategic Project Groups with Orana Executive providing significant depth and integration of the organisations strategic and operational capability. The results of their contribution will become progressively more evident as we near the end of the current Strategic Plan.

The new Executive structure, which has only been in operation for approximately one year, has also provided positive benefits at the operational level and has made it possible for a range of new and better services as well as opportunities for people with a disability that use Orana as their home or workplace.

There were four significant developments this year:

- > The operationalisation of the Client Development Centre creating for the first time opportunities for people referred to Orana to be correctly triaged into services that will most suit their abilities allowing them to maximize their personal and vocational development.
- > The adoption of the Convention of the Rights of Persons with Disabilities by the Orana Board.

- > The implementation of a 'Person Centred' policy. This paradigm shift in practice is not only aligning with progressive community expectations, but will alter the way people with a disability experience the services they receive within Orana.
- > Orana financially supported the NDIS Scheme and considers this national direction as being critical for the future of disability in this country.

The two highest achieving Orana Clients for this year were Roger Jarmyn (Wingfield ES) who was awarded with 'Employee of the Year' and Ian North (MCLP AS) who is our 'Resident of the Year'. Their development in all aspects of their lives i.e. personal, social and vocational was commendable with their levels of independence and confidence reaching new heights.

### Strategic and Capital Investment Plans

The targets that are in the Strategic and Capital Investment Plans for this financial year have all been met. These include: the purchase of new hardware and the integrated case management system, equipment and machinery to improve productivity on some jobs and the purchase of the new premises for the residents of the MCLP.

### Human Services

Human Services, which now incorporates; Client Services, the Client Development Team, Payroll, HR, OHS, Quality, Risk and IT is in the process of operationalizing many of the new practices and activities.

This underpins Orana's emphasis in strengthening its values and practices in caring for clients by providing them with choices and options in determining their own development and growth. Staff training remains a priority in our plans not only for the purpose of strengthening the skill level of our people, but to also assist them to adjust their work style philosophically from 'helpers and Carers' to 'trainers and mentors.'

To promote the new approach, Accommodation Services has employed an Operations Manager whose objective will be to ensure the paradigm shift is achieved over the next twelve months.

The Psychologist and Occupational Therapist in their first year have been busy assessing the new employees for the purpose of determining their suitability for Orana and subsequent training programs.

Considerable activity also commenced to redesign roles and to also integrate the Client Development Team into the Accommodation Services.

To support the team a new electronic case management system is under construction. This new system is designed to provide every service around the state with immediate up to date information regarding any client.

Changes also occurred in the HR and OHS areas with these two roles being separated enabling the strengthening of support to clients and staff with the implementation of best practice occupational health and safety systems.

With all these new initiatives occurring Orana has also achieved 100% compliance with the National Disability Standards as assessed by an independent auditor.

### Employment Services

Over the last 12 months the declining manufacturing industry in South Australia continued to negatively impact on Orana and its ability to maintain traditional customers and work.

Many packaging and assembly jobs are consolidating on the east coast or moving entirely offshore to low cost bases.

This challenge has influenced considerable strategic planning and re-engineering of employment activities towards more service environments. The changes include:

- > The rapid growth of External Work Crews 'Orana Green.'
- > The establishment of two new Enclaves.

- > Mechanisation of several of the larger assembly jobs.
- > Implementation of the Diploma in Management Course to upgrade the skills of our Service Managers.

### Accommodation & Respite

This year our State Manager developed new approaches and new practices to ensure the coordination of activities to achieve consistency and improved standards, and in all the services this has been an effective strategy. To assist in this significant task the new position of Operations Manager, Accommodation Services was created.

Improvements have included:

- > The official opening of *Harrow House* accommodation at Glenside.
- > The completion and official opening of two new homes at Loxton.
- > The purchase of new housing in Marlestone to offer options to our MCLP residents.
- > The development of a plan to implement the Australian Service Excellence Standards across our accommodation services.
- > A comprehensive review of our Loxton Accommodation Service with a subsequent plan to develop person-centred practices.
- > The development of staff training modules focusing on person-centred practice.

### Marketing & Fundraising

This year there were important changes in the Marketing and Fundraising area. A new position was established for a Senior Manager, Marketing. This new role led to the amalgamation of Marketing, Business Development and Fundraising. Orana also established a new Grants Coordinator position to specifically target available funds to support Orana's service provision.

Successes have included:

- > The establishment of the Orana Cooking and Gardening Classes. These were supported by a range of cooking celebrities.
- > The introduction of concerts and cooking classes for employees.
- > Renewal of Memberships with Advantage SA as a Foundation Member and Business Class.

Finally and most importantly I'd like to thank all the people that generated the successes of this year. The people that quietly perform their job daily with a lot of passion and enthusiasm making sure that the care provided to our clients is at the highest possible level. These our staff, volunteers, auxiliary groups throughout the state and our loyal ambassadors.

**Nicholas Mihalaras**  
Chief Executive Officer





## Finance & Audit Sub-Committee

This year has been an exceptionally busy year for the F&A Sub-Committee, so I would like to extend my appreciation to the sub-committee members in Richard Goddard, Tony Newman and Nicholas Mihalaras for their strong support and commitment.

As usual close attention was paid to the financial reports produced each month by the Orana Finance Department. The Sub-Committee also continued with its practice of studying a specific service each month. Due to the nature of our organisation our reviews consisted of considerations in 'Care and Capability' of the service. The aim being to ensure that the quality of our services is given the same priority as financial 'Viability'.

The Client Development Centre was monitored over the course of the year. It was important to track the progress of this new non-government funded service that has been developed for the purpose of expanding training and employment opportunities.

Several Major Capital Projects were endorsed which were part of the Capital Improvement Plan 2011-2015, including:

- > The purchase of two blocks of units in Marlestone, which will be refurbished in 2012/13 and prepared as new accommodation for up to 19 people that are currently residing in older style housing trust homes in the inner western suburbs.
- > The re-location of the Port Augusta Retail Shop from a location it has occupied for approximately 30 years to a new property in Commercial Road (main street Port Augusta).

- > The implementation of an electronic Case Management System, which is going to integrate Orana's service management processes between Employment and Accommodation, HR, OHS, Fundraising and Finance.
- > The upgrade of the finance system to SAGE Line 100.

Finally, the regular annual review was conducted of key financial and operational practices to confirm Policies and Practices are effective. The areas appraised encompassed debtor controls, stock control, trust funds, insurance cover and the appointment of external auditors for 2012/13.

**Steven Toth**  
Treasurer and Chair

## Governance and Nomination

*Members: David Johns (Chair), Bill Filmer, Nicholas Mihalaras*

Orana has benchmarked its Corporate Governance practices against the Australian Stock Exchange's principles of Corporate Governance, and it is this committee's responsibility to ensure Orana implements and operates its Corporate Governance Guidelines.

As Corporate Governance is constantly evolving, this committee also reviews these Guidelines and looks for measures to strengthen their operation.

This year the Governance & Nomination Sub-Committee has seen several changes with Kate Strohm stepping down as Chair and from the committee and Vanessa Bouilly leaving Orana's Board completely. David Johns is now Chair and he is supported by Nicholas Mihalaras and Bill Filmer.

The Governance & Nomination Sub-Committee met six times throughout the financial year 2011/12, with major revisions and proposals as follows:

- > Proposed name change of Auxiliaries 'Friends of Orana'—the different Auxiliary groups will be issued with certificates in the names/descriptions of their own preference.
- > Finalisation of the Board of Directors Recruitment and Selection Procedure.
- > Development of Criteria for Office Bearers.
- > Declaration of Human Rights: using the Universal Declaration of Human Rights.
- > Development of Orana Governance Charter.

**David Johns**  
Chair

## Remuneration Sub-Committee

The Sub-Committee met four times this year, closely reviewing the remuneration packages of the Executive Team as per the Terms of Reference and made the appropriate recommendations. The review takes into consideration performance and market conditions.

**Steven Toth**  
Treasurer and Chair







## ACCOMMODATION AND RESPITE SERVICES

This year has seen a number of developments in Orana's Accommodation Services as we prepare for the introduction of the National Disability Insurance Scheme (NDIS) and the changes it will bring.

Following a recent review of Accommodation Services, staff have developed an 'Accommodation Aspirations Framework'. This document commits Orana to service improvement, increasing our housing portfolio and offering a variety of accommodation for people, from small households to different forms of supported and independent living.

We have also been heavily investing in improving on the quality of service we provide in a number of ways.

One initiative has been the appointment of Tim Taylor as Operations Manager in Accommodation Services. Based at Netley, Tim has been working with all of Orana's accommodation managers and team leaders to look at ways of improving the services we provide.

At Orana, we have adopted a human rights approach context to our service delivery to ensure the different needs of individual residents are met. Our services have been further enhanced by training staff in person centred planning and we have found this 'rights-based' person centred approach has created a better quality of services and outcomes for residents.

This year saw the official opening of Harrow House at Glenside. We were also delighted when the building of our additional resident

accommodation in Loxton was finished ahead of schedule.

The \$950,000 development, funded through the Commonwealth program 'Supported Accommodation for People Living with a Disability and Ageing Carers' has built a unique partnership between state bodies, Housing SA, Disability Services and the local contractor, Hand Built. Orana Green crews have also been involved with landscaping the gardens. These additional facilities in Loxton provide eight more people in the area something we take for granted – a home in the area they love, close to family and friends. At the same time, the residents can receive the level of support they need to lead valued and meaningful lives.

Once again, we had a very difficult time in selecting our Resident of the Year. There were a large

number of nominations and each person was very deserving of the award. After much deliberation, the Award was given to Ian North in the Metropolitan Community Living Program (MCLP). The runner-ups were Robert Evans, Port Pirie Accommodation Service, and Hew Byass, Harrow House. Ian achieved this award because of his positive approach to Orana, Orana staff and the community. Ian embraces challenges presented to him and continues to overcome the limitations presented by his mobility issues to participate in the MCLP residence and within the community.

Our congratulations also go to the residents who have achieved our Resident of the Quarter Award.

At Orana we are actively pursuing new accommodation options. New

enquiries from potential residents and concerned families looking for long-term housing options for their children have significantly increased this year. There is definitely more activity in people looking to organisations such as Orana to provide accommodation for loved ones, however the biggest challenge is to match people's needs with what is available now.

Orana currently provides 160 people with respite and accommodation services across South Australia. We intend to extend our services in 2012/13 to help more of the 1200 people on the South Australian Disability Accommodation Waiting List.

Next year we are looking forward to opening a holiday home in Victor Harbor and are also investigating opportunities to enhance our

MCLP services with the purchase of new accommodation. In other accommodation areas, we will be doing a major reassessment of resident's needs and looking at different resources at Clarence Park (Amaroo). At Port Pirie we will build on the extremely positive community party held this year, and at Whyalla Respite Services on the successful holiday camp for service users. Melaleuca continues to provide important in-home services for members of this rural community and overall all support staff are going above and beyond to ensure that their residents are happy and comfortable.

We look forward to another year of moving ahead in leaps and bounds, providing the most appropriate person-centred accommodation and respite services to adults with a disability.



Orana's Employment Service exists to generate meaningful employment for adults with a disability. Although much of the world is struggling through a financial crisis we have once again during 2011/12 managed to grow our business and produce a surplus to invest back into the organisation.

Our new asset and grounds maintenance division (working under the Orana Green banner) has successfully completed, and has extended, contracts with a number of metropolitan and regional councils, as well as growing work with Telstra. The addition of a new crew into Orana Green has enabled more employees to be trained in these roles, which ultimately allows them to work closer with the local community.

Our Netley site has seen new equipment being installed to allow for food packaging. This new venture for Orana should position us well for future growth. With beverage packaging something we've done for quite some time, it was a natural progression to move forward into food packaging. We will be looking at investing in further "cleanroom" packaging areas in the near future to enable us to expand on this.

Orana Wingfield has continued to do most of the wine and spirit repacking and our staff and employees are excited to see a number of new machines at this location.

This enables particular jobs to be completed faster, freeing up employees for other work opportunities.

Port Pirie has had some of the biggest challenges to face during the year due to many furniture stockists importing more of their stock from offshore. However, their good reputation and quality work has assisted to maintain existing loyal retailers, and gain some new ones. The employees pride themselves on building quality furniture at competitive rates in the current tough retailing environment.

The pet store in Port Augusta is continuing to perform well, becoming one of the leading suppliers of native reptiles not only to the local community but also further afield. While not everyone's cup of tea these unusual pets are gaining in popularity and Orana is embracing this trend and trying to keep up with demand.

Our Employee of the Year Award went to Roger Jarmyn from Meningie. Roger is an extremely hard worker who was nominated by those he works alongside with at the Melaleuca Nursery. Outside of work he enjoys training a local football team and being involved in the community in other ways such as volunteer fire fighting.

Roger was one of many people nominated for an award throughout the year and was nominated as the overall winner due to his good sportsmanship, ability to pass on his skills to others, and for being a natural leader.

The Employment Service look forward to another challenging and successful year in a very fast changing economic and social environment. We will continue preparing for the NDIS and the positive effects we want this to have on service provision for our employees.





It's been a very busy year for Human Services, with a complete restructure of the department, new positions throughout the organisation, changes to legislation to adhere to and beginning preparation for the NDIS.

In 2012 our Human Resources department has successfully recruited over 20 staff positions, including:

- > Manager, Workplace Health and Safety
- > Occupational Therapist
- > Intake Coordinator

The newly created role of Manager, Workplace Health and Safety focuses on the facilitation and continued compliance with occupational health and safety requirements throughout all of Orana's facilities. The role also includes the management of rehabilitation and return to work for staff and employees and the coordination of work hardening placements.

Orana prides itself on the development of its staff, employees and residents and throughout the year there have been many that have taken opportunities to gain new skills and advance their knowledge.

Members of the marketing team completed a Diploma in Project Management to assist them in running events, overseeing large projects, and coordinating of volunteers.

Although challenging at times they found the course to be useful and enjoyable and are relishing in the challenge of putting their new skills into action.

A total of seven Employment and Accommodation Service Managers completed the Diploma of Management, teaching them new

skills in Continuous Improvements, Managing People's Performance, Customer Satisfaction and Creating Team Effectiveness. With rave reviews from those who have successfully completed the course thus far, more of Orana's managers will be completing this training module over the next twelve months.

The return of an internal Information and Communications Technology Officer has been welcomed by all staff, with the recruitment being extremely successful and the incumbent being wonderfully capable of fixing all staff IT issues. This has resulted in a vast improvement in service from previous arrangements, with staff praising their new colleague at every chance.

The Client Development Centre was established and the team have been busy, with many programs being undertaken and trials going forward. While the team is still in its relatively early stages they should be commended for their tremendous effort throughout the year in providing improved personal and vocational development opportunities for our people.

In addition to the creation of the Client Development Centre, Orana has commenced the development of an electronic case management system to support client management and records management. This enables support staff to have access to up-to-date records and information regardless of what site they're visiting, improving client care and management and freeing up time for support staff that was previously spent on cumbersome paperwork. This system will also assist in enabling a seamless transition to the NDIS.

Key training programs provided for employees during the year include a Numeracy and Literacy Program

at Netley and Port Pirie, and a Personal Development Program at Port Pirie.

A mixture of twenty employees and residents took part in a program, Life Out Loud, in partnership with Shine SA, focusing on relationships and sexual health. Lastly, groups of employees took part in cooking lessons at Netley, run by a qualified and experienced chef and nutritionist, learning how to prepare for themselves well-balanced and nutritious meals in a safe and hygienic manner.

Further to these structured courses Orana employees also received on-the-job training and mentoring. Vocational development is a large part of being employed by Orana and it is with pride that we up skill all employees on a regular basis.

An audit carried out by an external third party organisation saw Orana achieving zero non-conformances for our quality management systems, including:

- > ISO 9001 accreditation for Netley and Wingfield.
- > National Disability Standards for Netley, Administration, Ridleyton and Murray Bridge.
- > Australian Wood Packaging Standard – AWPCS027 – at Mount Gambier.

This is a wonderful result with ongoing positive effects for the organisation. With these accreditations Orana is eligible and qualified to undertake work contracts of high level quality, which many of our customers hold in high esteem.

We look forward to another successful and varied year in Human Services and organisational development, with the introduction of the NDIS not too far away and a growing team of staff, employees and residents.

Orana's Marketing team had a restructure during the financial year, which has seen the Business Development and Fundraising teams come together under the Marketing Department banner. This change has occurred to increase operational effectiveness and create closer links between fundraising and sales.

It's been a busy yet challenging year for the Marketing Department. With many Australians tightening their belts and industry doing the same, Orana has been working towards coming up with new and innovative ways to increase brand awareness and raise much needed funds to support the business.

Our Business Development Managers have worked tirelessly to ensure the creation of new partnerships, along with strengthening our existing customer relationships, all with the aim of providing meaningful employment opportunities for Orana's employees and an income stream for Orana. During the financial year we have also restructured the Business Development Team to include a Regional Business Development Manager to concentrate solely on

regional opportunities for Orana, reinforcing our already robust relationship with the country.

From a fundraising and events perspective it was a busy calendar of numerous events being held, ranging from cooking and gardening schools, through to Orana hosting a team in the City to Bay Fun Run. The Orana City to Bay team had over 175 participants taking part for Orana. The Orana green t-shirts stood out like beacons and could be seen dotted throughout the field of runners and walkers.

Orana participated in two lotteries during the financial year – the People's Choice Credit Union Lottery and the 2011 Channel Nine Telethon Distinctive Home and Land Lottery – raising a total of \$12,500. Orana was also involved in selling Telethon Take 9 Movie Cards, Entertainment Books and Orana merchandise (via the Orana website).

We finished off the fundraising year with a dinner hosted by the Associazione Abruzzese of South Australia, with a number of staff enjoying the wonderful Italian meal and entertainment. The Associazione Abruzzese of South Australia donated \$10,000 to Orana

– which were the proceeds of the evening.

In October 2011 Orana added a Grants Coordinator to the Fundraising Team. This position will play a crucial role in securing grants and funding for a range of projects and activities that Orana will be undertaking. Orana has successfully gained over \$50,000 since adding the Grants Coordinator. Successful grants have included donations to assist the Orana employees and residents to learn to cook, the inception of a program for teenagers in Whyalla, computer networking of the employee training room at Netley, and funds towards improving the qualifications of our employees with a disability.

Given the conditions of the global economic market the overall results in this area have been pleasing. In the coming financial year we look forward to continuing to grow the Orana brand, continued business growth and strong relationships with our corporate partners.

Orana would like to thank everyone who has participated in our events, donated or used an Orana Business Service.





STATEMENT OF COMPREHENSIVE INCOME  
FOR THE YEAR ENDED 30 JUNE 2012

	2012	2011
	\$	\$
<b>What we earned</b>		
Sales Revenue	4,883,944	4,552,340
Cost of Sales	(4,570,963)	(4,526,923)
Gross Profit	312,981	25,417
Other Revenue	1,866,492	1,496,709
Subsidies & Grants Received	8,710,930	7,854,803
	10,890,403	9,376,929
<b>What we spent</b>		
Operating expenses	(9,665,006)	(8,945,398)
Surplus for the year *	1,225,397	431,531
Increase in asset revaluation reserve arising on revaluation of non-current assets	221,247	(1,069,402)
Total changes in equity	1,446,644	(637,871)
*The Financial Statements for the 2011/12 year record a surplus of \$1,225,397.		
This result is made up of the following major components:		
<b>Operating Surplus/(Deficit)</b>	<b>802,620</b>	<b>297,807</b>
Bequests & Legacies	290,701	12,678
Interest Received	133,179	112,940
Profit/(Loss) on sale of non-current assets	(1,103)	8,106
	1,225,397	431,531

Copies of the full set of audited reports are available from the Chief Executive Officer on request.

STATEMENT OF FINANCIAL POSITION  
FOR THE YEAR ENDED 30 JUNE 2012

	2012	2011
	\$	\$
<b>What We Own</b>		
Current Assets		
Cash assets	2,732,111	1,792,304
Other Current Assets	69,521	64,224
Receivables	868,006	709,196
Inventories	287,985	338,717
<b>Total Current Assets</b>	<b>3,957,623</b>	<b>2,904,441</b>
Non-Current Assets		
Property, Plant and Equipment	13,489,327	12,694,198
Other Intangible Assets	10,563	32,551
<b>Total Non-Current Assets</b>	<b>13,499,890</b>	<b>12,726,749</b>
<b>Total Assets</b>	<b>17,457,513</b>	<b>15,631,190</b>
<b>What We Owe</b>		
Current Liabilities		
Payables	968,488	782,396
Deferred revenue	49,051	0
Short-Term Provisions	1,161,763	1,065,696
<b>Total Current Liabilities</b>	<b>2,179,302</b>	<b>1,848,092</b>
Non-Current Liabilities		
Long-Term Provisions	216,990	168,521
<b>Total Non-Current Liabilities</b>	<b>216,990</b>	<b>168,521</b>
<b>Total Liabilities</b>	<b>2,396,292</b>	<b>2,016,613</b>
<b>Net Assets</b>	<b>15,061,221</b>	<b>13,614,577</b>
<b>What the association has built up over the years</b>		
Equity		
Reserves	4,636,597	4,727,670
Retained Earnings	10,424,624	8,886,907
<b>Total Equity</b>	<b>15,061,221</b>	<b>13,614,577</b>



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Australia

INDEPENDENT AUDITOR'S REPORT  
TO THE MEMBERS OF ORANA INCORPORATED

## Report on the Financial Summary

We have audited the accompanying financial summary of Orana Incorporated which comprises the statement of financial position as at 30 June 2012 and the statement of comprehensive income for the year then ended, derived from the audited financial report of Orana Incorporated for the year ended 30 June 2012. The financial summary does not contain all the disclosures required by the Australian Accounting Standards and accordingly, reading the financial summary is not a substitute for reading the audited financial report.

## Board's Responsibility for the Financial Summary

The Board of Orana Incorporated are responsible for the preparation and fair presentation of the financial summary in accordance with Australian Accounting Standards, and for such internal control as the Board determines is necessary to enable the preparation and fair presentation of the financial summary that is free from material misstatement, whether due to fraud or error.

## Auditor's Responsibility

Our responsibility is to express an opinion on the financial summary based on our audit procedures which were conducted in accordance with Auditing Standard ASA 810 Engagements to Report on Summary Financial Statements. We conducted an independent audit of the full financial report of Orana Incorporated for the year ended 30 June 2012. We expressed an unmodified opinion on that financial report in our report dated 4 September 2012. The Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain evidence about the amounts and disclosures in the financial summary. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial summary, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the financial summary in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Our procedures in respect of the financial summary included testing that the information in the financial summary is consistent with the full financial report, and examination on a test basis, of evidence supporting the amounts, discussion and analysis, and other disclosure which were not directly derived from the full financial report. These procedures have been undertaken to form an opinion whether, in all material respects, the financial summary is presented fairly.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

## Independence

In conducting our audit, we have complied with the independence requirements of the Australian professional accounting bodies.

## Auditor's Opinion

In our opinion, the financial summary presents fairly, in all material respects, the financial position of Orana Incorporated as of 30 June 2012 and of its financial performance for the year then ended in accordance with Australian Accounting Standards (including the Accounting Interpretations and the Associations Incorporation Act (SA) 1985).

BDO (SA)

Paul Gosnold  
Partner

Date 4 September 2012

### Statement by the Board of Directors

In the opinion of the Board of Directors of Orana Incorporated, the attached Statement of Comprehensive Income and Statement of Financial Position are drawn up so as to present fairly the results of the operations of Orana Inc. for the financial year ended 30 June 2012 and the state of affairs of Orana Inc. as at 30 June 2012. There are, when this statement is made out, reasonable grounds to believe that Orana Inc. will be able to pay its debts as and when they fall due.

Orana Inc. acts as trustees for 13 trust accounts totalling \$487,006 as at 30 June 2012, for residents of Orana's accommodation services, and for the Kingsley Krix Benevolent Fund which has total funds of \$44,514 as at 30 June 2011.

  
**B Filmer**  
 President

  
**N Mihalaras**  
 Chief Executive Officer

Adelaide, 28th August 2012

### Report by the Board of Directors

In accordance with section 35(5) of the Associations Incorporation Act (1985), the Board of Directors of Orana Incorporated hereby states that during the financial year ended 30 June 2012:

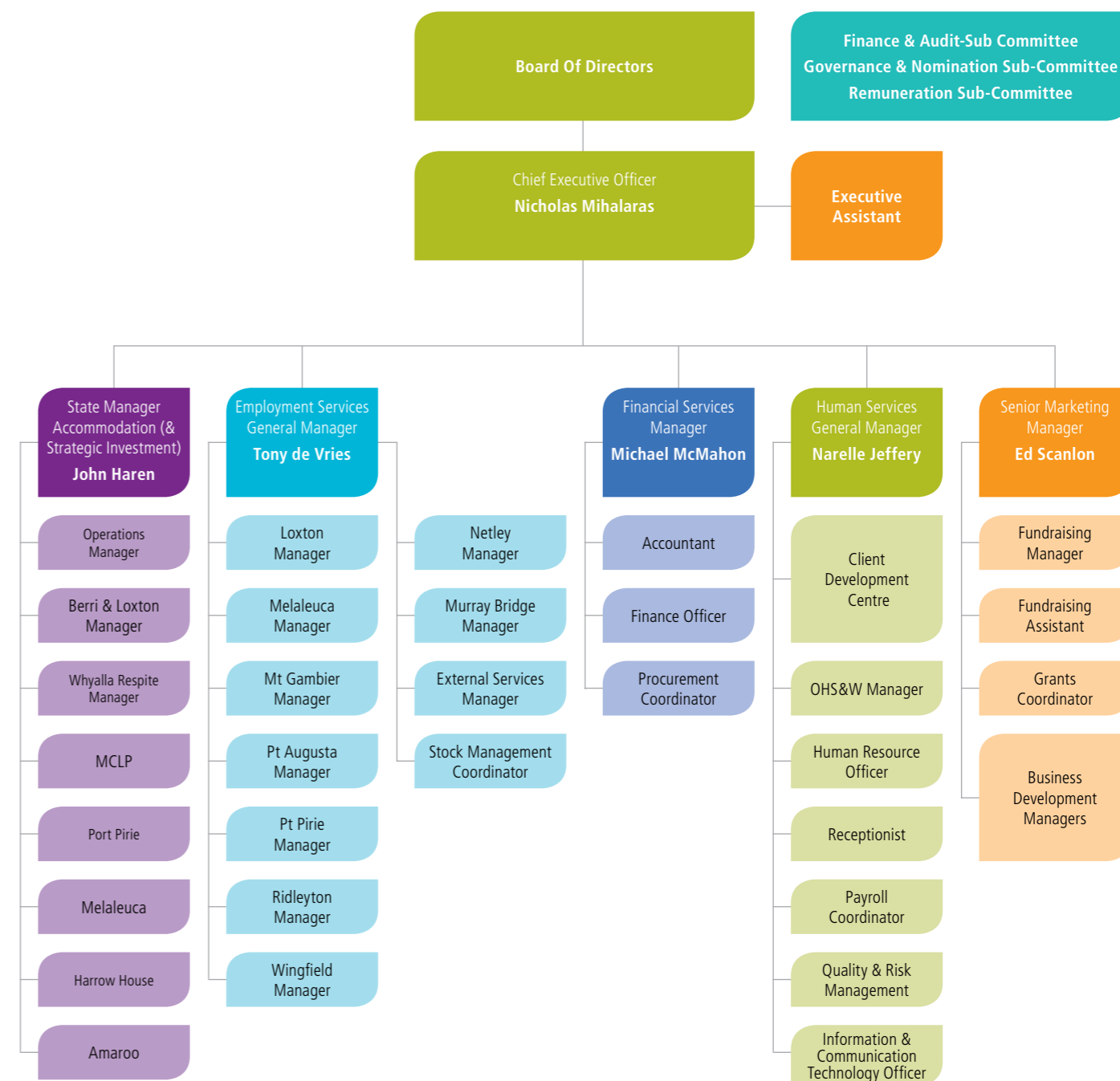
- (a) (i) no officer of the association,
  - (ii) no firm of which an officer is a member; and
  - (iii) no body corporate in which an officer has a substantial financial interest, has received or become entitled to receive a benefit as a result of a contract between the officer, firm or body corporate and the association.
- (b) no officer of the association has received directly or indirectly from the association any payment or other benefit of a pecuniary value except as reported under note 20 (Board and Executive Disclosures) to the financial accounts available on request from the Chief Executive Officer.

This report is made in accordance with a resolution of the Board and signed by two members of the Board.

  
**B Filmer**  
 President

  
**N Mihalaras**  
 Chief Executive Officer

Adelaide, 28th August 2012



### In appreciation

#### Capital Projects Fund

This year, bequests were generously provided by the estates of:

> S E Ferris	\$7,553.22
> I Mather	\$1,000.00
> G E Gallasch	\$281,542.64
> O & S Raymond	\$1,604.84

#### Kingsley Krix Benevolent Fund

In 1981, the Kingsley Krix Benevolent Fund was established to provide education and training opportunities for people with a disability in the Riverland. The balance on the Kingsley Krix Benevolent Fund account as at 30 June 2012 was \$44,514 (\$42,619 June 2011).

#### Australian Executor Trustees

This year we received \$10,000 from the Australian Executor Trustees (AET) and we thank and acknowledge them for this generous contribution.





Building Lives. Boosting Business.

### Orana Administration

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T | 08 8375 2000  
F | 08 8293 5148  
E | [orana@orana.asn.au](mailto:orana@orana.asn.au)

### Client Development Centre

Netley

### Orana Employment Services

#### Metropolitan

Netley  
Ridleyton  
Wingfield

#### Regional

Loxton  
Meningie  
Mount Gambier  
Murray Bridge  
Port Augusta  
Port Pirie

### Orana External Services

Metropolitan and Regional  
(Incorporating Orana Green  
and Enclaves)

### Orana Accommodation Services

#### Metropolitan

Clarence Park  
Glenside  
Inner West

#### Regional

Berri  
Loxton  
Meningie  
Port Pirie

### Orana Respite Services

Whyalla

