



...building an inclusive society

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Annual General Meeting

Northcott's 78th Annual General Meeting will be held at the Northcott Building, 1 Fennell Street, North Parramatta on October 22 2008 at 11am.



— OUR PURPOSE

...building an inclusive society

— OUR VISION

By 2010 Northcott will be delivering relevant, sustainable and innovative services to 20% more people than today (May 2006).

— OUR VALUES

- Quality
- Accountability
- Respect for others
- Honesty and integrity
- Equality

WHO WE ARE

Northcott Disability Services was established as The NSW Society for Crippled Children in 1929 by the Rotary Club of Sydney in response to the growing number of children with polio and tuberculosis. During that year, the Rotary Club of Sydney conducted a community doorknock campaign in an attempt to find children who were living with polio and tuberculosis. After eight months, 1,153 children were identified and registered as needing support.

Today, Northcott is a dynamic and innovative organisation that provides support and services to more than 6,000 people with disabilities, their families and carers across NSW and the ACT.

Northcott provides services to people with a broad range of disabilities including physical, intellectual, sensory, acquired and degenerative disabilities, as well as challenging behaviours. Some clients with rare or lesser known disabilities find Northcott to be the only provider of appropriate support and services.

Some of the services Northcott provides include early childhood support services, accommodation, community participation programs, computer assistive technology, employment, equipment, individual and family support, recreation, respite, and specialist services. From early childhood development, through to assisting individuals gain employment and independent living skills, Northcott's provision of services centres on each stage of the changing life cycle.

Northcott's services meet an extensive range of needs; support and services are provided to the clients, as well as their carers, siblings and the entire family unit. In all that it does, Northcott has adapted to the needs of its clients, encouraging inclusion and access to the community.

Northcott's purpose is to build an inclusive society. This is achieved by assisting people with disabilities to develop their skills and achieve their goals - including their potential for independence and ability to participate in their community.

NORTHCOTT DISABILITY SERVICES PROVIDES SUPPORT TO OVER 6000 PEOPLE WITH DISABILITIES AND THEIR FAMILIES ACROSS NSW AND THE ACT BY OFFERING A RANGE OF QUALITY SERVICES WHICH PROMOTE A GENUINELY INCLUSIVE SOCIETY.



Supported... Kate Corcoran accesses Northcott's Individual Community Participation Program in Coffs Harbour.

OUR HISTORY

1929 Rotary Club of Sydney meet to launch the fundraising campaign to found The NSW Society for Crippled Children.

1930 The first school for crippled children – The Fred Birks Activity School at the Royal Alexandra Hospital for Children.

1937 Margaret Reid Home is officially opened.



1938 Beverley Park Estate is officially opened.

1947 His Excellency Lieutenant-General Sir John Northcott KCMG KCVO CB Kt StJ, Governor of NSW, becomes Patron of The NSW Society for Crippled Children.

1951 A special school opens in Parramatta.

1956 Long term residential care begins for severely disabled young people at Beverley Park.



1969 May Gibbs bequeaths royalties jointly to The NSW Society for Crippled Children and The Spastic Centre of NSW.

1973 Wagga Wagga regional office opens.

1974 Tamworth and Coffs Harbour regional offices open.

1975 Properties are purchased in Tamworth and Wagga Wagga for respite care.

1988 Karingal Respite Care transfers from North Parramatta to North Rocks.

1988 Beverley Park Residential Services open.

1989 The Computer Assistive Technology Services (CATS) begins.

1991 Head office moves to the former Northcott school. By 1991 children with disabilities are integrated into local schools.

1992 Dubbo regional office opens.

1993 Roselands Respite Cottage opens.

1993 Jobmatch opens.

1995 The NSW Society for Crippled Children name is changed to The Northcott Society.

1997 A new Northcott Respite Cottage opens in Wagga Wagga.

1999 Macarthur Office opens in Campbelltown.

1999 The Thomas Hepburn Lennox Scholarship Trust is announced.

2003 Ability First Australia, an alliance of eight former Crippled Children Societies around Australia, is formed and incorporated.

2003 New purpose built premises at 1 Fennell Street, North Parramatta are opened by Her Excellency Professor Marie Bashir AC Governor of NSW.



2005 Northcott becomes an affiliate of Easter Seals Disability Services (USA) and adjusts its brand to Northcott Disability Services.

2006 Illawarra office opens at Dapto and Northcott Equipment Solutions opens new premises in Newcastle.

2007 Penrith and Queanbeyan office opens.

2008 Ballina office opens.

CHIEF EXECUTIVE OFFICER AND CHAIRMAN'S REPORT

The past 12 months have been a time of significant change and growth for Northcott, and it seems that this has set the tone for more of the same in the future.

As foreshadowed in the 2007 Annual Report, Mr. Glenn Gardner retired as the CEO of Northcott in December 2007, after a long and distinguished contribution to the organisation and its clients.

On 25 February 2008, Ms Kerry Stubbs took up the role of CEO and Managing Director of Northcott. Kerry came to Northcott having spent the previous six years leading St Vincent's Hospital and Sacred Heart Hospice in Darlinghurst, Sydney.

Under Glenn Gardner's leadership, Northcott has almost achieved its vision. In 2006 Northcott's vision was to 'deliver relevant, sustainable and innovative services to 20% more people' by 2010. At the time of this annual report, Northcott has increased its operating expenditure by 16% (from \$18.2m in 2005/06 to \$21.1m in 2007/08), and is now serving 14% more clients. The 20% target is expected to be achieved by 2009.

Much of this growth has come from the acquisition of new programs and clients, and also considerable expansion into rural and regional New South Wales. Northcott has been successful in attracting Government funding for some new services and for existing services in new areas. For example:

- Northcott now has two National Disability Coordination Officers, one in Queanbeyan and one in Dapto. These two positions assist people

with disabilities to make the transition from school and post-school options (education and/or employment) by providing information, referral and coordination.

- Northcott now offers respite services to older carers in nine metropolitan and regional locations throughout New South Wales. These flexible, high quality services are tailored to the specific needs of older carers and their children who have high support needs resulting from their disability.
- Northcott has begun offering support in the Riverina and Orana Far West areas to young people with disabilities who are living in residential aged care facilities. This support will facilitate community access, family visits and specialist support.
- Northcott will coordinate a new pilot program in the New England region, which will focus on providing support networks for children and young people, parents and siblings with disabilities including autism spectrum disorder.
- Most excitingly, Northcott now has two new programs which support Aboriginal people with disabilities: one in the Macarthur Region known as the Aboriginal Play Links Program and a new Aboriginal intensive family support service based in Moree, which will provide short-term and intensive family support to families experiencing crises.

Other new programs have also begun, and more will be opening in the coming year.

During this year alterations and refurbishments have been undertaken at our offices in Dapto and Macarthur to provide additional accommodation for new programs. Northcott has also opened a number of new offices in a range of locations: Ballina, Hornsby and Queanbeyan. This is to ensure that we continue to be close to our clients and able to offer services that meet their needs. We thank the New South Wales and Commonwealth Governments, and their departmental staff who have helped us in our endeavours, with particular thanks to the former Minister for Ageing and Disability Services, the Hon Kristina Keneally, and the Director General of the Department of Ageing, Disability and Home Care, Brendan O'Reilly.

These new programs and locations reflect the changing needs of the people who use Northcott's services. Increasingly, people with physical disabilities are living longer and are able to make greater use of technology and opportunities to take their rightful place in our community as full citizens. They have the opportunity to exercise greater choice over the services they need and the providers who supply those services. Northcott is proud to be chosen by our clients.

Additionally, the range of disabilities of our clients is changing. Northcott finds it now deals with people with intellectual and physical disabilities and with the families and carers who support these people. From childhood through to adulthood, these clients require services that meet their needs at different stages of their lives: assessment services; advice and therapy; recreational opportunities; case management and brokerage; intervention when in crisis; post-school social and employment opportunities; respite services;

support and accommodation. Northcott is very proud to be able to provide services for many types of clients, of their choice and to meet their needs. We could not deliver these services without the wonderful staff and volunteers at Northcott, and we thank them for their skill, compassion and hard work.

Although many of our services are government funded, we rely extensively on our donors and corporate supporters to deliver those things to clients that make the difference between supplying a basic need and fulfilling a desire, between giving 'no frills' service and the best quality service – the type we would want for ourselves, our friends and our family. These include activities like mothers', fathers' and siblings' activities, where the families of those children and adults with disabilities can share information and experience; sports carnivals for children with disabilities where they can compete against their peers; the provision of sophisticated communication devices to children and young people who need them to be able to communicate at school and at home. We could not do these things without your support. Thank you.

A special thanks goes to those tireless workers in our community who make up our local fundraising auxiliaries in metropolitan, regional and rural areas. They are inspirational in their care for local Northcott offices and the clients they serve.

In addition, we thank the Board of Directors for their work in the governance of the Northcott Society, and the time and effort they give to this important role. We welcome Ms Lisa Chung as a new Director and bid a fond farewell to Mr. Andrew Stevenson, who left us in

November 2007 after 25 years as a Director.

2009 will see Northcott celebrate its 80th birthday. We are planning a big year and hope that all of you are there to celebrate with us.



Phil Cave
Chairman



Kerry Stubbs
Chief Executive Officer



Phil Cave
Chairman

Kerry Stubbs
Chief Executive Officer

HIGHLIGHTS 2007/2008

Corporate services

- Northcott welcomed Kerry Stubbs to the role of Chief Executive Officer on 25 February 2008. Kerry led the St Vincent's Hospital and Sacred Heart Hospice in Darlinghurst, Sydney for the past six years and replaced long-serving CEO Glenn Gardner.
- In 2006, Northcott's vision was to 'deliver relevant, sustainable and innovative services to 20% more people' by 2010. In 2008, Northcott has almost achieved this increase, two years earlier than expected.
- Northcott has increased its operating expenditure by 16% (from \$18.2m in 2005/06 to \$21.1m in 2007/08), and is now serving 14% more clients. The 20% target is expected to be achieved by 2009.
- Northcott's ongoing commitment to the community was recognised at the 2007 Suncorp Parramatta Regional Awards for Business Excellence, with Northcott the recipient of the award for Excellence in Contributing to the Community by a Not for Profit Organisation.
- Full-time equivalent staff numbers increased by 31.7%, (from 214 in 2007 to 282 in 2008) due to new positions being created through organisational growth.
- An office was opened at Ballina on the Far North Coast of NSW on 5 June 2008 to provide respite for older parent carers living on the North Coast between Grafton and the Queensland border.
- The official opening of the new Southern Regional Office at Queanbeyan took place on 30 June 2008.
- A new Northern Sydney office was opened at Hornsby on 7 July 2008 to provide family support and ageing parent carer respite in the Northern Sydney area.
- Northcott hired its first Volunteer Coordinator. The primary role of the Volunteer Coordinator has been to undertake the development of a formal volunteer program for Northcott.
- The first client ambassadors were selected for Spina Bifida Awareness Week 2007. Eight-year-old Julie Charlton, along with her mother Jane Charlton toured schools and hospitals across NSW to educate the community about spina bifida.
- Jobmatch held the Inaugural Employer of the Year Awards in August 2007 to promote the service to employers within the local community.
- A new accessible Northcott website – www.northcott.com.au was developed, with detailed information on our programs, as well as links to quality information and resources.



Spreading the word... (L-R) Northcott's first Spina Bifida Awareness Week Ambassador Julie Charlton with Northcott client Amy-Lea Attard and Northcott's Spina Bifida Group mascot Spinasaurus.

Client Services

- Northcott was successful in securing funding from the Department of Families, Housing, Community Services and Indigenous Affairs for Respite for Older Carers programs in nine metropolitan and regional locations across New South Wales and the Australian Capital Territory.
- Funding gained from the Department of Ageing, Disability and Home Care (DADHC) will provide for an occupational therapist, a speech therapist and a physiotherapist to run the Macarthur Wingecarribee Therapy Transition Project, which will provide support to children and their families in Macarthur and Wingecarribee by preparing them for transitioning to mainstream school.
- Northcott secured funding from DADHC in the Riverina and Orana Far West to support young people with disabilities who are under 50 years old and living in a residential aged care facility, as part of the Younger People in Residential Aged Care Program.
- Northcott was successful in securing funding from the Department of Education, Employment and Workplace Relations to assist people with disabilities to make transitional arrangements between school, vocational and technical education and higher education and employment. Northcott is now providing this National Disability Coordination Officer Program through offices in Dapto and Queanbeyan.
- Northcott will establish support networks for children, young adults, parents and siblings in the New England region thanks to funding provided by DADHC, as part of the Tamworth Comprehensive Support Networks Program. Support groups, family days, camps and communication forums will be held, with the aim of linking people and developing supportive networks.
- An Aboriginal Intensive Family Support service will operate in a new office in Moree, with funding received from DADHC. This is the same service model as Northcott's Intensive Family Support service, which provides short-term and intensive support to families who are experiencing crises, and has been operating in the Nepean area for the last two years.
- People with disabilities living in the Cumberland Prospect and Dubbo regions will be supported to access the community and pursue hobbies, sports and other leisure activities thanks to funding received by DADHC, as part of Northcott's Leisure Links – Cumberland Prospect and Orana Far West Program.
- The first Aboriginal supported playgroup for Northcott, which is funded by the NSW Department of Community Services under the Aboriginal Child, Youth and Family Strategy and Tharawal Aboriginal Corporation, was officially launched on 2 April 2008.



Launched...(L-R) Northcott's first Aboriginal Family Worker Kelly Hampton and her daughter Jemma, Tanya Perry and Glen Doyle at the launch of the first Aboriginal supported playgroup for Northcott.

ACCOMMODATION

Northcott has a number of accommodation services: long-term accommodation at Beverley Park and three transitional services that provide short-to medium-term housing (six to 24 months) – Merrylands Independent Living, Northcott Housing Links and Woodbine Transitional Service.

Merrylands Independent Living

Merrylands Independent Living is a residential service for adults with a physical disability who want to learn the skills and acquire the confidence necessary to transition into living independently in their own home. Residents live in accessible, self-contained accommodation and are supported in identifying their goals for long-term accommodation.

Three residents have successfully transitioned out of the Merrylands Program into the community in their own homes over the past year. Staff are working with a number of clients in preparation for entering the program. Seven participants completed the CLUES (Community Living Useful Elements for Survival) course, a life skills course that is run each year as part of the Merrylands Independent Living program. The course is designed to assist young adults with a disability who are taking steps to greater independence. Topics include living safely in the community, communication and relationship skills, self esteem and job skills.

Woodbine Transitional Service

Woodbine Transitional Service is a residential living skills program for adults with a physical disability, which operates from a fully furnished house in the Campbelltown suburb of Woodbine.

Two clients are currently living in the Woodbine Transitional Service and one resident has transitioned to long-term accommodation. Four young adults are currently being assessed to use the service, some of who are working with staff on pre-accommodation goals. A cooking course designed to show residents how to cook a meal in minutes was also conducted at the Woodbine house for residents and other interested Northcott clients.

Northcott Housing Links

Northcott Housing Links provides shared, affordable and accessible short-term accommodation for up to four people in the Sydney suburbs of Petersham, Glebe and Ryde. The houses are fully furnished and have been modified to meet the needs of people who use wheelchairs.

There are currently four clients living in Northcott's three Housing Links and one client has successfully transitioned into a house in the community. The Manager receives ongoing enquiries and referrals for all of Northcott's transitional accommodation services.

Beverley Park Residential Service

Beverley Park Residential Service, located in Campbelltown, provides long-term supported accommodation and 24-hour staffing for 16 residents with high support needs. Residents live in four purpose-built villa units with their own gardens and outdoor living areas.

Staff at Beverley Park supported a client to visit her family in Vietnam, whom she has not seen for the past 12 years. Clients also decided that they would like to stay up and see in the year 2008 as most residents had not previously stayed awake past midnight. Clients who wished to stay up and celebrate New Year's Eve were supported to do so.

The Monarch Investments Foundation donated funding in order to provide a client with a much needed ceiling hoist to assist with his mobility. The new ceiling hoist will allow him to be easily transferred from his bed to chair and shower throughout the day, decreasing the likelihood of carer and client injuries. The British American Tobacco Company also generously donated \$22,000 to allow for new curtains to be placed in all four units of the residential service.

Janette's Story

Merrylands Independent Living

Janette Bondy has finally achieved her dream of having a place she can call home, after spending four long years in a nursing home.

The 58-year-old, who has ankylosing spondylitis, uses a power drive wheelchair for mobility and currently lives in her own home provided by the Department of Housing. Ankylosing spondylitis is a condition that mainly affects the spine. The condition also makes the joints of the neck, back and pelvis become inflamed, causing pain and stiffness.

Being placed in a nursing home with people who were almost twice her age made Janette feel ostracised and isolated from her community, destroying her self confidence and access to social skills.

"I felt like I didn't belong in the community when I left the nursing home, I didn't know how to use an EFTPOS machine, how to catch public transport or budget," Janette said. "I really felt like an outsider."

Moving into Merrylands Independent Living has given Janette the opportunity to gain experience in living more independently through learning new skills, managing her own finances and planning for future accommodation. Together with her Living Skills Educator, Janette set goals when

she first moved to the accommodation service - to learn budgeting, to apply for and live in a Department of Housing home, to be able to make choices and to write her own book.

Janette is now a new woman. She doesn't carry much cash with her, takes delight in using an EFTPOS machine when shopping and enjoys the independence that comes with undertaking the simple chores we take for granted, such as cooking her own meals and doing the gardening. She has chosen and purchased all of the furniture and appliances in her own home and now has access to her own computer, which she is using to transfer the notes which she wrote while at the nursing home for a book she wants developed. She also has a DVD player, is starting to gather a movie collection and looks forward to getting a small dog to keep her company.

Northcott's Living Skills Educator Wendy Forster said the skills Janette gained at Merrylands Independent Living Centre have prepared her for a life of independent living.

"Northcott has provided assistance to ease Janette's transition but it has been Janette's determination that has led to her living in her own home," Wendy said.



Home sweet home...Janette Bondy inside the modified kitchen of her new house at Greystanes.

COMMUNITY PARTICIPATION PROGRAMS

Northcott Disability Services Community Participation Programs are designed to bridge the gap between leaving school and accessing the next significant phase of life. They prepare school leavers with a disability who have moderate to very high support needs for further education, assisting them to develop independence and daily living skills. Northcott provides services in group and individual programs in metropolitan and rural areas of NSW. The programs are tailored to the individual as clients develop individual plans that identify the skills and goals they would like to achieve during the course of the program.

Group Programs

Group programs operate from facilities in the community and involve both centre-based activities and activities within the community. Centre-based activities may include developing computer skills or independent living skills through cooking, gardening and budgeting. Activities accessed in the community may include swimming, gym programs and recreational activities such as attending the movies and shopping.

The Group Program in Dubbo provided support this year to five clients. Two people participate in a weekly cooking program, developing their cooking skills by preparing lunch for other group clients and office staff. Two other participants have become more confident in completing their personal shopping and four clients have attended a local gym to access the hydrotherapy swimming pool.

The Group Program in Parramatta provided support to 10 clients. Three new people joined the group at the beginning of the year. This year, one person was granted a scholarship to assist in his university studies in social work. He uses his time at the program to gain skills in completing his assignments.

The Group Program in Roselands provided support to 12 clients, two more than last year. Four participants have joined their local library, aiming to develop their

literacy skills by visiting every two weeks. Clients also recently attended a Disability Access Committee Public Forum to raise access issues within Riverwood and the City of Canterbury. Feedback from the organisers of the committee were that clients were well prepared for the meeting, with one person invited to join the committee.

The Group Program in Tamworth provided support to 11 clients. One client attends TAFE once a week, with a group of clients attending the Riding for the Disabled Group. Clients also have access to a vegetable garden at the Tamworth office, where they are developing gardening skills and are actively involved in organising a Christmas concert at the end of the year.

Individual Programs

Individual programs allow one-on-one support ensuring extensive flexibility in structuring and planning activities to meet the client's needs. Further education through TAFE or community colleges, travel training, volunteer work and developing independent living skills are goals that are commonly identified as part of a client's individual plan.

The Individual Program in Coffs Harbour provided support to three clients. One client has successfully completed a Bachelor of Psychology (Honours) degree at Southern Cross University, Coffs Harbour. She was very

proud and excited to be graduating after six years of study. She is now planning to continue her studies with a PhD. Other clients contribute to the community by volunteering at the Neighbourhood Centre and the Coffs Harbour Historical Museum, using the computer skills they have developed and strengthening their communication and life skills.

The Individual Program in Dubbo provided support to three clients. One person attends TAFE twice a week to further her studies. One volunteers at the local RSPCA centre to walk dogs and another has joined a local social group, meeting new people and learning new skills.

The Individual Metropolitan Community Participation Program, located in Parramatta and Penrith provided support to 15 clients. It has helped facilitate eight clients to attend tertiary education and one person is currently in the process of trying to have her autobiography published.

The Individual Program in Tamworth provided support to five clients. The clients are all actively involved in volunteering in their local community. One person actively volunteers at the local radio station, another volunteers at the local hospital and one volunteers at the local video store. Learning how to catch public transport and gain social skills are just some of the skills clients have developed.

Jake and Karen's Story

Individual Community Participation Program – Tamworth

Jake Perkins is an ambitious young adult with so much passion for life. The 18-year-old, who completed his Higher School Certificate last year, has a number of plans for the future.

Supported by Northcott's Individual Community Participation Program (CPP) in Tamworth, Jake is hearing and visually impaired.

With the help of Northcott, Jake is supported to achieve his goals of working for a radio station, and as a masseuse. Northcott staff assisted him to arrange work experience at the local radio station and have also organised for him to undertake a ten week training course in massage therapy, with Jake participating in both activities while accessing the CPP Program twice a week.

For Jake's mother and full-time carer Karen, Northcott's CPP Program has not only provided Jake with a newfound sense of independence, but a range of skills that will allow him to develop daily living skills.

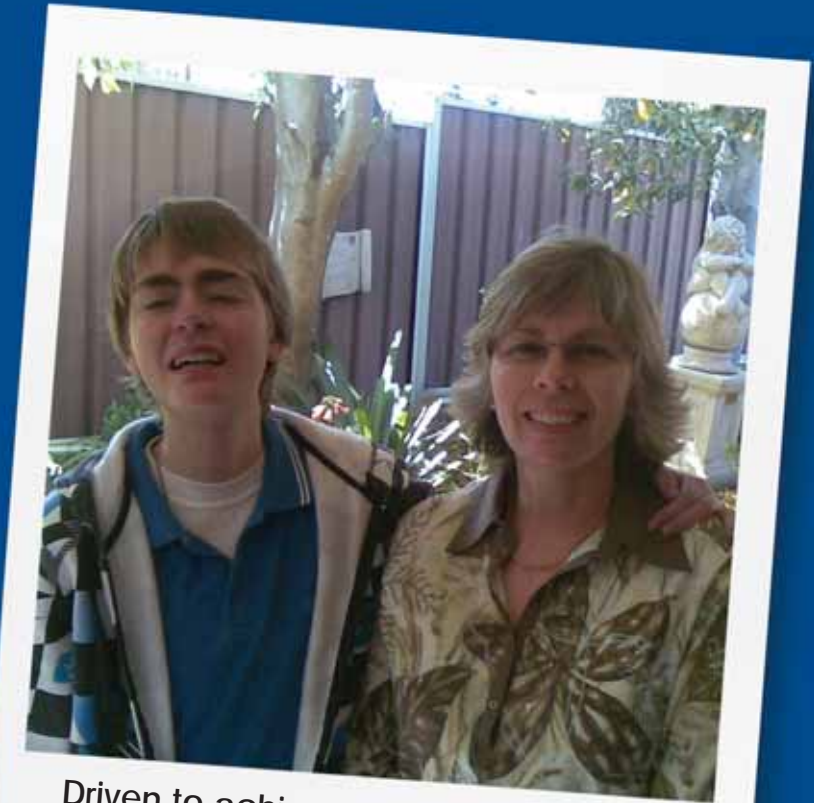
"It is vital for Jake to socialise with people who have similar experiences and with people of his own age," Karen said. "That's why it is so important that he accesses the program, as he is able

to spend time with his peers and learn new skills, such as how to catch public transport, and he enjoys every minute of it."

"Staff do all they can to best to meet the client's needs, as well as listening to the concerns of the parent," Karen said. "They help make things happen by using their expertise and most importantly, support Jake in providing him with a happy and fulfilled life."

Jake enjoys the program, looking forward to the time he gets to spend with his friends and he is also looking forward to becoming a member of the Access Committee of his local council, representing the views of Northcott clients regarding areas of inadequacy concerning access in Tamworth.

"The CPP program is awesome as it gets you out of the house, and I've made some great buddies," Jake said. "Staff take the time to get to know you, they're absolute legends. It is a very good place to be, as it gives you the independence you need."



Driven to achieve... Jake Perkins with his mother Karen enjoys the independence that comes with the accessing the CPP Program in Tamworth.

EMPLOYMENT

Jobmatch

Funded by the Department of Employment, Education and Workplace Relations (DEEWR), Jobmatch is Northcott's specialised employment service that assists people with disabilities and barriers to find employment opportunities in the open labour market. Jobmatch focuses on developing working relationships with both public and private sectors.

Jobmatch seeks to match the skills of the jobseeker with the requirements of the employer and offers a range of services to benefit both the employer and prospective employee. Jobseekers are provided with career guidance and planning, and are assisted with developing resumes and applications. Interview and presentation skills are taught, as well as ongoing support and training once in a job. The aim of the Jobmatch program is to gain service users sustainable employment and to encourage independence, which has a direct benefit on quality of life.

Jobmatch performed well throughout the 2007/2008 period, with a 90% service user utilisation rate. This allowed the capacity of Jobmatch to increase from 93 jobseekers, to now provide services to 98 jobseekers. Jobmatch continues to grow and develop, priding itself on being a progressive and innovative employment service. DEEWR has ranked Jobmatch in the top 32% of disability employment network providers within Australia.

Jobmatch has added value to the service by holding the Inaugural Employer of the Year Awards in August 2007, designed to promote the service to employers

and the local community. This event recognised and awarded local businesses who have shown their commitment to Jobmatch clients. This event was highly successful and will occur again in October 2008.

Jobmatch recognises the benefits of cultural diversity. Staff have also attended culturally and linguistic diverse training to assist them in being aware of the needs of clients from all cultural backgrounds. Jobmatch is currently developing links with community groups in order to improve service quality for people from ethnically diverse backgrounds.

Transition to Work

Managed through Northcott's Jobmatch service, Jobmatch's Transition to Work (TTW) program is funded by the Department of Ageing, Disability and Home Care and assists recent school leavers with a disability to develop the skills and confidence necessary to transition to employment. The program, which is offered over a two-year period, also offers vocational, independence and work-readiness skills and is currently capped at supporting 15 clients.

Jobmatch's TTW program accepts clients with a wide range of disabilities. The program specialises in supporting clients with physical disabilities, Asperger's, high-functioning autism or mental illness as the primary disability. The program also currently offers an accredited Certificate 1 Work Skills Course. The Work Skills Course gives participants the opportunity to gain a recognised qualification.

National Disability Coordination Officer Program

The National Disability Coordination Officer (NDCO) program targets the barriers that people with a disability face in gaining access to and successfully completing post-school education and training, through a comprehensive national network of 31 NDCO Officers. Northcott now has two National Disability Coordination Officers, one in Queanbeyan and one in Dapto. These two positions assist people with disabilities to make the transition from school and post-school options (education and/or employment) by providing information, referral and coordination.

The NDCO program commenced in February 2008, with a NDCO Coordinator employed in each region (Queanbeyan and Dapto), who is working towards providing information about post-school options, supports and services, helping with transitional arrangements, including referring people with a disability to education and training providers, support services and other appropriate agencies, and improving coordination of services across the region.

Petta's Story

Jobmatch

Petta Patterson is an enthusiastic young woman, who enjoys a bright and early start to the day.

Petta begins work at 5:00am at McDonalds Northmead where she is required to open the kitchen and prepare breakfast orders for customers.

"I enjoy my 5:00am shift because I have the opportunity to work independently for the first three hours of the shift. I work quickly and juggle a number of tasks at one time," Petta said. "However, sometimes I find it hard waking up at 4:00am."

Jobmatch assisted Petta to get her job by providing pre-employment training and contacted her employer directly to gain her the position. Jobmatch also kept in regular contact with Petta and her employer to help make her job a success.

"I have gained a number of skills from my employment, particularly in the areas of cooking, food preparation and stock collection."

Recently, Petta Patterson was awarded Employee of the Month, a testimony to her hard work and diligence.

"I felt really proud and happy knowing that I am doing a good job. Receiving the award has given me a lot more confidence," Petta said. "My advice to other people is to never give up on your goals. Believe in yourself because anything is possible if you put your mind to it."



Early bird... Petta preparing breakfast at McDonalds Northmead.

INDIVIDUAL AND FAMILY SUPPORT

Early Childhood Support

The Early Childhood Support Service (ECSS) provides therapy, education and family support through individual work with families, to children with physical disabilities (aged 0-6) and their families. The program is designed to promote the children's strengths and abilities and maximize their readiness for school.

This year 110 families have been supported by ECSS. With additional project funding from the Department of Ageing, Disability and Home Care (DADHC), a number of disability information handbooks that focus on preparing for transition to school and skills for young wheelchair users are being developed. This funding has also allowed for additional therapy hours, and staff training and support to run Positive Parenting Programs (PPP) which help families to develop protective and nurturing environments for children. The project runs until June 2009. A generous donation from a Northcott volunteer and grants from DADHC and the Profield Foundation have enabled ECSS to continue to support children with physical disabilities.

Metropolitan Family Support

Metropolitan Family Support provides social work and occupational therapy support to school-aged children with a physical disability. The service offers a wide range of group activities throughout the year which provide opportunities for clients and their families to connect with others who share common concerns and experiences, to obtain useful information as well as opportunities to learn new skills.

Metropolitan Family Support provided support to 235 clients. This year, a Sailing Day for Fathers was run in

collaboration with Sailors with Disabilities, who offered the fathers the opportunity to go out on Sydney Harbour in ocean-going yachts. A number of new group activities were held jointly with ECSS and the Paediatric Spinal Outreach Service, including a support group for families with a child with osteogenesis imperfecta, and Super Skills for Living, a group designed to assist clients to increase their independent living skills. An information evening for families with children preparing for transition to high school was also held in collaboration with the Spastic Centre.

Northern Sydney Family Support

Northern Sydney Family Support is a newly funded program which began operating in January 2008. The service provides family support and recreation activities to school-aged children with intellectual disabilities and their families in the Northern Sydney area through casework services.

Northern Sydney Family Support provided support to 20 clients during 2007/2008. A family barbecue was held to bring together all the families newly referred to the service. The service has linked families to activities offered by Northcott's other family support services, including Metropolitan Family Support. The service has also developed strong connections and worked closely with Aspect and the Down Syndrome Association to provide support to clients and their families.

Western Sydney Therapy Team

Northcott's Western Sydney Therapy Team provides speech pathology and occupational therapy services to children and young adults aged 0 to 18 with intellectual disabilities who reside in Western Sydney.

The service is funded by the NSW Government Stronger Together funding initiative as a partnership between the Spastic Centre, Northcott Disability Services and the Department of Ageing, Disability and Home Care.

Sixty clients were supported by the Western Sydney Therapy Team, with 60% of clients from culturally and linguistically diverse backgrounds, a positive direction in improving service quality for families from ethnically diverse backgrounds. The team exceeded the target of client numbers set by the Department of Ageing, Disability and Home Care by 25% and obtained positive feedback from families, who have commented on how valuable the service is in terms of providing early intervention.

Adult Outreach

Northcott's Adult Outreach program is staffed by community workers and occupational therapists who provide information and practical assistance to adults with a physical disability.

Adult Outreach provided ongoing support to 209 clients and fielded 95 external enquiries for information and assistance. Community Workers facilitated two social support groups for clients, one for 18-30-year-old women with spina bifida and the other for people aged 35 years and older with a disability. These proved to be a successful avenue for clients to network with each other around common issues. An occupational therapist student from the University of Sydney completed a seven-week service review with Adult Outreach clients, with positive feedback received.

Family Feedback

Northcott Intensive Family Support

Northcott Intensive Family Support (NIFS) is a flexible in-home service that provides intensive, short-term support to families who are living with a child or young person aged 0 to 17 with a physical, intellectual or sensory disability and are at risk of out of home placement and/or family breakdown.

Thirteen families accessed the NIFS service last financial year. Assistance to two families was extended beyond the normal 12-week intervention due to the complexities involved.

With this service commencing in June 2007, staff have maintained full caseloads all year. Due to the number of referrals received, the waiting list for this service was lengthy. The recruitment of a new staff member has enabled staff to assist families much more quickly, an important element for families that use this time-limited service.

NIFS has also successfully started a parents' support group. The sessions have included a pamper morning, an art morning and most recently, at the mothers' request, a belly dancing morning. The sessions have been very well attended and the feedback very positive.

Northcott Intensive Family Support

Dear Northcott,

The purpose of my letter is to express my sincere appreciation and heartfelt gratitude for the service our family has recently received from Northcott Intensive Family Support at Penrith, and for having Aby Hutchinson-West assigned as our family caseworker.

Aby's compassionate, non-judgmental approach and attitude, plus her efficiency in dealing with critical and sensitive issues, along with her vast array of knowledge in regards to disabilities and related services, has guided our family out of several crisis situations to that of calm, peace and hope, resulting in a positive outcome.

After concerns and issues were raised and discussed, goals and strategies were set and achieved in an extremely timely manner, along with the provision of practical ideas, supports and resources... which have most definitely contributed to the success we have received in attaining the desired outcomes and results.

The on-call service has been fantastic, the emotional support... amazing! Aby has focused on our family strengths leading to our self confidence, self esteem and self-worth being restored. This has enabled us to function as a stronger, more unified family unit, able to cope with any future challenges that may arise.

In my 17 years of dealing with health professionals, caseworkers and doctors, I feel compelled to write that the service our family has received from NIFS and Aby Hutchinson-West has far exceeded my expectations.

I would personally recommend this fantastic service to families who are in distress, experiencing a crisis, or any other critical issues affecting the family unit. I state this from our personal situation... this service in my life has literally been life-saving!

Thank you Northcott for your amazing program and thank you for assigning Aby to our family, she is such a compassionate, dedicated and professional caseworker. Many thanks.



INDIVIDUAL AND FAMILY SUPPORT

Family Resource Links

Family Resource Links aims to strengthen the connection between communities and families in the Macarthur area who have young children (0-8 years) with disabilities or developmental delays by providing access to community services and support networks.

Family Resource Links runs three supported playgroups for children aged 0-8 in the Macarthur Region: Camden Play Links, Macquarie Fields Paint and Play, and Warragamba Play Links. A variety of exciting toys and enjoyable play activities are provided at the supported playgroups, such as musical activities, crafts, and language and literacy games. The playgroups are open to all members of the community. Families who have young children with disabilities or developmental delays are encouraged to access the playgroups, with workers engaging with these families to assist them to link the services and supports they need.

Camden Play Links is held each week during the school term. Thirty to seventy children attended the playgroup during 2007/2008. Several new families attended the playgroup for the first time, including an increase in grandparents.

Macquarie Fields Paint and Play is a supported playgroup that is held every Friday during the school term. The playgroup has been supported over the past two years with funding received from The Macarthur Area Assistance Scheme. The scheme is an annual grants program that funds projects that improve community infrastructure and is a partnership between the New South Wales Government, local councils and the community. The playgroup involved the concept of the "Full Circle Parent", a successful project that

focused on providing employment for community members who are parents or carers of children aged 0-8 who display an interest in being mentored and supported to develop knowledge and skills enabling them to support other members of the community. This concept is now incorporated as part of Camden Play Links.

Warragamba Play Links is a partnership between Warragamba/Silverdale Neighbourhood Centre and Northcott Disability Services. The one-year anniversary of the supported playgroup was celebrated on February 18 2008. A worker from a culturally and linguistically diverse background (CALD) supports the Warragamba Play Links group each week. A CALD worker is provided at each of the supported playgroups depending on the needs of the particular group and community.

Aboriginal Play Links

Aboriginal Play Links provides Aboriginal and Torres Strait Islander (ATSI) children aged 0-6 and their families in South-West Sydney with access to a community-based playgroup. However, all children and families are able to participate in the group's activities. In consultation with parents, family workers provide a variety of developmentally and culturally appropriate play activities designed to support the child's growth and development, as well as promote cultural pride within the community. Family workers refer children who are identified as having possible developmental delays or disabilities to appropriate services. The playgroup operates each Wednesday during school term in partnership with Tharawal Aboriginal Corporation, an Aboriginal medical service based in Campbelltown.

The first Aboriginal supported playgroup for Northcott, which is funded by the NSW Department of Community Services under the Aboriginal Child, Youth and Family Strategy and Tharawal Aboriginal Corporation, was officially launched on 2 April 2008. The funding has allowed for the employment of two part-time staff members, an Aboriginal Group Assistant and an Aboriginal Family Resource Worker; Northcott's first Aboriginal Family Workers support parents and carers by providing resources and information regarding appropriate services and agencies available in the community. Eight to ten families attend the playgroup each week. The children have access to hearing assessments, health checks, therapy services, and workers from the Aboriginal Brighter Futures program and the Shine for Kids program, which supports children of incarcerated carers.

Through the planning and operation of the playgroup, partnerships with Aboriginal services have been developed and strengthened with Tharawal Aboriginal Corporation, Aboriginal Health Team, Aboriginal Sport and Recreation, the Aboriginal Community Development Officer - Campbelltown Council, and National Disability Services - Aboriginal Resources Project. National Disability Services has approached Northcott to discuss the needs of Indigenous people in relation to disability issues. The discussion was focused around the concept of the Aboriginal Play Links supported play group and the strategies being used to better engage with the Indigenous community. The feedback gained from this discussion has been very positive.

Christine's Story

Aboriginal Playlinks

Christine Dargin is passionate about her role as one of Northcott Disability Services first Aboriginal Group Assistant at Aboriginal Play Links.

Christine's role, along with Kelly Hampton, Northcott's first Aboriginal Family Worker, is to facilitate a variety of culturally appropriate play activities, including musical activities, crafts, playdough and language and literacy games, designed to support the children's growth and development.

"The children really enjoy the playgroup. They are usually waiting at the door for Aboriginal Play Links to begin each Wednesday. Sometimes it is difficult for their parents to get them to go home because they are having so much fun," Christine said.

Aboriginal Play Links has grown substantially over the last six months and Christine attributes this to Northcott Disability Services' partnership with Tharawal Aboriginal Corporation and to the presence of Aboriginal Workers.

"Aboriginal people feel comfortable and safe attending Aboriginal Play Links because it is held at Tharawal Aboriginal Corporation and because they know that Aboriginal people work there and attend it," Christine said. "Aboriginal Play Links promotes cultural pride and a greater sense of community among the children and parents. It is really bringing the Aboriginal community in Airds together."

"There is a real future for Aboriginal Play Links because there are no other services like it in Airds and it is fantastic that Northcott has partnered with Tharawal to take the first steps in addressing this challenge," Christine said. "Aboriginal Play Links will continue to grow as the word spreads among the local Aboriginal community."



The beginning... [Back row: L to R] Team Leader of Northcott's Family Resource Links, Leanne Charles, Aboriginal Workers Christine Dargin and Kelly Hampton.
[Front row: L to R] CEO of Northcott Disability Services, Kerry Stubbs, Playgroup participant Jemma Hampton, and CEO of Tharawal Aboriginal Corporation, Daryl Wright.

INDIVIDUAL AND FAMILY SUPPORT

The Paediatric Spinal Outreach Service

The Paediatric Spinal Outreach Service (PSOS) is an outreach service covering rural and metropolitan areas of NSW and the ACT that is jointly funded by Northcott Disability Services and NSW Health. The team services children and adolescents aged 0 to 18 who have had a spinal cord injury caused by trauma or disease. The aim of the service is to maximise age-appropriate rehabilitation and to facilitate reintegration into home, school and the community.

A total of 56 clients were supported by PSOS during 2007/2008, with several clients assisted to complete educational scholarship applications, and referred to or assisted to apply for post-school options after successfully completing their HSC. One client successfully gained entry into university for 2008. The team provided education sessions to schools in Tamworth, Orange, Canberra, Goulburn and Newcastle, informing students and teachers about spinal cord injuries. Occupational therapists and physiotherapists also held Skills for Wheelies Day, aimed at providing clients with the opportunity to learn life-long skills required for using a wheelchair. One client moved into accessible accommodation at Northcott's Woodbine Transitional Service.

Southern Highlands Support Coordination Project

The Southern Highlands Support Coordination Project supports older parent carers aged 65 and older, as

well as Aboriginal and Torres Strait Islander parent carers aged 45 and over, who have a child with a disability by allowing them to maintain their caring role for as long as possible. Parents who utilise the program will be able to maintain their independence, access appropriate services, have opportunities for social and community participation and adjust to any changes in their own needs or the needs of the person with a disability over time.

During 2007/2008 the Support Coordination Program provided 33 older parent carers of a son or daughter with a disability with support to enable them to maintain their caring role for as long as possible. Using the carer-assist packages the program has supported clients with future planning, respite options and purchasing equipment. With strong community links, marketing and networking the program is developing well. With a target capacity of 120 clients per year we have a lot of opportunities to further develop the program in the coming year.

Illawarra Case Management

Illawarra Case Management provides intensive support for people with a disability who have high or complex support needs and require long-term case management. The service is available to those who reside in the Wollongong, Shellharbour, Kiama and Shoalhaven local government areas.

Illawarra Case Management (ICM) has the capacity to support approximately 40 clients with high to complex support needs. The program is currently at capacity

and has several clients on a waiting list to enter the program. During the year ICM supported its clients to achieve personal goals and to maintain their links with family friends and the community. During the year brokerage has provided resources and opportunities for people with disabilities to enhance their lives and enable them to be as independent as possible.



Macarthur Case Management

Macarthur Case Management provides intensive support to families of children aged 0-18 with complex or ongoing needs. Families who live in the Macarthur local government area and families of children with all types of disabilities are able to access the service.

There are currently 75 clients receiving assistance from Macarthur Case Management. Of the 75 clients, 8 clients are Aboriginal and 5 are from a culturally and linguistically diverse background. A number of families have exited the service as their children are now over the age of 18 years, which has enabled staff to commence supporting clients who have been on the waiting list. The service continues to work well with other programs in the area, working collaboratively with Campbelltown Family Support and Campbelltown Community Options in order to utilise resources and programs that best meet the client's needs.

Regional and Individual Support

Northcott Disability Services provides support to individuals with disabilities and their families living in the regional areas of Northern NSW, Western NSW, New England/North-West region and the Riverina/Murray region by assisting families to access generic and specialist community resources and offering support with integration into the school and community. Group programs are also run that offer clients and their families a variety of opportunities to meet with others who may share common concerns and experiences.

Individual and Family Support was provided to 105 families in Coffs Harbour. A \$35,000 grant from the Newcastle Permanent Charitable Foundation allowed for a series of respite camps for children with a disability from the Mid North Coast region to be run throughout 2008 and 2009.

Approximately 35 families were provided with Individual and Family Support in Dubbo. Individual and Family Support Workers helped a local family secure funding to purchase an air-conditioning unit for their child's bedroom and home, to help with temperature control and circulation. Five mums were pampered as part of Northcott's annual Mothers' Weekend, which was held at Turon Gates Country Retreat near Mudgee.

Individual and Family Support was provided to 100 families in Tamworth. Fourteen mothers travelled to Sydney to attend the Rocky Horror show as part of Mothers' Weekend, a weekend of respite for mothers who have a child or young adult with a disability. Young adults who have a brother or sister with a disability travelled to Dreamworld on the Gold Coast thanks to funding received by the Department of Sport and Recreation. The camp provided siblings of those with a disability with the opportunity to form networks and support systems with other young people sharing similar life issues. The Department also funded a Fathers' Weekend to Lake Ainsworth Sport and Recreation Centre.

Individual and Family Support was provided to 70 families in Wagga Wagga. In order to provide an increasingly client-centred service, the development of regular support groups, in partnership with other service

providers, was established. One such partnership that has been established with other local service providers is a Young Carer/Sibling Support Group for 8-to-12 year olds that meets each month. The annual Mothers' Weekend also saw an 80% increase in participation.



RECREATION

Northcott's Recreation Service assists people with physical disabilities in the Greater Metropolitan Sydney region to participate in recreation activities of their choice, promoting enhanced independence and social confidence. Information, transport and practical help are available from recreation workers and wherever possible, clients are encouraged to make their own decisions regarding their recreational pursuits.

Teen Recreation (Children's Recreation)

Teen Recreation offers programs to school-aged children including swimming, athletics, wheelchair football, and soccer carnivals. The carnivals provide students with physical disabilities with the opportunity to represent their schools and compete against other young people with similar abilities. This year a total number of 365 individuals attended the interschool carnivals.

Recreation supported clients to access a number of different short holidays across the state. Camps at Narooma, the Blue Mountains, Hunter Valley, Port Stephens, Shoalhaven and in particular, to the new Ronald McDonald holiday house in Forster were organised by recreation workers. The service also assisted groups to attend annual ski camps at Thredbo as well as time away for Schoolies Week. One hundred and thirty-nine individuals received a service from Northcott's Teen Recreation service.

Recreation for Adults

Recreation for Adults is varied and can include supporting clients to attend one-off sporting and leisure events such as going to concerts, bowling, the movies and weekends away.

The 2007/08 year saw unprecedented demand for the adult program, with 100 clients receiving a service, an increase by 20% from the previous year. The service currently has a waiting list of 23 people.

The first official game of Wheels and Wicket Cricket, an adapted version of indoor cricket for people with physical disabilities, was launched at the Sydney Cricket Ground. The game was created jointly by Northcott staff and four Masters of Occupational Therapy students from the University of Sydney, with the development of a comprehensive set of rules and guidelines, a result of extensive consultation and collaboration with representatives from both Northcott and Cricket NSW. It has been a long standing goal of the Recreation service to adapt cricket into an inclusive sport for people with physical disabilities. Wheels and Wicket Cricket will enable cricket lovers with physical disabilities to play cricket as a recreational sport and facilitate their participation by making appropriate adaptations to regular cricket rules and equipment.

The Recreation service attended the third annual NRL Sailing Regatta day, as a result of a partnership established with Sailors with disABILITIES (SWD). The partnership with SWD also provided ten clients with the opportunity to complete a free sailing course. The course ran one day per week for five weeks and resulted in a nationally recognised sailing certification for the clients that participated. The service also worked collaboratively with Disabled Winter Sport Australia, Sailability, Push n Power, Wheelchair Sports and the Duke of Edinburgh's Award.

The Fitness for All program, a pilot project commenced in 2007 and funded by the Department of Sport and Recreation, concluded in June 2008. The project assisted people with disabilities to gain access to fitness

centres in Western Sydney. Five recreation clients were supported to join fitness centres in their local area for 12 months. Although one client had to withdraw early due to injury, the project has been successful in not only providing avenues for people with disabilities to access fitness centres, but also in educating the community about the need to make gyms more inclusive for people with a disability.



Mohamad Hussein's Story

Fitness For All Project

Completing a marketing course two days a week through TAFE and having recently become the father to a baby boy, Mohamad Hussein, like others, finds sticking to his regular visits to the gym a challenge.

The 30-year-old with cerebral palsy, like many others with a disability, also finds it difficult to find gyms that are accessible and able to accommodate to or modify their equipment to suit someone with a disability.

Thanks to a new initiative by Northcott Disability Services in conjunction with the NSW Department of Sport and Recreation, people with a disability were able to have the support they needed to join or access fitness centres.

Mohamad was one of the participants involved in Fitness For All, a pilot project funded by the Department of Sport and Recreation during 2007 to 2008. The program provided participants who have a physical disability with the opportunity to use a gym that is accessible and equipped to provide services to people with different abilities.

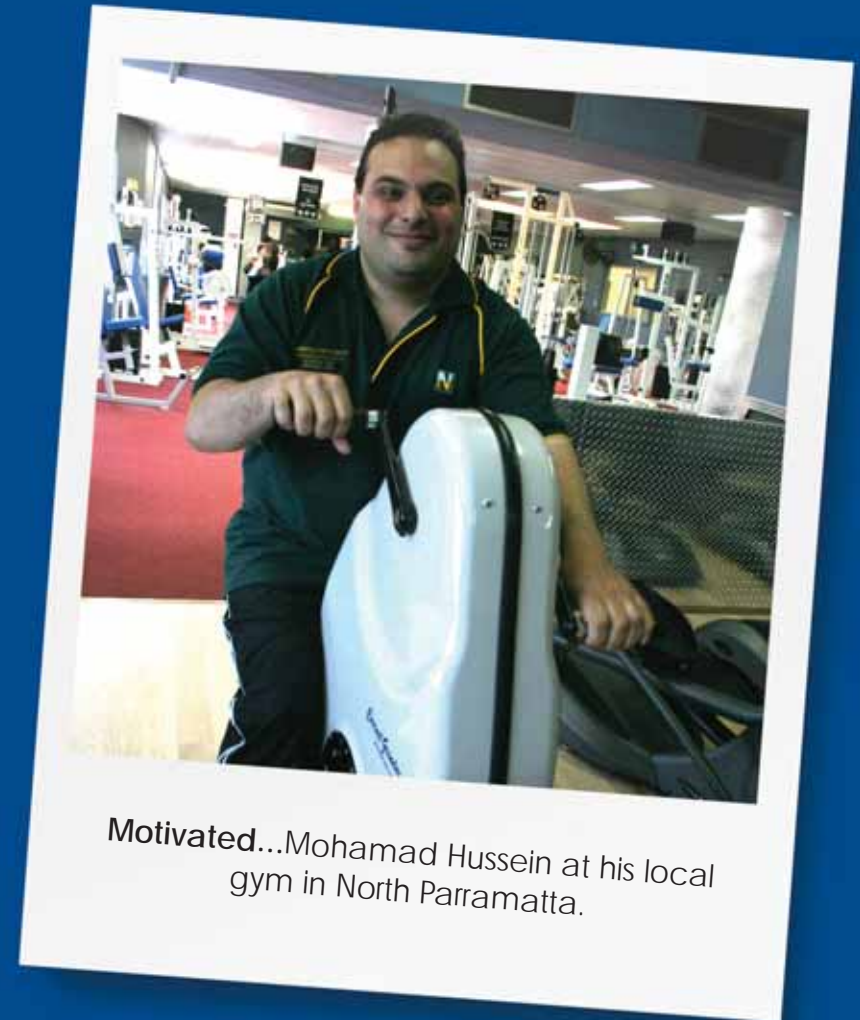
Mohamad, who also uses Northcott's Adult Outreach and Recreation service, was first motivated to join the program to shed the excess weight he had gained during winter.

"I want to lose the extra few kilos I've put on during winter, but I also want to be fit to keep up with my son when he starts to walk and run," Mohamad said. "The program has made me more motivated to attend the gym, I don't find it intimidating as I did before because the staff are all trained in providing me with the correct equipment and in offering me the assistance I need if required."

All participants were assessed by a physiotherapist from Northcott to determine any individual considerations that needed to be taken into account for an exercise program. Staff members from the fitness centres involved in the program were also trained in disability awareness and fitness for people with disabilities and were able to assist in adapting gym equipment to suit each individual's needs and abilities.

Sarah Kowald, Northcott's Fitness For All Project Coordinator, is confident that the program has generated a heightened awareness about the need to make gyms more inclusive for people with a disability.

"Many people don't realise that not all gyms are accessible," Sarah said. "This program aims to create an inclusive environment by integrating people with disabilities into fitness centres to help them achieve their goals."



Motivated... Mohamad Hussein at his local gym in North Parramatta.

RESPITE

Centre-based respite

Northcott Disability Services runs two centre-based respite services in metropolitan Sydney and two in regional NSW in Tamworth and Wagga Wagga. Children stay overnight on weekends during the school term and up to four nights during school holidays. The service combines recreation and social opportunities with 24-hour professional care.

This year at Karingal centre-based respite in North Rocks, 42 clients accessed the respite service. In total, 760 days of respite have been provided to clients over the year. Karingal received a cheque for \$10,000 from the AMP Foundation in November 2007. One of the most successful and popular outings of the year was a fishing trip to The Entrance.

At Roselands centre-based respite, clients participated in a number of outings including trips to the zoo, restaurants and the movies. With the help of sponsors, the centre-based respite house was able to purchase much needed manual handling equipment, including new hoists, shower chairs and slings. This year 38 clients have accessed the respite service. In total, 750 days of respite have been provided to clients.

In Tamworth 22 families accessed centre-based respite, with the service recently restructured to meet community need. During the year the existing centre-based respite house in Wagga Wagga was accessed by 57 clients aged 6 to 24 with a physical disability. A second centre-based respite house will open in Wagga Wagga to provide respite to those aged 6 to 65 with an intellectual disability or high support needs. A Client Liaison Officer, a new

position for Northcott, was employed in August 2007 to manage the process of referrals for the new respite house. Seventy families have been identified as eligible for the new service.

Leisure Access

Leisure Access gives adults with disabilities aged 18 to 65 a break from every-day routine by offering them leisure activities of their choice. Workers accompany and support clients on outings to provide care. Staff assist clients to organise the activities and assist with transport and bookings for individuals and group activities.

This year 32 clients accessed the Leisure Access program, enjoying outings to the movies, bowling, shopping, beach, restaurants, nightclubs and concerts. Each client has four hours of service a month. The program has a partnership with Macarthur Disability Services, with each client receiving four hours a month of the service.

Out of School Hours Vacation Care

Out Of School Hours Vacation Care, based at Mainsbridge Special School in Liverpool, is a unique service that provides vacation care to young people (aged 12 to 18) with a moderate to severe intellectual disability.

In partnership with Mainsbridge Special School and Macarthur Disability Services, activities for the year have included visits to farms, the zoo, aquarium, picnics on the beach, cooking and movie days, and horse riding. Art and music therapy have been offered, with a music

therapist attending the centre. The service, which has funding for 14 clients, has also established a volunteer training program, recruiting five volunteers from Miller and Liverpool TAFE to help run the program.



Ruchi and Alka's Story

Out of Hours School Vacation Care (OOSH)

Ruchi is 18-years-old and attends Mainsbridge Public School at Liverpool. Ruchi, who has epilepsy and autism, has been attending the OOSH program during the school holidays for the past six years.

The vacation care program provides a range of recreational activities for people with moderate to severe disabilities. Alka, Ruchi's mother and full-time carer believes the time she spends with the OOSH program provides Ruchi with the opportunity to socialise with other people and be a part of a group of peers.

"She's made some new friends at the program and I know she has enjoyed her time when she comes home and talks about all the things she has done for the day," Alka said.

For the active individual who enjoys the outdoors, spending time at the beach, going on picnics and catching a ferry are some of the activities she looks forward to as part of the program.

"Caring for Ruchi during the school holidays can often be a tiring period, as I don't always have the break I normally have when she attends school," Alka said. "The OOSH program not only provides her with the opportunity to develop social skills, but also allows her to take part in activities that keep her occupied during the holidays."

With staff and volunteers employed to run OOSH, the program is flexible and able to meet individual needs by providing appropriate support for various activities. Alka and Ruchi also use the Home and Community Care Respite Program in South-West Sydney, which provides her with fortnightly respite on a Saturday for six hours.

"I am glad I found the service and gave it a go," Alka said. "It has made a difference to both our lives."



School holiday support... Alka looks forward to using the OOSH Program during the school holidays.

RESPITE

Home and Community Care (HACC) Respite - South West Sydney

The HACC respite service in South West Sydney provides a broad range of high-quality, flexible, support responses tailored to meet the needs of carers of people with a disability (aged 0 to 65) with a moderate to severe disability and of frail aged people.

This year HACC respite provided support to 34 clients on an on-going basis and six clients on a short-term basis. Clients and families were supported with in-home respite; they participated in craft activities, cooking, playing games and watching movies. Staff also provided support to clients in accessing the community, with clients attending the movies, bowling, concerts, enjoying picnics in the park, swimming, visiting animal parks, and travelling on the train and ferries. Some families also used their packages to enjoy a break from their everyday caring environment with their family.

Respite for Older Carers of Children with a Disability Program

Northcott Disability Services provides Respite for Older Carers programs in nine metropolitan and regional locations, including Nepean, Cumberland Prospect, South West Sydney, Illawarra, Southern Highlands, Riverina Murray, Mid North Coast, Far North Coast and New England. Originally funded by the Department of Families, Housing, Community Services and Indigenous Affairs, it is now being transitioned to the Department of Ageing, Disability and Home Care. The aim of this program is to provide a broad range of high quality and flexible respite options tailored to meet the growing needs of older carers and the specialised needs of their child with a disability.

The Respite for Older Carers program commenced in March 2008. The main focus for the services in each of the programs has been to establish the service within the area covered. This has been achieved by networking with other service providers and workers, informing and promoting the program to health professionals, the community, at expos and to other service providers. Service coordinators have been employed to operate the program in different regions. Effective partnerships with many services within the area have helped the transition phase for this new program.

Flexible Respite Service for Ageing Parent Carers

The Flexible Respite Service for Ageing Parent Carers program provides a broad range of high quality, flexible support responses to meet the needs of people with high support needs due to a profound disability or disabling medical condition aged 0 to 65 and their carers. The service works closely with other service providers and in particular those preferred by individuals and their carers, to deliver a well-coordinated response.

Flexible Respite Northern Sydney – Ageing Parent Carers worked with 20 families in Northern Sydney, linking them to a range of services which suits their needs. Funding has been extended to enable this program to continue until December 2008.

Flexible Respite Western NSW – Ageing Parent Carers provided services to seven families across the Western Region of NSW. Funding has been extended to enable this program to continue supporting families through to December 2008. Close coordination with families has resulted in respite provision that is tailored to the needs of these families.

Valerie and Derek's Story

Flexible Respite Northern Sydney - Ageing Parent Carers

Valerie McRae is a tireless and devoted mother. The 71-year-old is the full-time carer of her 46-year-old son Derek, who has a mild intellectual disability.

Derek is unable to read, write or cook, requires assistance with certain everyday activities and enjoys gardening and shopping. He is dependent on the support of his mother Valerie, who has looked after Derek all his life. Being independent is important to Derek, who is currently employed at Digital Camera Imaging at North Sydney, where for the past nine months he helps in vacuuming, cleaning and taking out the bins of the local camera store once a week.

High-spirited Derek attends regular weekly outings with a carer, supplied by Northcott's Flexible Respite Service for Ageing Parent Carers program, which has provided much needed respite to both Valerie and Derek for two years.

Derek enjoys the time he is able to spend away from home, particularly his regular visits to the local golf course at Terrey Hills, where the avid golf enthusiast, who counts Greg Norman as his idol, was recently awarded for achieving a hole in one on the ninth hole.

"Derek has a really good time with his carer Bill; they play snooker, golf, darts

and any other activities he would like to participate in. He really enjoys it," Valerie said. "He looks forward to Thursdays and the time he gets to spend out in the community. Every time he gets back from his outings, he is so happy, laughing and talking about his day for the whole week."

For Valerie, who doesn't drive and has glaucoma, a condition associated with pressure inside the eye, travelling and driving Derek to activities and events in the community is almost impossible due to her declining health. The service is just as beneficial to Valerie as it is to Derek.

"If it wasn't for the respite service, I would have to take him out and organise the outings and transport arrangements myself, which would interfere with our schedule and add a strain on my ability to care for Derek," Valerie said. "I am so grateful for the break that I have as I am able to use the time to go out and do the shopping," Valerie said. "The outings keep him occupied and at least I know that he will enjoy it."

A holiday to Tamworth to meet her sister is on the agenda for Valerie later this year, where she hopes to use other flexible respite options offered by the program to suit both her and Derek.



FLEXIBLE RESPITE

Flexible Respite

Flexible Respite provides a broad range of high-quality, flexible, support responses tailored to meet the needs of individuals with disabilities, their families and carers. Services may include day support, holiday respite support, and community participation and recreation. There are two programs operating in Northern Sydney, one program in Cumberland/Prospect, South-West Sydney and Macarthur, Dubbo, Wagga Wagga, and Cootamundra.

Flexible Respite Metropolitan North – Northern Sydney enabled a client and his mother access to a much needed break. The client's mother is his sole carer and has very little support. She was offered a package by Northcott to travel to Port Stephens with the assistance of two support workers. The family had previously been unable to travel away from home for a break due to the client's high support needs. Thirty-one packages have currently been offered to families, with another 13 packages in the process of being allocated. This service has also worked closely with the Department of Ageing, Disability and Home Care and the Department of Community Services to establish the most effective way to implement flexible respite in complex family situations.

Flexible Respite Northern Sydney was accessed by 35 families. One of the families who accessed this service felt they really needed a break on a Saturday. The person with a disability displays some challenging behaviour, which means the weekends can be very stressful for the mother. Northcott was able to work with other service providers and provide two Northcott support workers to enable this much needed break for the mother.

Flexible Respite Cumberland Prospect provided 21 families with much needed respite for the first time. A school holiday program was piloted with families who use this program. School holidays often mean parents are required to provide increased hours of care without the break which school usually provides. The program assisted numerous parents to have a break from their caring role during this stressful period. For one family, the school holiday program allowed the parent to have a break from his caring role and be reassured that their child was engaged in a fun and social activity. The parent also had the opportunity to participate in school holiday activities with their other children within that family.

Flexible Respite South West Sydney and Macarthur provided short-term and ongoing respite to 55 families. A broad range of respite options was offered to these families, including organising visits to the movies, fairs and community events, providing staff to accompany children with a disability and their siblings to attend events, providing travel fares for clients to access community activities, to providing accommodation and travel expenses for families to have a holiday. The service has worked closely with other non-government organisations in the area to provide and deliver respite services to clients.

Flexible Respite Dubbo has coordinated both short and long-term support for 42 clients and their families across the Central West, Far West and Orana regions. Respite provided to families in this area has occurred in the form of regular in home support offered by Northcott staff and other agencies within the region, access and transport to Northcott respite and accommodation facilities, supporting families in expenses incurred in order to enable families to have

holidays, enabling school aged children with disabilities access to quality camps and holiday programs tailored to suit their needs along with many other innovative options.

Flexible Respite Wagga Wagga provided services to 54 families, an increase in client numbers from the previous year.

Flexible Respite Cootamundra was accessed by 19 families. Complex cases and a great demand for the service have resulted in 60 people waiting to use the service. Home visits have been successful in better identifying the respite needs of clients, allowing for more people to access the service.



NORTHCOTT SPINA BIFIDA GROUP

The Northcott Spina Bifida Group offers a wide range of services to members including information provision, advocacy, continence aids and equipment subsidies.

The Northcott Spina Bifida Group worked in conjunction with Northcott's Marketing, Communications and Media team to promote Spina Bifida Awareness Week (September 1-7). The Northcott Spina Bifida Group mascot Spinasaurus, along with Northcott's first ever Spina Bifida Awareness Week Ambassadors Jane and Julie Charlton, travelled to schools and hospitals across NSW to educate the community about the disability.

A Spina Bifida Health Checklist and Emergency Contacts card was developed in partnership with the Greater Metropolitan Clinical Taskforce and South East Sydney Illawarra Area Health Service. The official launch of the cards took place at Port Kembla Hospital during Spina Bifida Awareness Week, with media coverage received on WIN News.

A forum called Learning Issues for Children and Adults with Spina Bifida and Hydrocephalus was also held at Northcott during Spina Bifida Awareness Week. Dr Angela Wilson, an experienced teacher, consultant, researcher and lecturer in special education of children and adults with disabilities, was the special guest presenter. The forum was well attended with over 30 clients, family members and staff.

The Northcott Spina Bifida Group is grateful for the ongoing support offered by Dr Carolyn West and Julie Dicker from the Children's Hospital at Westmead in being a resource for information about spina bifida and folate-related matters. Two editions of Torque Magazine were distributed to 210 general members, one overseas member, 20 associate members, 90 organisations and the general community.

The Northcott Spina Bifida Group Manager continues to have membership on the Spina Bifida Collaborative Meeting alongside health professionals from a range of spina bifida clinics across NSW. This provides a forum for workers to discuss common issues and advocate for systemic change to benefit clients with spina bifida.



COMPUTER ASSISTIVE TECHNOLOGY SERVICES

Computer Assistive Technology Services (CATS) provides information, advice and support regarding technology options for people with disabilities. Assistive technology offers people with disabilities increased independence in the areas of computer access, communication and access to everyday appliances at school, home and work. CATS is staffed by speech pathologists and occupational therapists with a high level of expertise in assistive technology.

The CATS team provided assessments for 103 people with disabilities and their support teams during this year. CATS is currently reviewing its services to ensure that it continues to achieve the best possible outcomes for its clients. Sydney clinics have been introduced to see more clients and reduce waiting lists for the service.

CATS conducted a number of rural clinics in Coffs Harbour, Tamworth, Dubbo and Wagga Wagga and continued to work with the Department of Education and Training (DET) and The Spastic Centre to provide assistive technology assessments and support for students in DET schools across metropolitan and rural areas of NSW.

Links with tertiary institutions in Sydney have continued to be developed, with several assistive technology training sessions provided to occupational therapy and speech pathology students at Meadowbank TAFE, Macquarie University and the University of Sydney.

CATS staff presented Introduction to Assistive Technology to three locations across NSW for the Advancing Education forums. The forums were

attended by primary, secondary and tertiary education staff from all over NSW, with the CATS presentations proving to be a great success. A number of stalls and expos were attended by staff in order to educate and promote the service to the wider community, with growing interest expressed in incorporating software into the classroom.

Early Childhood Assistive Technology Project

The Early Childhood Assistive Technology (ECAT) project provides information and support on a wide range of assistive technology options for children with disabilities aged 0-6, their families, carers, teachers and therapists. CATS received funding through the Department of Ageing, Disability and Home Care's Early Childhood Intervention Initiative to set up and run state wide assessments, training and an equipment loan pool specifically for children.

The ECAT project has already provided assessments and training to 34 early intervention centres and services across NSW, with resources and loan pool equipment also available to participating centres and services. A total of 196 educators and therapists have received training on a range of assistive technology equipment. CATS has also conducted a total of 50 assessments for clients in the 0-6 age group. Small group screening assessments explored the need for assistive technology within an early intervention setting/service, while recommendations from individual assessments were provided based on the needs of the individual.

For instance, children with disabilities may not be able to use regular technology to access items such as computers, keyboards and mice. In these situations, the ECAT therapist provided advice on alternative mouse, keyboard or switch options. Similarly, some children with disabilities have difficulty communicating verbally. In this instance, an ECAT therapist suggested alternative communication systems such as picture-based books and visual aids.



Sylvana's Story

Early Childhood Assistive Technology Project

For Sylvana Mahmic, the Director of Pathways Early Childhood Intervention at Marrickville, the Early Childhood Assistive Technology Project (ECAT) is a project that is close to her heart, for not only does it make alternative communication options accessible to children and families who use the centre, it also brings together a range of other technology options that she wishes existed when raising her 18-year-old son, who has cerebral palsy and a speech impairment.

"We spent the first three years of my son's high school years searching for a suitable communication device, which was incredibly frustrating," Sylvana said. "We're lucky to have stumbled across a great therapist, who shared a passion for assistive technology, but for most parents, this is not often the case. I strongly believe that getting help early and exploring the need for assistive technology options is important. It's never too early to introduce children to assistive technology options, which is exactly what the ECAT project does."

The ECAT project, which is the first of its kind to exist across NSW, is a free service that provides screening assessments for children with disabilities, as well as training for the families, carers, teachers and therapists of children who use assistive technologies. Samantha Frain, Occupational Therapist with the ECAT team explains that for most parents, a lack

of awareness about the range of technology available and the fact that the service is free, simplifies the often complex system, making the ECAT program appealing.

"We can provide a number of options that can make communicating or accessing a computer easier for children with a disability; for example the child might have trouble talking so we can investigate possible communication devices to assist them in communicating with their family; or the child might not be able to use a standard computer mouse so we will look the range of alternatives," Samantha said.

"I really wish I had this kind of technology at my fingertips when I was raising my son," Sylvana said. "Often, parents find it difficult to accept that their child will need an alternative communication system. Believe me, I've been through this myself and know that the difference for a child in not getting a communication device could be the difference between participating and not participating at school, in the home or community."



Making communication easier...
Occupational Therapist Samantha Frain and client Holly Sultana interacting with the technology options available.

NORTHCOTT EQUIPMENT SOLUTIONS

Northcott Equipment Solutions (NES) provides sales, expert advice and service of products, which allows people with disabilities to achieve greater mobility, independence and freedom.

Approximately 1,200 service appointments were scheduled throughout the year. The NES orthotist held 34 regional clinics throughout NSW, servicing 321 clients.

An increase in customers necessitated an increase in workshop staff, with a new occupational therapist joining the seating department. The therapist is responsible for carrying out seating assessments and ensuring clients obtain the correct specialised seating for their needs. Increased workload at the NES workshop in Newcastle saw the necessity to add a third technician to help cope with the increasing demand. The Newcastle technicians now travel as far as Taree to service mobility equipment, with a view to expanding Coffs Harbour and Tamworth. The service department in Dapto has moved into larger premises to cater for the increase in its workload.

The new sales team is continuing to increase its sales and win new clients. Sales of Permobil wheelchairs are increasing and this trend is expected to continue. A partnership between NES and Paraquad NSW was signed in September 2007; the partnership will see each organisation benefit from respective strengths of the other.

The Northcott FreeWheeler, a specially designed wheelchair for use on the beach, water and snow, was featured on Bondi Rescue on Channel 10, which helped it gain even more recognition. A continued

successful partnership between NES and the Disabled Surfers Association saw the 'Adopt a Beach' program come into being. The program encourages locals to purchase a FreeWheeler and donate it to their neighbourhood surf club, so that people with a disability can access the beach and use it free of charge.

Northcott Equipment Loan Pool

Northcott Disability Services has an extensive range of wheelchairs and equipment available for loan to eligible clients across NSW. This unique service provides trials for clients who are looking to purchase their own equipment, emergency loans when equipment requires repair and offers equipment while clients are waiting for funding. The equipment loan pool includes a fleet of manual and electric wheelchairs, hoists, walking frames and shower and commode chairs.

This year approximately 130 pieces of equipment were loaned. Drive 4 Life, an Australian not-for-profit organisation set up by a group of 4WD enthusiasts conquered the remote wilderness of the Victorian High Country to raise \$100,000 for Northcott's Equipment Loan Pool.



NORTHCOTT CONFERENCE AND FUNCTION CENTRE

Northcott Conference and Function Centre (NCFC), based in the Northcott Building, is a commercial venture of Northcott Disability Services which offers modern, state of the art rooms for hire for businesses and organisations, the general public and tenants in the Northcott building. All revenue from the Function Centre supports Northcott.

Organisations that have utilised NCFC include the University of Western Sydney, NSW Business Chamber, ANZ Bank, Multicultural Disability Advocacy Association (MDAA), The Salvation Army, Aged Care Standards and Accreditation Agency, and the Waste Management Association of Australia.

NCFC can hold up to 330 guests and can host an array of functions, including farewells, award ceremonies, dinners, birthday parties, seminars and exams.

Testimonial

"The Northcott Conference and Function Centre is an ideal place to hold your conference. The staff are helpful, organised and professional, both before and during the event. The rooms were perfectly set, with equipment ready (and working!!!) with a member of staff on hand, at all times, if required. Such service and preparation ensured the smooth running of the day."

"We were holding a workshop on healthy eating and they were also more than happy to adapt the menu to specifically suit our needs. Highly recommended!"

Donna Robbins
Healthy Kids Lifestyle Project Coordinator
NSW Department of Education and Training



NORTHCOTT LIBRARY

The Northcott Library is based at Central office in North Parramatta. This library controls Northcott's overall collection of reference and archive material. Off-site locations offer small collections to local users.

Northcott staff across NSW now have access to a library catalogue. In addition to the holdings of books, journals, articles and audio-visual material, other items are included on the catalogue. Web sites, electronic documents, activity cards and the 25-page Timeline of Northcott history are available to users. These users comprise staff, clients and their families, students, health

and community workers and other organisations in the Northcott building. The collection reflects the growth in programs offered by Northcott with increased coverage in areas such as Autism and Carers. The volunteers in the Library, Records and Archives functions provide invaluable support.



TERTIARY SCHOLARSHIPS

This year Northcott has administered 33 tertiary scholarship places, including the Thomas Hepburn Lennox Scholarships, the Gregory and Dolores Farrell Scholarships, the Ruth Marion Fardell Scholarships and the SpineCare Foundation Scholarships. These scholarships provide assistance to people with disabilities across NSW with the cost of their tertiary education. Twenty-eight of the scholarship recipients are attending university and five are attending TAFE. The students are studying a wide range of courses and degrees with a high percentage of them gaining credits, distinctions and high distinctions.

Emma's Story

Emma Hoad of Coffs Harbour is a determined and motivated individual. With the help of Northcott Disability Services, Emma has recently completed a three year Bachelor of Social Science degree at Southern Cross University (SCU) and is now one step closer to achieving her dream career in the disabilities field.

The 25-year-old, who has spina bifida, is a recent recipient of Northcott's Gregory and Dolores Farrell scholarship.

The scholarship, which is offered on a one-year basis and covers tertiary costs up to the value of \$5000, has allowed Emma the opportunity to further pursue her academic goals.

"Receiving the scholarship has truly been a lifesaver. I would have really struggled without the funds, as the scholarship has helped pay for textbooks and transport costs to and from university," Emma said.

In addition to her undertaking the degree, Emma is well on her way to achieving her dream career, dedicating a few days each week to both paid and unpaid experience

with three different organisations specialising in providing services to people with a disability.

"I enjoy the work experience as it allows me the opportunity to interact with a wide range of people," Emma said. "I would eventually like to work to work with children with disabilities, as this has always been a passion of mine."

Emma, who uses a wheelchair for mobility, is currently supported by Northcott's Community Participation Program in Coffs Harbour

"Northcott has always provided me with the support whenever it is needed," Emma said.

Emma encourages and advises others with a disability to push their boundaries.

"If there is something you want to do, give it a go," Emma said. "Anything is possible if you put your mind to it."



Quietly confident... Gregory and Dolores Farrell Scholarship recipient Emma Hoad.

SPINECARE FOUNDATION

As a division of Northcott Disability Services, the SpineCare Foundation undertakes research and education in spinal disease and disorders in children and young adolescents. The Foundation works closely with Northcott's Paediatric Spinal Outreach Service, a service that provides support to children and adults who have had a spinal cord injury.

Funding for the SpineCare Foundation has been strong, with the last tax appeal raising \$5,785.00. Medtronic Sofamor-Danek has again donated \$10,000 for the website for 2007/08. The Board will also look into how the \$99,000 bequest from the Estate of the Late Mary Patricia Jordan can be used for a research project.

Another pleasing result is the awarding of four scholarships of \$5,000 each to scholarship recipients, who have met all of the requirements. Three students are attending university and one is studying at TAFE.



Josh and Janelles's Story

Support allows Josh to shine

Josh Da Prato of Tumbi Umbi loves the water and is one determined and motivated individual. The 15-year-old is currently sitting for his School Certificate and when this finishes, hopes to run his own business making surfboards.

As a result of a car accident when Josh was 14, Josh sustained a spinal cord injury. Doctors said he wouldn't be able to walk again, yet two months after the accident, Josh had already started to regain partial movement and mobility.

Over a year after the accident, Josh is walking freely, using only the aid of a splint on his right foot, which helps correct the posture on his feet.

"I was told that I would be in a wheelchair for life," Josh said. "With the help of Northcott and regular physiotherapy appointments I am now able to walk. I was determined to prove the doctors wrong."

For Josh's mum Janelle, The NSW Paediatric Spinal Outreach Service, which operates in conjunction with the SpineCare Foundation, has proved to be a lifeline for the Da Prato family.

"At the most tragic times of our lives, Northcott was there to help," Janelle said. "Northcott staff helped set up and attend appointments with the hospitals, followed through with requests that were made and basically supported us throughout our time of need. I was unaware of the different support services available for Josh and it was good to know that Northcott was there to turn to for help."



Determined... Josh Da Prato with his mother Janelle at their home in Tumbi Umbi.

ABILITY FIRST AUSTRALIA REVIEW

Ability First Australia is a national body of leading disability services organisations working together to achieve a fair go for Australians living with a disability. Northcott Disability Services is an affiliate of Ability First Australia and Northcott's Chief Executive Officer is also a member of the board.

Ability First Australia (AFA) was formed in 2002, though its six member organisations around the country have a long and proud record beginning in the 1920s, providing quality services to Australians living with disabilities and their families.

As a national organisation, AFA has two main objectives:

1. to develop national strategies to raise funds and provide other resources in order to preserve and safeguard current levels of service delivery across the nation and to develop innovative service models;
2. to develop mutually beneficial working relationships between its members in the key areas of:
 - professional training and development of staff;
 - the sharing of knowledge, experience and expertise;
 - national benchmarking and developing best practice in service delivery;
 - equity for people with disabilities in accessing services that provide opportunities and choices in areas that are important to them.

Good progress was made in some of these areas this year. The Three Year Business Plan the Board endorsed in late 2007 reinforced that for the best results to be

achieved for Australians living with a disability and their families, clear focus and action need to be applied to benchmarking and the development of best practice service models plus training and knowledge management. In acknowledgment of that, Ability First Australia's Board initiated and fully sponsored a study tour of eight senior Client Services Staff representing each of our member organisations. For almost two weeks the eight staff travelled as a group around the country and examined first hand the operations of all six organisations. At the conclusion of the tour they presented their report to the National Board and made a number of recommendations, all of which the Board endorsed. The Tour Group are now working on priorities and strategies to implement the recommendations. AFA is also preparing for a second study tour of Client Services Staff to be held in February 2009.

The Board has also endorsed a similar venture to be undertaken by Fundraising and Marketing Staff which will conclude with an all-day meeting with the Board in October 2008.

The benefits to be derived from such efforts are enormous. As a result of the first study tour, staff around the country are in regular contact with each other, sharing ideas and knowledge and implementing in their own areas things they have seen and heard of elsewhere. As Ability First Australia develops this concept further the benefits to staff are endless but the

best result is that the individuals and families supported by our member organisations will benefit from services made more effective by the sharing of experience and expertise at a national level. We look forward to being able to report further next year on similar new initiatives.

Each of Ability First Australia's member organisation as well as the National Office is an affiliate of Easter Seals Disability Services in the USA. Easter Seals is one of America's oldest, most widely known and respected non-government disability services providers. Our organisations share a remarkably similar history as well as mission and objectives. Over the past few years both organisations have benefited from visits of key staff from client services, marketing and fundraising, plus administrative staff.

A strong history of forming positive relationships with State and Territory governments is a common thread which each member organisation enjoys. In a similar way we look forward to working closely with the Australian Government in forging constructive partnerships on behalf of Australians living with a disability. We have already met with the Hon Bill Shorten, the Parliamentary Secretary for Disabilities and Children's Services, and acknowledged our appreciation of their initiatives announced and implemented by the Federal Government. Similarly we thank those from the Australian business and community sectors who have given us support

this year. As a national company supporting some of Australia's oldest and most respected disability service providers, we are committed to the belief that the best results for people with disabilities are achieved when constructive partnerships are allowed to develop between government, non-government organisations, the business and community sectors, individuals in the wider community and people with disabilities themselves.

The member organisations of Ability First Australia are:

- 01. Northcott Disability Services
- 02. St Giles Society Inc.
- 03. MontroseAccess
- 04. Novita Children's Services Inc.
- 05. Rocky Bay Inc.
- 06. The Cootharinga Society of North Queensland

01



02



03



04



05



06



EXTERNAL COMMITTEES AND REPRESENTATIVE/S

Aboriginal Carers Consortium - Silvana Baute • Access Forum - Riverina - Deborah Hitchenson • Access Group - Tamworth - Lindy Wilcox • Accessible Arts Western Sydney Project Partnership - Kurt Sorenson • Ageing and Disability Forum - Macarthur - Silvana Baute • Ageing and Disability Forum - South West Sydney - Silvana Baute • Ageing Parent Coordination Meeting - New England - April Cochrane, Anastasia Hillier • Australian Rehabilitation and Assistive Technology Association - NSW Regional Chapter (ARATA) Kathy Prasad, Bryan Phan, Samantha Frain, Michael Berryman, Nichola Midgely, Alana Lum, Haley Gozzard • Australian Spina Bifida and Hydrocephalus Association (ASHBA) - Anita Fisher • Carer Focused Interagency - Silvana Baute • Carers' Coalition Meetings - Katharine Carney • Carers' Week Expo Planning Committee - Dubbo - Carol Ptaszinski • Case Managers Meetings - Campbelltown Dyanne Mardon • CEO Circle - Glenn Gardner • CEO Institute - Kerry Stubbs • Child and Family Forum - Penrith - Aby Hutchinson-West, Billie Preston • Child and Family Interagency - Macarthur - Leanne Charles • Chronic Aged and Community Health Priority Taskforce at NSW Health - Wendy Hall • Commonwealth Carers' Respite Centre Advisory Committee (Tamworth) - April Cochrane • Community 4 Kids Committee - Wollondilly - Julie Williams • Community 4 Kids Reference Group - Camden - Leanne Charles • Community Care Forum - Quirindi - Alison Trainor • Community Care Forum - Illawarra - Anita Owen, Amanda Dekker • Community Options Illawarra - Anita Owen • Community Services Forum - Orana - Carol Ptaszinski • Complex Children's and Young Persons' Panel - Anita Fisher, Aby Hutchinson-West, Billie Preston • Day Services Forum - Metropolitan North West - Helen Sara, Rachel Parker • Day Services Forum - Metropolitan South - Rachel Parker • Department of Ageing, Disability and Home Care (DADHC) Accommodation and Planning - Metro South - Rebecca Phillips • Department of Ageing, Disability and Home Care (DADHC) Family Assistance Funding Panel - New England Region - Alison Trainor • Department of Ageing, Disability and Home Care (DADHC) Family Choices Panel for Southern and Western Region - David Bate • Department of Ageing, Disability and Home Care (DADHC) In Home Support Reference Group - Anita Fisher • Department of Ageing, Disability and Home Care (DADHC) Physical Disabilities Expert Advisory Group - Anita Fisher • Department of Ageing, Disability and Home Care (DADHC) Productivity and Efficiency Improvements of the NGO Sector Working Group - Kerry Stubbs • Department of Ageing, Disability and Home Care (DADHC) Respite Intake and Allocation Process Meetings - Northern Sydney - Katharine Carney • Department of Ageing, Disability and Home Care (DADHC) Respite Intake and Allocation Process Meetings - Cumberland/Prospect - Joanne Millington • Department of Ageing, Disability and Home Care (DADHC) Respite Intake and Referral Process Meetings - Cumberland Prospect - Katharine Carney • Department of Ageing, Disability and Home Care (DADHC) Respite Working Group - Rebecca Phillips • Department of Ageing, Disability and Home Care (DADHC) The Disability Trust, Centre Based Respite Eligibility and Prioritisation Panel - Deidre Bowen • Department of Ageing, Disability and Home Care (DADHC) Therapy Taskforce - Current Investment Working Group - David Bate • Department of Ageing, Disability and Home Care (DADHC) Therapy Taskforce - Rebecca Phillips • Department of Ageing, Disability and Home Care (DADHC) Website Consultation - Rebecca Phillips • Department of Ageing, Disability and Home Care (DADHC) Western Region Family Assistant Fund Panel - Deborah Hitchenson • Department of Ageing, Disability and Home Care (DADHC) Workforce Planning and Development - Rebecca Phillips • Department of Families, Housing Community Services and Indigenous Affairs (FaHCSIA) Accommodation Models Planning - Rebecca Phillips • Disability Advisory Committee (LDAC) - Coffs Harbour - Sue Pitt • Disability Advisory Committee Mid North Coast Area (ADAC) - Sue Pitt • Disability Exhibition Committee New England - April Cochrane, Alison Trainor • Disability Forum - Bega Valley Shire - Paula Davidson, Shiralee Tilling, Paul Norris • Disability Forum - Goulburn/Mulwaree - Paula Davidson, Shiralee Tilling, Paul Norris • Disability Forum - Nepean Area - Aby Hutchinson-West, Billie Preston, Stephen McGeachy, Patricia Tomlinson, Stephanie Palermo • Disability Forum - Palarang - Queanbeyan - Paula Davidson, Shiralee Tilling, Paul Norris • Disability Information Forums Committee - New England - Anastasia Hillier • Disability Interagency Forum - Nowra - Julia Hustwit, Nyree Sumner • Disability Network - Macarthur - Leanne Charles, Jeanette Taylor • Disability Network - Northern Sydney - Joanna Kemp, Kirsten Wakefield • Disability Sport Network - Dubbo - Carol Ptaszinski • Early Childhood Intervention Coordination Network Committee (MECICNC) - Macarthur - Leanne Charles • Early Childhood Intervention Coordination Program Network - New England - April Cochrane • Early Childhood Intervention Coordination Program Network Committee (ECICP) - Dubbo - Carol Ptaszinski • Early Childhood Intervention Coordination Program Parramatta Local Network - Meltem Elgun • Employment Service Providers - Parramatta Don Thomson • Employment Service Providers - Penrith - Patricia Tomlinson • Families NSW CALD Sub Committee - Leanne Charles • Families NSW New England Early Years Conference Committee - New England - April Cochrane, Alison Trainor • Family Assistance Fund Panel - Aby Hutchinson-West • Family Resource Links Reference Group - Leanne Charles • Family Support Services Management Committee - Campbelltown - Dyanne Mardon • Financial Officers Who Work in Not For Profit Organisations - Suzi Hardwick • HACC Forum - Bega Valley Shire - Paula Davidson, Shiralee Tilling, Paul Norris • HACC Forum - Boorowa/Harden Sub Region - Paul Norris • HACC Forum - Macarthur - Julie-Anne Taylor • HACC Forum - Northern Sydney Region - Joanna Kemp • HACC Forum - Palarang - Queanbeyan - Paula Davidson, Shiralee Tilling, Paul Norris • HACC Forum - Shoalhaven - Julia Hustwit, Amanda

Dekker, Nyree Sumner • HACC Forum - Wollongong - Anita Owen • HACC Interagency Forum - Riverina Murray - Karen McMillan • HACC Sub-Regional Forum - Northern Sydney - Joanna Kemp • Healthy Shires Meetings Young Shire - Paul Norris • Interagency - Albury - Deborah Hitchenson • Interagency - Clarence Valley - Sue Pitt, Liz Forsyth • Interagency - Coffs Harbour - Sue Pitt, Liz Forsyth • Interagency - Cooma - Monaro Regional - Paul Norris • Interagency - Cooma-Monaro Shire – Southern Slopes - Paul Norris • Interagency - Goulburn/Mulwaree - Goulburn and District - Paula Davidson, Shiralee Tilling, Paul Norris • Interagency - Griffith - Deborah Hitchenson • Interagency - Koori - Leanne Charles • Interagency - Macarthur - Julie-Anne Taylor • Interagency - Penrith - Aby Hutchinson-West, Billie Preston • Interagency - Wingecarribee - Silvana Baute • Interagency - Yass - Paul Norris • Interagency Committee - Holroyd - Amanda Ellison • Interchange - Northern Region - April Cochrane, Alison Trainor, Avril Noy, Anastasia Hillier, Lindy Wilcox • Interchange - Western Region - Karen McMillan • Interchange NSW - Metropolitan Regional Meeting - Katharine Carney, Joanne Millington • International Day for People with Disabilities (Albury Organising Committee) - Deborah Hitchenson • International Day for People with Disabilities (Tamworth Organising Committee) - April Cochrane, Anastasia Hillier, Alison Trainor • International Day of People with a Disability Organising Committee - Tamworth - Alison Trainor • Macunity - Silvana Baute • National Disability Services NSW Regional Forum - South West - Deborah Hitchenson • National Disability Services Children, Young People and Their Families National Committee - Glenn Gardner, Kirsty Webb • National Disability Services Children, Young People and Their Families NSW Sub-Committee - Glenn Gardner, Kirsty Webb • National Disability Services Children, Young People and Their Families National Committee - Conference Sub Committee - Kirsty Webb • National Disability Services NSW Regional Forum - Metropolitan South - Rachel Parker • National Disability Services NSW Accommodation Services Sub-Committee - Anita Fisher • National Disability Services NSW Ageing and Disability Sub-Committee - Deborah Curnow • National Disability Services NSW Divisional Committee - Glenn Gardner • National Disability Services NSW Regional Forum - Hunter Regional - David Bate • National Disability Services NSW Regional Forum - Mid North Coast - Sue Pitt • National Disability Services NSW Regional Forum - New England - April Cochrane • National Disability Services NSW Regional Forum - Parramatta - Patricia Tomlinson • National Disability Services Social Participation Sub-Committee - Rachel Parker • NSW Steering Committee for the Provision of Therapy Services in the Disability Sector (Therapy Taskforce) - Sheila Salunke, Kirsty Webb, Rebecca Phillips • Occupational Therapy Australia (NSW) Spinal Focus Group - Amy Dean • OPAL'S (One Person Australia Librarians) - Judi Lipp • Osteogenesis Imperfecta Society of Australia - Andrew Longhurst • PADP Paediatric Prioritisation Committee (South West Area Health Service) Erin Krisenthal • PADP State Advisory Committee - Wendy Hall • Paediatric Physiotherapy Interagency Meetings - Sydney South West - Peter Garran • Physical Disability Council of NSW (PDCN) - Management Committee - Andrew Longhurst • Post Polio Network of NSW Management Committee - Rebecca Phillips • Pressure Care Equipment Working Party - Amy Dean • Rehabilitation and Disability Alliance - Rebecca Phillips • Rehabilitation International - Kerry Stubbs • Respite and Social Support Meetings - Joanne Millington • Respite Coordination Group - Illawarra - Nyree Sumner • Respite Coordination Group - Shoalhaven - Anita Owen, Nyree Sumner, Julia Hustwit • Respite Coordination Group meeting - Goulburn/Mulwaree - Paula Davidson, Shiralee Tilling • Respite Coordination Group Meetings - Bega Valley Shire - Paula Davidson, Shiralee Tilling • Respite Coordination Group meetings - Palarang, Queanbeyan and District - Paula Davidson, Shiralee Tilling • Respite Forum - Macarthur and Wingecarribee - Wendy Hall • Respite Providers Committee - Northern Sydney - Joanna Kemp • SAT WEST (School Aged Therapy Western Sydney) Committee - Sheila Salunke, Melanie Hughes • SCAN (Service Coordination Advisory Network) - Glen Innes, Gunnedah, Moree, Narrabri, Tenterfield, Inverell, Boggabilla, Quirindi, Walcha, Warialda, Manilla, Boggabri, Gwydir, Uralla, Armidale, Tamworth and Wee Waa - April Cochrane, Ruth Loseby, Alison Trainor, Anastasia Hillier, Lindy Wilcox, Avril Noy • School Aged Therapy South West Sydney Interagency - Wendy Hall • Siblings Support Coordination Group - New England - April Cochrane, Ruth Loseby, Alison Trainor • Small Feats Advisory Meetings - Macquarie Fields (Play Groups in Mac Fields) - Leanne Charles • Spina Bifida Clinic (Adult) Westmead Hospital - Andrew Longhurst • Spina Bifida GMCT (Greater Metropolitan Clinical Taskforce) Transition Working Group - Mary Louise Cuy • Spina Bifida Services Collaborative Committee - Anita Fisher, Joan Martin, Mary Louise Cuy • Spina Bifida Wheelchair Focus Group - Peter Garran, Lynne Bullen, Melanie Hughes, Erin Krisenthal • Stronger Together Allocation Meetings - Metro North - Sheila Salunke • Support Network Committee - Saint Anthony's Catholic School Picton - Julie Williams • TransSPOT Committee (Division of SPOT on DD) (Speech Pathologists, Physiotherapists and Occupational Therapists on Developmental Delay Committee) - Amy Dean • Vocational Network - South Western Sydney - Helen Sara • Vocational Support Network - Western Sydney - Helen Sara, Patricia Tomlinson • Welfare Interagency Committee - Dubbo - Carol Ptaszinski • Women's Indigenous Supported Housing (WISH) Committee - Leanne Charles • Young Carers and Siblings Network - Tamworth - Alison Trainor • Young People in Residential Aged Care Establishment Group - Rebecca Phillips • Youth Services Network - Macarthur - Amanda Dawson • YWCA Advisory Group - Julie Williams

IN THE COMMUNITY

Community Fundraisers

Drive4Life

A motivated group of four-wheel drive enthusiasts from across Australia conquered the remote wilderness of the Victorian High Country to raise \$100,000 for Northcott Disability Services. On 5 May 2008, Drive 4 Life representatives Mick Whitehead and Chris Bates presented Northcott with the \$100,000 cheque at the Northcott Conference and Function Centre.



SIA Dinner

The 9th annual Sheetmetal Industry Association Awards Night celebrated sheetmetal excellence by recognising its award winners and finalists at Dockside, Darling Harbour on May 30, 2008. The awards night raised \$7,000 for Northcott through a live and silent auction and a raffle.

Roxy Goodwill Event

Thanks to the hard work of five final year students from the University of Western Sydney (UWS), Northcott Disability Services benefited from \$12,679.80, donated as the result of a recent fundraising event organised by the students themselves. The students proudly

supported Northcott Disability Services by holding a dance club fundraiser as their end of year major project, which required them to support a local charity within the community on a minimal budget.



Wagga Bull Sale

Northcott Disability Services have been chosen as the beneficiaries of an Annual Bull Sale in the Wagga Wagga region. Tarcutta resident Carmen Fetan-Hooper and her husband have been in the bull business for quite a while. Over the past years they have made the generous decision to include an element of friendly hospitality into their annual bull sale - all in the name of charity. After the auction and BBQ a total of \$1,500 was raised with all donations matched dollar for dollar by the Fetan-Hooper Family.

La Gardenia Fashion Show

Gina Bortolin-Papa from LaGardenia Leichardt celebrated 35 years in business with a children's fashion show on Sunday 22 June, 2008. All proceeds raised from the lunch and fashion show were from donations and a raffle. Gina raised \$2,000 and has been a long time supporter of Northcott.

Parramatta Eels Support Northcott

The Pirtek Parramatta Eels dedicated their Friday 18 April game at Parramatta Stadium to Northcott Disability Services to raise \$2,000 towards Northcott's Recreation services.

The 2008 Centenary of Rugby League Heritage Round match not only saw the Eels battle the Manly Sea Eagles, but illustrated the Parramatta Eels' support for Northcott through the raffling of a signed team jersey donated to the organisation. The night also saw Northcott clients, volunteers and staff at the entry gates prior to the match, raising funds through the sale of raffle tickets and merchandise - in particular a unique supporters tattoo.



Parramatta Leagues Wishing Well

Patrons of Parramatta Leagues Club continue to support children and adults living with disabilities by throwing their change into the Northcott Wishing Fountain in the foyer of the club. Northcott Disability Services received a \$8,766.60 cheque from Alan

Overton AM OAM, Chairman of the Parramatta Leagues Club.

Our Events

Northcott's 12th Annual Cricket Legends Lunch

Over 400 guests joined 32 legends and celebrities at Northcott's 12th Annual Cricket Legends Lunch on Friday 5 October 2007 at Dockside Cockle Bay Wharf, Darling Harbour. The event was hosted by world renowned cricket journalist Mike Coward, and the expert panel consisted of Ian Chappell, Neil Harvey, Merv Hughes and Jim Maxwell.



A special thank you to event sponsors Cricket NSW, The AMP Foundation, Estate Planners Australia and the Dockside Group for making this year's event a huge success.

Northcott's 12th Annual Cricket Legends Lunch raised \$124,000, which provided a record breaking 600 nights of respite for children with disabilities and their families during the summer school holidays.

Northcott Disability Services opened its doors to the local community for a Family Fun Open Day on Sunday March 16 at their central office in North Parramatta.

Northcott Family Fun Open Day

Up to 150 people from all walks of life attended Northcott's inaugural Family Fun Open Day, which aimed to raise awareness and educate the community on the services and support Northcott Disability Services provide. Also on show were employment opportunities within the organisation and information on how to become more involved in the community by supporting Northcott's fundraising and volunteer programs.

Visitors were provided with the opportunity to experience activities in a sports wheelchair and enjoyed entertainment from radio station WFSM101.7. The Parramatta Eels offered their support by providing giveaways and a visit from their mascot Sparky, who was joined by Northcott's Spina Bifida Group mascot Spinasaurus. Northcott also received outstanding support from a range of local businesses, with an overwhelming amount of prize donations for the raffle draw.

Celebrity Doodle Auction

Some of Australia's most loved celebrities took part in doodling for the inaugural Northcott Disability Services Celebrity Doodle Auction, held on Wednesday February 20, 2008 at the Arthouse Hotel, Sydney. The Celebrity Doodle Auction raised over \$12,000 for Northcott's Recreation Service.

Some of the supporting celebrities included Alan Jones AO, Ken Done, INXS guitarist Tim Farriss, MP Peter Garrett, cricketing legends Steve Waugh and Shane Warne,

comedy act Tripod, Today presenter Karl Stefanovic, Sydney Roosters coach Brad Fittler, Chairman of Clean Up Australia Ian Kiernan AO OAM, Sydney Swifts star Catherine Cox and Sunrise presenter David Koch. The event was a great success and provided guests with the opportunity to bid on the celebrity artworks in a live auction atmosphere, while also enjoying some cocktails, canapes, live jazz entertainment and meeting some of the Northcott Disability Services valued clients and staff.

Northcott Fundraising Groups/Auxiliaries

All of Northcott's Auxiliaries and Fundraising groups have been very busy, organising numerous events and fundraising activities throughout the last financial year. The auxiliaries and fundraising groups have generously raised over \$100,000 from a variety of fundraising initiatives, including bus trips, dinners, raffles and participation in community activities.



THANK YOU



Organisations

\$40,000 - \$79,999

ASX-Reuters Charity Foundation
Cricket New South Wales

\$20,000 - \$39,999

British American Tobacco Australia
Corporate & Regulatory Affairs
Nestlé Australia
Joblink Plus Ltd
The Denlo Group
Parramatta Leagues Club

\$10,000 - \$19,999

True Blue Collectables
Western Earthmoving Pty Ltd
Thomas Hare Investments
Newcastle Permanent Charitable Foundation
Blake Dawson

\$5,000 - \$9,999

Deacons
Hunter Hall Charitable Committee
The Monarch Investments Foundation
Energy Australia Employees
Handicapped Childrens Appeal
Jardine Lloyd Thompson Pty Ltd
Lumsden Pty Ltd

\$2,000 - \$4,999

Estate Planner Australia Pty Ltd
CPA Australia
Westfield Auto Body Repairs
Dockside Group
Neeson
Fabtek Pty Ltd
Freedom Motors Australia Pty Ltd
Rotary Club of Parramatta city
State Transit Employees Welfare Fund

Community Partners

Ashlar Golf Club Ltd
Asquith Rugby League Club
Berrigan Golf Associates
Campbelltown Tennis Club
Cassilis Bowling Club
Catalina Country Club
Chester Hill-Carramar RSL Club
Coonamble Womens Bowling Club
Drive 4 Life
Gladesville Bowling & Sports Club
Gundagai Services Club Lady Golfers
Holbrook Women's Golf Club
Hornsby RSL Club Ltd
Long Reef Golf Club Ltd
New South Wales Golf Club
Parramatta Eels
Port Macquarie Lady Golfers
Riverina Australian Football Club Limited
Rotary Club Of Camden Inc
Rotary Club of Shellharbour
St Marys District Band Club
Tamworth & District Ulysses Club
Tamworth Community Health Centre
Tamworth Lady Golfers
The J.L. Manches Memorial Trust
Thirroul Women's Bowling Club
Wellington Ladies' Golf Club
Werris Creek Lady Golfers
West Pennant Hills Sports Club Ltd

Individuals

Mr Robert Albert
Mr Anthony Barr
Mr Richard Blaiklock
Mr Michael Briggs
Ms Tanina Burrone
Mr Phillip Cave
Mrs Lisa Chung
Mrs Anne Coventry
Mr RK. & Mrs MR. Critchley
Mrs Julia Farrell
Mr John Gilbert
Mr Rob Koczkar
Mrs Patricia Lee
Mrs S. Loewenthal
Mr Roco Mangano
Mr David Marshall
Mr Stan May
Mr & Mrs Paul & Karen Okkerse
Mrs Kathleen Pigram
Mrs Jean Read
Mr David Ross
Mr Basil Sellers
Mrs P. Tang

Auxiliaries/Fundraising Groups

The Coffs Northcott Fundraisers
Engadine Auxiliary
Manilla Fundraising Group
Narrandera Auxiliary
Orange Auxiliary
St Mary's Auxiliary
Tamworth Fundraising Group
Wagga Wagga Fundraising Committee

Trusts and Foundations

\$80,000 - \$149,999
The Bluesand Foundation
in memoriam Mr Peter Cox

\$40,000 - \$79,999
Profield Foundation
Newman's Own Foundation
The Bluesand Foundation

\$20,000 - \$39,999
The Raymond E. Purves Foundation
Baxter Charitable Foundation
The Big Sister Movement
Liangrove Foundation Pty Ltd
Fred P Archer Charitable Trust
Maple-Brown Family
Charitable Foundation Ltd
Woodend Pty Ltd
The Balnaves Foundation
The James N Kirby Foundation

\$10,000 - \$19,999
The William Rubensohn Foundation
The Broinowski Foundation
AMP Foundation

\$5,000 - \$9,999
St George Foundation Limited
The Danks Trust
The R A Gale Foundation
Bruce & Joy Reid Foundation
The O'Neill Foundation Inc.

\$0 - \$4,999
Moore Family Philanthropic
Foundation
Peter Brock Foundation
Howell Swanton Charitable Trust
The Bill & Patricia Ritchie Foundation
Michael & Mary Whelan Trust Limited

Bequests

E F Martin
E K Boyd
E M Arundel
E Mck Grainger
E P Wylie
E R Burton
E Roche
G A Gluck
G Carpenter
G E White
H Cater
H Flook
H Howden
H R Field
J C McInnes
L E Dege
L Kershaw
N Wiseman
R D Varcoe
W R Galloway
S B Collins
S Lovrinic
J R Ashley
M J Best
H Marlan
G N McLaren
M I Paul
J E Pearson
F Elrington

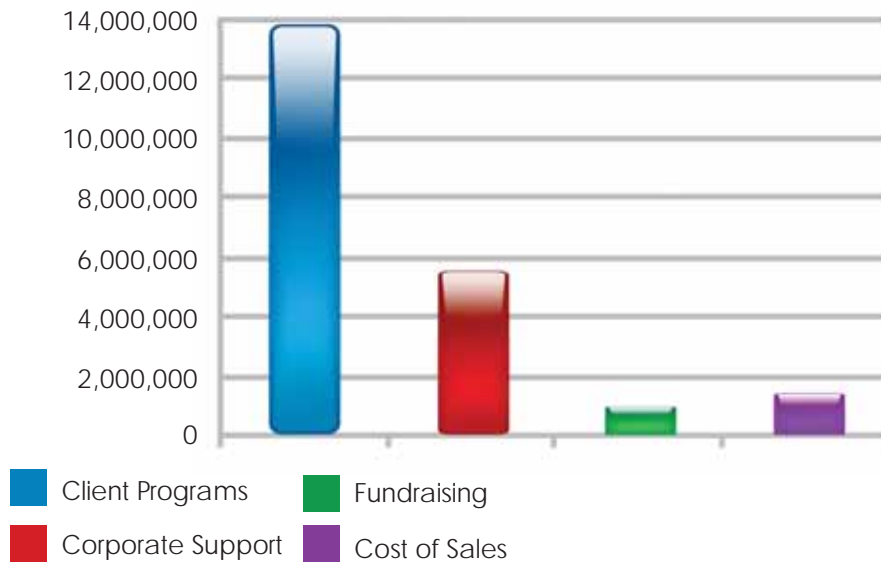
Volunteers

Antony Peries
Brian Clements
Chanel Leaudaris
Christian Garcia
Dami Patel
David Ho
Deidre Grehan
Duy Nguyen
Graeme Callander
Jade Strongman
Karen Reeves
Leo Channells
Lesley Zeinert
Merle Newton
Pam Mudford
Sarah Cullen
Sarah Song
Talia Higman
Thomas Lennox
Zheng Yang
Emilie Lacoba
Angela Maidment
Florence Wee
Jenny McGowan
Elizabeth Bloomfield
Kimberley Gardner
Kym Pope
Linda Thomson
Mark Allan
Rebecca La Faber
Simon Nicholls
Amy Damyon
Andrew Williams
Christopher Brown

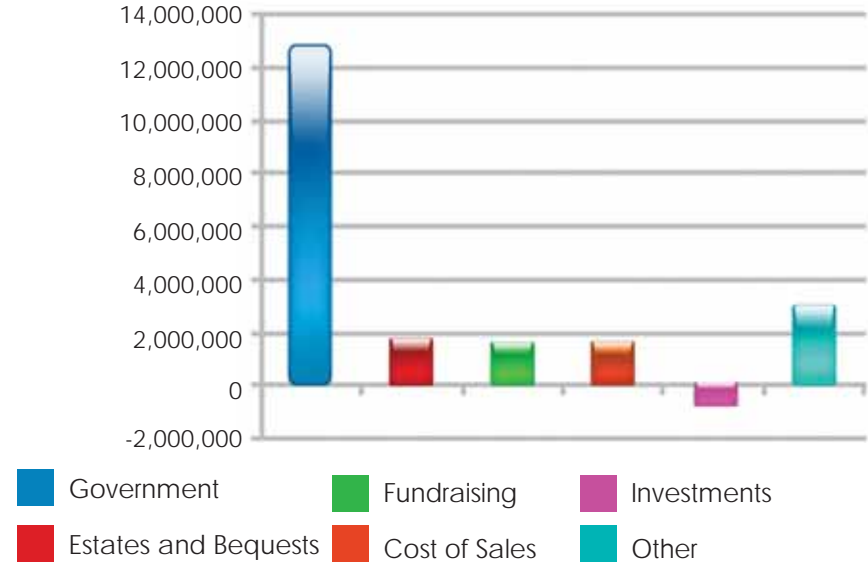
Danielle Sultana
Ingrid Scott
Sarah O'Mara
Terry Lee
Alexander Krjatian
Alfred Zerafa
Annika MacLellan
Ben Keyte
Deborah Griffin
Erin de Permentier
Lisa de Permentier
Jia Dai Huang
Josue Aura Ossio
Huong Le
Malwina Stankiewicz
Margaret Davies
Max Cook
Miranda Type
Ranjita Giri
Rohini Singla
Samona Hume
Shabeera Zia
Soobhana Biswas
Elzbieta-Ewa Staniewska
Warda Khan
Vimalamthiya Prahatheesan

FINANCIAL SUMMARY

Operating Expenditure



Operating Revenue



Performance Indicators

	Northcott 2008 \$	Northcott 2007 \$
Total Operating Revenue (Note 1)	20,343,989	16,020,990
Operating Expenditure	21,145,168	18,133,625
Operating Surplus / (Loss)	(801,179)	(2,112,635)
Financing Income	(694,002)	2,292,640
Net Surplus / (Loss)	(1,495,181)	180,005
Net Assets	25,756,522	25,738,644
Total cost of fundraising / Gross income from fundraising	26%	31%
Total cost of services / Total expenditure	65%	52%

Note 1: Includes income from estates and bequests of \$1,407,214 (2006: \$1,428,959)

SpineCare Foundation

The consolidated entity's financial results (not shown above) include those of the SpineCare Foundation which showed a decrease in revenue of \$173,725 (2007: increase of \$193,462) and expenditure of \$89,971 (2007: \$120,368) to The Northcott Society's results.

Costs of Service & Funding Sources

	Total Recurrent Cost	Government Contribution		Northcott's Contribution					
	\$	\$		\$					
Northern Sydney									
Early Childhood Support	628,511	266,130	A	329,747					
		32,367	B						
Aged Carers Program - Northern Sydney	327,435	216,085	A	104,648					
Metropolitan Individual and Family Support	562,907	274,012	A	283,984					
Paediatric Spinal Outreach Service	580,477	322,300	D	114,564					
Met North Family Support	253,268	251,500	A	1,438					
Flexible Respite - Met North	272,424	267,914	A	145					
Western Sydney Therapist Team	345,709	345,000	A	709					
Karingal Centre Based Respite	326,688	295,383	A	22,602					
Roselands Centre Based Respite	324,269	316,515	A	22					
Early Intervention Extension	40,674	40,481	A	193					
Flexible Respite Northern Sydney	230,330	209,489	A	0					
Western Sydney									
Community Living - Outreach	413,345	222,858	A	190,487					
Fitness for All Project	16,561	18,000	F	0					
South West Sydney Therapy	16,543	16,000	A	180					
Merrylands Independent Living	155,724	123,518	A	12,173					
Woodbine Transitional Service	382,513	379,392	A	86					
Northcott Housing Links	59,443	33,787	A	0					
Adult Recreation	208,495	67,479	A	114,483					
Childrens Recreation	226,538	89,226	A	120,568					
CP/PSO Group - Roselands	399,664	303,259	A	77,179					
CP/PSO Individuals - Parramatta	145,233	144,994	A	0					
CP/PSO Group - Parramatta	222,154	214,588	A	0					
FAHCSIA - Parramatta	20,308	20,308	G	0					
Intensive Family Support - Nepean	389,654	384,926	A	4,728					
CP/PSO Individuals - Penrith	100,708	100,730	A	0					
FAHCSIA - Nepean Penrith	6,319	6,319	G	0					
Spina Bifida Group	68,915	0		42,291					
South West NSW									
Beverley Park	2,086,440	1,813,268	A	50,960					
Macarthur Case Management	395,428	249,329	A	144,873					
Flexible Respite South West Sydney	278,964	233,663	A	27					
Flexible Respite Macarthur	347,082	298,299	A	75					
Family Resource Links	299,519	194,887	E	95,957					
FAHCSIA - Liverpool	34,578	34,578	G	0					
Leisure Access	131,920	101,579	A	26,407					
Out of School Hours	71,898	57,152	A	10,890					
Equipment Loan Pool	50,658	13,359	A	37,299					
Northern NSW									
Coffs Harbour Individual and Family Support	248,269	164,983	A	64,624					
CP/PSO Individuals - Coffs Harbour	71,356	71,366	A	0					
FAHCSIA - Coffs Harbour	8,076	8,076	G	0					
FAHCSIA - Far North Coast - Ballina	11,368	11,368	G	0					
New England									
Tamworth Centre Based Respite	420,344	321,716	A	77,711					
CP/PSO Group - Tamworth	189,076	170,340	A	11,207					
Tamworth Individual and Family Support	296,776	164,914	A	124,840					
CP/PSO Individuals - Tamworth	161,698	120,346	A	41,273					
FAHCSIA - Tamworth (New England)	12,493	12,493	G	0					
Riverina/Murray									
Flexible Respite - Cootamundra	91,955	81,570	A	5,503					
Flexible Respite Wagga Wagga	182,764	167,648	A	0					
Wagga Centre Based Respite	311,161	275,846	A	19,707					
Wagga Individual and Family Support	270,347	161,829	A	94,120					
Centre Based Respite - Wagga	583,094	582,528	A	49					
FAHCSIA - Wagga Wagga	3,217	3,217	G	0					
Southern NSW									
Illawarra Case Management	322,595	257,823	A	64,769					
Southern Highlands Case Management	218,989	219,113	A	0					
NDCO - Dapto (Illawarra/South Coast)	17,568	5,768	C	0					
NDCO - Queanbeyan (Southern NSW)	20,636	8,836	C	0					
FAHCSIA - Dapto (Illawarra)	14,415	14,415	G	0					
FAHCSIA - Queanbeyan	12,406	12,406	G	0					
Western NSW									
Flexible Respite Dubbo	181,424	125,651	A	81					
Dubbo Individual and Family Support	228,377	142,530	A	77,879					
Aged Carers Program - Dubbo	76,789	56,021	A	16,372					
Dubbo Community Participation Program	61,716	54,355	A	6,879					
CP/PSO Group - Dubbo	190,942	169,297	A	16,352					
Other									
Computer Assistive Technology Services	686,994	101,441	A	504,155					
Jobmatch	588,647	429,568	C	158,876					
Transition to Work	165,255	165,575	A	0					
Northcott Equipment Solutions - Services	1,541,793	0		361,710					
Library/ Information Service	94,112	0		94,112					
Volunteer Co-Ordinator	12,541	11,321	A	1,220					
	17,718,488	12,051,034		3,528,153					

A Department of Ageing, Disability and Home Care
 B NSW Department of Education and Training
 C Department of Employment and Workplace Relations
 D NSW Health Department
 E Department of Community Services
 F Department of Sport & Recreation
 G Department of Families, Housing, Community Services & Indigenous Affairs

*Note: * Northcott's Contribution represents the net cost to Northcott of providing the service after allowing for fees received for service.*

BOARD OF DIRECTORS



Back row: (L-R) Phillip Cave AM, John Surian, Bruce Downie, Anne Sullivan, Dr Hugh Taylor, Michael Briggs.
Front row: (L-R) Dr Christopher Janssen, Michelle Laforest, Dr Mary Westbrook, Lisa Chung and Kerry Stubbs.
Absent: (L-R) Richard Blaiklock, Glenn Gardner, Andrew Stevenson, and Charles Moore.

Patron

Her Excellency Professor Marie Bashir AC CVO,
Governor of New South Wales

Phillip Cave AM B Bus FCPA

Chairman, Northcott
Chairman, Atlas Group Holdings Limited
Executive Chairman, Anchorage Capital Partners
Chairman, Golden Circle Limited
Chairman, Belaroma Coffee
Director since 1986

Charles Moore

Deputy Chairman, Northcott
Chairman, Finance and Properties Committee
Chairman, Embankment Capital Pty Ltd
Chairman, The Moore Family Philanthropic Foundation
Director since 1991

Andrew Stevenson BA LLB

Member, Finance and Properties Committee
Director since 1982

Bruce Downie

Managing Director, Downie Group Industries Pty Ltd
Managing Director, Bock Australia Pty Ltd
Director since 1985

Christopher Janssen M.B.,B.S. (Sydney), MBA (IMD)

Member, Finance and Properties Committee
Managing Director, GPC Electronics
Director, Baryon Group
Director since 1986

Dr Hugh Taylor MB BS

Director and Founder of the Taylor Group of Investment
Companies
Director since 1990

**Dr Mary Westbrook AM, BA (Hons), MA (Hons), PhD,
FAPS**

Conjoint Associate Professor, Centre for Clinical
Governance Research in Health Faculty of Medicine
University of NSW
Director since 1996

John Surian BA (Econ). G.DipAppFin (Sec Inst), F Fin.

Licensee and Principal, Raine & Horne Commercial
Parramatta
Director since 2000

Anne Sullivan PGC Mgt

Marketing, Communications and PR Consultant
Director since 2001

Michael Briggs B Comm ACA ACIS MBA

Member, Finance and Properties Committee
Director, Tennyson Strategic Solutions Pty Ltd
Partner, Anchorage Capital Partners Pty Ltd
Director, Golden Circle Limited
Director, Antec Engineering Pty Ltd
Director, Hans Continental Smallgoods Pty Ltd
Director since 2003

Richard Blaiklock B Com MBA

Managing Director Baresque Australia Pty Ltd and
affiliated companies
Director since 2003

Glenn Gardner BA MBA FAIM

Managing Director and CEO, Northcott Disability
Services
Director, Ability First Australia
Director since 2005 (Retired December 2007)

Michelle Laforest B Bus MAICD

Managing Director and Vice President, South East Asia,
Harlequin Enterprises (Australia) Pty Ltd
Director since 2007

**Kerry Stubbs BA (Hons), MA (Hons), Grad Cert Writing,
MAICD**

Managing Director and CEO, Northcott Disability
Services
Telstra Business Women's Award Winner
Director, e-Water Ltd
Director, Ability First Australia
Director, Health Services Association
Director since 2008

Lisa Chung LLB

Partner, Blake Dawson
Director since June 2008

SENIOR STAFF



Back row: (L-R) Alan MacLellan, Anita Fisher, Michael Berryman, Steve Scott, Suzi Hardwick, David Bate, Lee Carpenter, Gary Taylor.
Front row: Mike Salinos, Patricia Tomlinson, Kerry Stubbs, Kirsty Webb, Tereza Culina, Wendy Hall, Rebecca Phillips. Absent: Kylie Pike.

Chief Executive Officer:

Kerry Stubbs, BA (Hons), MA (Hons), Grad Cert Writing MAICD

Chief Operating Officer:

Lee Carpenter, Grad Cert (Business Admin), ACMA

General Manager Client Programs:

David Bate

General Manager Human Resources:

Mike Salinos, B Sc Ind Soc (Hons), Grad Dip (HR Mgt)

Manager Service Development and Government Relations:

Rebecca Phillips, B App Sci Disability Studies, Diploma in Business (Frontline Management)

Senior Manager South West Sydney:

Wendy Hall, RN BHSc (Nursing) MHSc (Nursing), Diploma in Business (Frontline Management)

Senior Manager Northern Sydney:

Kirsty Webb, BA (Psychology), Grad Dip (Mgt) AFCHSE CHE

Senior Manager Western Sydney:

Anita Fisher, B Soc Work, Diploma in Business (Frontline Management)

Regional Development Manager:

Rachel Parker, B LeSt, Diploma in Business (Frontline Management)

Manager Northcott Equipment Solutions:

Alan MacLellan

Manager Fundraising:

Kylie Pike, BA (Communications), MBA

Team Leader Marketing, Communications and Media:

Tereza Culina MPRIA, B Communications (Public Relations)

Manager Finance:

Suzi Hardwick

Property Asset Manager:

Gary Taylor

Manager Technology and Information Services:

Stephen Scott, B Ed

Team Leader Computer Assistive Technology Services:

Michael Berryman, B App Sc (Occ Therapy)

Manager Jobmatch:

Patricia Tomlinson, BSS (Crim), Certificate 11 Counselling

Auditors:

KPMG

Bankers:

Bendigo Bank

Solicitors:

Coleman & Greig Parramatta

NORTHCOTT METROPOLITAN AND REGIONAL OFFICES

Northcott Disability Services provides support to over 6000 people with disabilities and their families from more than 30 sites and offices across NSW and the ACT.

The Northcott Building (Central Office)

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Liverpool

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Macarthur (Campbelltown)

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Email: campbelltown@northcott.com.au

Newcastle (Northcott Equipment Solutions Workshop)

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Wickham NSW 2293
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Fax: (02) 4940 8345

New England (Tamworth)

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Northern NSW (Ballina)

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Fax: (02) 6686 5891
Email: ballina@northcott.com.au

Northern NSW (Coffs Harbour)

31 Bonville Street
Coffs Harbour NSW 2450
Ph: (02) 6651 2366
Fax: (02) 6652 7301
Email: coffs@northcott.com.au

Nepean (Penrith)

9/28 Coombes Drive
Penrith NSW 2751
Ph: (02) 4720 4400
Fax: (02) 4722 8028
Email: penrith@northcott.com.au

Riverina/Murray (Wagga Wagga)

124 Peter Street
Wagga Wagga NSW 2650
Ph: (02) 6921 1996
Fax: (02) 6921 8451
Email: wagga@northcott.com.au

Southern NSW (Illawarra/South Coast)

Bay 2, 6-8 Marshall Street
Dapto NSW 2530
Ph: (02) 4262 7155
Fax: (02) 4262 7544
Email: illawaraacm@northcott.com.au

Southern NSW (Queanbeyan)

Suite 16, Lawrence House
142-144 Monaro Street
Queanbeyan NSW 2620
Ph: (02) 6297 6899
Fax: (02) 6297 7855
Email: queanbeyan@northcott.com.au

Western NSW (Dubbo)

6 Quinn Street
Dubbo NSW 2830
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