

Annual Report 2023



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Who We Are



Marriott is a registered NDIS provider with its core business in disability services and social enterprises. We are experienced in providing opportunities for people with a range of abilities and have a connected and independent life.

Our key services and supports delivered include:

- NDIS Hub – Intake, marketing & expos, relationships with schools and sector contacts
- NDIS client support coordination
- Community Day Services programs
- Individual Support programs
- Roads to Independence pathway program
- Employment support and training
- Marriott Mates

Certified social enterprises including Enviro Management Services incorporating Fresh Start and Industries that generate revenue to reinvest into supporting our clients.





Chair's Report

This year saw us celebrate 50 years since the organisation now known as Marriott Support Services was created and began to help people with a disability to have a connected and independent life. We celebrated this milestone in a variety of ways – our Gala Ball, visits to our facility and the presentation at our Gala Ball of life membership to Ron Brownlees who, along with Alan T Marriott, was a major driving force in the establishment of Marriott. Thank you to all participants, their families, staff and members of the Bentleigh Moorabbin Rotary Club and other supporters for joining us for these celebrations and for your support both over the years and going forward.


At the same time, this year our annual participant survey told us that a significant number of our participants choose Marriott because they feel connected and respected at Marriott with a high number indicating friendship and community being the reason behind this. That tells us that we are responding to and meeting a real need and we are proud to be delivering this connection and meaning to our participants.

In keeping with our historical commitment to people living with a disability and consistent with our plan to develop a new model for the delivery of Community Services and to increase the number of our participants, we have opened our new Hughesdale site with the Hampton East site due to open in October. This will allow the Board to make final decisions about the future of the Wheatley Road site secure in the knowledge that our existing participants are being cared for. In the interim much work has been done in understanding the town planning controls and other restrictions that affect the redevelopment of the Wheatley Road site and the various options for the site.

Once the Hampton East site is up and running, we intend to look at the feasibility of establishing other sites for the provision of Community Services in known NDIS growth areas.

Industries continues to grow as a division particularly in the area of food production. Where there is a sound business case, we are making investment in technology which our supported employees can be trained to operate. Not only does this to boost their skills but also our and their productivity.

As discussed in the CEO's report, Melbourne Water's re-tender last year of its contracts across



the board and the move to granting Marriott a social enterprise contract has impacted our revenue. We are working hard to replace this revenue with other contracts, but this is in a market where competitors appear willing to accept what appear to us to be unsustainable margins. Concurrently with tendering for appropriate work, we are looking hard at how best to make this division sustainable in a new environment.

There are high hopes that the review of the NDIS due in October will go a long way to assure the viability of the sector and allow providers to provide on-going and improved services to their clients in a sustainable manner. Presently, there is a real concern in the sector that, without meaningful change, many providers will either need to reduce services or withdraw from the sector altogether.

At the same time, again this year the impacts of the Covid pandemic combined with economic headwinds of wage and cost inflation (e.g an increase in our Workcover premium of over \$100k over the last year), chronic staff shortages, the new contracting basis for EMS with Melbourne Water and supply chain disruption are reflected in our financial results.

Last year's AGM saw the refreshment and renewal of the Board with the election of five new directors, being Colin Knox, Michael Laps, Michael Sadhu, Simone Alexander and Soizic Bellemere. All directors are also members of one or more working board committees. This allows for an immersive induction of new directors and succession planning. Catherine McGovern has continued as chair of the Nominations, Succession and Remuneration Committee and Nichola Lefroy has assumed chair of the Governance Committee. I would like to thank both Catherine and Nichola for undertaking these roles and the work they are doing as well as the Chairs of the very active ARQC and the Strategy Committees being Ken Latchford and Shane Armstrong respectively.

Significantly, Ken Latchford, our Treasurer for some nine years is now retiring and will be succeeded by Colin Knox. Ken has served Marriott tirelessly over the time he has been on the Board, and I wish to record my thanks to Ken for his dedicated service and welcome Colin to the new role.

On behalf of the board, I would like to thank management and staff, volunteers, commercial partners, and stakeholders for all their on-going support to the organisation. In conclusion I would like to note that I am also stepping down from the board after nearly 6 years and as Chair after nearly five years in that role. It has been a challenging time to Chair an organisation such as Marriott and I want to thank everyone involved for their hard work and dedication during that time and wish you and the organisation all the best in the years ahead.

Stephen Creese




Chief Executive Officer's Report

This has been a historic year for Marriott. It has been 50 years since we started supporting people with a disability to live their lives with choice, control and purpose in the southeast of Melbourne. We celebrated in style with the Gala Ball, attended by many of our participants, their families, our staff and Board and members of the Bentleigh Moorabbin Rotary Club, who were instrumental in the formation the organisation back on 6th July 1972. It was a wonderful night and we're grateful for the support of many of you to make the occasion so special. We were also fortunate to have an official visit to Keys Road by the Hon. Bill Shorten, Minister for NDIS and Government Services, to present our 50th anniversary plaque, which is now displayed proudly at Marriott's head office.

Following broad community consultation about the types of activities and services our participants would like to access, we also adopted a new model for our day services programs this year, which allows for core and elective programming. We are thrilled with the feedback from and uptake of the relaunched programs and look forward to embedding this further in the upcoming year. Instrumental to delivering these programs effectively has been the move of some participants to new "site" in Hughesdale. The new facility gives us a number of significant advantages including great modern facilities within community shopping precincts and easy access to public transport options. We look forward to accessing improved facilities at Hampton East in the coming year, allowing more participants the advantages of refreshed, purpose-built spaces.

Another significant strategic project this year was the mezzanine build above EMS at Keys Road, allowing us to move out of the rented factory accommodation across the road. The project was delivered in record time thanks to the hard work, project management and commitment of Marriott staff. It has given us an additional 552 square metres of operational space for Industries, allowing us to expand our capacity and dramatically reduce our outgoings, not to mention the increase in the value of the property at Keys Road as a result.

Reactivating the community partnership with Bentleigh Moorabbin Rotary Club is one example of many to reconnect and engage with the important groups that support our organisation



to thrive in a challenging financial environment for disability support organisations.

With a third year affected by the pandemic, unpredictable market conditions, chronic staff shortages in a tight labour market, mandatory wage increases, inflation, and supply chain issues, alongside NDIS funding shortfalls, as with most providers this financial year, we will again incur a sizeable financial deficit. Despite being a social enterprise of choice for many government agencies, the change from a field contract to social impact contract with Melbourne Water this year has affected EMS in particular with the large reduction in the value of the contract. We are doing everything we can to find other social procurement opportunities and address the flow-on impacts.

We have been vocal advocates for the sector through industry forum and have hosted several strategically important politicians and decision-makers in order to promote our cause. Visitors have included our local state and federal members, Brad Rowswell MP, the Shadow Treasurer, and the Hon. Mark Dreyfuss, Attorney General, and, of course, the Hon. Bill Shorten. All have left impressed by their time spent with our participants and staff. However, there will be further impacts for at least the next two years while the Royal Commission report and other government reviews are finalised and any NDIS reforms work their way through the sector.

Despite the many challenges we have faced during the year, we have successfully taken several strategic steps to revitalise Marriott, deliver outstanding programs for our participants, raise the profile of our organisation, advocate vociferously for our sector, and build a strongly harmonious and close-knit team.

I am very proud of our Executive team and staff and acknowledge their unwavering commitment to improving the lives of our participants. I am also grateful for the continued support of Marriott's Board and Chair, who volunteer their time and skills for the benefit of the organisation.

I would also like to acknowledge and thank you, the individuals and your families who choose to engage with Marriott. You inspire us daily. I look forward to continuing to support you to live your best lives.

Ann-Maree Colborne



Treasurer's Report

The financial year ending on 30 June 2023 was a very difficult year across the disability sector, and Marriott was one of many disability organisations to record an increased operating deficit. For the year the operating deficit was \$1.286m against the previous year's deficit of \$0.811m. Despite this, 2023 was a year where Marriott made significant progress in both delivering its programs and positioning itself to be even more effective in future. This is after the extreme disruptions from the pandemic years and their ongoing effects.

In the Financial Report last year, we noted that pandemic flow-on effects would continue into this year, and this has indeed been the case. The high rates of inflation, labour supply availability with severely increased competition for all staff, including supported employees and further supply chain disruption, with large price increases, have all impacted on Marriott programs and general operations.

Despite this environment for the sector Marriott is looking forward to next year after progress made this year with:-

- a new Community Day care facility operating in Hughesdale with another to come on stream in later 2023 in Hampton East.
- core and elective elements now available to our Community participants in their programs
- centralization of our Industries program to one site, with the successful addition of a mezzanine floor to our Keys Rd property, with good progress and prospects for food reprocessing growth.
- introduction of a very clear focus to the Enviro business to take it forward following reduced interest in working with our Social enterprise model of employing supported workers, on the part of Government agencies and some other businesses.
- a continued drive to streamline our administration and support operations.

The disappointing core financial results come from reduced sales turnover in Enviro as customers redirected their business, a reasonable sales increase for Industries but with



higher costs impacting performance and a pleasing improvement in Community, as client numbers were higher and more reliable, as we rebuild from the pandemic effect. The site in Wheatley Road was expensive to run as operations are moved out. Corporate costs were again under pressure due to staff turnover in the sector, inflation pressure on suppliers and strong competition for staff and resources.

However, Marriott continues to have a good financial position. Despite the operating deficit, total equity has increased to \$13.53m cf.\$12.18m reflecting a property revaluation gain of \$2.6m offsetting the operating loss.

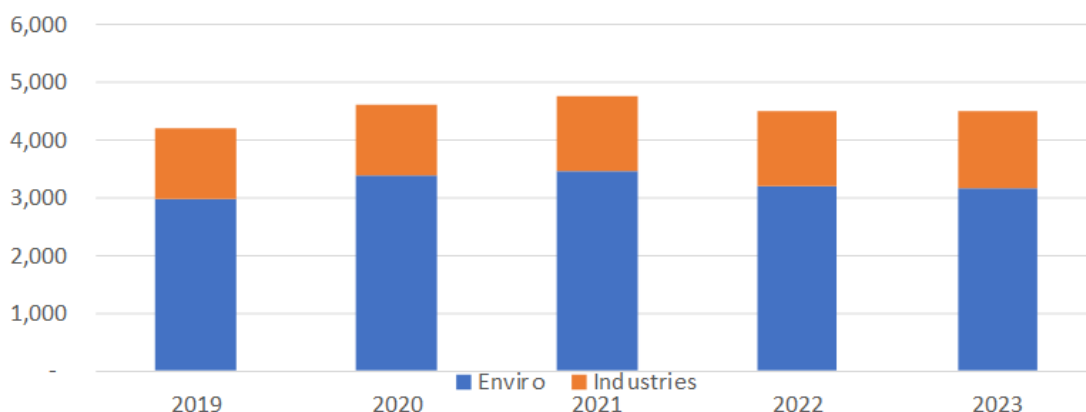
[The inherent value in the \$5m Wheatley Road freehold property will give us flexibility to sell or redevelop as circumstances require].

Our Chairman's and CEO's reports both emphasise that progress is continuing in our drive to better help clients and the wider Marriott community with services they highly value as surveys have told us.

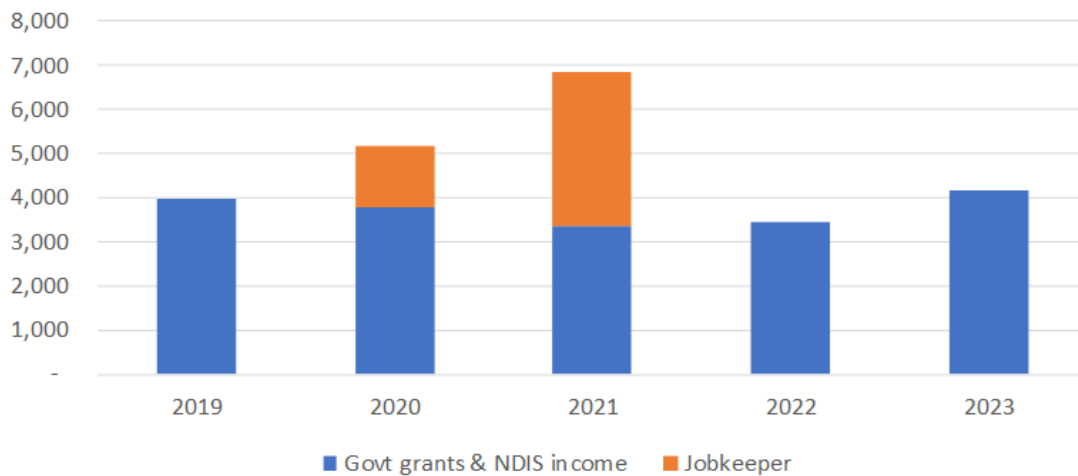
The audited full statutory accounts for the year are available as a separate document. The Summary Financial Report following is an extract from the Statutory Report.

Ken Latchford

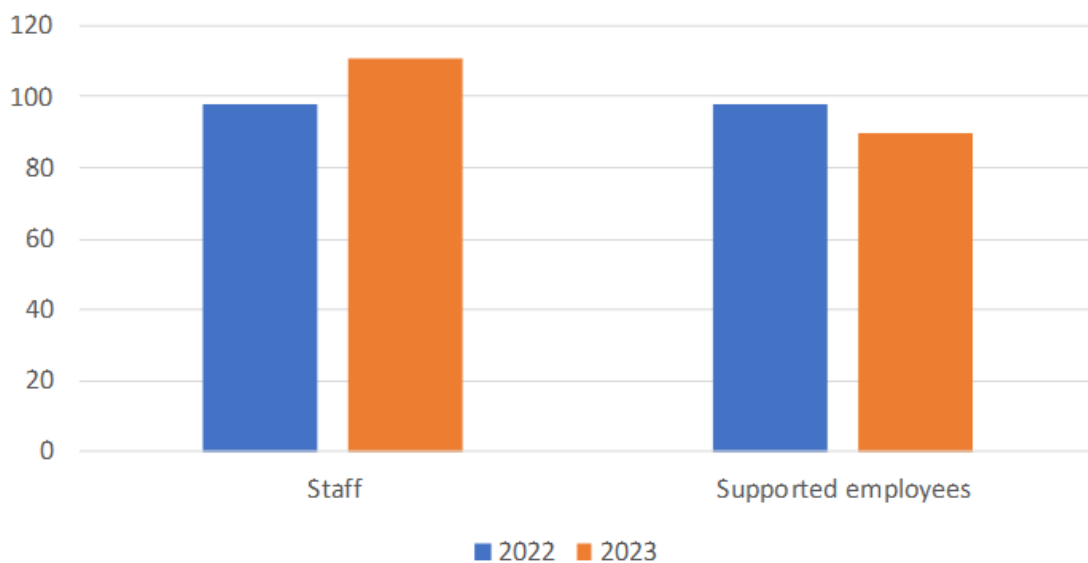
Social Enterprise revenue



Government derived Income



Employees



Financial Performance		
	2023	2022
	\$	\$
Revenue		
Grants and NDIS	4,167,169	3,460,475
Sales	5,056,346	5,065,285
Asset disposal	(1,816)	88,018
Donations	19,923	19,273
Other	110,425	71,034
JobKeeper	-	-
Total Revenue	9,352,047	8,704,085
Expenses		
Employee expenses	7,397,786	6,738,604
JobKeeper Payments	-	-
Property costs	377,217	333,605
Repairs	183,798	175,942
Production	727,901	586,642
Motor vehicle	309,201	358,895
Marketing & Comms	540,616	398,635
Admin	373,613	259,354
Depreciation	640,205	609,734
Interest	79,040	45,330
Other	8,973	8,600
Total Expenses	10,638,350	9,515,341
Net surplus/(deficit)	(1,286,303)	(811,256)

Celebrating
50 Years
of
History



Marriott Support Services





Courtesy

Laura May Grogan Jobsbank

Marriott's 50-year history demonstrates our unwavering commitment to ensure an inclusive community where people living with disabilities thrive by living life on their terms with purpose and dignity. Formally established on 6th July 1972 Marriott has grown and changed along the way to become the organisation we are today.

Minister Bill Shorten the Federal Minister for the NDIS and Government Services visited Marriott Support Services at Keys Road Cheltenham on 17 May 2023 to present a 50th Anniversary plaque. He was warmly welcomed receiving a rock star welcome from participants and employees enjoying the show case and tour of the site.

As part of our 50th Celebrations we held a Gala Ball on 25 May 2023 at Waterfront Pier function centre which was well attended with many participants, families, community and corporate partners, staff and board.

In recognition of the outstanding endeavours of Ron Brownlees to establish the organisation and the tireless fundraising he led over many years including the purchase of the White

House which was the main operating site for the organisation for many years, Ron was recognised for his endeavours on the night being presented with a Life Membership of Marriott.

This has been a historic year for Marriott which has seen the enhancement of our 50 years of a valuable community partnership with Bentleigh Moorabbin Rotary who have worked tirelessly to raising funds for a range of equipment for our participants at Wheatley Road as well as many hours of volunteering such as working in the vegetable gardens





OUR BOARD

Stephen Creese Chair

Mark Bennetts Deputy Chair

Ken Latchford Treasurer

Catherine McGovern

Nichola Lefroy

Shane Armstrong

Graham Ashworth (term completed 24.11.2022)

Colin Knox (from 24.11.2022)

Michael Laps (from 24.11.2022)

Michael Sadhu (from 24.11.2022)

Simone Alexander (from 24.11.2022)

Soizic Bellemere (from 24.11.2022)

Company Secretary: Mark Mannix



Ann-Maree Colborne

Chief Executive Officer

Edward Boghikian

Chief Operations Officer

Gavin Woolley

People & Inclusion Manager

Mark Mannix

Finance Manager

Rosie Chiavaro

Business Partner Quality

Linda Vogt

Head of Social Enterprises

Glen Bowen

Head of Community Services

Bill Stott

Business Development Manager

Kellie Carruthers

Customer Engagement Manager

KEY LEADERSHIP



Chief Operating Officer's Report


These key accomplishments, challenges, and initiatives undertaken by the operations department to drive Marriott's success and achieve our strategic objectives have been tremendous, where over the past year our operations team has made significant strides in optimising processes, enhancing efficiency, and maintaining the highest level of quality in our services. These include streamlining operations, supply chain enhancements, Quality Assurance, Customer Service Excellence and a large focus on Health, Safety and the Environment.

Marriott's commitment has also seen a large body of work completed as we prepare for ISO 14001 Environment and ISO 9001 Quality Management Systems, and has shown a cultural shift by all employees who recognise the importance of these areas.

Marriott also successfully implemented process improvement initiatives across various departments, reducing operational redundancies and increasing overall productivity. In our efforts to strengthen supplier relationships we implemented supply chain optimisation strategies, have resulted in improved inventory management and reduced lead times and have also added rigorous quality control measures. These have been put in place to ensure that our services consistently meet and exceed customer expectations. Further, we have focused on enhancing our customer service capabilities, resulting in higher customer satisfaction rates and increased customer retention.

While we have achieved significant milestones, we also encountered some challenges that required prompt action and strategic planning. The challenges faced include:

1. **Market Volatility:** The ever-changing market dynamics necessitated agile decision-making and proactive risk management to adapt to fluctuations effectively.
2. **Talent Acquisition:** The demand for skilled professionals in our industry posed challenges in talent acquisition. We addressed this by implementing innovative recruitment strategies and investing in employee development and retention programs.
3. **Regulatory Compliance:** The evolving regulatory landscape required close monitoring



and proactive compliance measures to ensure adherence to industry standards and regulations.

To further improve our operational efficiency, we initiated the following key projects:

1. **Digital Transformation:** Our organisation has undergone a digital transformation journey, leveraging technology to automate processes, enhance data analytics capabilities, and improve decision-making.
2. **Lean Service:** The implementation of lean principles in our operations helped eliminate waste, reduce costs, and improve overall efficiency.
3. **Cross-Functional Collaboration:** We fostered a culture of collaboration between departments to promote seamless information flow and enhance problem-solving capabilities.

Looking ahead, our operations teams remain committed to continuous improvement and innovation. Our strategic focus for the upcoming year includes market expansion, where we will explore new market opportunities and expand our reach to new customer segments. Sustainability initiatives with sustainable practices in our operations to reduce our environmental footprint and contribute to the global sustainability agenda. Technology advancements whereby embracing emerging technologies will remain a priority to stay competitive and deliver superior services; and finally enhancing a Customer-Centric Approach where Marriott will continue to prioritise customer needs and feedback to drive our decision-making processes.

I am proud of the work completed by Marriott and extend my heartfelt appreciation to the entire operations team for their unwavering dedication and hard work. Our success is a result of their commitment to excellence.

Edward Boghikian





NDIS

Over the past financial year, the Marriott NDIS Hub has thrived, leaving a positive mark on the lives of our valued participants.

Onboarding numbers have increased as we welcomed 20 new participants across various services, a testament to the trust placed in our commitment to providing exceptional care. Our dedicated team of supported employees collectively contributed over 75,000 hours of employment service to Marriott Social Enterprises, exemplifying the spirit of compassion and dedication that defines our organisation.

The Marriott NDIS Hub's focus on participant goals has been a driving force behind our success. Through active participation in quality meetings and a person-centred approach, we ensure that individual aspirations are not just heard but meticulously tracked in our journey. We have embarked on recording and implementing personalised pathways of support, ensuring each participant's unique journey is met with tailored solutions.

Challenges were met head-on as the Hub navigated several legislative and governing body changes, including shifts within the NDIS and Supported Wage system. Collaborating seamlessly with Human Resources we streamlined the wage assessment process, reinforcing our commitment to inclusivity and equitable opportunities.

Celebrating our participants' victories is a highlight of our journey, witnessing three participants transition successfully to open employment which further solidifies our dedication to creating pathways to success. In this spirit, new doors have been opened within the Industries division, marked by the inception of the Assistant Job Coach role,






bringing boundless possibilities for growth and development.

Education lies at the heart of our ethos, and our Marriott Mates programs have been a resounding success, with the launching a second group. This allows us to witness participants achieve their educational goals which invigorates our mission to empower and enrich lives.

Our engagement with the broader community has been dynamic and impactful. From participation in expos such as the Care Expo and Disability Expo, to embracing the spirit of NDIS multicultural days, speciality disability schools and NAIDOC Week, we consistently advocate for inclusivity and awareness.



Innovation has been our ally, with the Glen Eira Sports Aquatic Centre GESAC sensory room launch marking a significant milestone, where Marriott have leveraged our Capacity building registration broadening the scope of our services and reach.

With growth comes change, and we bid farewell to two retiring participants who contributed significantly to our community. Their legacy will forever inspire us to continue striving for excellence.

The Marriott NDIS Hub team comprises a passionate group, led by the Customer Engagement Manager, supported by a NDIS Trainer, NDIS Admin Officer, and a new Employment Coordinator, ensuring that our collective efforts remain focused on the aspirations and dreams of our participants.

In 2023, a total of 227 participants received services from Marriott Support Services, affirming our commitment to fostering a nurturing and inclusive environment where dreams are realised and lives are enriched.

As we reflect on the achievements of the Marriott NDIS Hub in the past year, we are filled with gratitude and pride for the transformative impact we continue to make in the lives of our participants. Our journey of empowerment and compassion knows no bounds, and we eagerly anticipate the opportunities that lie ahead. Together, we strive to create a world where dreams are fulfilled, and individuals are celebrated for the unique brilliance they bring to our community.



Community

After 10 years of working in close partnership with Glen Eira Council with their team at GESAC they are now well and truly equipped themselves to manage supporting people with a disability to access the GESAC facilities and programs.


We have however entered into a new partnership of utilising and designing a dedicated area upstairs just outside the gymnasium, as a Sensory Space for people who access GESAC. This is a terrific chill out zone for people with a disability, if the GESAC environment gets too overwhelming. Marriott looks forward to this new partnership going into the future.

Following on from the consultation survey with participants and families we commenced the implementation of Core Programs and Elective Activities timetable in 2023. This approach has given more structure to the Participant's Day whereby the Morning Program is one of our popular or skill development orientated programs and the Afternoon Electives are a variety of activities that Participants enjoy doing.

We also commenced a new approach in producing Monthly Participant Reports that better informs Participants families and carers. This provides regular updates on each person's progress towards their goals, skills being working on or skills they have obtained, feedback from the Participant and what is being worked on over the next period. This has been receiving positive feedback from families, carers and participants.

As part of our reconnection with a key community partner the Rotary Club of Bentleigh Moorabbin Central, they have been instrumental in providing generous donations of funding, time and labour in renovating the high rise garden beds at the Wheatley Road site and for





our 15 brand new flip top fold up tables for the new Hughesdale service site. Marriott is very grateful for and value their support which makes an enormous difference to the lives of our participants.

Though Marriott's networks, we have been fortunate to have had several opportunities throughout the last 12 months, to visit KIOSC and be involved in using a whole bunch of really cool Science and Technology equipment, whilst also being immersed within these experiences.

These opportunities have included viewing 360 degree imagery in the igloo, to using state of the art Virtual Reality equipment and programming robots just to name a few. This program is very popular with our RTI participants and we look forward to this continuing relationship with Swinburne University of Technology.

Throughout December 2022 to February 2023, we announced that Marriott Community will be moving operations from Wheatley Road McKinnon to two new service venues in Arthur Street Hughesdale and Nepean Highway Hampton East.

Following renovations and a fit out, Hughesdale held a Grand Opening Day on 9 June 2023 and the first day of service for 32 current participants commenced on 13 June 2023. These new facilities are significantly better than the old facilities and feedback on this new site has been very positive from families, staff, carers and participants.

Hampton East is anticipated to be ready for services in late September 2023 and, we look forward to announcing an actual commencement date soon. This will be the new service site for 39 participants and, these new premises will also be significantly better than what we currently utilise.

In preparation for these new service sites, we have one of our existing Community Leaders in charge of the day-to-day operations at each site and, we have introduced the role of Senior Lifestyle Assistant to each of these service sites too.

As part of the strategic growth initiatives, it was identified that there is a growing market need in providing support coordination services for participants with higher complex needs beyond our current offerings of Level 1 and 2. To meet anticipated sector needs we commenced the role of Support Coordination Lead to drive the strategic growth in support coordination.

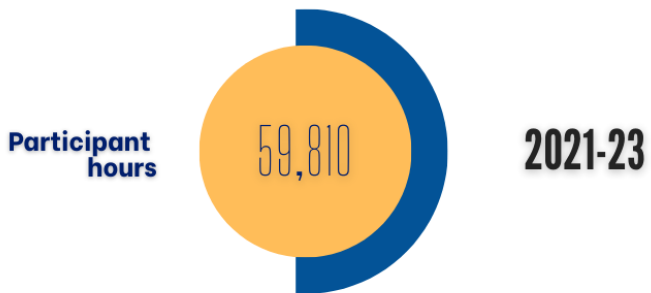
As part of the requirement to gain Level 3 on our registration we undertook the background preparation and undertook the required NDIS audit to enable Marriott to increase its scope. In April 2023, the NDIA granted approval for Marriott to offer Level 3 Support Coordination services for participants with significantly higher needs.

We can now offer this level of Support Coordination and we will continue to market this to the NDIS community. At the end of the financial year, we achieved increased growth of 11% in that month alone going from 108 to 120 clients. This was primarily due to another existing provider exiting Support Coordination and, some of their clients choosing to be supported by Marriott in their place.

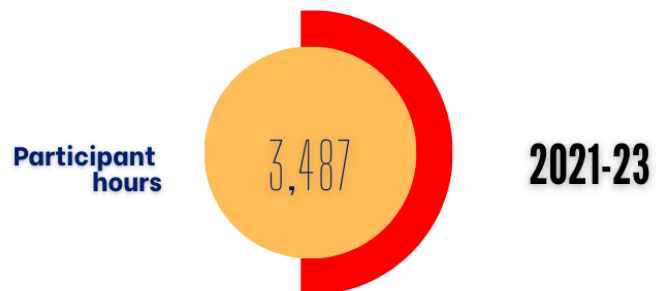
After over 20 years of providing field contracts in which Marriott has provided grass maintenance, edge treatment and vegetation management for Melbourne Water assets saw a major change in our partnership arrangements. This has been a highly successful and highly regarded partnership and as we enter a new era, we secured a new Social Services Contract started in November 2022. Marriott is the first Social Enterprise that have been awarded this type of partnership contract from Melbourne Water. Enviro Management Services (EMS) will continue to provide the same services across of forty-six Melbourne Water sites.



MARRIOTT'S COMMUNITY AND ROADS TO INDEPENDENCE PROGRAMS



MARRIOTT'S SUPPORT COORDINATION





Social Enterprises



Ben Quessy (Job Coach) and Paul Hyland (Employee with Disability) raking Quiet beaches in Patterson Lakes for Melbourne Water

EMS is also responsible for the grass cutting and edge treatment of eleven sewerage treatment plants and three hundred and sixty-six water and sewer sites for South East Water. Our team provided seven cycles of service to these South East Water assets annually and maintains the grounds and car park for South East Water offices in



St Bedes College Bentleigh East EMS team maintaining gardens



*City Of Kingston
Playground Daniel
Cooke (EWD) and
Paul Ricupito (EWD)
weeding*

*City Of Kingston
playgrounds Magda
Farrell (Job Coach)
Paul Hyland (EWD), Paul
Ricupito (EWD), Russel
Davies (EWD)*



This year many of our Employees with a disability have been developing new skills through competency training and experience. Some of the new skills have included – Operating OutFront’s and Zero turn ride on mowers, building retaining walls and using power tools.



Nick Ray (EWD) building a retaining wall at DFFH site



Fresh Start

Our EMS employees with a disability (EWDs) and staff teams assist the Fresh Start team and rotate their rosters to foster Social Enterprise collaboration and to provide staff with a suite of varied daily tasks. Marriott continues to partner with the Brotherhood of Saint Laurence – Job Victoria program to provide meaningful job opportunities and employment for people from diverse cultural backgrounds. Marziyeh has joined our Fresh Start cleaning team and is learning how to use new machines and becoming more confident with her English.

Marziyeh learning to use the floor polishing machine in the Keys Road dining area

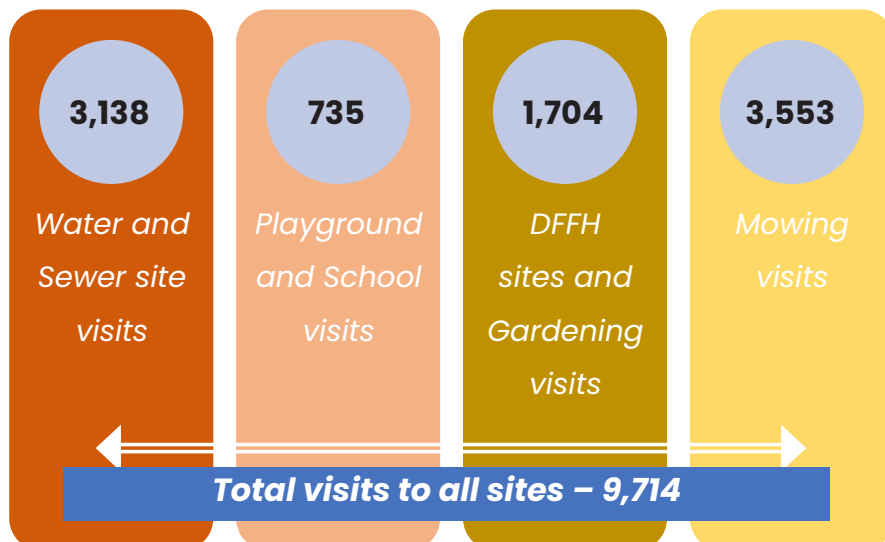


FRESH START





DFFH Site in Cheltenham Paul Ricupito (EWD), Matthew Bennet (EWD) and Robert Tost (General Labourer) cleaning site





Industries



Jane Devine (EWD) and Kristen Allen (EWD) received their certificate for breaking the daily jar filling record

Our Industries business has experienced changes this year in order to adapt to the changing dynamics within the 3PL, Production and Food packing environment. To ensure we are meeting our clients' needs we have invested considerably in automation to provide better production efficiency for our customers. In our Food Packing area, we have purchased an automatic line filler and smaller individualised machines that have enabled us to fill at least four times the amount we could achieve manually.

This year our new Food Packing Operations Lead Mathew Willis has introduced in house awards for outstanding achievements.

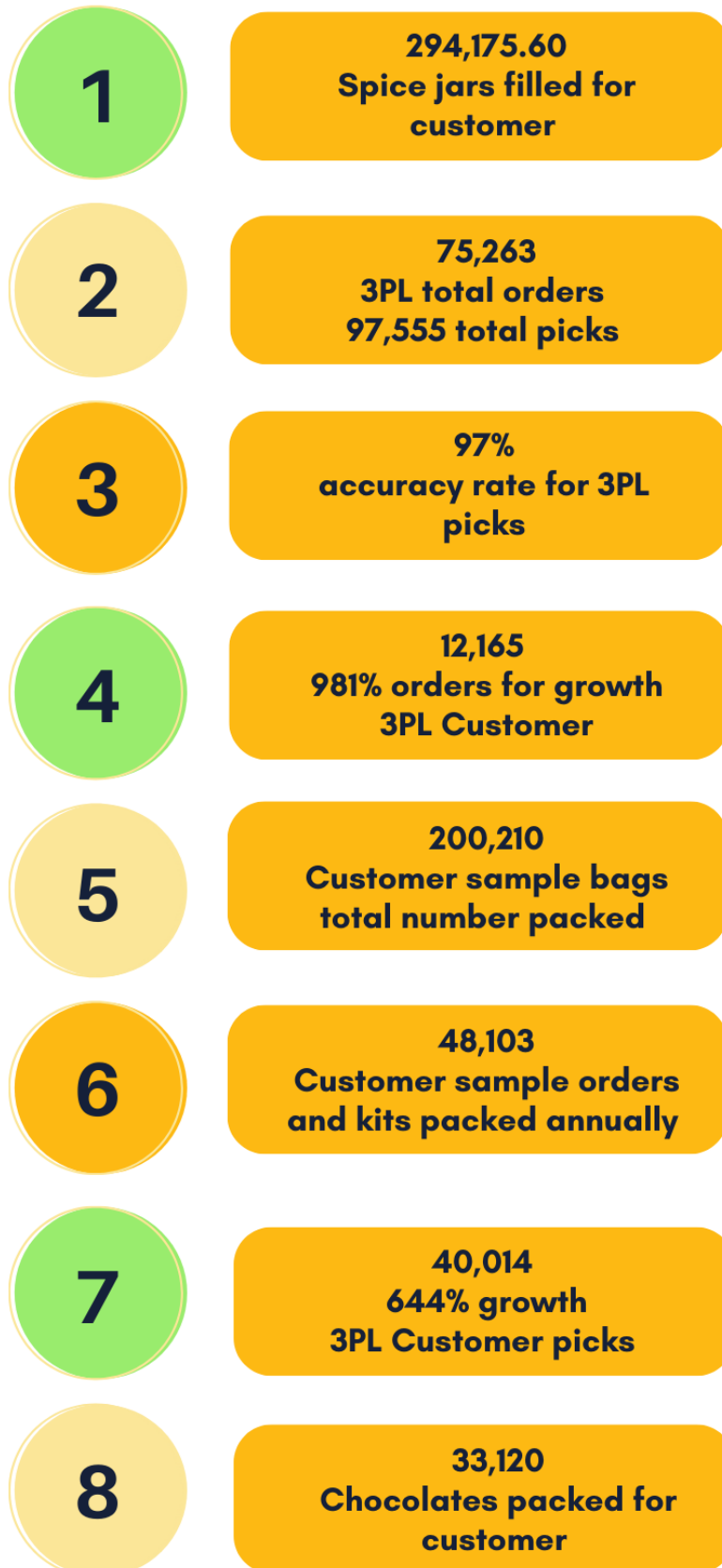
We have maintained our focus on quality control activities that reflect our commitment to maintaining an excellent standard of service and customer experience.



In March this year our Mezzanine building project was completed. This build allows us to integrate our 3PL business into the same physical space as Production and Food Packing. We designed and built a Mezzanine floor for our 3PL business at number 15A Keys Road Cheltenham. Our production area was redesigned, and our Food Packing area expanded to accommodate the significant growth experienced this year.



PRODUCTION



91 EMPLOYEES WITH A DISABILITY CONTRIBUTING (ANNUALLY)

145,264.92 HOURS

Enviro Management Services

22 Employees with a disability contributing 43,298.56 hours.

1

2022-2023

2022-2023

2

Industries

68 Employees with a disability contributing 99,623.20 hours

Fresh Start

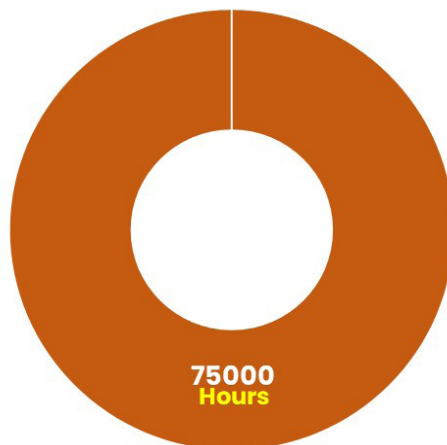
1 Employee with a disability contributing 2343.16 hours

3

2022-2023

NDIS

■ Employment Services





Delivering Social Impact

Marriott is an experienced and respected operator of social enterprises working in partnerships with government, councils, construction projects and with commercial clients dating back over 40 years when it commenced its first social business enterprise which is now known as Enviro Management Services.

Following on some ten years later our Industries social enterprise commenced its factory operations continuing to build a strong and loyal customer base over thirty years delivering a high level of quality work.

Our social enterprises are certified with Social Traders and also hold a range of OHS and quality accreditations. In 2023 we had 91 employees with a disability working across our Social Enterprises.

Through another demanding year where we continued to face the many challenges our team has delivered real social impact. We have lived our purpose and helped support individuals with a disability and those experiencing social disadvantage working by providing inclusive and supportive through meaningful employment to achieve a range of social outcomes.

Our focus on developing our employees, particularly their leadership capabilities, continued in 2021-2022 as we rolled out our skills development programs for managers and team leaders.

Our people are supported to gain real life work experience along with training and gaining skills that builds their confidence that can open future doors to mainstream employment opportunities whilst also meeting their individual goals, choice and control.

For organisations seeking social impacts, in working with Marriott Delivers

- Enabling positive social change
- Meaningful employment outcomes
- Building capability of people with a disability or disadvantage with training and skills development
- Providing economic security and financial independence of the people we support.





Our People

The continuing impacts of COVID for most of the year compounded by the difficulties experienced with labour shortages during the last year has tested the resilience and commitment of our people along with ongoing reforms across the sector has accelerated the rate and complexity of change that affect our people. Our frontline staff continue to provide an outstanding level of service, despite obvious challenges. Our values continue to provide a robust framework for working together and we know that is essential to also focus on supporting our people to grow and thrive at Marriott. A strong, skilled and committed workforce is critical to our success and accordingly we are investing in workforce development and training across all general staff and employees with a disability to strengthen our workforce.

Our People and Inclusion team have commenced implementing a new human resources platform which are a key part of having improved systems for recruitment, induction, and employment services. These new processes provide for improved efficiencies and effectiveness for managers and their staff and an instrument for more streamlined and secure documentation and reporting.

Marriott's supported employees are a vital part of our team. We will continue to innovate our supported employment programs to ensure they reflect the changing market conditions and we also support those who wish to transition into mainstream employment.

At Marriott we strive to be an inclusive employer of choice. Our key focus is to positively impact the engagement of our people and being aligned with the values and mission of the Marriott which strengthens our motivation, commitment and connection to our work.



We are committed to continuing to build an inclusive and welcoming culture that supports people from all lived experiences to enjoy a strong sense of belonging. The Safety & Wellbeing of our entire team continues to be a priority for us this year as we continued to navigate the pandemic and the many challenges that came our way along the journey. We continue to build the knowledge, skills and behaviours of our people regarding safety risks, health and wellbeing.





Quality Report

Marriott takes all practical measures to comply with its obligations under the National Disability Insurance Scheme Act 2013 (NDIS Act) and all relevant statutory compliance requirements, including OHS.

We continue to be independently certified by Global Compliance Certification (GCC) for our compliance with:

- ISO 45001:2018 OHS Management System Standard.
- National Disability Insurance Scheme (NDIS) Practice Standards.

This year, upon application and recognition of a successful audit outcome, the NDIS Quality & Safeguards Commission granted the extension of our NDIS Registration scope to include Specialised Support Coordination. We commenced delivering this additional service in early May 2023, helping us respond to unmet demand and further expanding our services.

Furthering our commercial opportunities and market competitiveness, our steady progress towards preparing for, and implementing new procedures and systems in support of our transition to an Integrated Management System (IMS) for Health & Safety, Environment and Quality (HSEQ), will see us aim to attain our business objective of full certification in the second half of 2023 for:

- ISO 45001:2018 OHS Management Systems.
- ISO 14001:2015 Environmental Management Systems.
- ISO 9001:2015 Quality Management System.





Feedback

All complaints this year were resolved by acknowledging the importance of communication, providing an apology and or giving assurances that staff training, or improved service or supports will be delivered.

Across the organisation, the average time to investigate and close a complaint was 24 hours.

Complaints about NDIS Supports were down from 14 last year to 6 this year.

Feedback About our NDIS Supports

NDIS feedback of all types, (complaints, compliments, suggestions), about our NDIS supports shows an awareness and willingness across key stakeholder groups about speaking up.

- Feedback Methods used: Email (6) 50%, Phone (3) 25%, Hard Copy/ Feedback Form (2) 17%, Face to Face (1) 8%.
- Persons Giving Feedback: Relative Friend (5) 42%, NDIS Participant (3) 25% / Other Disability Provider (2) 17%, Support Worker or Staff (1) 8%, Other (1) 8%.
- Anonymity rate: (1) 8%
- Translation Assistance required: (1) 8%
- Advocacy Support required: (2) 17%
- Complainant Satisfaction rate: High (4) 67%, Medium (2) 33%

Our Learning from complaints: The reduction in complaints about our NDIS Supports this year by of over 40 per cent, may be attributable to our efforts to build workforce capability and strengthen our complaints handling and recording processes, which includes improved monitoring of our progress to ensure matters were addressed comprehensively and responses were appropriately established and communicated.

Positive Feedback and Suggestions

Positive feedback included commending Marriott on an unforgettable 50-Year Gala Ball along with our achievements at Expos and one case, establishing a high-quality Nutrition and Swallowing Screening checklist for NDIS participants.



Marriott Support Services is a:

- Registered NDIS provider
- Charitable organisation registered with the Australian Charities and Not-For Profits Commission (ACNC)
- Company Limited by Guarantee. ABN: 36 094 426 061
- Certified Social Enterprises with Social Traders



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