



Turning Dreams into Reality

ANNUAL REPORT 2020

NORTH WEST DISABILITY SERVICES

Contents

Information/ NWDS Life Members	2
Service Purpose	3
Board of Directors	4
Chairpersons Report	5
Acknowledgements	6
Feedback, Concerns and Complaints Report	7
Chief Executive Officer's Report and Quality Assurance Matrix	8
Achievements for the Year	10
Coordination of Supports	11
Cultural Diversity the NWDS Way	12
Continuous Improvement and Internal Audits	14
Human Resources	15
Workplace Health and Safety	16
Volunteering and Student Report	18
Outback Adventure Camps	19
Children's Services	20
Hadpac and Flexible Respite	22
Gemhill Cottage	24
Supported Independent Living	25
Community Contributions	25
Conie Avenue	26
Lavender Cottage	28
Opal Cottage	29
Secret Garden Community Hub	30
Aberdoon House	33
Awards Day 2019	37
Financial Intermediary	38
Vale 2020	38
Financial Reports	40

Information

Funded By

National Disability Insurance Scheme
I-Care Attendant Care
Commonwealth Continuity of Support

Approved NDIA Provider for

Assistance with Access/Maintain Employment
Assistance with Personal Activities
Assist-Life Stage Transition
Assist-Travel/Transport
Behaviour Support
Supported Accommodation
Daily Tasks/Shared Living
Development-Life Skills
Early Childhood Supports
Group/Centre Activities
Household Tasks
Participate in the Community
Personal Activities High
Plan Management
Specialist Support Employment
Support Coordination

Registered Office	PO Box 947 Baulkham Hills NSW 1755
ABN	28 713 967 409
Banker	St George Bank
Auditor	Nationwide Financial
Phone	02 9686 4155
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Email	ceo@nwds.org.au

NWDS Life Members

1996	John Barnard	
	Doug Sewell	
2001	Ken Jones	Warren Holland
	Wendy Hyland	Phil Scholer
	Jenny Dunn	Lawrence Kenny
	Corrine Mills	
2006	Colin Davies	
2008	Victoria Borg	
	Pam Pearse	
2009	Tom Allanson	Pam Slattery
	Sandra Crittenden	John Slattery
	Graham Hilder	
2010	Jean-Claude Legrand	
	Christine Allanson	
2011	David Stephenson	
2014	Ken Donnelly	
	Natalie Wehbe	

Service Purpose

NWDS VISION -

"Turning Dreams into Reality"

NWDS Mission –

"To be a 'Centre of Excellence' in the responsive and innovative creation of individual life opportunities while embedding people in their community."

Values –

- **Innovation** - We create and respond to innovative practices that will enable our people to flourish.
- **Honesty and Integrity** - In all that we do, in all that we say, in all that we create.
- **Empathy** - We understand what others are going through and are here to provide support.
- **Accountability** - It's what we do and do not do, for which we are accountable.
- **Respect** - We show people they are important to us and the community by what we say and do.

Aims & Objectives

Activities and supports are provided in accordance with the Disability Inclusion Act 2014 with the following aims and objectives:

- The organisation shall provide responsive and accountable corporate governance.
- NWDS shall develop innovative and flexible opportunities within the community to support individual choice and control.
- To advocate and lobby for people with disabilities.
- The service shall seek to achieve quality outcomes for individuals with the best use of available resources.
- Through disciplined processes our staff will be challenged and empowered to excel at providing quality activities and supports to individuals and carers and to achieve a rewarding career.
- North West Disability Service seeks to encourage the volunteer ethic and acknowledge the valuable contribution made by volunteers to the community.
- To promote principles of access and equity and normalisation.

NWDS Philosophy

NWDS believes:

- Each and every person has the potential to bring something unique and special to the world.
- In helping individuals to develop their potential by believing in them as capable individuals.
- In assisting individuals so they can express their own opinions and nurture their own ideas.
- That each person ought to be respected, heard and fully integrated in their community.
- In fairness, and that each person should be empowered to exercise independence over the choices and direction of their life.

NWDS has a vision of a world where people learn to respect, accept, and embrace individual differences and human rights principles.

Board of Directors

Acting Chairperson

Kalpana Rao

Deputy Chair Person

Lawrence Kenny

Treasurer

Jean-Claude Legrand

Secretary

Kalpana Rao

Public Officer

Kalpana Rao

Directors

Anne Leech

Maria Short

John Brawley

Pam Slattery (Director part year)

John Colebatch (Chairperson Part year)

John Wakeling (Deputy Chair Part year)

Auditors

Nationwide Financial

D. J. Di Giulio & Associates Pty. Ltd.

Income Sources

North West Disability Services receives funds from a wide range of sources and community based organisations and individuals. Regular funding sources are:-

National Disability Insurance Scheme

Commonwealth Continuity of Support

We also receive a great amount of financial, material and hands on assistance from all areas of the community. An attempt to name all who have provided assistance to the service would lead to an omission that we feel would be unforgivable. Therefore we thank all those who have assisted throughout the year, be it large or small, and assure you that your contribution is greatly appreciated.

Chairperson Report

This financial year has been like none other, with natural disasters like the prolonged drought, followed by devastating bush fires and then a pandemic that has changed the way we look at life.

NWDS like every other organisation has been affected and challenged by these extreme events. But we as a community organisation, more than ever, remain resolute to provide the best support to all our participants and carers through these difficult times.

During the COVID-19 lockdown period, we were closed for four months, but provided some limited services through the online medium. The job keeper program has been a huge help and we are very grateful to the Australian government for their support.

Our vision to turn dreams into reality, and provide new and creative opportunity for our participants propels us to constantly reinvent and grow while continuously excelling at what we do. Our work practices and service delivery is of the highest industry standard. This is evidenced by NWDS, yet again, receiving certification with 100% compliance from the Australian Community for Industry Standard (ACIA).

To better position NWDS to meet the rising future demands for our services; the organisation will be re-incorporated as a company limited by guarantee. This process should be completed by the end of the year.

NWDS has taken a major step this year to expand its services by acquiring two acres of land in Rouse Hill. A new facility is proposed to be built here that will allow us to host more day programs in the region.

NWDS continues to engage in community programs through our facility at the Secret Garden. A wide range of activities and courses are offered here to bring together our participants, carers and volunteers in a spirit of learning, enjoyment and camaraderie.

Our staff and volunteers are the backbone of our organisation. As always they have done an outstanding job, particularly so, in an extremely challenging year. Investing in their welfare and capability continues to be our highest priority. Almost 100% of our staff have accreditation in core competencies. This is a fantastic achievement.

All the above could not have been achieved without the able stewardship of the CEO Deborah Gersbach and her executive leadership team. On behalf of the board I thank you for your extraordinary leadership and commitment to NWDS.

We were saddened to hear of the passing of life member, John Barnard, mid this year. He was one of our original volunteers, a founding father, in the early days of HADPAC. He served for many years as President, drove our buses endlessly and was instrumental in the development of what we know as Conie Avenue today.

We have had three resignations in the board this year, former chairman John Colebatch, former deputy chairman John Wakeling and a long serving director Pamela Slattery. John Colebatch was instrumental in driving the adoption of the new constitution this year. I'd like to take the opportunity to formally thank them all for their contribution and service to NWDS.

I would also like to thank my fellow board members for their active participation, valuable contribution and commitment to NWDS. I am hopeful that in the new financial year we will overcome the pandemic challenges and deliver on our growth and service plans.

Acknowledgements

North West Disability Services Inc. acknowledges, with thanks, the support provided by our many Advocates, family members, and friends, the strong connection and community development gained by our association and work with many other disability services. We also acknowledge the support, assistance, and grants provided during the year and have noted those above \$100 by: -

Highlow Support – Silent Contributor towards the development of the Stage 2 of the Secret Garden.	\$9,975.03
Donations made towards Tiny Home Project	\$1,740.00
Dr Jessie Chowdhury made donation towards the development of the stage 2 of the Secret Garden at the University of Western Sydney.	\$10,000.00
Heavy Metal Cranes Pty Ltd towards the trophies and prizes for the Scarecrow Festival at the Secret Garden.	\$300.00
Mortgage Choice made donation towards Tiny Home Project	\$500.00
Judith Smith donation towards the Art Show held in November at Aberdoon House.	\$300.00
Alan Watson - Galston Garden Club donation towards the development of a new sensory area at the Secret Garden.	\$500.00
General Donations	\$920.00
The Royal Horticultural Society of NSW Inc. donation towards Art Area at the Secret Garden.	\$240.00
Gurpreet Kaur	\$200.00
SFDC Australia Pty Ltd.	\$140.00
Naseem Chowdhury	\$5,000.00

IN KIND
Oz Harvest for their continuous support of food supplies for all the activities across the board.
Seven Hills Woolworths donation of assorted toys, resources etc. for the Giftbox Appeal at the end of the year.
ALDI, Woolworths Stockland Mall Baulkham Hills donated Sausages, bread, onions and drinks for the event R U OK day.
KB Chicken Stockland Mall Baulkham Hills donated Sausages for the R U OK day.
Jayashree Vasan donated a Casio Key board with a stand for the music program at Conie Avenue.
Grange Growing Solutions donated 10 cubic metres of nursery blend potting mix worth of \$1000.
Spendless Shoes donation of Shoeboxes towards the Gift box appeal program which provides Christmas gifts to disadvantaged children and families in need in Western NSW.
North Richmond Tile Centre made donation towards repair of the bathroom at the Garden.
Mrs Pat Dalton made donation of 2 x two seater leather lounges for Opal Cottage.
Mr Jim Darroch made donation of Gym Equipment repairs and tank work for the Opal participants.
Mrs Melva Faerber donated Halloween decorations & treats for the Opal participants.
Mrs Edie Small made a generous donation of Canvass, books, paper and painting items for Opal participants.
Vijja Chain – Ready Health Nursing College donated 2 microwaves for the One Mile Kitchen.
Thanks is also extended to the many volunteers, individual and community partners for their continual and unending support at the Secret Garden, WSU, Richmond.

Feedback, Concerns & Complaints Report

Vision: "To respond to all reports promptly and with a clearly explained desire to achieve satisfactory resolution with quality outcomes"

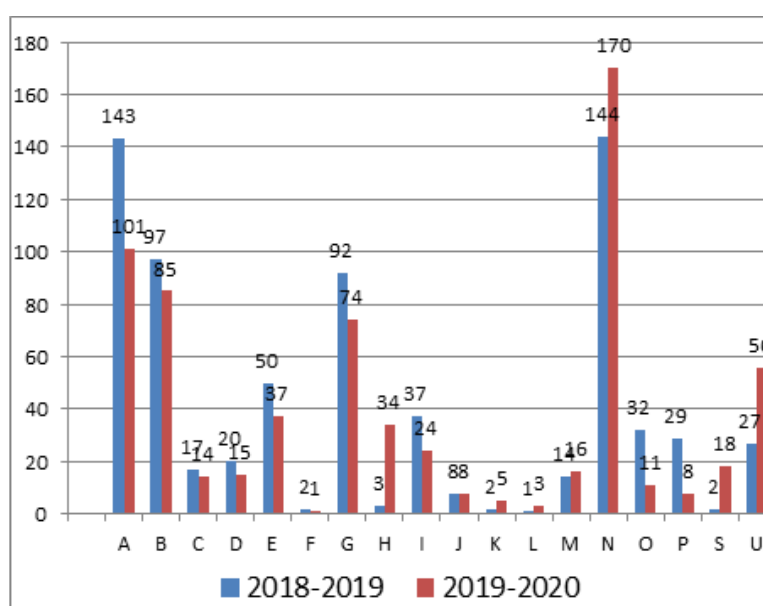
North West Disability Services acknowledges the constructive feedback that occurs as a response to the feedback/concerns and complaints forms. The documents provide information that enables the organisation to continually develop a quality of service that meets the requirements and objectives of our Participants. Participants, carers, staff, volunteers and members of the community are all encouraged to express any concerns/ feedback making it possible for NWDS to follow through on the organisation's complaints procedure and achieve continual improvement.

During July 2019 – June 2020 a total of 680 Feedback / Concerns & Complaints were received in comparison to 720 reports that were received the year before indicating a slight decrease in overall feedbacks/concerns and complaints, attributed to Covid-19.

The majority of comments forwarded to NWDS applied to General Feedbacks and Positive Feedbacks about Staff. In summary of the 680 Feedback / Concerns & Complaints received for the period July 2019 – June 2020, 170 were of a positive nature. There was a decrease in General Concerns, Service Delivery Issues, Carer Concerns, Staff Complaints, Staff Performance Issues and Maintenance Issues. NWDS takes great pride in addressing all feedbacks, concerns and complaints as diligently, quickly and effectively as possible by incorporating correct resolution procedures.

Types of Feedback, Concerns and Complaints

A - General Feedback	B - General Concern	C - Service Delivery Issue
D - Carer Concern	E - Carer Complaint	F - Abuse & Neglect
G - Staff Complaint	H - Staff Performance Issue	I - Maintenance Issue
J - Transport Issue	K - Complaint towards other Org	L - Concerns towards Carer
M - Positive Feedback-Participant	N - Positive Feedback-Staff	O - OH&S
P - Participant Complaint	Q - Adverse Event	R - Other-Volunteer complaint
S - Positive Feedback-Other	T - RDA cancelled	U - Concerns towards Participant
Z - Others		



Anne Leech
Board member

Chief Executive Officer Report

In preparation of my report I have reflected on a year that has seen many changes, many achievements and ended in the last quarter with the biggest challenge we have ever faced. Our responsibility to keep our participants, staff and volunteers safe has also extended this year to a much more challenging responsibility. In every instance and every decision we have needed to make, and some very difficult at times with our close down, we have been supported by our carers, participants and staff in their understanding that we will do all that is possible to ensure their safety.

Our next responsibility was to ensure that we continued to provide services to the maximum that we are capable of supporting, so, we became very innovative with Zoom supports and on line activities and classes. We know you are aware of our desire to ensure you have also coped throughout this period and donations of food and resources have been distributed to all and any of our people who we became aware, were in need. I thank all those who provided the many donations and as we move forward into a new financial year we are finding yet again there is need to continually reinforce the need to keep vigilant and look out for each other.

"Keeping the ship afloat" during our shut down period was thrown to a few and I have to particularly thank Tharwat and his admin team, Raelene, Megan and the HR team who kept working and kept responding to the everyday demands of staff and expectations of families. Working from home became the new norm and we all appreciated the added safety whilst also fast tracking new approaches. Ritika and her Group Home team continued to work and supported throughout the close down even with some difficult patches. Support Co-ordination families also gained information and guidance to understand the best approach to achieve their ongoing goals within the difficult times.

Alison worked throughout and with Rhonda creatively delivered a range of weekly activities to keep participants engaged at home in isolation and we have received great feedback on how interesting the challenges the activities were. Face to face tutorials and motivational contacts from a range of staff kept the boredom at bay for many with direct supports also provided for those requesting an individualized program.

The Coordinators of all the different locations have worked wherever they can (home and office) to firstly focus on providing continued great services as the year began, but then to meet the daily changing need of their participants and locations. Their agility to respond immediately to change has been amazing and has meant that participants and staff have enormous faith in their ability to prepare for every need and still smile. I am proud to have our much admired Coordinators as the "front of house" for NWDS.

Our staff and volunteers have found the year one of great variety and have supported in every way they can to keep the focus on our participants and ensure their dreams and aspirations are being met. JobKeeper (thanks to the Government) was the savior for our staff as over 90% of our staff were stood down or on severely restricted hours. I am in deep appreciation of our staff, you have been amazing throughout.

So much has happened and the Board was not without its challenges also. The resilience of the Board and particularly Kalpana, our Patron Jim Taggart and our NWDS Community Family is why we are the great organisation we are. They are determined that the participants will be at the centre of all that we work towards. They will not be sidelined or distracted by unnecessary drama, they are forthright when required and expect only the best of all at NWDS. They challenge us to keep ahead of the game, delivering on our values and mission. I am so proud to work with such a passionate and talented Board team.

Next year will be exciting going forward with the development of a new home base in Rouse Hill and many more plans for NWDS. Thank you, for all you all do, for NWDS.

NWDS QUALITY ASSURANCE MATRIX

Question No	Service Users							Staff/Volunteers/Students							F'back
	Service Delivery			Staff	Equip	Mge	Safety	Service Delivery			Staff	Equip	Mge	Safety	
AREA	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
PSP	8.8	8.6	8.6	8.9	8.5	9.2	8.9	61.5							
Gemhill	9.6	9.2	9.4	9.8	9.5	9.2	9.6	66.3							
HADPAC	9.3	8.9	9.1	9.6	8.8	9.1	9.5	64.3							
Flexible Respite- Adults	9.0	8.8	9.4	9.2	8.8	9.2	9.2								
Flexible respite- Kids	8.5	8.5	8.6	8.6	8.3	8.1	8.3								
Aberdoon House	9.5	9.4	9.1	9.5	9.4	9.5	9.6								
Camps	9.5	10.0	9.5	10.0	10.0	10.0	10.0								
Vacation Care	8.9	8.6	9.2	9.6	9.0	9.4	9.3								
Opal Cottage	9.3	8.1	8.9	9.7	9.3	9.5	8.8								
Muscios Road	9.0	9.0	10.0	10.0	10.0	10.0	10.0								
Lavender Cottage	8.3	8.0	8.6	8.6	8.3	8.7	8.7								
Staff								8.4	8.7	9.0	8.8	8.4	9.2	8.9	8.8
Volunteers								9.4	8.8	9.0	9.0	8.0	8.8	9.0	8.8
Students								7.6	7.6	7.3	7.6	7.6	8.0	8.0	8.3
Overall Average	9.1	8.8	9.1	9.4	9.1	9.3	9.3	8.5	8.4	8.4	8.5	8.0	8.7	8.6	8.6

Total Average Service Users 8.9

Individual Area Averages			
PSP	8.8	Staff	8.9
Gemhill	9.5	Vols	7.8
HADPAC	9.2	Student:	7.8
Flexible Respite- Adults	9.1		
Flexible Respite - Kids	8.4		
Aberdoon House	9.4		
Camps	9.9		
Vacation Care	9.1		
Opal Cottage	9.1		
Muscios Road	9.7		
Lavender Cottage	8.5		
Summary	Exceeding Expectations		

Staff/Volunteers/Students 8.6

Satisfaction Ratings Key	
1 - 2	Poor - Not meeting expectations in many areas
3 - 4	Satisfactory - Meeting expectations in some areas
5 - 7	Good - Meeting expectations
8 - 9	Very Good - Exceeding Expectations
10	Outstanding - Greatly Exceeding Expectations

Staffing - At July 2020 for this report, NWDS has:-

187 Paid Staff, consisting of:

- 1 CEO
- 2 Managers
- 6 Coordinators
- 11 Admin Staff
- 6 Grade Three Staff - Admin and Coordination support staff
- 161 Program Facilitators/Program Assistants (perm & casual)

115 Volunteers consisting of

- 6 Board Members
- 6 Administration Volunteers
- 48 Program Support
- 55 Secret Garden Volunteers

Deborah Gersbach OAM
Chief Executive Officer



Achievements for the Year

Our achievements and successes have been many these past twelve months – a true team effort!!! Thank you to all our staff, volunteers, Board Members, students, volunteers and of course our Participants who are the inspiration for us all.

The many new activities created to support participants working towards and achieving their dreams. There are endless possibilities and unlimited imagination as to what we can create together to ensure you have a remarkable day!

Spring and Autumn Fairs at the Secret Garden – Congratulations to Marianne, and her team on their Fairs at the Secret Garden, they broke all records, in our beautiful new surroundings. Autumn Fair has been cancelled in 2020 due to Covid-19. If you have not visited our new garden, then please do, it is a unique and wonderful space.

This year there were 21 **Outback Adventure Camps** that were provided to our participants providing them with the opportunity to build skills and enjoy new adventures. Thank you to those staff who offered their support and a special thank you to Kymberley who always provides excellent support making sure our people have a great experience.

Salesforce, Deloitte's, Rouse Hill Anglican College, The Foundation Project and Community Volunteers groups and Individuals – Rick and Marianne have supported our Corporate Volunteering and the team have carried all at the garden with a valuable amount of work completed at the new site. Many thanks to all those who have worked alongside us, and supported us to continue to build the Secret Garden.

NWDS Awards Day – Celebrated in conjunction with International Day for People with Disability, celebrating the achievements and efforts of both participants and staff. Thanks to Jim Taggart our Patron who makes these events very special as MC.

ACIS 100% Certification Audit – 100% Well done Raelene and all the team.

Riverside Theatre Drama performance – Well done to the performers and their support staff for their twelve month commitment, resulting in a wonderful end of year performance.

Aberdoon Art Show and Fair - What a wonderful opportunity to recognise our outstanding artists!! Thank you Angela for all the time and huge effort you made to create such a great day. Special thanks to the volunteers who worked tirelessly to make the day a success. Well done team!!

1 Gift Box Road Trip to Central NSW – again NWDS were able to bless kids from Central NSW with generous donations from our community.

Table of 8's – Continued to provide fun social evenings allowing people the chance to meet others and enjoy a meal together. Special thank you to Jannine and volunteers Marie, Sophia Couter, Catelyn Couter, Margaret Zalac and John Nixon.

One Mile Café - is now operating 6 days per week and Jobkeeper has enabled staff to meet Covid-19 Requirements, cooking a hot meal at lunch each day and has been a key connection point when other areas close due to covid-19. Assisted to build Garden sales also.

Collectors Plant Fair – Cancelled for 2020 due to Covid-19 but became an internet event and sales were fair and the organisers tried very hard to keep all connected.

On Line Competency Assessment System – Now used for all new intakes of staff and reducing the workload for HR, whilst assisting better to train our new recruits.

Co-ordination of Supports

As NDIS registered provider, North West Disability Services, provide assistance to strengthen participants abilities to coordinate and implement supports and participate more fully in the community. This includes initial assistance with linking participants with the right providers to meet their needs, assistance to source providers and coordinating a range of supports both funded and mainstream. We are building on informal supports, resolving points of crisis, parenting training and developing participant resilience in their own network and community.

NWDS provides Support Coordination currently to 58 participants. We are open to taking more participants into Support Coordination and we are often receiving excellent feedback from individuals who have heard about us and are keen to join our service.

Throughout 2020 our key focus was developing a high quality and effective Coordination of Supports product that meets the needs of participants.

NWDS aim is to empower participants. We do this by supporting them to build their confidence and increase their access to supports. We also encourage the use of mainstream and community supports that will assist them to achieve their goals.

An emphasis of the work we undertake in this area is maintaining great transparency and demonstrating impartiality to participants and the NWDS. We are thrilled with the opportunities that have developed through support coordination for the families who need this particular intensive support.

Ritika Preet
Support Coordinator



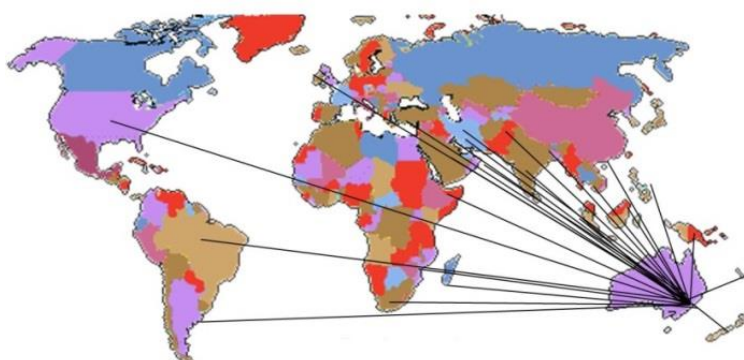
Cultural Diversity the NWDS Way

Vision: NWDS recognises and provides opportunities for all to come together to share aspects of their culture, faith and language, and to celebrate the benefits multiculturalism brings to our organisation.

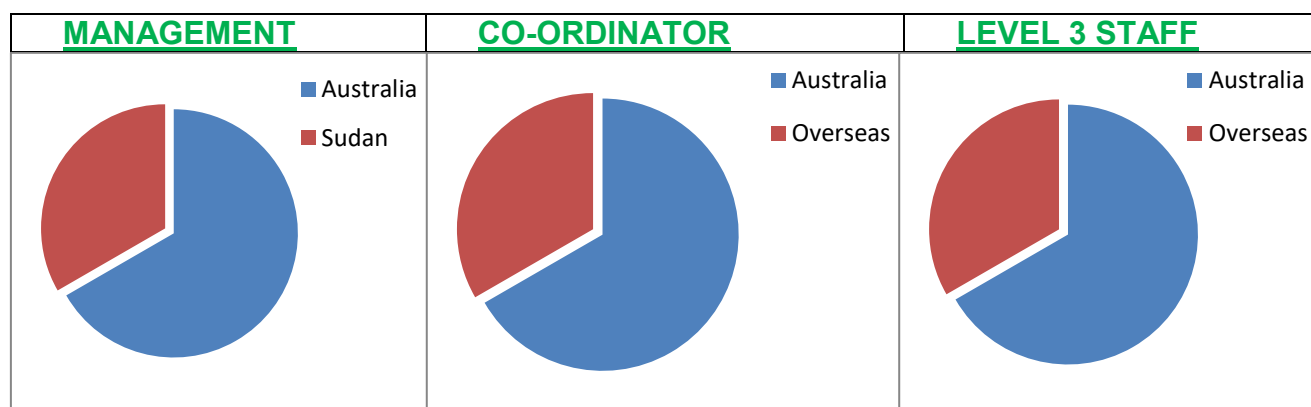
COUNTRIES OF ORIGIN REPRESENTED BY NWDS STAFF

Afghanistan	3	Ireland	1	Pakistan	1	Vietnam	2
Australia	76	Iraq	1	Philippines	18	Zimbabwe	1
Bangladesh	2	Indonesia	1	Poland	1		
Brazil	1	Italy	1	Romania	1		
Chile	2	Korea	9	Sierra Leone	4		
China	4	Liberia	1	Sri Lanka	6		
Fiji	4	Malaysia	2	Holland	2		
France	1	Malta	1	Sudan	3		
Ghana	1	Nepal	1	Sweden	1		
Greece	1	Nepal	1	Taiwan	1		
Hong Kong	2	New Zealand	1	Turkey	1		
India	18	Nigeria	2	Uganda	2		
Iran	2	Norway	1	United Kingdom	4	Total	187

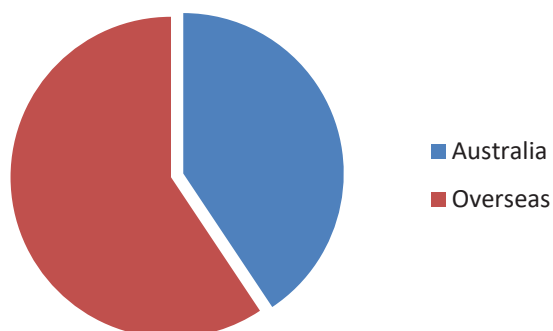
This year there are 41 countries represented by our staff, reflecting the ever growing diversity of NWDS.



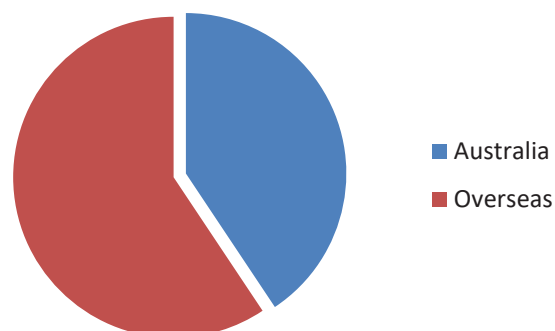
Tables Show the Cultural Diversity of Staff by Categories of Staff



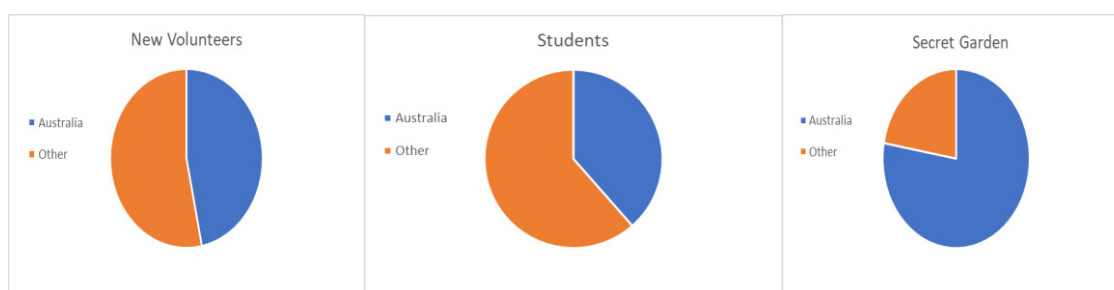
FRONTLINE STAFF



NWDS STAFF OVERALL



VOLUNTEERS



COUNTRIES OF ORIGIN REPRESENTED BY NWDS PARTICIPANTS

<i>Australia</i>	385	<i>Iran</i>	6	<i>South Korea</i>	2
<i>Afghanistan</i>	2	<i>Lebanon</i>	3	<i>Sri Lanka</i>	1
<i>Bangladesh</i>	2	<i>Malaysia</i>	2	<i>The Netherlands</i>	1
<i>China</i>	2	<i>New Zealand</i>	5	<i>United Kingdom</i>	2
<i>Fiji</i>	2	<i>Pakistan</i>	1	<i>Vietnam</i>	3
<i>Hong Kong</i>	1	<i>Philippines</i>	5		
<i>India</i>	10	<i>Scotland</i>	1	<i>Total</i>	436

This year 25 countries are represented by our participants with three new countries represented this year; Iraq, Korea and South Africa.



Certification to ACIS 2018

In November 2019 NWDS completed the Australian Community Industry Standard (2018) Certification Audit which assessed all aspects of service delivery at NWDS to ensure continued high standards required to achieve certification. At this audit many additional areas of excellence were identified, which highlighted that NWDS had not only maintained the new processes that we had initiated but also found areas that we could improve. NWDS has maintained certification for the ninth year. NWDS's staff has been positive and fully engaged in the preparation for the audit and there has been a great commitment to maintaining the improvements over time. This year was the first time that NWDS received zero corrective actions resulting from the audit.



Internal Audits

To monitor quality within NWDS, Internal Audits are conducted to ensure that policy, procedure and processes are followed and continuous improvement opportunities are identified and strategies implemented. The Internal Audit process continues and results in service enhancements across every aspect of NWDS.

NWDS Policy Review

NWDS has continued to update policies according to changes in legislation, industry guidelines and emerging needs. There were many enhancements needed to ensure the policies match with the rapidly changing sector and updated legislations. One unexpected area of update was policies and procedures to address COVID-19.

Upcoming Focus Areas

- Meeting of the compliance requirements of the National Disability Insurance Scheme Quality and Safeguards Commission (NDIS Commission) that commenced on 1st July 2018.
- Maintaining and updating policies to meet changing legislation and industry guidelines.
- Finalisation of NDIS Registered Provider renewal process that is nearing completion.
- Ongoing implementation of incremental improvements identified through NWDS incident, feedback and quality assurance processes.
- Extensive work with Covid-19 Plans and registration as a Safe Provider.

Raelene Edwards
Services Manager

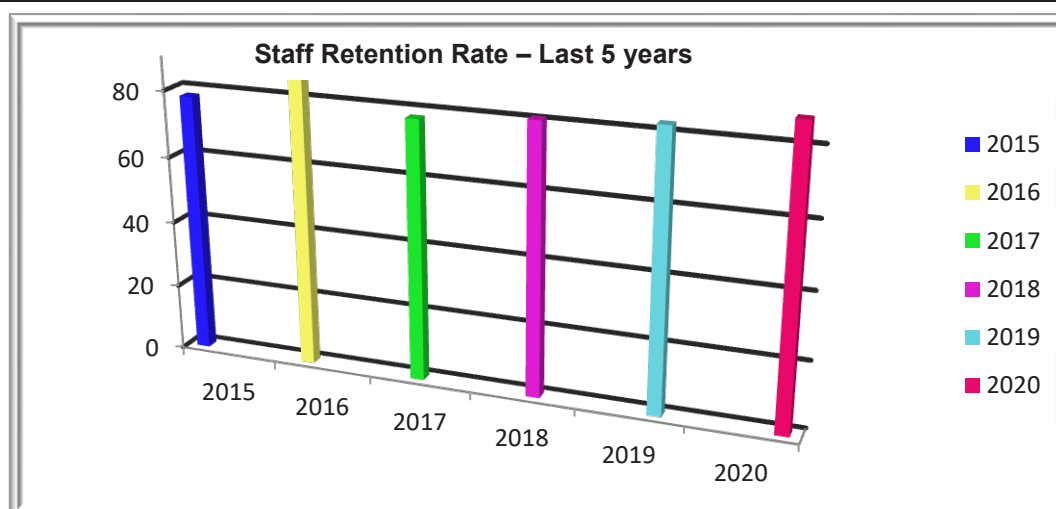
Human Resources Report

Competency Assessment Progress of Staff (Probationary staff are not included in the figures)

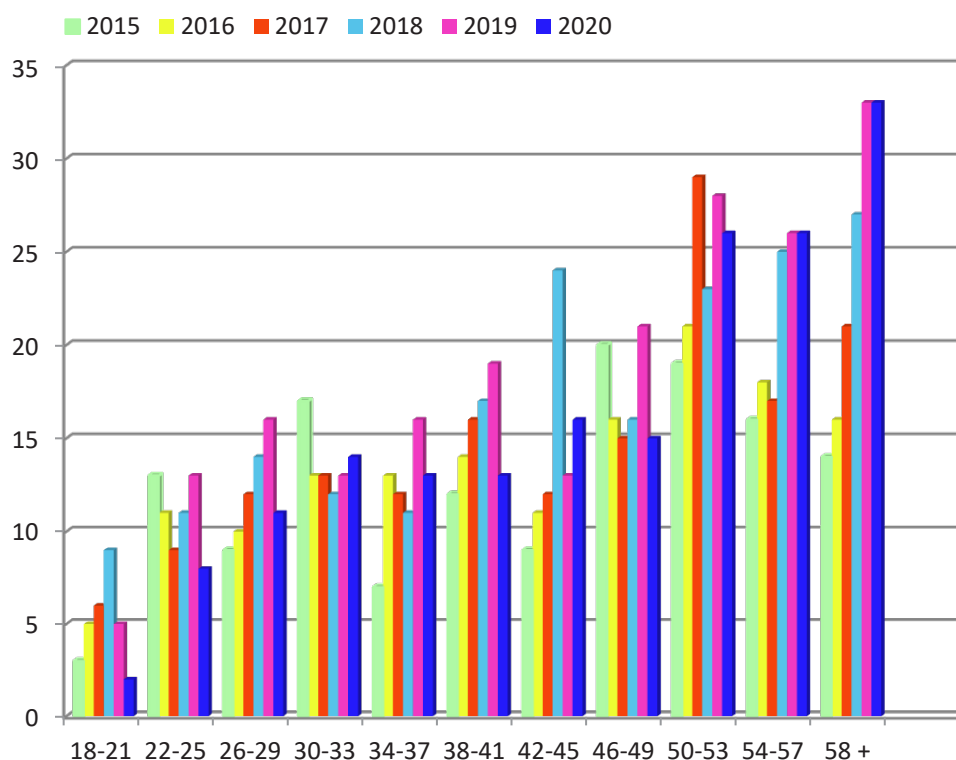
Staff who have completed Competencies available as at end of June 2019 or are exempt					
Core Module Training	Level 1 Competencies	Level 2 Competencies	Level 3 Competencies (Not required by all staff)	Current Senior First Aid	LR Driver License
96%	90%	92%	71%	97%*	60%

*current at August 2020 or awaiting completion

Staff who have enrolled, started or completed a qualification (Cert 3 or 4 as a requirement)				
Cert 3 Individual Support	Cert 4 Individual Support	Diploma in Disability Studies	University Qualifications	
73%	39%	13.3%	Mgt Staff 100%	Middle Mgt Staff 46%



Staff Age Rate Statistics – Last 5 Years



Workplace Health & Safety Report

Vision: "To provide a Safe Workplace"

North West Disability Services has a legal and moral responsibility for providing a safe and healthy workplace. NWDS is committed in establishing a workplace culture that has WHS embedded in its every aspect.

NWDS Work Health and Safety Committee Members

Name	Position
Deborah Gersbach	CEO, Management Representative
Anne Leech	Board Representative
Charan Kaur	Administration and Management Representative
Michelle Coombs	PSP Representative, Conie Avenue
Amandeep Kaur	PSP Representative, Lavender Cottage
Ritika Preet	Gemhill Cottage Representative
David Morris	HR Representative

How we manage Work Health and Safety

- NWDS operates on a system of formally and systematically identifying, reporting, assessing, managing and reviewing workplace risks and hazards through engagement and consultation with all paid and unpaid staff at NWDS.

How we reduce incidence and frequency of injuries and disease

- Monthly monitoring of incident trends and ensure systems are in place to reduce or eliminate re-occurrence.
- Vaccinations (flu and Hepatitis) offered to all staff at our premises.
- Monitoring and Maintenance of building and equipment within the organization.
- Mandatory training competency assessments and safe work procedures for staff to ensure there are checks and monitoring of staff. Training and Competencies are updated with ongoing consultation and feedback from staff.
- Full Covid-19 Compliance. NWDS was ahead of all requirements and introducing face masks 2 weeks before recommended.

Training and staff induction

- NWDS conducts comprehensive WHS training sessions on numerous occasions through the year.
- NWDS staff also undertake an online and practical competency assessment (Leading WHS in the disability sector) as part of induction/training as required ongoing.
- NWDS are always looking for new opportunities to encourage a safe workplace.

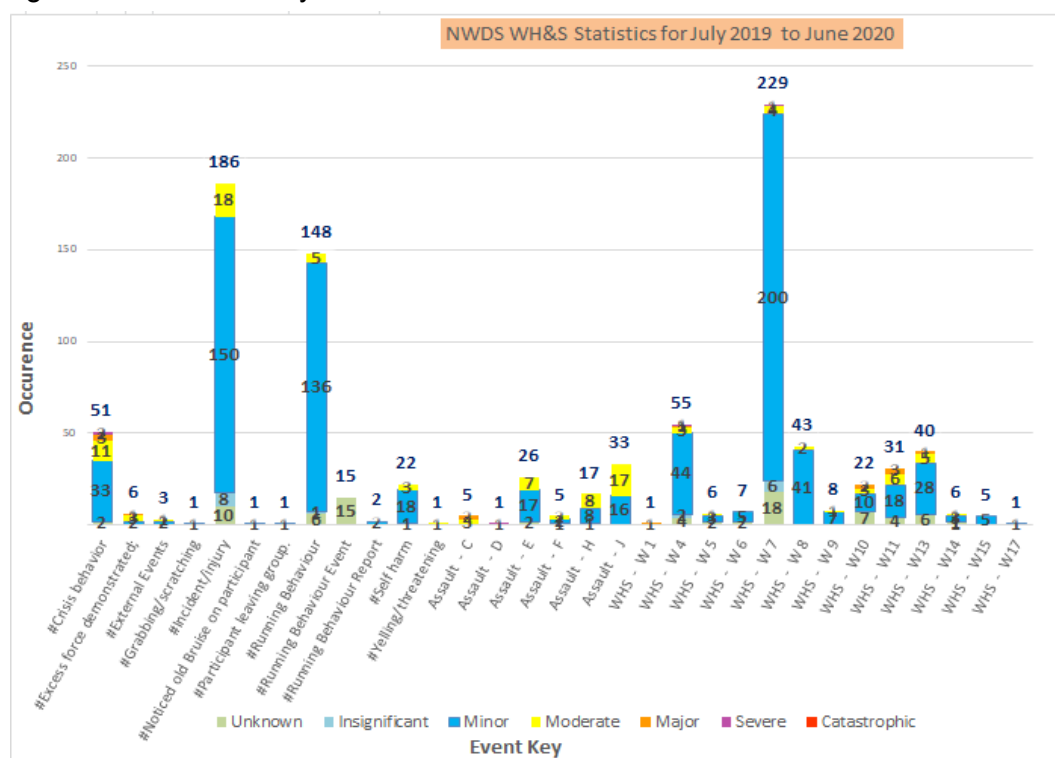
Contribution by employees

- NWDS has a very open and effective consultation system in place.
- The Work Health & Safety Committee has a representative from each area and site.
- Feedback is encouraged at area team meetings.

Achievements:

- Successful internal audits
- Significant decrease in assault to staff and participants

NWDS maintained a strong focus on the organisation's WHS activities and performance, and a commitment to demonstrate a culture based on core values of safety, integrity, honesty and openness. This in turn has contributed to the enhancement and promotion of organisational credibility.



During 2019/20 overall number of incidents reported decreased by 15%. The decrease in numbers is due to the shut down for around 3 months during the pandemic COVID 19.

Assault to staff and participants has decreased considerably by 65% compared to last year's statistics. It is apparent that the staff are following Behaviour Support Plans and Individual Risk Assessments.

Minor incident/injury has also decreased as staff are being more vigilant and consistent training in handling behaviors have helped.

We are continuing to work on preventing behaviours of concern and the use of restrictive practices while supporting the needs of the participants.

Charan Kaur
WHS Officer

Type	Code	Event Key
Assault	A	Excess force demonstrated; considered dangerous and injury may be sustained and bruising would eventuate
Assault	B	Excess force demonstrated; considered extremely dangerous
Assault	C	Excess force demonstrated; considered intention to scare or hurt other party. Harm may be sustained, red mark or abrasion
Assault	D	Gentle touch without permission by participant
Assault	E	Open hand slap (push, bite, kick or pinch.) except to the face by participant, little sound and no pain felt
Assault	F	Open hand slap (push, bite, kick or pinch.) or more minor impact to the face by participant; firm impact, slight pain dissipated in 1 to 2 minutes
Assault	G	Open or closed hand impact or (push, bite, kick or pinch.) - Intended, although no harm sustained, possibility of injury was apparent
Assault	H	Open or closed hand impact or (push, bite, kick, pull or pinch) by participant; intended to impact, pain felt
Assault	I	Severe impact great enough to break a bone or severely injure
Assault	J	Touch & hold or threaten to hit, push, bite, kick or pinch by participant
WHS	W 1	Abuse and Neglect
WHS	W 2	Burn
WHS	W 3	Crisis Behaviour
WHS	W 4	Falls/ Trips
WHS	W 5	Injury to Staff
WHS	W 6	Medication Issues
WHS	W 7	Minor behaviour
WHS	W 8	Minor Incident / Injury
WHS	W 9	Other
WHS	W10	Participant leaving group
WHS	W11	Property Damage
WHS	W12	Restrictive Practice
WHS	W13	Seizure
WHS	W14	Self Injurious Behaviour
WHS	W15	Slip
WHS	W16	Staff Performance Issues
WHS	W17	Verbal Abuse

Volunteering and Student Report

Vision: "To recognise the valuable contribution made by volunteers and students and actively encourage their participation".



The last year has been a year of Fire Flood and Drought and it took a toll on the numbers of people available to Volunteer at NWDS as the generous people who Volunteer were trying to help everyone.

NWDS has a fantastic relationship with TAFE, Macquarie and Western Sydney universities and we were able to step up our student placements numbers to cover the shortfall of everyday volunteers with a great deal of success and NWDS received wonderful accolades from all the educational establishments appreciating our support.

The figures reflect Board Members, Program Support and Secret Garden devotees. During 2019 we also continued to work with local schools to offer work experience to students in their last year of education, Centrelink students earning accreditations towards a permanent job in the disabilities sector.

We still have people moving from Volunteering to becoming staff and building a career with us and this is due to the great service and staff welcoming the volunteers in to the programs.

Throughout the year, NWDS have continued to get the ongoing support from numerous corporate businesses doing a set amount of volunteer days, student group participation days, events and other types of group volunteering.

In this financial year, the amount of time donated to NWDS by recurring volunteers were in excess of 18 000 hours.

Each year, NWDS would normally be able to host a volunteer morning tea to formally thank the volunteers for their time and commitment to the organisation but sadly due to Covid-19 restrictions this was not possible this year.



This year has been an amazing success on the volunteering side of NWDS, in programs, within the office administration and special projects. We continue to offer and encourage our volunteers to take up in-house training and self-development courses that we receive at discount prices. These include First Aid, L.R Licences and Certificate 3 in Individual Support.

Ian Travers
Volunteer / Trainee Liaison
Human Resources

Outback Adventure Camps



Outback Adventures have continued to be very popular this past year, as we have offered as many as possible so participants can enjoy the different experiences and learning opportunities that they provide. We always look for new experiences, new locations and take on the feedback that we receive throughout the year to make adjustments for future camps.

We have travelled to Dubbo Zoo, Cockatoo Island, Jenolan Caves, the Blue Mountains and FWD in Nowra among other places. We have some locations that are favourites and always popular and others that we are trying for the first time. We love to be able to explore the local areas with the participants and to give them an opportunity to see places they haven't seen before.

Outback Adventures are also an opportunity to build on skills, by individually taking responsibility for one's self and also as part of a travelling team. Everyone pitches in with meal preparation and cooking, packing and unpacking luggage, and working together as a team. The travellers support and help each other and most importantly, have fun enjoying new experiences!!

We would like to thank the staff who have participated in our camps during the past twelve months and made them a wonderful experience for the participants. They are a dedicated team who ensure everyone's safe travels. A huge thank you also and much appreciation to the volunteers who give of their time freely to assist on camps.



Next year's expression of interest for the Outback Adventures will include even more exiting experiences such as a cruise and destinations interstate. We are looking forward to seeing what the participants are able to achieve whilst experiencing our Outback Adventures for next year.

Fiona Purkiss
Outback Adventures



Children's Services Report

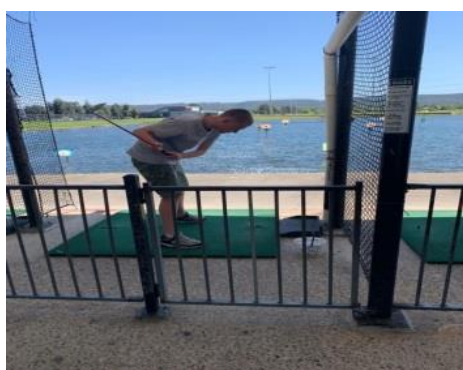
Vision: "At NWDS, we provide a family focused program of respite, Vacation Care and crisis care management through the provision of broad and flexible options based on the individual needs of the family".

Carrying on from last year's success of our Children Services program, we have provided respite and care management services to people with disabilities and their families to access a community based leisure or recreational activity within their local communities. NWDS team assists our participants to develop the necessary skills to access their chosen recreational activities and also to provide the crisis care management services as required.



Over the last year our children's services team has successfully worked with over 30 participants with different disabilities, age groups and multi-cultural backgrounds. The success of this program is attributed to the hard-work and commitment shown by each staff member who has worked innovatively in many challenging situations. The primarily focus is on participant's specific needs, and has achieved overwhelming results to showcase to the participant's families.

North West Disability Services' children's services has had great success in many areas in the last financial year despite the COVID-19 pandemic, by providing additional support for after school care, school holiday program, weekend programs, community shifts and 1:1 in-home shifts. We have also introduced participants to activities such as aqua golf, water play, travelling on public transport, visit to museums, the beach and botanic gardens, indoor art and craft.



Children's Dreams and Community Contributions

Respite and community based services are the key to family support. Respite services have also strengthened family systems while protecting the health and well-being of both caregivers and care recipients. NDIS in this respect continues to provide funding within the plans for our participants giving them opportunities to achieve their goals.

In the last financial year, the Weekend Children's Group participated in 'Clean up Australia Day'. Our dedicated staff have assisted and encouraged our participants to utilize their knowledge, skills and resources to deliver services and programs to contribute to the community in a healthy and positive way. This help to create an environment and opportunity to increase their social networking with people of similar age and similar interests.

Stephen's dream is to learn new things and be more independent. Stephen has been attending "kids group" on weekends where he has the opportunity to visit different places and learn new skills. Initially Stephen's staff had to hold his hands to play and guide him through to do any activity, Stephen can now play independently and finishes the activity with minimum guidance and prompting from his staff. Every time he does something you can see through his face and his gestures that this is thrill in achievement for Stephen.

One of Eric's dreams is to ride trains. Eric has had many opportunities in weekend kids group to go on train rides to different places like Sydney City and Parramatta. Eric's excitement doubled when he went to ride on the new 'Sydney Metro'. As soon as Eric entered the train his eyes lit up with joy and he started clapping his hands. According to his staff members Eric was saying 'WOW' constantly as the train was moving to different stations.

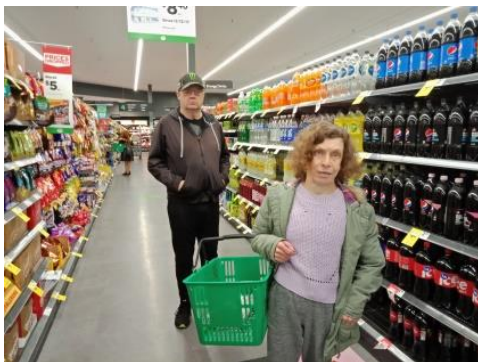


Gurpreet Kaur
Children's Services Coordinator



Hadpac and Flexible Support Program

Our Hadpac program provides varied activities catering to a wide range of participants. This program caters to older participants and the success of the Hadpac group has been overwhelming this past year. We have incorporated a wide mix of indoor and outdoor activities. Some of the outdoor activities included Community Contributions, travelling in the new Metro trains, visiting the city centre, cooking, baking, shopping, enjoying days out in the gardens and parks and bowling. The indoor program included solving puzzles, watching movies and art and craft.



Oliver's fascination and interest in trains went to the next level when the Saturday Adult group took the Metro train ride to the city. It was an extra special day for Oliver as he not only rode on the train but was shown how the network operates on the screen by a friendly Metro Rail staff. The smile on his face says it all.

Kate's dream is to be more confident and independent while out in the community. She has been learning to have that confidence with Joseph, her weekend staff and as a result she can independently make an order of her choice for lunch with minimal assistance from staff.

Chris's dream was to visit the Vatican, so the next closest place to it was to visit the St Mary's Cathedral in the city. It turned out to be a gorgeous day and an extra special one for Chris as he walked around the cathedral soaking in the atmosphere and admiring the rich colours of the windows and the vaulted ceilings. It was heartening to see a beaming and happy Chris at the end of the visit.



Brad's dream of building a model plane turned into a reality this week. This made him reminisce of the time he flew to England, Scotland, Wales and New Zealand in 1994-1996 and the good times he spent there.

John had a dream to make / build a castle like he used to when he was a child. Vasilio his staff support made this come true by getting a castle plan & cutting it out of bits of cardboard and gluing it together with John. This dream is in progress, John will be able to build the whole castle and make it more beautiful by adding some colours and decorating it.

Nina's dream came true when she cooked meat sauce in the Saturday HADPAC group. Nina is very passionate about cooking and thoroughly enjoyed the experience with the staff.

Shane's dream is to learn how to cook. Shane put together the nachos, meat, sauce and cheese, spread them evenly in the tray and cooked them in the oven. May this be the start of cooking many more yummy dishes for Shane.

One of Natalie's dream was to make steamed apples for other participants and staff in the Saturday HADPAC program. Natalie not only cooked the apples but started the day shopping for the ingredients after researching where to find them.

On 22/08/2019 the Thursday HADPAC team conducted a sausage sizzle at Conie Avenue to raise money for Daffodil day today. The participants and staff worked very hard to make this a success to raise \$110.70. A big thank you to the staff Emine and Sena in the program and to the participants Chris, Bradley and John for assisting in the shopping and preparing the sausage sizzle. This program would not have been a success without the support and assistance of Jannine's creative and proactive mind, Peter and Angelo for firing up the BBQ and Sainty who went around putting up the posters for the event around the building. Last but not the least a huge thank you to all who bought the sausages and donated for this noble cause.

Gurpreet Kaur **Coordinator**



Short Term Accommodation – Gemhill Respite Cottage, Castle Hill

Gemhill Cottage at Castle Hill has been offering outstanding Short Term Accommodation for people with a disability (over 18 Years of age) to experience out of home break in a supportive environment. Our team support individuals in a person-centered environment. We aim to provide high quality and innovative service that promotes choice, freedom, personal development and life experiences. We help people to achieve their unique goals and aspirations in a warm, safe and friendly atmosphere, where they can socialize, make new friends and relax whilst enabling their carer to have a break.

Many of our guests are repeat clients who book through their plan and like to arrange stays in advance; however we also have a number of new guests. NDIA funding has enabled participants to make Gemhill Cottage their provider of choice, enabling participants to increase skills and build independence that can lead to transitioning to long term accommodation should they choose. This is a choice they continue to make, returning to Gemhill for repeat stays.

I would like to acknowledge the staff at Gemhill for the quality of their work and they share many years of dedication that has ensured that our participants are learning and building skills in accommodation and daily living. Families are confident they are receiving quality care allowing them to have some respite of their own. Gemhill is grateful to the many volunteers and students who give their time and service to the Cottage. This contribution offers and enriches Gemhill Cottage guests stay by providing valuable one to one time in their company whether it be making a dessert together or sharing a chat over a cup of tea.

We recognise that Gemhill provides a valuable contribution to the lives of the participants and their families, enabling them to experience a rich and ever increasing range of life experiences.



Ritika Preet Gemhill Coordinator



Supported Independent Living (SIL) is help with and/or supervision of daily tasks to develop the skills of an individual to live as independently as possible. Supports are provided to a participant in their home, regardless of property ownership, and can be in a shared or individual arrangement.

Participants will be supported to live independently and be involved in running their own home. Participants will also be supported to connect and play an active part in the local community.

NWDS has stepped into providing support for those who wish to live independently by recognising the unique needs of each client. We offer a range of models of support, giving participants and their families "choice and control". We have highly skilled staff who can work around the clients with high support needs, medical complexities and disability support requirement.

Ritika Preet
Coordinator

Community Contributions

Vision: "To recognise the valuable contributions made by Participants and staff to the wider community, building social networks and community cohesion".



Community Contributions are an integral part of the activities that are run across the organisation. Each participant is supported to be involved in 3 community contributions every six months. This can be either as a group within their activities, or it might be something individual that they have taken the initiative to get started.

Community Contributions can be on a large scale with an existing charity or cause or it can be something simple and just a little help for someone in need. No matter what the extent of the contribution, it is always about giving back to the community, being kind to others and helping where you can. Some of the great causes that people have been involved in within the past year include the Biggest Morning Tea, Hawkesbury's Helping Hands Winter Appeal, Crazy Hair Day for Cystic Fibrosis, Sweethearts for Congenital Childhood Hearts Disease, Aspergers Awareness, World Kidney Day, International Women's Day, White Ribbon Day, cleaning up your local area, assisting a family in need with a tidy up or cooking a meal, Meals on Wheels, and the Annual Gift Box Appeal.

There are so many lessons that can be learnt through the process of community contributions. It is a great concept that NWDS has been facilitating for many years. It has led to great community connections and engagements for the participants. It also provides self-growth and confidence, as well as that sense of being a valued member of the community.



Conie Avenue Report

Vision: "To enhance the lives of participants through positive and enjoyable skill development with a focus on whole of life skills, delivered in a high quality, supportive setting".

This year finished during a time that we will never forget. We have learnt how adaptable and resilient our participants and their families are and we have had to challenge ourselves to be creative in how we stay connected with one another. Looking back, it is incredible to see what our people have achieved in the past twelve months. This is all before our world was changed of course, so it is great to refocus and celebrate what has been accomplished.

Conie Ave. continues to support over 160 participants 7 days a week with a range of group and individualised activities within the community. This includes social and recreation, work skills, health and well being and capacity skill building activities. It also includes the out of hours supports such as monthly Discos and Table of 8 dinners, socialight events and Football Games. It never ceases to amaze me what can be created and achieved by our staff and participants and the wonderful social atmosphere that we have. It truly does make our area a unique space.



Our Programs continue to evolve and change as needed, with lots of new ideas always coming through. The Creative and Performing Arts had their first Performance Night in October 2019 and it was a great success! It was themed The Greatest Show and consisted of wonderful group numbers as well as individual performances, including Sue's amazing poetry being read. The Newspaper Run had to adapt to a new system, once the Hills Shire Times was no longer available to deliver. They have done an amazing job in learning new processes with a Brochure Delivery instead, from January 2020. There have been some great new programs utilising public transport and libraries to be able to focus on the skill areas required with those types of activities. With the changes in what is possible in the community at the moment, there are also some fantastic ideas coming through for the groups to focus on in the coming months as well. Encaves are going to be expanded, including the sewing of Face Masks!

Turning Dreams into Reality remains our priority and we have been able to see some great achievements and experiences happen in the past twelve months as well. This includes steps towards independence such as cooking a meal from start to finish and visiting an overnight short term accommodation for the first time. Tim was able to get merchandise sent to him by his favourite band Shepherd and Zac was able to get a signed jersey from his favourite NRL Team the Parramatta Eels! Michael was able to meet his favourite life guard from Bondi Rescue and a group was able to meet the local Police Officers! No matter what the dream is, we want to know so we can take as many steps as possible to achieving that dream!



We have been able to create wonderful opportunities for people to have, that they wouldn't normally as part of our social activities, such as seeing Shrek and The Wizard of Oz Theatre Productions, watching WWE Wrestling and attending the Paramasala Festival in Parramatta. These activities are often linked into participant's dreams and other times it is just events that are coming up and we want to offer these special and different experiences as much as possible.

Conie would not be able to run as smoothly as it does without the staff that we have working in our area. They are always willing to help, very flexible with changes in their day and always go the extra mile. Our staff who support our participants with behaviours of concern continue to provide consistent, effective and safe individual programs with often difficult circumstances which is a testament to their dedication, experience and training. I cannot be more thankful for the staff that we have in our area and the high level of support that they provide every day. As well as their support, their contribution to the environment, the culture and positive energy is invaluable.

We are always so lucky to have the amount of students and volunteers that we do assisting us in programs as they do their placement and fulfil their volunteer role. We have benefited greatly as they learn the process of preparing for the annual PCP meetings and progress as well as program development and support.

In the weeks leading up to the end of this financial year, we were not together as normal, in the hallways, in the community; we were in our homes as the world adjusted to a new kind of normal. It was a priority from the beginning to ensure we were able to stay connected as much as possible during this time. It is so important to recognise how much of our identity is wrapped up in what we do every day, who we see and what we contribute. This was felt by our staff as well as our participants. We wanted our participants to still have the opportunity to connect with their friends, to maintain their skills and to have some form of routine that was familiar to them. It led us to stretching into technology through Zoom group and individual sessions as well as photos and videos from activities people were engaging in, in the home and coming up with activity packs daily. It was incredible to see how resilient our participants and their families are, although we shouldn't be surprised as they always rise to the occasion. We are glad to have come through that period for the most part, although it is not over yet. We will continue to do our best during this difficult period, knowing that we are all in it together and will look after each other by looking after ourselves. Looking forward to see how this year unfolds and what amazing achievements we will be able to witness!

Alison Middlemiss
Conie Avenue Coordinator



Lavender Cottage

Vision: "A tranquil space that provides our participants with opportunities to expand the possibilities of their life and enjoy unique sensory experiences offered in a therapeutic environment that is conducive to positive interactions".



This year has definitely given us all a new perspective on how we live and the day to day challenges we face as a community. We have learnt to adapt and be imaginative in the way we provide services thanks to the wonderful technology we enjoy in our world today.

Thank you to all the staff who continued to provide services during such a challenging time, via zoom sessions and 1:1 individual support. A big thank you to those who have helped to maintain the gardens and grounds of the cottage to ensure that we continue to have a nice space to return to. NWDS Lavender Cottage staff are always keen to ensure that the quality of service provided is of the highest standard.

At Lavender Cottage we celebrate creativity in all ways, painting and colours are always at the forefront of our art and craft programs. We have also seen lots of new participants joining the programs or increasing their days of attendance so that may get the most out of each program we have to offer. As we move in to the second half of the year, we look forward to seeing our regular music programs return and creating new programs to increase our social and community participation. We will be doing some jewellery and card making and the Cooking and independent living programs have started their very own veggie garden to grow fresh produce to use in the amazing dishes they create.



Community contributions this year include, Lavender cottage annual christmas performance at the Christadelphian Aged Care Facility where a small group of our Music therapy ladies attend the centre and enjoy a sing along with the residents and staff. This is always fun and we look forward to going back very soon. We also raised funds for Heart Foundation, International Womens Day and collection of food and essentail items for Hawkesbury Helping Hands, an organisation who support the most vulnerable of our community.

Lavender Cottage Transitional Independent Living Skills program continues to thrive, with the gentleman learning skills that enable them to become independent in living away from home and build their self-help skills. We look forward to supporting more participants in this awesome program with interest of a ladies group starting up.

We can't wait for what 2021 will have us looking forward to.

Jodi Crozier
Coordinator Lavender Cottage

Vision: "To provide the Hawkesbury with a quality service that supports the holistic integration of a person with a disability into their community through an environment that is therapeutic, learning based and fun".

2020 will be a year to remember which brought about a change and creativity on how we provide service. We would like to thank all staff, carers and participants on coming up with brilliant ideas and coping with the huge change thrust upon us all.

We support 40 Participants with NDIS Funding and the continued feedback is that NDIS seems to be working well for most families. We will continue to offer a Wednesday Evening & Saturday Social Group and our Table of 8 Dinners as well as our usual programs.



We would like to thank All Staff and participants for the continued maintenance of the gardens at Opal. We would also like to thank all staff & participants who help to keep Opal a clean and tidy place. Our building is a place of pride and respect and it shows with the care of that is displayed by all that enter its doors.

Turning Dreams into Reality was a great focus for the team at Opal. Our dreams wall is filling up very quickly and is a great reminder of dreams achieved and dreams we dare to achieve.

Community Contributions this year are: Meals on Wheels, Park Clean Ups, Hawkesbury Helping Hands Winter Appeal, Legacy. As a team we will be challenging ourselves to increase the amount of community contributions over the next 12 months.



The Staff at Opal Cottage continue to inspire, motivate and go far beyond our expectations. They are generous with their time and ideas and provide a dedicated environment where everyone thrives with the services provided.

Kerry Carne
Opal Cottage Coordinator



Vision: "To provide a community space to support the reverse integration of people with a disability into their community through an environment that is therapeutic, learning based and fun".



Six years have passed since the commencement of activities at the Secret Garden and the nursery section has been moved up there now from the old garden. The garden is now well established and stage one completed. Further projects have been achieved this year and the garden is a-buzz with customers, volunteers, participants and visitors. We continue to receive great feedback from the community regarding the ongoing development of the whole site, the growth and beauty of the garden and nursery, the warmth and uniqueness of the buildings and our helpful and friendly staff.

More people are discovering the 'Secret Garden' and our regular events have been drawing more prospective customers and interest. The Richmond Riding for Disabled and Hawkesbury Valley Men's Shed are also community organisations who joined us on site and are wonderful connections and contributors to the whole garden.

Events

The third Spring Fair was scheduled to be held in early September but dangerous winds forced us to cancel at the last moment. However, many people still came along and the day was quite successful! The actual Spring Fair was held the following Saturday and we were blessed again with many people attending and enjoying the festivities. Much needed funds were raised and exceeded our expectations!



Our first Scarecrow Festival was held at the garden in October, a fun event for all! Scarecrows were brought in from NWDS participants, childcare centres and local businesses. A competition was held and a number of categories were judged for the scarecrows. Market stalls and festivities made it a successful and enjoyable day.

In early November, we attended Kurrajong A-buzz, holding a plant stall in the village of Kurrajong. A lovely day and a great chance to promote our garden!

In late November, we were invited to hold a plant stall at historic Glenmore House at The Oaks over the weekend. This is an exclusive event and our quality plants were much sort after! Over \$3,000 was raised and a wonderful opportunity for promotion. The Christmas Market in December was cancelled due to severe bushfires in the area.

2020 started off as a promising year and as usual we were eagerly preparing for the Collectors Plant Fair in April. Unfortunately Covid 19 struck early in the year and this event was cancelled. What to do with all the plants we had grown? Thankfully, Collectors Plant Fair hosted an online event and we were able to sell a large portion of our plants raising over \$3,000.

Our usual Autumn Fair was cancelled as well but we are grateful that our Secret Garden has been able to stay open. Amazingly in these troubled times, many people have been supporting us by purchasing our plants and our sales have again exceeded expectations. The Café now open 6 days a week has been a major drawcard for bringing people into the garden.

Activities across the Secret Garden

Many participants from NWDS and outside organisations are accessing our Farmyard Animal & Horticulture Therapy programs. Each person makes a valuable contribution, no matter how large or small and judging from the smiles on their faces, having lots of fun! Helping maintain our lovely gardens by planting vegetables and flowers, weeding and even a little pruning. Potting plants for the nursery is a favourite! Many enjoy sitting in the sun helping with the task of never-ending weeding of pots! Animal care is another favourite activity which provides a tactile and nurturing experience. The Mates Shed and Candle Making Program are very popular and busy throughout the week.



Since the initial outbreak of Covid 19, our participants have been unable to attend due to health regulations. For a few months now, the Secret Garden has been a very quiet place indeed!

Volunteers

The New Secret Garden is now a thriving community hub. With our amazing crew of volunteers, we have been able to complete many projects throughout the past year. At present there are 50 Volunteers who have completed approximately 5,000 hours over the past year.

Our volunteers comprise a diverse range of people:-

- Retirees
- People volunteering their time out of work hours
- People of all abilities
- School students, TAFE students, Overseas students visiting
- Newstart Volunteers
- Parklea inmates
- Community Services
- Corporate volunteers – Salesforce, Doosan, Deloitte

Many friendships have been made through volunteering. Some have taken on a sense of ownership of various parts of the garden and beautiful spaces are emerging!

Completed Projects

Secret Garden

Stage 1 Projects - Completed

- Pot storage area
- Installation of two rainwater tanks on the Tiny House
- Fencing for all second stage areas
- Tiny House mud brick construction
- Growing out area Gateway
- Fenced and rabbit proof growing out area
- Barn construction and roof area completed
- Construction of a large winter poly tunnel
- Construction of large shade poly tunnel
- Fencing of the ¼ Acre lot



Secret Garden

Stage 2 Projects - Ongoing

- Install 5 rainwater tanks on Barn
- 2 Mud Brick Therapy Yurts
- Butterfly Kisses garden
- Volunteer lunch arbour
- Train station
- ¼ Acre Block demonstration area
- Therapy paddock
- Tiny House windows and garden and paving
- 5 bay Machinery Farm Shed
- Friendship Farm area
- Water Pond no 2, to store water for irrigation
- Water irrigation converted to Potted & collected water



The future is exciting, the feedback that we have been receiving is very positive and the Secret Garden Community Hub is growing. We have so many great project planned for the future.

Marianne Farrar

Secret Garden Coordinator

Vision: A beautiful environment to explore through creation whilst developing skills, confidence and friendships. Supporting and encouraging growth in the creative fields of art and cooking with flexible and individualized learning opportunities.



Group Fun preparing for the Art Fair



Art on the Verandah



Friends at Aberdoon

This year at Aberdoon House has been a very rewarding and interesting time for our staff and families. As I reflect on the year that was, particularly 2020, I realise how adaptable, resourceful, flexible and resilient our ability is to respond to the Service that was required as we had never known it before. As our Centre doors temporarily closed, we learnt new technology platforms in Zoom, connecting creatively with Participants at home, socially and activity oriented to keep people connected and updated.



Thursday Online Zoom Session



Specialized 1:1 Art



Practicing our distancing

As always I would also like to reflect on the hard work that our talented Participants and all the staff, Families, Volunteers and students who help create a place of creativity, a place to learn, to grow and to turn ones passions into achievable dreams. Activities are continually evolving and are driven by the participants leaning goals, dreams, personal ideas and growing skills. We are looking to expand into the Community Centre to create more access opportunities and will soon be launching a new program Mind Body and Movement.



The team at Aberdoon House bring all their individual skills and passions to nurture, support, guide and facilitate a sharing environment that I have seen develop in artistic ideas and problem solving to create a joyful and positive space. Within this supportive network our participants build self-esteem and confidence to achieve their best. Again we have been witness to the wonderful friendship connections they have made whilst enjoying their activities at Aberdoon.

We had great Success in our 3rd Annual Art Fair, with wonderful support from our Staff Carers, Volunteers and the broader Community. Peter and Patty O'Keefe and Rachel Addie garnered so much support from the local Community and their Community, in donations of goods, services and monies; it really made a difference to raise nearly \$10 000 worth of donated prizes for our raffle. All the hard work by our participants with their works of Art helped to create such a vibrant and colourful Art Fair. This year we successfully raised \$8500. Our Star Sausage Dog was named by Ryan Wyatt "Slinky" and was loved by all.



Megan and "Slinky" our Art Fair Mascot



Model T Ford Club



Peter O'Keefe running the Raffle



Our Popular Chooks



Staff and Volunteers

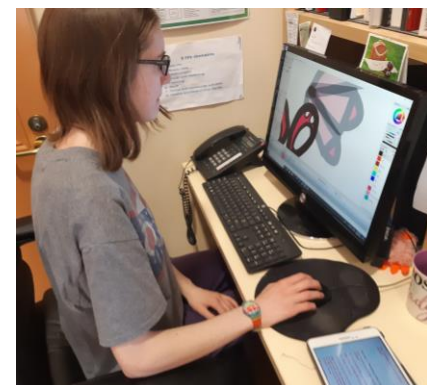
We continue to enjoy Turning Dreams into Reality; participant's like to talk about their dreams and are helped to make them come true. Photos really show the joy and happiness and the drive to achieve more. From singing in front of an audience at Riverside Theatre for the first time, getting a personalised letter and merchandise from Sheppard and dreaming to do animation on line.



Elizabeth singing Riverside Theatre



Tim & Sheppard



Phoebe and Amination

It's important to make mention of the wonderful Volunteers who come to Aberdoon to Support our programs and have been doing so for many years. Our Volunteers add a variety of life skills that add to the fabric of Aberdoon House, they have become part of our family.

The 1:1 Art Tuition has continued at Aberdoon House, with great outcomes. This has shown an increase in specialised skill development in their chosen area of art skill. It increases concentration and technique in a more individualised environment which has also shown benefits in focus when in the group setting. We also were creative in hosting 1:1 online sessions that were enjoyed.



Rebecca's 1:1 Art Session



Noelles 1:1 Art Session

We continue to enjoy Aberdoon House and the environment, utilising the wonderful local area for walks for health and wellbeing and learning goals in road rules and other outdoor activities in sport and recreation. At Aberdoon we continue to ensure the space is a busy creative hub that is cherished by the staff and participants who come to enjoy the engaging, spontaneous and creative programming. We all enjoy what is born from that type of environment, laughter, chatter, friendships, learning opportunities, growth and development and self-esteem. We look forward to another great year.



Spirit of NWDS



ALISON MIDDLEMIS (STAFF)



CHELSEA TOMAN

Service Area Awards – Staff

Conie Ave- Eduardo Japsay
Lavender Cottage- Amandeep Kaur
Accommodation Services –Aby Ryan
Opal Cottage- Caroline Cunningham
Aberdoon House- Colette Couter
Flexible Respite- Ronnie Chiew
HADPAC- Melina Guiles
Secret Garden- Katheryn Lucas
Admin/ HR- Megan Wilkinson

Service Area Awards - Participants

Conie Ave- Taylor Mallaby
Lavender Cottage- Pamela Neil
Accommodation Services- Samuel Macdiarmid
Opal Cottage- Edward Kay
Aberdoon House- Marianne Dowd
Flexible Respite- Omar Issa
HADPAC- Melissa Cowie

Perpetual Awards

High Achiever Award – Adam Cappichiano
Innovator of the Year – Alissa Chebaia
Doug Sewell Attendance Award –Rachel Ip
Quality Service Award – Margaret Vassallo
Team Player of the Year – Jannine Hare
John Barnard Safety Award – Maree Curmi
Outstanding Volunteer Contribution - Richard Mackie
Ken Jones Staff Development Award – William Hur
Outstanding Community Contribution – Michelle Mills
John & Pam Slattery Award for Exceptional Contribution to NWDS – Parklea Prison

Trustee Awards

Susan Carter
Rose Hettarachichi
Marianne Sheather
Janine Hare
Shalika Puri

Team of the Year
Opal Cottage

NWDS is an authorised Financial Intermediary with NDIS and facilitates channeling of funds between NDIS, carers and providers.

We have been trusted by over 30 participants and their carers to arrange funds payments for approved invoices in a timely and thorough manner. As a plan manager in financial intermediary, we are authorised by the participants and carers to access their funding on the National Disability Insurance Scheme Portal and pay for approved services. This year we have made a few changes to the payment process. All the providers are requested to send invoices to carers so that they can check the details of the services provided by the provider and approve the invoices for payment. Each invoice is first checked by the carer and then forwarded to our financial intermediary department for the prompt payment of the invoices.

Vale 2020

Timothy Albert Hurst - 19th August 1962 – 24th February 2020

Tim, as he was fondly known, attended NWDS for many years and made many friends along the way. Tim had a larger than life character and his favourite thing to do was to sing and dance along to his favourite ABBA songs.

Tim enjoyed attending both Conie Ave and Lavender Cottage for music sessions every day and bowling on Tuesday until in 2019 his symptoms of dementia progressively increased with him needing to adjust his programs and outings to suit his changing needs. Tim was a friendly person and loved by all, he definitely had his favourite people to be around and it wasn't the ones who challenged him, he liked to do his own thing and that was that. An independent soul and very passionate and steadfast about his choices.

On February 24th 2020, Tim passed away peacefully surrounded by his family and amazing carers that have supported him in the group home for over 20 years.

Tim left a big gap in the lives of all that had the pleasure of knowing him and is sadly missed by his friends at NWDS.



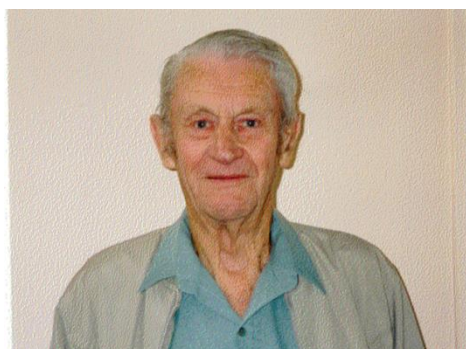
Meagan Spurway - 4th May 1974 – 6th March 2020

Meagan started with NWDS in 2011 and loved coming to her activities as well as attending camps, especially the Tamworth camp. Meagan was a very caring and compassionate person who loved her music, cooking and craft. Meagan enjoyed activities at both Conie Ave and Aberdoon House. Meagan loved her interactions with the staff and her friends and would often ask about their families, as she remembered if someone was not well or on holidays and would ask how they were. Meagan lived within Support Accommodation and had great relationships with those she lived with. She would sit with one of her housemates every night and spend time with her, looking through magazines. Meagan loved to spend time with her mum and family when she could. She also loved to be able to go out to the movies and shopping to buy gifts for others with Grace on the weekends.



Meagan had many close friendships with the staff and participants at NWDS and her absence has been definitely felt by many.

John Barnard



John Barnard volunteered at North West Disability Services for many years and was diligent and thorough always giving 100% to whatever he was doing. John served for many years on the Management Committee with quite a few years as Chairperson; John was instrumental in the team bringing to fruition the Conie Ave building with much work throughout the fundraising, planning, building and moving in process. He was President of the Management Committee when it was formally opened.

He is remembered not only for his great contribution with the Hadpac groups where he assisted participants and staff in the groups but was also responsible for the coaster and drove not only for the groups each week, but also for short holiday camps, special occasions and outings. John also played a major role in the ongoing maintenance of the buildings – a man for all season who gave freely of himself and his time.

John was frequently seen repairing something, working on a solution to an issue or doing some building maintenance, whilst always cheerfully having a chat to participants. Some participants will remember that he was also a keen Rummy King and Uno player with many a game played with participants at the start of the day on the weekend, with cuppa in hand.

When John retired from North West Disability Services volunteering at the sprightly age of 85 years, he went on to give his time to the management of community outings at the Anglican Retirement Village at Castle Hill where he had taken up residence.

John is fondly remembered by all that he had worked alongside at North West Disability Services and a long held favourite of the participants he worked closely with. May he rest in peace.

North West Disability Services Inc
ABN 28 713 967 409
Trading, Profit and Loss Statement
For the Year ended 30 June 2020

	2020	2019
	\$	\$
Income		
Grants	220,609	265,963
Fundraising	56,895	185,552
NDIS	10,053,512	11,300,917
NDIS - Planned Managed	544,964	-
Service Administration Fees	1,263,428	1,382,412
Trading/Operating Activities	536,834	841,828
	12,676,242	13,976,672
Gross Profit from Trading	12,676,242	13,976,672
Expenditure		
Accountancy Fees	12,346	6,698
Audit Fee	8,900	8,500
Advertising	195	170
Activities	50,485	88,675
Bank Charges	4,205	3,477
Brokerage	-	4,920
Cleaning	18,558	23,102
Consultancy Fees	900	682
Depreciation	328,809	890,069
Electricity & Gas	19,094	21,937
Food & Beverage	10,549	7,799
Foxtel	668	1,065
Fundraising	10,719	6,691
Fringe Benefits Tax	5,536	5,539
Fuel & Oil	71,104	81,958
Insurance	63,229	109,265
IT Services	100,865	79,257
Legal Costs	24,405	17,575
Motor Vehicle Expenses	95,551	69,243
NDIS - Plan Managed	544,298	542,144
Office Expenses	3,601	2,934
Postage	122	133
Printing & Stationery	6,363	6,823
Photocopier	3,431	3,368
Programming Cost	71,872	84,005
Rates & Taxes	5,017	3,149
Rent	73,183	86,171
Repairs & Maintenance	47,375	45,239
Resources	54,809	52,081
Salaries & Wages	8,312,258	7,541,704
Service Charges	1,281,631	1,400,005

*The accompanying notes form part of these financial statements.
These financial statements should be read in conjunction with the attached.*

North West Disability Services Inc
ABN 28 713 967 409
Trading, Profit and Loss Statement
For the Year ended 30 June 2020

	2020	2019
	\$	\$
Staff Training & Welfare	28,924	34,641
Staff Leave Provision	421,980	520,155
Subscriptions	3,476	3,625
Superannuation Contributions	611,230	645,634
Telephone & Internet	15,783	17,282
Worker Compensation Premium	196,749	220,283
Provision for Land & Building	1,444,670	1,425,374
	<u>13,952,890</u>	<u>14,061,372</u>
Other Income		
Interest Received	274,403	247,355
Government Subsidies	966,000	-
	<u>1,240,403</u>	<u>247,355</u>
Loss before Income Tax	<u><u>(36,245)</u></u>	<u><u>162,655</u></u>

*The accompanying notes form part of these financial statements.
These financial statements should be read in conjunction with the attached.*

North West Disability Services Inc
ABN 28 713 967 409
Balance Sheet
As at 30 June 2020

	Note	2020 \$	2019 \$
Current Assets			
Cash and Cash Equivalents	7	16,195,068	13,247,376
Trade and Other Receivables	9	26,931	158,511
Total Current Assets		<u>16,221,999</u>	<u>13,405,887</u>
Non-Current Assets			
Property, Plant and Equipment	12	<u>5,342,739</u>	<u>5,641,418</u>
Total Non-Current Assets		<u>5,342,739</u>	<u>5,641,418</u>
Total Assets		<u>21,564,738</u>	<u>19,047,305</u>
Current Liabilities			
Current Tax Liabilities	10	43,936	-
Financial Liabilities	13	1,490	6,402
Short Term Provisions	14	76,648	159,701
Other Accruals	15	<u>1,322,857</u>	<u>591,799</u>
Total Current Liabilities		<u>1,444,931</u>	<u>757,902</u>
Non-Current Liabilities			
Long Term Provisions	14	<u>8,315,619</u>	<u>6,448,969</u>
Total Non-Current Liabilities		<u>8,315,619</u>	<u>6,448,969</u>
Total Liabilities		<u>9,760,550</u>	<u>7,206,871</u>
Net Assets		<u>11,804,188</u>	<u>11,840,434</u>
Equity			
Reserves	16	7,889,647	7,889,647
Retained Profits	17	3,914,541	3,950,787
Total Equity		<u>11,804,188</u>	<u>11,840,434</u>

*The accompanying notes form part of these financial statements.
These financial statements should be read in conjunction with the attached.*

North West Disability Services Inc
ABN 28 713 967 409
Cash Flow Statement
For the Year ended 30 June 2020

	2020
Cash Flows from Operating Activities	\$
Operating Income	
Grants Received	220,609.08
Cash Receipts from Fundraising	56,895.49
Cash Receipts from NDIS	11,156,416.29
Service Administration Fees Received	1,263,428.33
Interest Received	274,402.67
Government Subsidies Received	966,000.00
GST Refund Received	85,672.00
Other Revenue from Operating Activities	875,519.05
	<u>14,898,942.91</u>
Operating Expenses	
Cash Payments to Suppliers	2,975,028.63
Cash Payments to Employees	8,971,676.18
FBT Payments	5,536.00
	<u>11,946,704.81</u>
Net Cash Flow from Operating Activities	2,952,238.10
Cash Flow from Investing Activities	
Land & Buildings	(4,545.45)
Net Cash Flow from Investing Activities	(4,545.45)
Cash Flow from Financing Activities	-
Net Increase/Decrease for the period	2,947,692.65
Cash at the Beginning of the period	<u>13,247,374.68</u>
Cash at the End of the period	<u><u>16,195,067.33</u></u>

*The accompanying notes form part of these financial statements.
These financial statements should be read in conjunction with the attached.*

North West Disability Services Inc

Notes to the Financial Statements

For the Year ended 30th June 2020

1. Statements of Accounting Policies

Basis of Accounting

These financial statements are a special purpose financial report prepared for use by the directors and the members of the association. The Board has determined that the association is not a reporting entity and therefore there is no requirement to apply Accounting Standards and other mandatory professional reporting requirements (Urgent Issues Group Consensus Views) in the preparation and presentation of these statements.

The significant accounting policies adopted are stated in order to assist in the general understanding of the financial statements. The statements have been prepared in accordance with the following Accounting Standards: -

AASB 108: Accounting Policies, Changes in Accounting Estimates and Errors

AASB 110: Events After the Balance Sheet Date

No other Australian Accounting Standards or other mandatory professional reporting requirements have been intentionally applied.

North West Disability Services Inc. is a non-profit Organisation, Charity and Public Benevolent Institution and function as an Incorporated body. The service exists solely for the benefit of its members and accordingly there is no requirement for income tax.

The statements are prepared on an accruals basis from the records of the association. They are based on historic costs and do not take into account changing money values or, except where specifically stated current valuations of non-current assets in particular the land and building including modifications, situated at 28 Carrington Road Castle Hill. The accounting policies are consistent with the previous period, unless otherwise stated.

2. NDIS Received in Advance

An amount of \$557,939.85 was received from NDIS in advance in relation to COVID 19 crises and will be paid in instalments starting from October 2020

3. Fixed Assets

Fixed assets are carried at cost, independent, or director's valuation. All fixed assets from \$2,000, excluding freehold land and buildings, are depreciated over their useful lives commencing from the time the asset is held ready for use. Leasehold improvements are amortised over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements. Assets under \$2,000 are fully depreciated in the year of purchase.

4. Grants

Where a grant is received in advance in respect of a period, which extends after the balance date or the project, though funded, is yet to commence, this amount is shown as grants received in advance.

5. Employee Entitlements

Provision is made for the liability for employee entitlements arising from services rendered by employees to balance date. Employee entitlements arising from wages and salaries, annual leave, personal leave, long service leave and redundancy have been measured at their nominal amount.

North West Disability Services Inc Notes to the Financial Statements For the Year ended 30th June 2020

6. Provision for Land & Building

North West Disability Services has established a Provision for future Land, Building acquisitions and development with a required allocation of \$10,000,000, the current balance is \$4,095,316.83

2020	2019
\$	\$

7. Cash and Cash Equivalents

Petty Cash Imprest	2,300	2,300
Cash at Bank - Business Cheque Account	203,989	43,093
Cash at Bank - Social Investment Acc	2,803,578	3,181,675
Cash at Bank - Term Deposit Bendigo 1	1,244,777	1,216,664
Cash at Bank - Term Deposit Bendigo 2	1,418,375	1,393,307
Cash at Bank - Term Deposit Bendigo 3	1,068,635	1,054,417
Cash at Bank - Term Deposit Bendigo 4	9,453,414	6,355,920
	<u>16,195,068</u>	<u>13,247,376</u>

Reconciliation of Cash

Cash and Cash Equivalents	16,195,068	13,247,376
	<u>16,195,068</u>	<u>13,247,376</u>

8. Cash Flow Information

Reconciliation of Cash Flow from Operations with Profit after Income Tax

Loss after Income Tax	(36,245)	162,655
Adjustments for Non-Cash Components in Profit:		
Depreciation	328,809	890,069
Changes in Assets and Liabilities		
Decrease in Trade and Other Receivables	106,335	(158,512)
Increase in Trade and Other Payables	756,304	591,799
Increase in Provisions	1,827,533	6,608,669
Net Cash Increase in Cash Held	<u>2,982,736</u>	<u>8,094,680</u>

9. Trade and Other Receivables

Current

Trade Debtors	21,279	127,614
Provision for GST	5,652	30,897
	<u>26,931</u>	<u>158,511</u>
Total Trade and Other Receivables	<u>26,931</u>	<u>158,511</u>

North West Disability Services Inc
Notes to the Financial Statements
For the Year ended 30th June 2020

	2020 \$	2019 \$
10. Tax Assets and Liabilities		
Current		
Liabilities		
PAYG Withholding Payable	43,936	-
	<u>43,936</u>	<u>-</u>
Net Tax Liabilities	<u>43,936</u>	<u>-</u>
11. Financial Assets		
Non-Current	<u>(43,936)</u>	<u>-</u>
12. Property, Plant and Equipment		
Land and Buildings		
Leasehold Improvements		
Leasehold Improvements	216,631	207,499
Less Accumulated Depreciation & Impairment	216,631	207,499
Land & Buildings		
Land & Buildings	9,284,528	9,279,983
Less Accumulated Depreciation & Impairment	3,941,789	3,708,596
	<u>5,342,739</u>	<u>5,571,387</u>
Total Land and Buildings	<u>5,342,739</u>	<u>5,571,387</u>
Plant and Equipment		
Plant, Equipment & Furniture	889,153	924,096
Less Accumulated Depreciation & Impairment	889,153	924,096
Motor Vehicles	1,789,262	1,875,851
Less Accumulated Depreciation & Impairment	1,789,262	1,805,820
	<u>-</u>	<u>70,031</u>
Total Plant and Equipment	<u>-</u>	<u>70,031</u>
Total Property, Plant and Equipment	<u>5,342,739</u>	<u>5,641,418</u>
13. Financial Liabilities		
Current		
Visa Business Card - Bendigo 1	310	5,452
Visa Business Card - Bendigo 2	129	-
Visa Business Card - St George	595	494
Customer Deposits	456	456
	<u>1,490</u>	<u>6,402</u>
Total Financial Liabilities	<u>1,490</u>	<u>6,402</u>

North West Disability Services Inc

Notes to the Financial Statements

For the Year ended 30th June 2020

	2020	2019
	\$	\$
14. Provisions		
Current		
Superannuation Contributions Payable	76,648	159,701
Non-Current		
Provision for Staff Leave	4,220,302	3,798,322
Provision for Land & Building	4,095,317	2,650,647
	<u>8,315,619</u>	<u>6,448,969</u>
Total Provisions	<u>8,392,267</u>	<u>6,608,670</u>
15. Other Liabilities		
Current		
Accrued Donation	3,241	1,991
Accrued Charges	303,648	274,656
Accrued NDIS	286,708	148,323
Grant Received in Advance	53,494	53,494
NDIS Received in Advance	557,940	-
Accumulated Camp Activities	-	3,009
Accumulated Staff Training	117,826	110,326
	<u>1,322,857</u>	<u>591,799</u>
The refund liability reflows to the right of return offered to retail sales customers under the Company's returns policy.		
16. Reserves		
Asset Revaluation Reserve	7,883,013	7,883,013
	<u>7,883,013</u>	<u>7,883,013</u>
17. Retained Earnings		
Retained Earnings at the Beginning of the Financial Year	3,950,786	3,788,132
Add		
Net profit attributable to members of the company	-	162,655
Less		
Net loss attributable to members of the company	36,245	-
Retained Earnings at the End of the Financial Year	<u>3,914,541</u>	<u>3,950,787</u>

North West Disability Services Inc
ABN 28 713 967 409
Directors' Report
30 June 2020

The Board of Directors have determined that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the accounts.

In the opinion of the Board the accompanying accounts: -

1. Present fairly the financial position of North West Disability Services Inc. as at 30th June 2020 and the results of the Association for the year ended on that date in accordance with applicable Australian Accounting Standards and other mandatory professional reporting requirements.
2. At the date of this statement, there are reasonable grounds to believe that the Association will be able to pay its debts as and when they fall due.
3. An amount equal to the total advance paid has been expended in the approved projects consistent with the allocation specified in the Funding Agreement with the funder.
4. Establishment of all reserve provisions is justified.
5. Payments to associated or affiliated bodies have been disclosed.
6. All expenditure and establishment of provisions has been approved in accordance with the organisation's rules.

This statement is made in accordance with a resolution of the Board of Directors and is signed for and on behalf of the Board by:

Kalpana Rao

Kalpana Rao

Chairperson

Jean-Claude Legrand

Jean-Claude Legrand

Treasurer

Independent Auditor's Report to the Members of North West Disability Services Inc

I, Anthony Lee of DJ Di Giulio & Associates, Suite 101 29-31 Solent Circuit, Baulkham Hills, in the state of New South Wales, being an auditor qualified in terms of the National Disability Insurance Scheme conditions of registration, hereby certify that I have audited the books and accompanying financial report, being a special purpose financial report, of North West Disability Services Inc, which comprises the balance sheet as at 30 June 2020, and the Income and Expenditure statement for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the board of directors' declaration.

Directors' Responsibility for the Financial Report

The board of directors is responsible for the preparation of the financial report, and has determined that the accounting policies described in Note 1 of the financial report are appropriate to meet the requirements of their constitution and the needs of the members. The board of directors' responsibility also includes such internal controls as the board of directors determine is necessary to enable the preparation of a financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We have conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

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

Independence

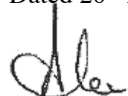
In conducting our audit, we have complied with the independence requirements of the Australian professional ethical pronouncements.

Opinion

In our opinion, the financial report presents fairly, in all material respects the financial position of North West Disability Services Inc as at 30 June 2020 and of its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial report;

- a) So as to give a true and fair view of the Associations statement of affairs as at 30 June 2020 and its income and expenditure for the financial year ended on that date;
- b) In accordance with the National Disability Insurance Scheme conditions of registration; and
- c) In accordance with the applicable Australian Accounting Standards.

Dated 20th August 2020



Anthony Lee
B.Bus (Acc) CPA 1886606

North West Disability Services Inc
ABN 28 713 967 409
Compilation Report To North West Disability Services Inc

We have compiled the accompanying general purpose financial statements of North West Disability Services Inc, which comprise the statement of financial position as at 30 June 2020, and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, a summary of significant accounting policies and other explanatory notes. These have been prepared in accordance with the financial reporting framework described in Note 1 to the financial statements.

The Responsibility of the Directors

The directors are solely responsible for the information contained in the general purpose financial statements and have determined that the financial reporting framework used is appropriate to meet their needs and for the purpose that the financial statements were prepared.

Our Responsibility

On the basis of information provided by the directors, we have compiled the accompanying general purpose financial statements in accordance with the financial reporting framework and APES 315: Compilation of Financial Information.

Our procedures use accounting expertise to collect, classify and summarise the financial information, which the directors provided, in compiling the financial statements. Our procedures do not include verification or validation procedures. No audit or review has been performed and accordingly no assurance is expressed.

The general purpose financial statements were compiled exclusively for the benefit of the directors. We do not accept responsibility to any other person for the contents of the general purpose financial statements.

Nationwide Financial

IPA

Unit 101, 29-31 Solent Circuit Norwest NSW 2153



Dino Di Giulio
20th August 2020



Turning Dreams into Reality

NORTH WEST DISABILITY SERVICES