



NORTH WEST DISABILITY SERVICES

ANNUAL REPORT

Turning Dreams into Reality **2021**

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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	Walker Wayland NSW Chartered Accountants
Phone	02 9686 4155
Fax	02 9686 4144
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	
2020	Andrew Gremmo	David Gremmo
	Michael Gremmo	Richard Gremmo

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

Chairperson
Kalpana Rao

Deputy Chair Person
Lawrence Kenny

Treasurer
Jean-Claude Legrand

Secretary
John Brawley

Public Officer
Jean-Claude Legrand

Directors

Anne Leech
Maria Short
Ravi Kumaranayake (Alternative Director - Part year)
Lisa Marie Beavan (Alternative Director - Part year)

Auditors

Walker Wayland NSW
Chartered Accountants

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, as COVID-19 continues to have a profound impact on the lives of people across the world, we at NWDS are focussed on building operational resilience and continuing to protect and support the people we stand for - our participants, carers, staff and the community.

Our COVID response and safety measures are implemented at speed, and practiced consistently and diligently across all our centres. Our measures include working from home where possible, mandatory masks in the centre, temperature checks, and allowing only authorised people in the buildings.

Our mission to turn dreams into reality is underpinned by key strategic goals aimed at:

- Providing Quality and Valuable Individualised Activities for all Participants
- Providing an "Employer of Choice" level of supports to all Staff
- Developing Suitable Facilities and Resources to meet Community Need

The execution of the strategy is driven by innovation, commitment and passion for the work we do. I am pleased to report that in this financial year, to date, we have realised 148 dreams across 400 participants, despite the reduced time available due to lockdowns and restrictions. The quality of the service is rated high based on survey and feedback from participants and carers.

NWDS has invested in the development and wellbeing of our staff and volunteers, who are our most valuable assets. Our permanent staff have achieved 100% compliance in core competencies. We are also committed to developing a skilled workforce in the industry. Towards this, we have provided opportunity for 38 students to gain industry experience.

We are designing and implementing services on demand for accommodation through group and respite homes. The land purchase at Rouse Hill last year will see a new centre for day programs and head office over the next couple of years.

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.

On behalf of the board, I would like to acknowledge our appreciation for the strong leadership and guidance provided by the CEO Deborah Gersbach and her management team. Also a huge thank you to all the staff and volunteers for their sustained hard work and commitment to NWDS.

We have one resignation in the board this year, Anne Leech. Anne has been an amazing colleague, bringing a wealth of talent, dedication and enthusiasm to her role on the board. I'd like to take the opportunity to formally thank Anne for her immense contribution and service to NWDS over the past years.

I am pleased to share that Ravi Kumaranayake and Lisa Beavan joined the board as alternate directors this year to ensure Board Operations was not disrupted due to people availability. I look forward to seeing them appointed as elected directors at the AGM. Their experience will be a significant asset to NWDS board. I would also like to thank my fellow board members for their active participation, valuable contribution and commitment to NWDS.

I am confident that NWDS will continue to grow and excel in all its endeavours in the new financial year.

Kalpana Rao

Board Chairperson

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: -

Renew Sydney West Branch towards solar panel for Tiny home project.	\$4,000.00
Highlow Markets (WPG) Work place giving foundation – Silent Contributor towards the development of Secret garden irrigation systems.	\$5,000.00
Rod Hartas from Rotary Club of Windsor made donation towards the purchase and installation of additional water tanks at the Secret Garden Community Hub to irrigate therapeutic garden and nursery.	\$1,000.00
John William Geoffrey Barnard - Estate of John William Geoffrey Barnard, representing the legacy due to NWDS from the Estate.	\$5,000.00
Kurrajong Handspun Crafts - Matt Peace, the Secretary donated towards enhancement of activities for disabled community members.	\$220.00
Lindsey Thornton, donation made towards activities and resources for Lavender Cottage programs.	\$200.00
SFDC Australia Pty Ltd.	\$190.00
Butterfly Kisses - Elizabeth Aquilina	\$100.00
Anne Hawkins towards activities and resources for programs at Lavender Cottage.	\$200.00
General Donations	\$405.00
Dr. Jessie Chowdhury	\$5,000.00

IN KIND

Oz Harvest for their continuous support of food supplies for all the activities across the board.

Andrew Mowat made a Wonderful Generosity in free Listing and promotion of Secret Garden and Nursery on "My Open Garden" and has been extended on-line until 13 September 2021.

Mr. Percy Viji at Centrum Printing made a donation of 4 "No touch Sanitisers" for Participants and Staff when entering and exiting NWDS building.

Cathy Callan made a Kind donation of 9 Bird of Paradise plants to be sold at the Secret Garden.

Alison Smith - Kind donation of 2-3 tonnes of large river stones for the Secret Garden.

Richard Brooks from Quality Trophies - Donated 8 fully engraved scarecrow festival trophies for the best scarecrow winners at SG Christmas Fair.

Noelle Hanna donated Household items (Linen, Bed supplies and Cushions) to be utilised towards the respite and group home areas of NWDS.

Ben Grange from Grange Growing Solutions made a kind donation of nursery blend potting mix, bagged mixes, native and premium potting mix, cypress and pine bark mulch, propagation materials, cow manure, bags perlite medium grade and coir etc. for the Secret Garden nursery.

Cliff from Sydney Equestrian Supplies donated 10 bales of straw to be used at Collectors Plant Fair & Autumn Fair. The straw is used to display plants and bee hotels at Collector's Fair and again used at Autumn Fair for seating and displays.

William Gough's family donated Leather Lounge and small side table to Arbours Grove group home.

Kieren Glacken kindly assembled the TV unit flat pack to Arbours Grove group home.

Paul Vassallo and Jim Clifford - Assembly of bed and dining setting to Arbours Grove group home.

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.

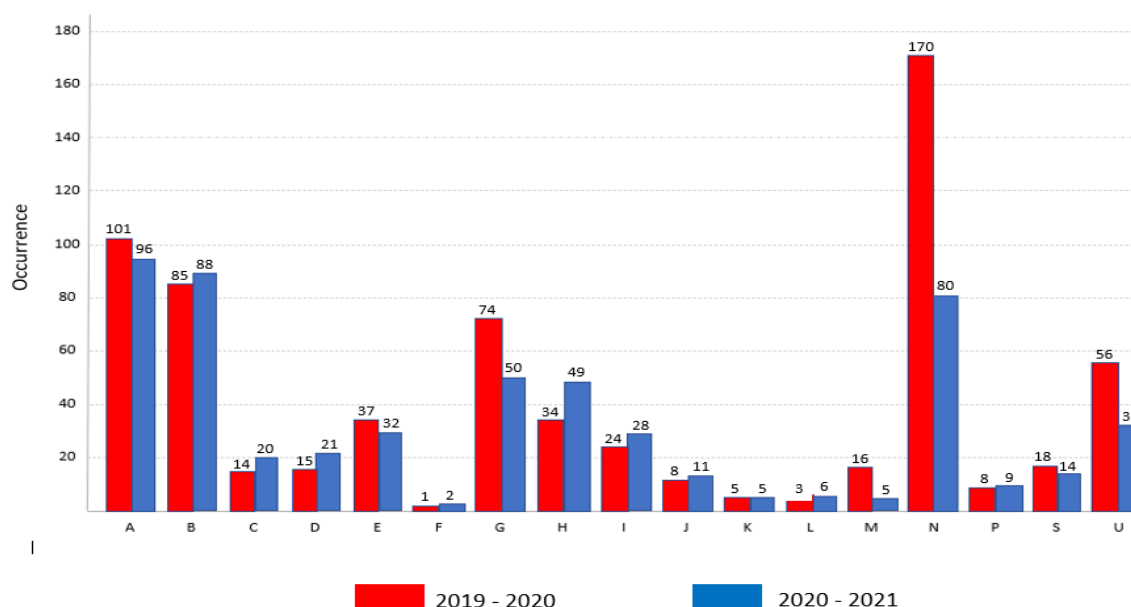
North West Disability Services acknowledges the constructive feedback that occurs as a response to the feedback/concerns and complaints forms. The documents provide information that enables the organisation to continually develop a quality of service that meets the requirements and objectives of our 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 2020 – June 2021 a total of 548 Feedback / Concerns & Complaints were received in comparison to 680 reports that were received the year before indicating a slight decrease in overall feedbacks/concerns and complaints due to the ramping up of business across the board post COVID-19 lockdown period.

The majority of comments forwarded to NWDS applied to General Feedbacks and Positive Feedbacks about Staff. In summary of the 548 Feedback / Concerns & Complaints received for the period July 2020 – June 2021, 99 were of a positive nature. There was a slight increase in General Concerns, Service Delivery Issues, Staff Performance Issues, Carer Concerns and Maintenance Issues with a reduction in Staff Complaints and Carer Complaints. 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		



John Brawley
Board Secretary

Chief Executive Officer Report

I am writing this report whilst in Covid lockdown from the 27th of June 2021 and again looking like we have an extensive period of reduced services ahead. Our challenges continue on a daily basis as we try to negotiate the very best way to provide services whilst also ensuring our participants and staff function in as safe an environment as possible. NWDS has moved early to ensure that safety, and often did not wait for the government directive, as we could clearly see the risks. One early close contact demonstrated to us that in the 4 days that it took govt tracing to alert the family of possible exposure the participant and support staff had circulated across every site at NWDS, putting over 600 people at risk.

After the 6 week 2020 Lock Down NWDS slowly ramped back up to nearing 70% delivery of services by August. We have to thank the Federal Govt for the JobKeeper initiative that carried NWDS and staff throughout this difficult time and that finished for NWDS in December. Funds received guaranteed staff a reasonable income and enabled NWDS to meet the ongoing impact of expenses.

By Jan 2021 we were back to full service and again bringing new participants into a wide range of services and activities. We opened another Group home in May and employed a Accommodation Coordinator to build this area of the NWDS services.

Our year has been one of thinking on our feet, making immediate changes to keep all safe and continually risk assessing all that we do. We have made every effort to keep our participants inspired and building their skills whilst also working on the daily exploration and fulfilling of their dreams.

Purchase of property at 3 Money Place, Rouse Hill for \$4.6 million has been a major investment for NWDS and an opportunity to expand services in that location. We have an exciting time developing our plans, costing and now moving forward to a DA. We look forward to an opening in 2022.

I must extend my appreciation to the full NWDS team and in particular the staff working 1:1 with our participants. We have made ever increasing demands on them to meet the expectations of our Covid Plan and not let anything slip through. Completion of competencies has also been a major investment in our team and I believe our systematic approach to extensive training and competency assessment pays enormous dividends for all.

All staff received a Great Work certificate for just surviving 2020 and this system of acknowledging staff gives everybody across NWDS the chance to ensure those performing at an outstanding level are recognized daily. Particular thanks goes to the Managers, our HR team and Coordinators who have needed to be immensely flexible as we introduced change after change through the whole year.

A cohesive Board is a must and with Kalpana as our chair and the Board members and sub-Committee members all focused on development of NWDS we have seen continual improvements and change that Kalpana has elaborated on in her report. This level of improvement is not achieved unless all the Board are determined to bring their very best to the table. We have been living our values and mission at the Board level and that has reflected across the whole organization. It is a pleasure to work with such a passionate and determined Board team.

Thank you, for all you all do, for NWDS.

Deborah Gersbach OAM
Chief Executive Officer

NWDS QUALITY ASSURANCE MATRIX

	Service Users							Staff/Volunteers/Students							
	Service Delivery			Staff	Equip	Mge	Safety	Service Delivery			Staff	Equip	Mge	Safety	F'back
Question No	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
AREA															
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 2021 for this report, NWDS has:-

205 Paid Staff, consisting of:

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

141 Volunteers consisting of

- 6 Board Members
- 4 Administration Volunteers
- 69 Program Support
- 62 Secret Garden Volunteers



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 on-line 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 Caroline, and her team on their Fairs at the Secret Garden, they broke all records, in our beautiful ever growing surroundings. Spring Fair, Scarcrow Festival and Autumn Fair had all been outstanding successes contributing greatly to funds to operate the Secret Garden.

This year there were 19 **Outback Adventure Camps** that were provided to our participants providing them with the opportunity to build skills and enjoy new adventures.

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.

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 – Congratulations to Marianne and her team who returned to full force again in 2021 and proved to support an outstanding event with very few plants left to take home to the Secret Garden after. Lots of fun had by all.

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.

Purchase of 3 Money Place, Rouse Hill - This land purchase will provide a great opportunity to expand services in the area and also create a base for the Admin section of NWDS

Co-ordination of Supports

As NDIS registered provider, North West Disability Services, provides assistance to strengthen participant's abilities to coordinate, implement supports and participate fully in the community. This includes initial assistance by linking participants with the right providers to meet their needs, assistance to source providers and co-ordinating a range of supports both funded and mainstream. We are continuously building on informal supports, resolving points of crisis, parenting training and developing participant resilience in their own networks and community. Our focus is on connections with the community, our approach to deliver services to our participants in a holistic manner, seeking to meet their goals, needs and preferences. We also assist community members with information, linking and referrals.

NWDS provides Support Coordination currently to 60 participants with range of care needs. We are open to taking more participants into Support Coordination and we are often receiving excellent feedback from individuals who are using our services and heard about us and are keen to join our service.

Throughout 2020-21 our key focus was developing a high quality and effective Coordination of Supports that meets the needs of participants. We are continuously working with a participant focused approach to ensure all achieve the best possible outcome. Our values of honesty and ethics in all our dealings and we value the individual rights and choices of the participants.

NWDS works with a strong aim to empower participants and maximise their independence within their communities. This is implemented by supporting and training to build confidence in the community. We also encourage the use of mainstream and community supports that will assist to achieve goals for all. 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 and also for Benevolent Support Coordination for those that NDIS has not funded.

Ritika Preet
Support Coordinator



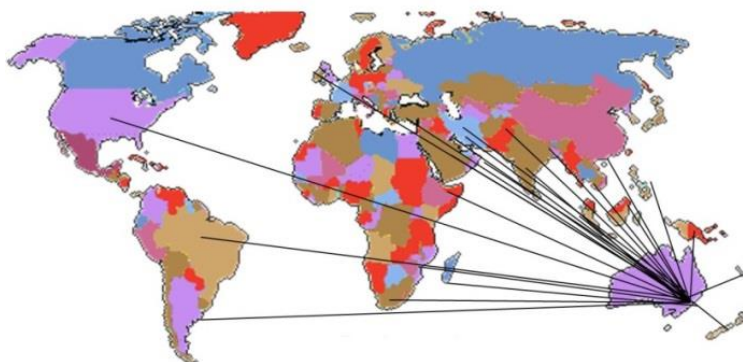
Cultural Diversity the NWDS Way

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.

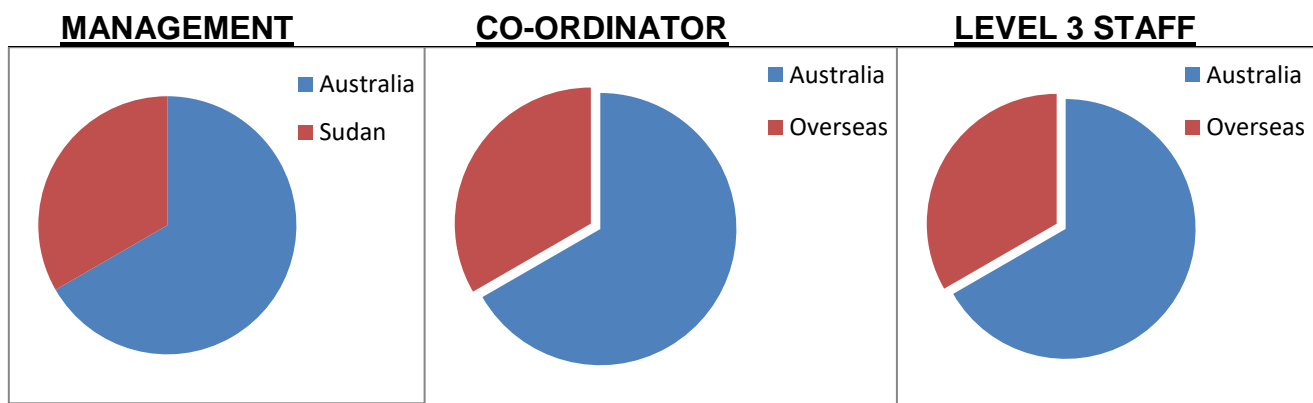
COUNTRIES OF ORIGIN REPRESENTED BY NWDS STAFF

Afghanistan	4	Indonesia	1	Poland	1		
Australia	65	Italy	1	Romania	1		
Bangladesh	3	Korea	19	Sierra Leone	6		
Cameroon	1	Liberia	1	Sri Lanka	6		
Chile	5	Malaysia	4	Holland	1		
China	5	Malta	1	Sudan	3		
Fiji	4	Nepal	2	Sweden	1		
France	1	Japan	1	Taiwan	1		
Africa	1	New Zealand	1	Turkey	2		
India	18	Nigeria	1	Uganda	1		
Iran	3	Norway	1	United Kingdom	6		
Ireland	1	Pakistan	1	Vietnam	1		
Kenya	1	Philippines	16	Zimbabwe	2	Total	205

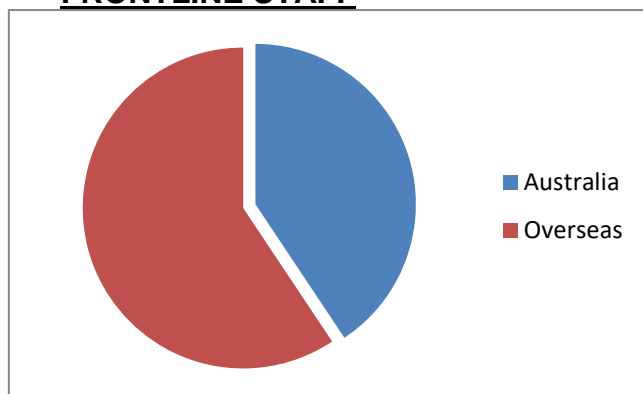
This year there are 41 countries represented by our staff, reflecting the ever growing diversity of NWDS.



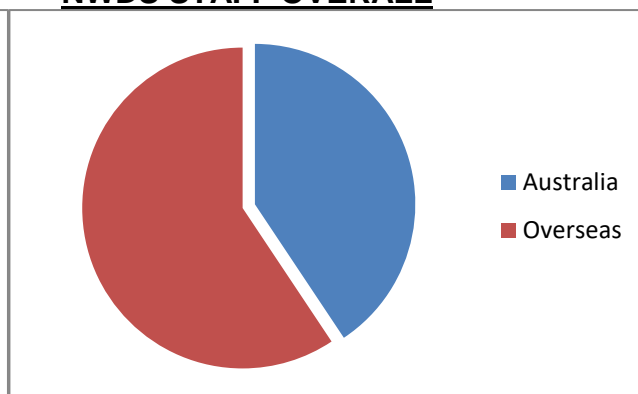
Tables Show the Cultural Diversity of Staff by Categories of Staff



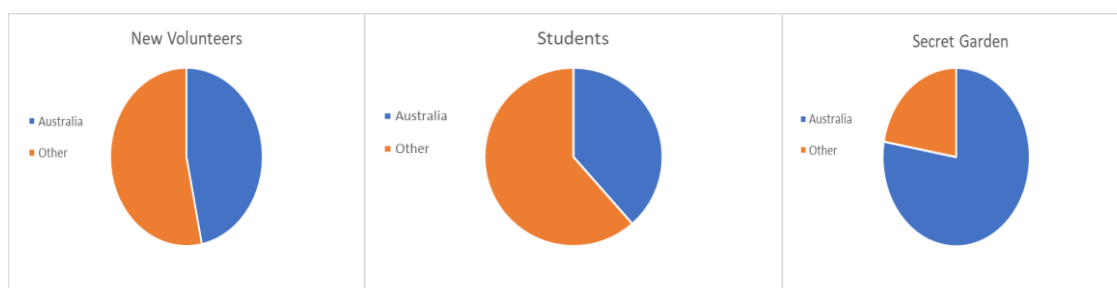
FRONTLINE STAFF



NWDS STAFF OVERALL

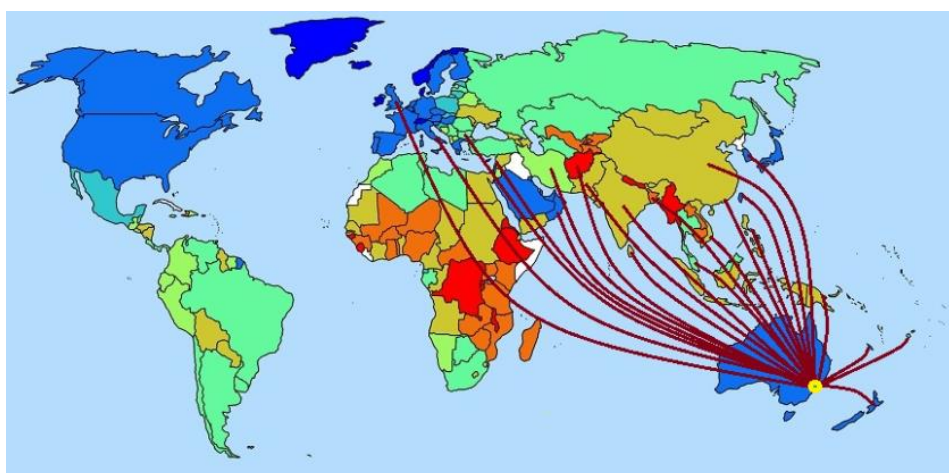


VOLUNTEERS



COUNTRIES OF ORIGIN REPRESENTED BY NWDS PARTICIPANTS

Country of Origin	Number of Participants	Country of Origin	Number of Participants	Country of Origin	Number of Participants
Australia	317	India	8	Pakistan	2
Afghanistan	1	Iran	6	Papua New Guinea	1
Bangladesh	3	Italy	1	Philippines	4
China	1	Lebanon	1	South Korea	2
England	1	Malaysia	2	Sri Lanka	2
Fiji	1	New Caledonia	1	Taiwan	1
Hong Kong	1	New Zealand	5	Vietnam	2
Hungary	1	Oman	1	Pakistan	2
Total Participants = 365					



This year 23 countries are represented by our participants with six new countries represented this year; Hungary, Italy, New Caledonia, Oman, Papua New Guinea, and Taiwan.

Continuous Improvement and Internal Audits

Certification to ACIS 2018

In October 2020 NWDS completed the Australian Community Industry Standard (2018) Certification Surveillance Audit which assessed all aspects of service delivery at NWDS to ensure continued high standards required to achieve certification. For the first time this year we did this electronically. 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 tenth 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 second 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. NWDS continues to update policies and procedures to address COVID-19 requirements.

Upcoming Focus Areas

- Meeting the ongoing compliance requirements of ACIS, NDIS Quality Standards, and requirements of other regulatory bodies.
- Maintaining and updating policies to meet changing legislation and industry guidelines.
- Ongoing implementation of incremental improvements identified through NWDS incident, feedback and quality assurance processes.
- Streamlining of recording of all compliance areas to enable a higher level of monitoring to occur.

Raelene Edwards
Services Manager



Human Resources Report

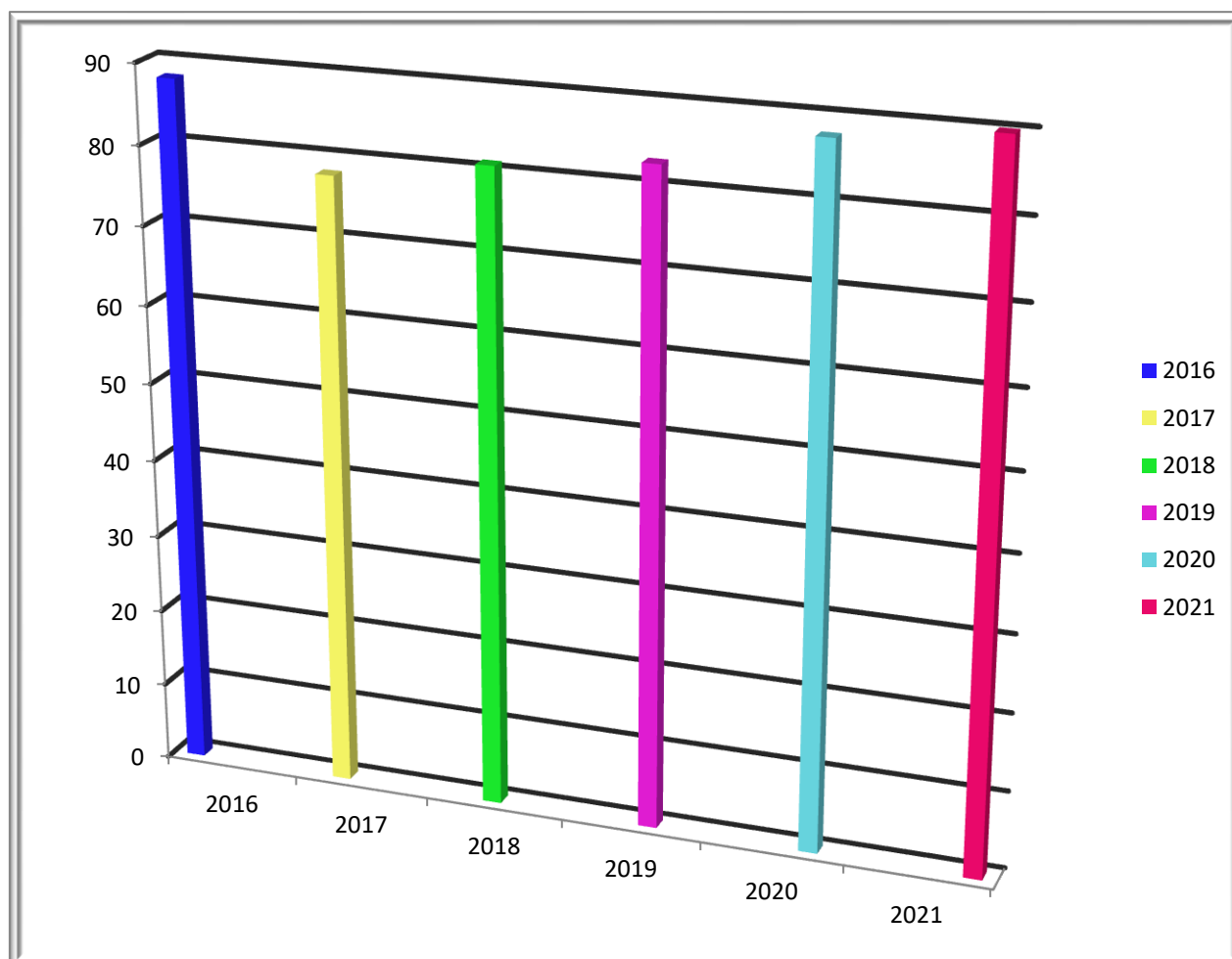
Competency Assessment Progress of Staff (Probationary staff are not included in the figures)

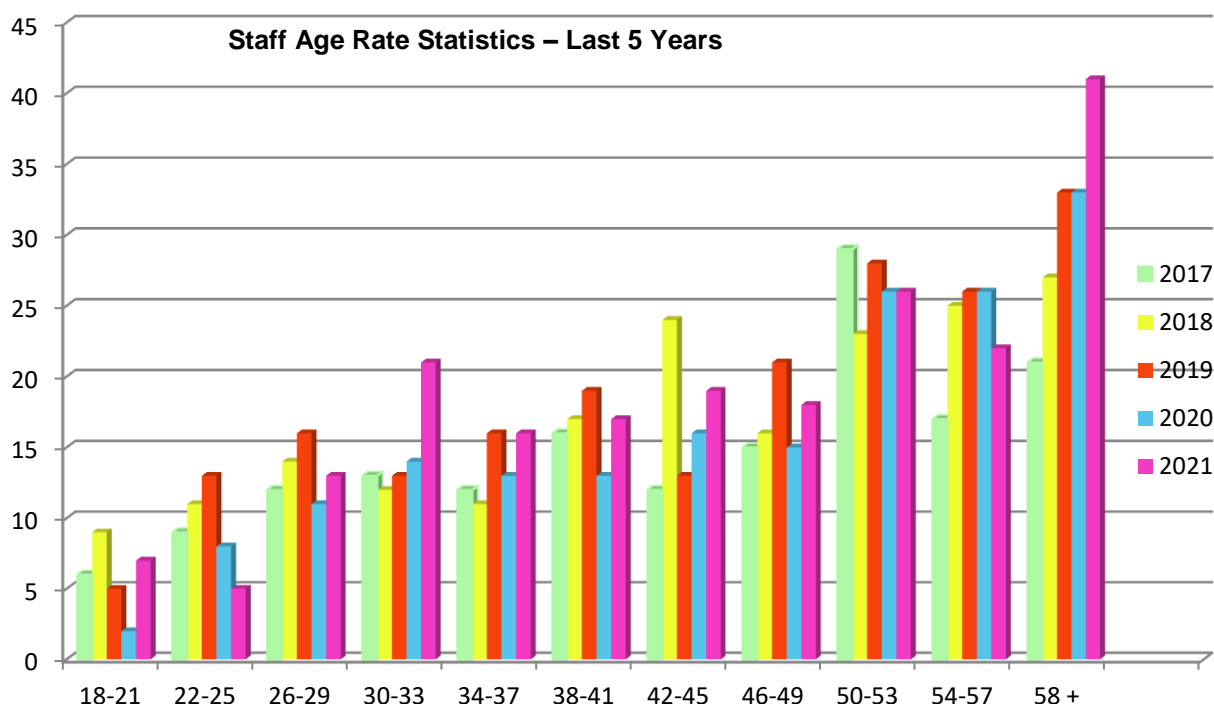
Staff who have completed Competencies available as at end of June 2019 or are exempt					
Core Module Training	Level 1 Competencies	Level 2 Competencies	Level 3 Competencies (Not required by all staff)	Current Senior First Aid	LR Driver License
98%	91%	98%	72%	99%*	66%

*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	
83%	38%	9%	Mgt Staff 100%	Middle Mgt Staff 46%

Staff Retention Rate – Last 5 years





The Human Resources team saw a number of changes during the year in which Tim Davidson take on the WHS role as Charan Kaur took maternity leave and Dave Morris and Pallavi Bhatia add the coordination of Volunteer Training and Student activities jointly to their roles. Megan Wilkinson continued her focus on HR/ rostering, maintenance and vehicle management and Karina Williams continued in her role supporting the NWDS feedback process. These changes have worked well and the team remains self-managed and flexible, assisting each other in their areas, with assistance from Celine Gieules to ensure the best outcomes for NWDS and its staff. The team had a big focus on compliance and training/ competency updates which has delivered improved results in this area.



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
John Brawley	Board Representative
Charan Kaur	Administration and Management Representative
Michelle Coombs	PSP Representative, Conie Avenue
Amandeep Kaur	PSP Representative, Lavender Cottage
David Morris	HR Representative
Timothy Davidson	WHS Officer

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 formal and informal engagement and consultation with all paid and unpaid staff at NWDS.

How we reduce incidence and frequency of injuries and disease

- Monthly monitoring, review and follow-up of incident trends and ensure systems are in place to reduce or eliminate re-occurrence.
- Staff strongly encouraged to gain Covid Vaccination.
- 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. How many staff have this?
- NWDS are always looking for new opportunities to encourage a safe workplace.

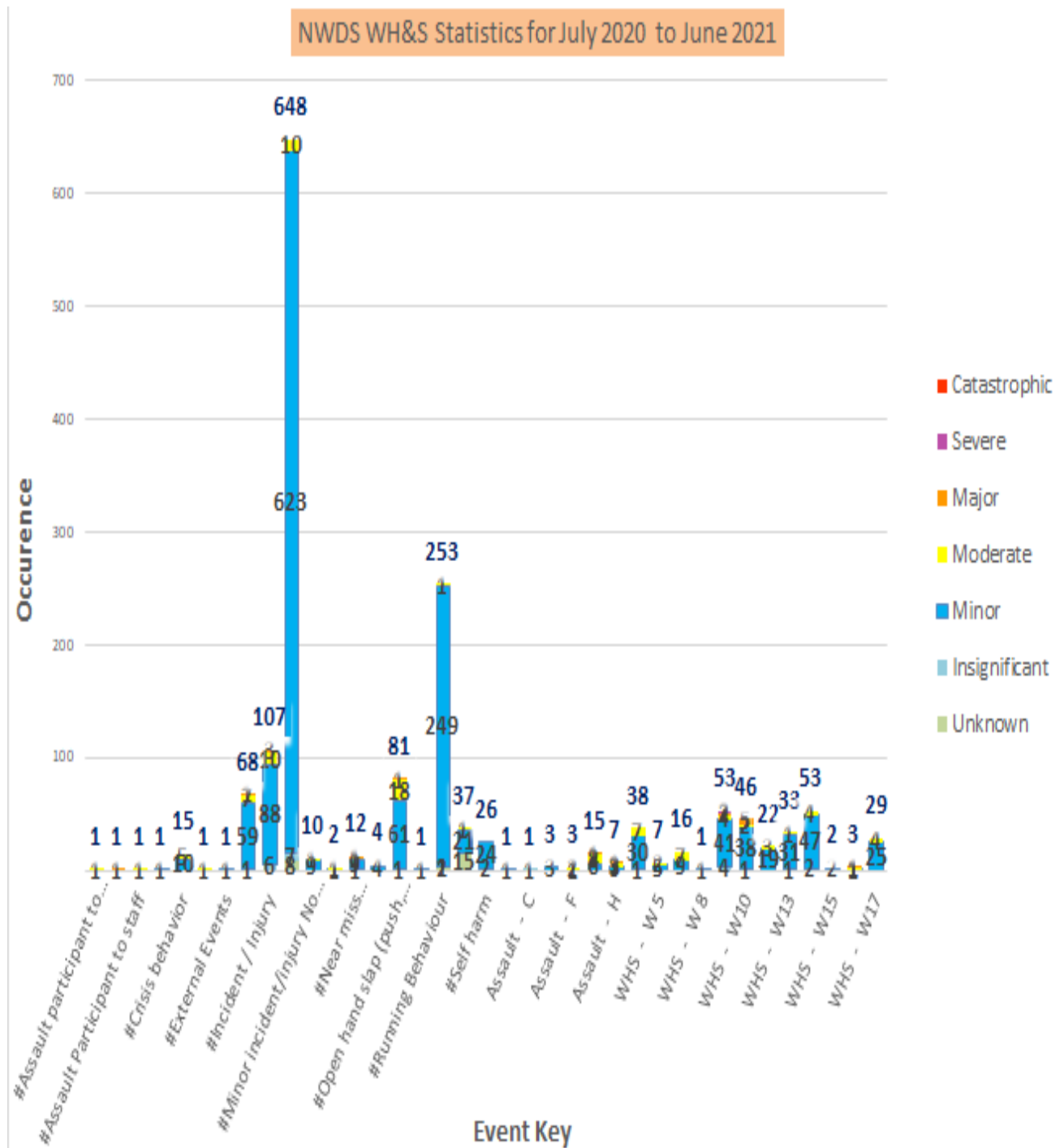
Contribution by employees

- 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.
- Coordinators send monthly reports to the WHS committee to be addressed if needed.

Achievements:

- Successful internal audits
- Maintaining our significant decrease in assault to staff and participants from previous years

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 2020/2021 overall number of incidents reported increased by 45% compared to last year. This increase in numbers is due to last year's numbers being lower than expected due to a 3 month shutdown, and our staff's new focus on documenting all concerning behavior.

Assault to staff and participants has decreased slightly by 4% compared to last year's statistics. This shows our staff are doing an excellent job following Behavior Support Plans and Individual Risk Assessments and making safe choices.

Minor incident/injury and behaviors have also increased as staff are being more vigilant in recording more detailed incidents.

We are continuing to work on preventing behaviors of concern and the need for and usage of restrictive practices while supporting our participants to achieve their goals and dreams

Timothy Davidson
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

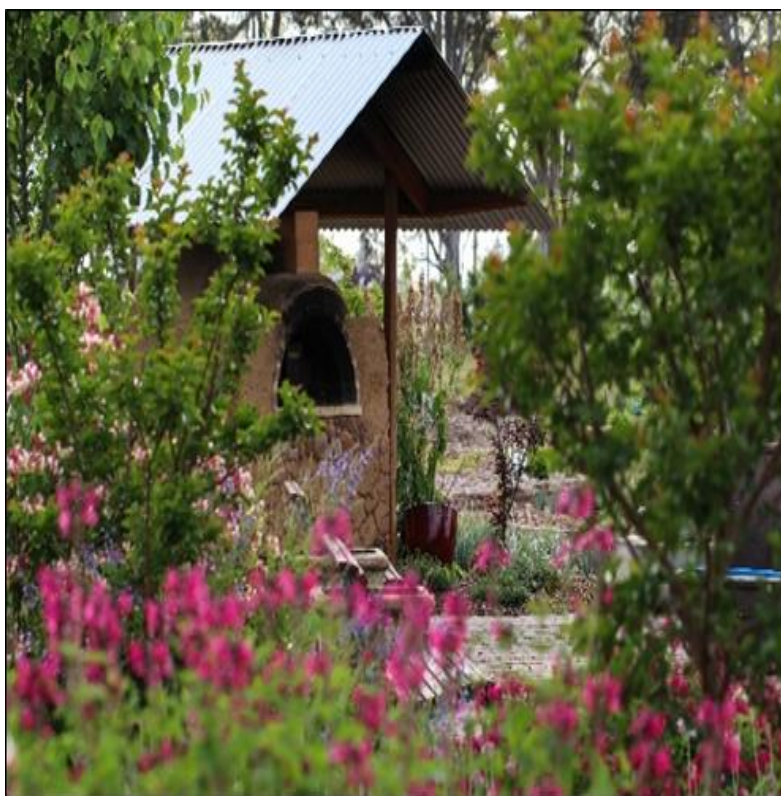


Volunteering and Student Report

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

Once again NWDS, like much of the rest of the world, was affected by the challenges and limitations associated with the CORONA-19 virus. Whilst open for business, NWDS was being extremely diligent in applying all aspects of the safety controls and physical distancing requirements required to keep everyone safe. This meant that for much of the second half of 2020, most locations were unable to accommodate volunteers and students due to limited numbers being allowed into the buildings. The Secret Garden was a wonderful exception to this challenge due to the space available and open air nature of many of its activities.

However, though all of this period, regular communications were sent out to our volunteers and we were able to accommodate a limited number in most locations in the first half of 2021. NWDS closely maintained its relationships with local TAFES, Colleges and Universities through this period and was able to be one of the first organizations with whom they work, to begin offering placement opportunities again. The first task was to allow all students who had commenced placements to return and complete what they had started. Then, whilst still operating on limited capacity, allocate new students. We were able to do this whilst complying with restrictions by holding Orientations with smaller numbers and directly allocating students across all different locations rather than mainly Conie Avenue. This was greatly appreciated by the educational establishments and also produced a broader experience base for the students.



The figures reflect Board Members, Program Support and Secret Garden devotees and corporate volunteers. During the year 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, though again, this was on a more limited basis.

During the last two recruitment intakes, there has been a significant increase in the number and proportion of new employees who had been placement students with NWDS. An outcome which brings with it, a wealth of people who already have a career focus in the disability sector and an eagerness to study and learn, many of whom bringing with them Certificate 111 in individual support and other relevant qualifications.

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 volunteers were in excess of 13 000 hours, which is less than last year, but under the circumstances was still a great success.

Student placement hours were approximately 14000.

This year has seen volunteers, students and all associated with NWDS, work flexibly together to get the best possible result, resulting in good outcomes within the office administration, Human Resources and especially at the Secret Garden.

David Morris / Pallavi Bhatia
Volunteer / Student 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 High Rope Adventures 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.

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: Providing 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

Last year 2020 and early this year was full of uncertainties. We had to adapt to the 'new changing world' we are living in now. It was amazing to see how quickly our participants, carers and staff responded to current surrounding changing every day.

Despite of all changes, we were able to Carry out past year's success of our Children Services, we were able to provide respite and care management services to children with disabilities and their families. The activities were carried out keeping in mind the safety and well-being of our participants. Activities included access to community based leisure or recreational venues within our local communities. Our wonderful staff 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.



This year, our team successfully provided services to over 25 participants with different disabilities, challenging needs 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 always on participant's specific needs, and has achieved overwhelming results to showcase to the participant's families.

Despite the COVID-19 pandemic and lockdowns last and this year, North West Disability Services' children's services has had great success in many areas. Services included, providing additional support for after school care, school holiday programs, weekend programs, community shifts and 1:1 in-home services. Participants were introduced to activities such as aqua golf, water play, and travel training on public transport such as trains, ferries and new metro train. Kids also enjoyed visiting museums, beaches, new Sydney Zoo, botanic gardens and doing indoor art and craft.



Dreams Achieved and Community Contributions

At NWDS our team works hard to achieve participant's dreams and contribute to our community in any way possible. No dream is big or small. We encourage our participants to dream and our staffs help participants to utilize their knowledge, skills and resources to deliver services and programs to achieve those dreams where possible. In the last financial year, our school holiday programs, weekend groups celebrated Australia day, Easter, Clean up Australia Day, Halloween and so many other special days. Below are some photos of dream achieved.



Ashhad is always fascinated and interested in learning about other countries. Ashhad had many opportunities where he visited different historic gardens and Museums.



Michael is working hard to make the Australian flag for Australia day. One of Michael's dreams is to prepare lunch (BBQ) for everyone. Michael also likes to stay fit and always focus on his physical fitness. Staff helps him to do exercises during the program.



Bhashu's dream is learning how to use Opal card and get on the train. Bhashu was also made aware to follow the rules on the platform and on the train.



Thomas loves superheroes and wanted to dress up for Halloween party. Our staff team made this dream true by throwing a Halloween party for Thomas in weekend group.



Gurpreet Kaur
Children's Services Coordinator

Hadpac Programs & Flexible Supports

Our Hadpac programs provide varied services that are more focus on our older participants. The success of the Hadpac group has been overwhelming this past year as we provided services for over 50 participants. This group based program helps participants to link to our communities and socialize.



On the other hand flexible respite services caters for individual as well as group based services for all different age group participants. Within flexible respite services we provide different range of services such as 1:1 in-house support, 1:1 community based services for specified activities and weekend group programs. These services gives opportunities to receive flexible support that participants require at times.

Despite the 'new changed world' around us, we were able to incorporate and provide a wide mix of indoor and outdoor activities for both groups. Some of the outdoor activities included visiting botanic gardens, museums, BBQ, cooking, baking, shopping, enjoying days out in the gardens and parks, bowling, Easter show and participating in community contributions. The indoor program included solving puzzles, watching movies, group discussions and indoor art and craft. We also celebrated our participants and staff's birthdays by incorporating them within these programs.



Dreams Achieved and Community Contributions

I would like to thank all the hard work and efforts our staff team have put to achieve participant's dreams and helping in community contributions. This would not be possible without each and every staff member's diligence and dedication.

Both group participated in community contributions such as celebrating and making cookies, cupcakes and banners for 'National volunteer week', 'National Reconciliation or Sorry week', 'Epilepsy awareness week', 'Harmony day', 'Ovarian Cancer awareness'.



A long held dream of participants in Friday Hadpac group to go to Sydney Easter Show was achieved in April this year. Maria, Katie, Robert, Lucy and Helen went to the show with their staff and participated in fun-filled activities all day. Maria, Lucy and Katie got on board the Wacky warm train, staff could easily observed the feelings of excitement which lighted their faces with noticeable smile. Maria also participated in horse-riding race Rama.





Lucy's dream to go ten-pin Bowling with her peers one day. While at the castle hill Bowling centre, Lucy's sense of joy could be discerned as she smiled and played according to her heart's desire.

Robert wanted to visit Balmoral Beach. We gave fun-filled experience as Robbie marveled at the pristine beach, the quietly flowing sea and the melodious sounds of birds in the air. The smile on Robbie's face and the cheerfulness with which he reacted, were positive indicators of the fun and calmness he experienced on the beach.



After talking with Brad about Dreams into reality, Brad expressed that he wanted to see live music Retro Bands. So the staff checked out the local clubs and also we spoke to Brad's sister about it. Brad's sister bought tickets for him to go to the show & She took him there. The staff accompanied them as well. Brad had a night filled with happiness, music and dancing with his family and friends.

Ryan and McHerley in weekend groups always enjoyed going to different museums and exhibitions and fairs. They visited Koala exhibitions, Chinese's garden, fire museum, Medieval Fair, Museum discovery center, Rose Seidler House and many more.



Christopher's dream is to be more independent and to be able to do his daily tasks independently. Chris is slowly achieving this by taking small steps each day. In Saturday Hadpac group Chris made cup of coffee all by himself. He was so proud.

Melissa achieved 20 years' Milestone awards for year 2020. Melissa was overwhelmed with her achievement. She even cried with happiness.



William is very fascinated about fire stations. So we organized visit to Fire museum and fire station at Baulkham Hills. William was so thrilled and amazed with this experience.



Gurpreet Kaur

Coordinator



Gemhill Cottage

Vision: We aim to provide high quality support to our guests in a warm, safe and friendly atmosphere, where they can socialise, make new friends and relax whilst enabling the carer to have a break.

Gemhill Cottage is a five-bedroom house located in Caste Hill that has been providing short term accommodation to adults with a disability for nearly 20 years.

The professional and friendly staff support guests in a homely, relaxed environment. Whilst staying at Gemhill guests are supported in a person- centered environment and encouraged to work towards achieving their individual goals, build life skills, make new friends, and catch up with old acquaintances.

Stays at Gemhill Cottage are booked in advance through the client's plan. Stays can be for just one night, a regular day(s) each week or longer. Guests stay at Gemhill for a variety of reasons:- as a pathway to supported living accommodation, when their carer requires assistance to attend an appointment or go on a short break. Gemhill Cottage also provide emergency accommodation to those in need.



Gemhill guests and staff enjoy being part of the community and regularly attending local venues and events. This year guests have been under the "Big Top" with a visit to the Stardust Circus, explored the many exhibitions at The Castle Hill Discovery Centre, and a meander through the Farmer's Markets at the Castle Hill Showground. A favourite with all guests is a picnic and stroll along the tracks and trails at one of the beautiful local parklands.

Guest also participate in various Community Contribution activities. The Cottage recycle all plastic containers and packaging, collecting litter when out enjoying local parklands and observing world-wide events such as Earth Hour.

Gemhill Cottage provides a valuable service to our guests and their families, and we look forward to continuing to offer support and meet the ever-changing needs of our community.



Supported Independent Living

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.

Musicos Road



NWDS has stepped up 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 care support needs, medical complexities and disability support requirement. NWDS maintains standard in providing training to all staff includes complex care needs. We continue to provide services during COVID-19 lockdown period while following precautionary guidelines from NSW Govt. we adhere to the policies and procedure to maintain our services and review our policies and procedures time to time. NWDS has a team works together to achieve this goal and ensures he services running smoothly.

Ritika Preet
Accommodation Coordinator



Arbour Grove

In May 2021 we opened a ladies group home situated in Quakers Hill .This group home has been able to provide the ladies with support and assistance in making this house their full time residence. The ladies enjoyed bringing their own furniture's, clothing and blankets, but most of all making memories with their good friends.



Arbour Grove allows the ladies to build on and learn new skills in which are of interest to them and assists them with everyday living, this can include picking a recipe of their choice and finding the ingredients they need to be able to cook the meal for her fellow house mates with the support and upervision of a confident and qualified support staff.





Unfortunately due to COVID Stay at Home Orders the ladies were house bound for three weeks, but that didn't put a damper on the activities. The ladies painted nails, enjoyed a head and leg massages. They made slime, painted, pictures, completed morning stretches, participated in a midday disco with support workers, and even joined in a karaoke session in the lounge room. The ladies completed a 1000 piece puzzle, created cards for their loved ones and had a movie day in

their pajamas.

The ladies made platters to sit outside in their beautiful outside area to enjoy some sunlight, and then enjoyed a nice long walk around the block while the sun was still shining beautifully.

We acknowledge that Arbour Grove has been able to provide a smooth transition from the Ladies own homes with their much loved family members to their beautiful own home in which they are able to participate and assist staff with activities while building on current skills but also learning new ones from the variety of experienced and the daily skills of the support workers who work on a rotating but consistent roster to provide a high quality of care to the Ladies at Arbour Grove



Rhonda Glacken
Accommodation Coordinator

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".

The year started off differently, as we can all recall, but none the less, still as focused as ever to be able to provide opportunities for participants to build their skills, engage in the community and connect with each other. It might have looked different, with Zoom sessions and groups divided to start with, but the adaptability of the participants and staff was incredible and the understanding to keep each other safe was the priority. We have to thank everyone who is a part of implementing the COVID safety policy for being so diligent, as without that hard work, our busy centre wouldn't have been able to continue in the current climate.

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 building activities. It also includes the out of hours supports such as monthly Discos and Table of 8 dinners, sociallight events and Football Games. A lot of these have not been able to be enjoyed for parts of the past twelve months, but we know how important they are to the participants and we have do our best to be able to offer them as much as possible given the COVID restrictions at the time.



Our Programs continue to evolve and change as needed, with lots of new ideas always coming through. We have had to be more creative than ever before, which is a positive thing to be able to continually think outside the box and think of fresh ideas to build skills and engage, when at times it can seem like there are limitations everywhere you look! The past year saw more of a focus on physical exercise, outdoor games and making use of space that we often take for granted. Activities were adjusted and reviewed to ensure the groups were still able create opportunities for achievements and build their skills.

We saw the Riverside Theatre Drama group have great fun with games and skill building connecting on Zoom with their instructors. We had the Australian Ballet Company instruct the Performing Arts group via zoom with several sessions through their Australian Ballet Education and Outreach event. Groups still wanted to find their way in connecting with their community, so they baked muffins and made cards and dropped them off to the local aged care facility on several occasions. It never ceases to amaze me what can be created and achieved by our staff and participants on a daily basis.



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, incidental achievements, such as running into Parramatta Eels players at the local pool and taking the opportunity to meet and have a chat. It also includes planned achievements such as trips on the train and ferry for Tim that he doesn't always get to do or first camp trips away for Anthony and Daniel when they attended their first Outback Adventure in recent months. It also includes long term dreams such as being able to cope being away from Mum, which Ana has made massive steps towards with half a dozen trips to short term accommodation. No matter what the dream is, we want to know so we can take as many steps as possible to achieving that dream!



Community Contributions continue to be a focus throughout the year as well and we have seen some great involvement over the past twelve months. Just a few examples include the United Way Jump for Literature involvement, Epilepsy Awareness month, the Violence Against Women Campaign, The Hawkesbury Helping Hands Food Drive, the Biggest Morning Tea and National Reconciliation Week. The way that the participants love to get involved in these projects is wonderful and the staff always ensure that they are utilising educational material to ensure that the purpose behind the activity is understood as much as possible.

The Community Contributions concept is such a great way we can support the participants to be involved in the community in a valuable way and learn the importance of giving back.

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. The staff provide a high level of support to all of our participants and it is always great to see the level of connection and rapport that they have with the individuals that they support. They also go out of their way to help each other out, support one another, and this kind of culture is vital to ensure the continual positive atmosphere and environment that we are so lucky to be a part of. Thank you to all of the staff who work within Conie ave, for all of your hard work and diligence, throughout a difficult twelve months.



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 provide additional support in the groups and enable more 1:1 time for the participants and their skill development.

If nothing else, the past twelve months has taught us so much in how to be flexible, creative and ensuring we are looking out for each other. We also need to remember the gratitude that is vital to focus on every day no matter what is happening in the greater world or our own. We will continue to shift and change when needed, never compromise the quality of programming not matter what the circumstances and focus on supporting and celebrating the wonderful achievements of our people.

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”.

At Lavender Cottage we continue to celebrate creativity in a variety of ways. But it's our Music and sensory activities that attracts participants to our programs, along with the peaceful location that we are very fortunate to enjoy within the Balcombe Heights Estate at Baulkham Hills NSW.

This year has continued to see our programs evolving and engaging, with a number of new participants joining Lavender Cottage or existing participants 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 returning to our regular programs as well as creating new opportunities to increase our social and community participation.



Community contributions are always at the forefront of our activities, from picking up rubbish in the park to leaving the BBQ and picnic areas in pristine condition for the next person to utilise. Lavender Cottage has also raised funds for Kids Heart Foundation in which we celebrated with “sweetheart day” by making some lovely artwork, yummy cupcakes and collecting a gold coin donation. We also raised money for International Women’s Day , contributed to Anzac day ceremony and collection of food and essential

items for Hawkesbury flood relief in March this year, these items were collected and donated to the Local Community centre so that they could be distributed directly to those in need.

Unfortunately, due to Covid restrictions, this year has seen our Transitional Independent Living Skills program on hold. We look forward to the reintroduction of this program in the coming months and we are excited to be providing more services and expanding on this initiative as we support our participants transition to confident and continue to increase skills for independent living

As we reflect on the past year and the challenges it has had us face , we look forward to the next year with strength and positivity so that we may continue to rise up and be the best we can be , providing individualised support so that we can achieve our goals and realise our dreams.

Jodi Crozier
Coordinator Lavender Cottage

Opal 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”.

With the COVID lockdown over in 2020 Opal Cottage reopened its doors and recommenced providing face to face service participants. All staff, volunteers, students and participants followed all NSW Health guidelines and restrictions without complaint. would like to thank everyone for keeping a healthy and safe environment at Opal for all enjoy.



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We continue to support 42 Participants with NDIS Funding and the continued feedback is that NDIS seems to be working well for most families. We will continue to offer our usual programs and are constantly open to new ideas and suggestions.

In the upcoming weeks our gym program will have a Personal Trainer Ian Travers from Pomfitter attend Opal once a month to assist participants in their personal fitness goals.



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 still continues to be a great focus for the team at Opal. Our dreams will continue to fill up and is a great



reminder of dreams achieved and dreams we dare to achieve. Visitors to Opal are very impressed in what can be achieved if we dream.

Community Contributions will continue to be a focus at Opal. We now have a weekly Community Contribution program. Some of the community contributions completed so far are: Plant and Rock drops in the Hawkesbury Area, Park Clean Ups, Hawkesbury Helping Hands donations, and A wreath made and placed for Remembrance Day at Richmond Memorial, Crazy Hair Day fundraising, ANZAC Day wreath made and placed at Richmond Memorial. We are currently focusing on The Hawkesbury Helping Hands winter appeal.



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

Secret Garden Community Hub

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".

2020 was a tough year for The Secret Garden but we all pulled through and made it work. The garden is well established and we continue to improve and grow. 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 are on site and are wonderful connections and contributors to the whole garden.

Events

Due to the circumstances of recent COVID outbreaks we were unable to hold many fairs. We were able to hold a combined Scarecrow and Christmas fair and the Autumn Fair which was a chance to raise some much needed funds for the garden. The day was a great success and enjoyed by all.

Activities across the Secret Garden

Many participants from NWDS and outside organisations continue to access programs such as the Mates Shed which is always popular. We continue to offer Candle Making, Café, Saddle Club and RDA, Farmyard Animals, Gardening and Nursery Skills

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.

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
- Community Services
- Corporate volunteers – Salesforce, , 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

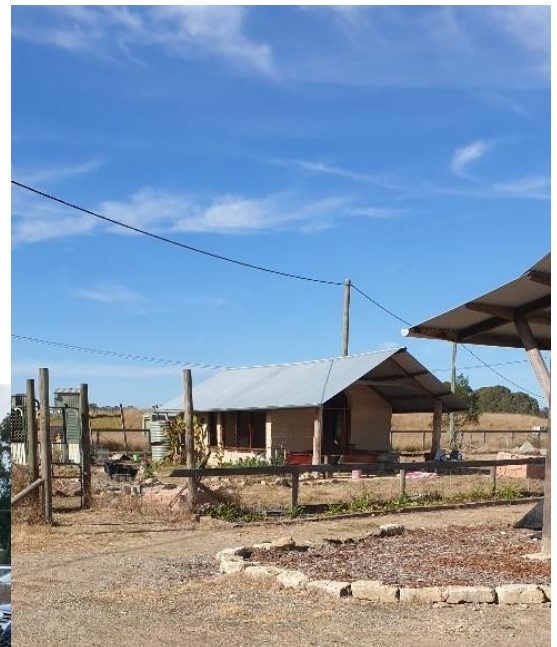
- Install 5 rainwater tanks on Barn
- Volunteer lunch arbour
- Water irrigation converted to Potted & collected water
- Install rainwater Tank on Potting Shed

Secret Garden Stage 2 Projects - Ongoing

- 2 Mud Brick Therapy Yurts
- Butterfly Kisses garden
- Walled Vegetable Garden with potting shed
- Honey extraction and sales area
- Train station
- ¼ Acre Block demonstration area
- Therapy paddock
- Tiny House windows and garden and paving
- 5 bay Machinery Farm Shed
- Friendship Farm area

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
Coordinator



Aberdoon House

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.



Christmas Craft Fun



Food Preparation "Chefs Table"

Another year at Aberdoon House means a year full of wonderful creative adventures rewarding for everyone who passionately commits themselves to do and be the best they can. We see it in the activities we participate in, the goals and dreams we chase and the everyday joy that emanates from the amazing Historic building of Aberdoon House. This year we welcomed a visit from Michelle Byrne, Mayor of The Hills to celebrate the refurbishments that were concluded this year at Aberdoon House.



**Ryan Wyatts Amazing
Animals**



Kiki's Sewing Joy



**Joyful visit by Michelle Byrnes,
Hills Mayor**

It is always important to reflect on the Aberdoon Community, Participants, their families, staff, volunteers and students who continue to help create a place of creativity, a place to learn, to grow and to turn ones passions into achievable dreams.



Jeanette Ward (Volunteer)

Activities continue to evolve and are driven by the participants leaning goals, dreams, personal ideas and growing skills. These are selected in the daily activities and through the Innovation meetings we hold every quarter to deliver person centric planning.

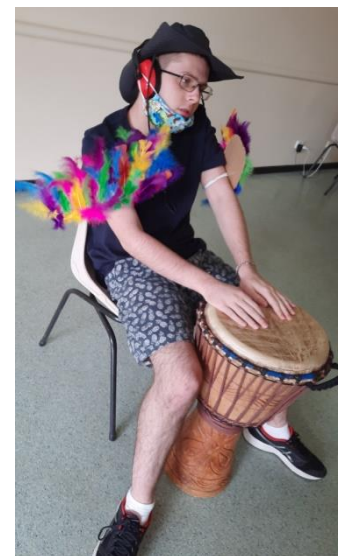


Marisa and Ros Team Work

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. This year saw achievements in The Aberdoon House Fairy Village, inspired by our staff and participants for the Construction Month Challenge. Our First Prize Trophy for our amazing Scarecrow at the Secret garden Scarecrow Festival. Fantastic Team Sports Day Extravaganza. Aberdoon recycling program and Art Camp to Anna Bay



Teams Sports Day



Liams Drumming with Wings



Fairy Village



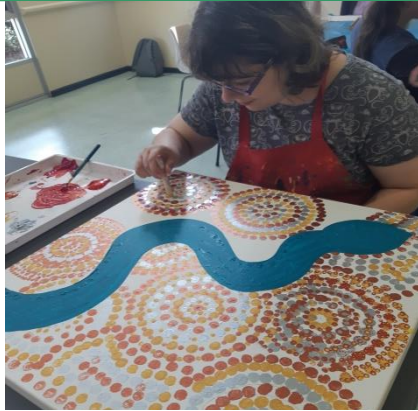
Aberdoons Scarecrow



Art Camp To Anna Bay



We continue to enjoy Turning Dreams into Reality, participant's like to talk about their dreams and are helped to make them happen. Photos really show the joy and happiness and the drive to achieve more. From Painting an Aboriginal Artwork, riding a dodgem car, running a Cricket clinic to teach others skills in all areas, baking cookies, travelling on the Metro and building an Art portfolio for our annual Exhibition



Aboriginal Art



Tim's Cricket Clinic



Liam on the Dodgems

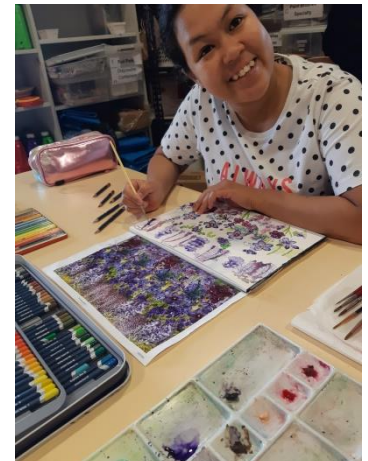
The 1:1 Art Tuition and individualised programming on Art skills development has continued at Aberdoon House, with great outcomes. This is driven by Participant goals to develop their art portfolio with aim to work towards micro enterprise as an Artist and to derive an independent income from sales of items. 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.



Brianna's Baking Wish



Elizabeth's Pastel Portfolio Work



Rebecca's Calender Art

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



Rebecca's Sunflowers

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.



Noelles Mosaic Smalty Tile Work



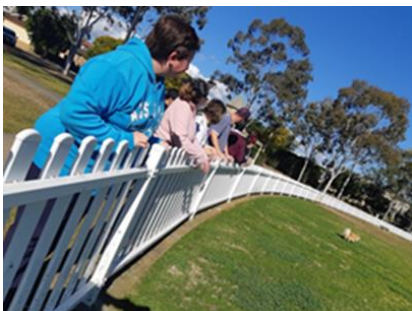
Omars Amazing Art



**Dance Sessions in the
Sunshine**



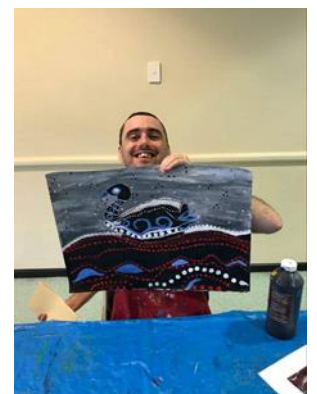
Mind Body and Movement Sessions



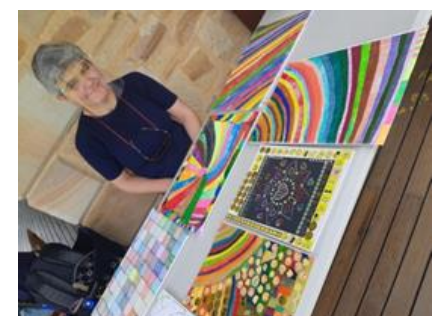
A Walk to the Dog park



Mosaic Pots



**Angela Martin
Coordinator**



Awards Day 2020

Spirit of NWDS



CAROLINE CUNNINGHAM
Staff



MARGARET VASSALLO
Staff



JOSEPH HANNA
Participant

<p>Service Area Awards – Staff</p> <p><i>Conie Ave- Michael York</i></p> <p><i>Lavender Cottage- Tanneh Johns</i></p> <p><i>Accommodation Services – Rejoice Madoro</i></p> <p><i>Opal Cottage- Melinda Colbran</i></p> <p><i>Aberdoon House- Adut Kun</i></p> <p><i>Flexible Respite- Jayesh Dewan</i></p> <p><i>HADPAC- Kylie McDonald</i></p> <p><i>Secret Garden- Bronwyn Hutchins</i></p> <p><i>Admin/ HR- Harminder Kaur</i></p>	<p>Perpetual Awards</p> <p><i>High Achiever Award – Elizabeth Ryabovitch</i></p> <p><i>Innovator of the Year – Marianna Eddington Sheather</i></p> <p><i>Doug Sewell Attendance Award –Andrew Youssef</i></p> <p><i>Quality Service Award – Ashraf Virani</i></p> <p><i>Team Player of the Year – Valarmathy Jeyakumar</i></p> <p><i>John Barnard Safety Award –Jessica Ligertwood</i></p> <p><i>Outstanding Volunteer Contribution – Pam Pearce, Peter Bailey, Chris Newton, Ian Travers</i></p> <p><i>Ken Jones Staff Development Award – Ramiya Batac, Shalika Puri</i></p> <p><i>Outstanding Community Contribution – Micael Berndt</i></p> <p><i>John & Pam Slattery Award for Exceptional Contribution to NWDS – Richmond Lions Baulkham Hills Lions Windsor Rotary Winston Hills Rotary Crestwood Rotary Soroptimists The Hills</i></p>
<p>Service Area Awards - Participants</p> <p><i>Conie Ave- Anthony Northey</i></p> <p><i>Lavender Cottage- Pamela Neil</i></p> <p><i>Accommodation Services- Pamela Neil</i></p> <p><i>Opal Cottage- Daniel Attard</i></p> <p><i>Aberdoon House- Brendan Ellis</i></p> <p><i>Flexible Respite- Thomas Stamatakis</i></p> <p><i>HADPAC- Antonia (Nina) Maugeri</i></p> <p><i>Secret Garden-Kyle Lambert</i></p>	<p>Trustee Awards</p> <p><i>Jiang Zhu</i></p> <p><i>Tuck Chong</i></p> <p><i>Eduardo Japsey</i></p> <p><i>Latha Sirivas Thattai</i></p> <p>Team of the Year</p> <p>All of NWDS for pulling together through COVID</p>

Financial Intermediary Services

NWDS is an authorised Financial Intermediary with NDIS and facilitates moving 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 services accessed and approved by the participant. NWDS strives to follow the highest standards in providing this service and all the providers are requested to send invoices for services delivered to carers so that they can check the details of the services provided by that provider. The participant or their carer then approve the invoices as correct and ready for payment and the invoices are then forwarded to our financial intermediary department for the prompt payment of the invoices.

Tharwat Attalla
Finance Manager



Vale 2020-2021

Melissa Wright **12th April 1987 – 16th June 2021**



Melissa was a well loved participant who attended NWDS for what would have been her 15th year. Over the years Melissa formed many strong friendships. Melissa's favourite thing was to buy a capacinno in her programs. Melissa had a great sense of humour and enjoyed listening to jokes shared by her friends. Melissa kept everyone up to date on the current events at Opal and in the news

Melissa attended Opal Cottage everyday and her favourite program was Lawn Bowls. Over the years Melissa worked hard on handwriting and was proud of herself when she wrote her first birthday card to her mother. Melissa's Mum was so proud and appreciative of Melissa's hard work. Melissa enjoyed her art program and made many projects and creations.

Melissa had been ill and on Wednesday 16th June 2021 she passed away at home.

Melissa will be missed greatly by NWDS and her Opal Family.

Salman Ali **27th September 1960 – 20th May 2021.**

Salman started at Lavender Cottage in February 2021, just one day a week and after only 2 weeks, he requested to increase his days to attend 3 days.

Wednesday – Lavender Cottage Journey day
Thursday – Conie Ave easy-care gardening
Friday - Lavender Journeymen /secret garden

Salman was 60 years old and lived with his wife and 2 daughters, he was diagnosed with Dementia and this had increasingly isolated him.

Since attending NWDS programs, his family have said he was happy and excited to be able to "work" again, he was becoming more talkative with his family as he told them about his day.

This time with NWDS had given him something to look forward each week and he was making lots of new friends.

Salman was a polite and respectful gentleman and earned respect from all at NWDS who knew him.

Our thoughts continue to be with Salman's Wife, daughters and close family and friends always. He will be greatly missed by all at NWDS



FINANCIAL REPORT

North West Disability Services Inc

Contents

30 June 2021

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General information

The financial statements cover North West Disability Services Inc as an individual entity. The financial statements are presented in Australian dollars, which is North West Disability Services Inc's functional and presentation currency.

North West Disability Services Inc is a not-for-profit incorporated association.

The financial statements were authorised for issue on 1st September 2021.

North West Disability Services Inc
Statement of profit or loss and other comprehensive income
For the year ended 30 June 2021

	Note	2021 \$	2020 \$
Revenue	3	12,537,526	12,599,124
Other revenue	3	2,979,498	1,317,521
Expenses			
Administrative expenses	4	(495,973)	(439,901)
Employee benefits expenses	4	(9,985,628)	(9,571,141)
Depreciation expense		(154,057)	(328,809)
Depreciation expense - ROUA	13	(59,534)	-
Finance costs		(3,923)	(4,214)
Finance costs on lease liabilities		(11,752)	-
Office expenses		(18,673)	(13,507)
Other expenses	4	<u>(347,948)</u>	<u>(3,595,318)</u>
Surplus (loss) before income tax expense		4,439,536	(36,245)
Income tax expense		<u>-</u>	<u>-</u>
Surplus (loss) after income tax expense for the year attributable to the members of North West Disability Services Inc	12	4,439,536	(36,245)
Other comprehensive income for the year, net of tax		<u>-</u>	<u>-</u>
Total comprehensive income (loss) for the year attributable to the members of North West Disability Services Inc		<u><u>4,439,536</u></u>	<u><u>(36,245)</u></u>

The above statement of profit or loss and other comprehensive income should be read in conjunction with the accompanying notes

North West Disability Services Inc
Statement of financial position
As at 30 June 2021

	Note	2021 \$	2020 \$
Assets			
Current assets			
Cash and cash equivalents	5	16,290,761	16,195,068
Trade and other receivables	6	64,937	26,931
Other assets	7	54,312	-
Total current assets		<u>16,410,010</u>	<u>16,221,999</u>
Non-current assets			
Property, plant and equipment	8	10,090,821	5,342,739
Right-of-use asset	13	155,733	-
Total non-current assets		<u>10,246,554</u>	<u>5,342,739</u>
Total assets		<u>26,656,564</u>	<u>21,564,738</u>
Liabilities			
Current liabilities			
Trade and other payables	9	301,307	1,314,789
Deferred income		83,467	53,494
Lease liabilities	13	61,378	-
Provisions	10	1,528,111	76,648
Total current liabilities		<u>1,974,263</u>	<u>1,444,931</u>
Non-current liabilities			
Lease liabilities	13	109,331	-
Provisions	11	234,724	8,315,619
Total non-current liabilities		<u>344,055</u>	<u>8,315,619</u>
Total liabilities		<u>2,318,318</u>	<u>9,760,550</u>
Net assets		<u><u>24,338,246</u></u>	<u><u>11,804,188</u></u>
Equity			
Reserves		7,889,647	7,889,647
Retained surpluses	12	<u>16,448,599</u>	<u>3,914,541</u>
Total equity		<u><u>24,338,246</u></u>	<u><u>11,804,188</u></u>

The above statement of financial position should be read in conjunction with the accompanying notes

North West Disability Services Inc
Statement of changes in equity
For the year ended 30 June 2021

	Asset revaluation reserves \$	Retained surpluses \$	Total equity \$
Balance at 1 July 2019	7,889,647	3,950,786	11,840,433
Loss after income tax expense for the year	-	(36,245)	(36,245)
Other comprehensive income for the year, net of tax	-	-	-
Total comprehensive loss for the year	-	(36,245)	(36,245)
Balance at 30 June 2020	<u>7,889,647</u>	<u>3,914,541</u>	<u>11,804,188</u>
	Asset revaluation reserves \$	Retained surpluses \$	Total equity \$
Balance at 1 July 2020	7,889,647	3,914,541	11,804,188
Impact of adjustments to opening retained surpluses	-	8,094,522	8,094,522
Adjusted balance at 1 July 2020	7,889,647	12,009,063	19,898,710
Surplus after income tax expense for the year	-	4,439,536	4,439,536
Other comprehensive income for the year, net of tax	-	-	-
Total comprehensive income for the year	-	4,439,536	4,439,536
Balance at 30 June 2021	<u>7,889,647</u>	<u>16,448,599</u>	<u>24,338,246</u>

The above statement of changes in equity should be read in conjunction with the accompanying notes

North West Disability Services Inc
Statement of cash flows
For the year ended 30 June 2021

	Note	2021	2020
		\$	\$
Cash flows from operating activities			
Receipts from operations		15,571,101	14,624,540
Payments to suppliers and employees		(10,576,712)	(11,946,705)
Interest received		63,683	274,403
Interest paid		(3,923)	-
		<u>5,054,149</u>	<u>2,952,238</u>
Net cash from operating activities			
Cash flows from investing activities			
Payments for property, plant and equipment		(4,902,139)	(4,546)
		<u>(4,902,139)</u>	<u>(4,546)</u>
Net cash used in investing activities			
Cash flows from financing activities			
Payment for lease liability		(56,310)	-
Net cash used in financing activities		<u>(56,310)</u>	<u>-</u>
Net increase in cash and cash equivalents		95,700	2,947,693
Cash and cash equivalents at the beginning of the financial year		<u>16,195,061</u>	<u>13,247,375</u>
Cash and cash equivalents at the end of the financial year	5	<u><u>16,290,761</u></u>	<u><u>16,195,068</u></u>

The above statement of cash flows should be read in conjunction with the accompanying notes

Note 1. Significant accounting policies

The principal accounting policies adopted in the preparation of the financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

New or amended Accounting Standards and Interpretations adopted

A number of new standards, amendments to standards and interpretations have been published but are not mandatory and have not been applied in preparing these financial statements. Those which may be relevant to the incorporated association are set out below.

AASB 1060 General Purpose Financial Statements- Simplified Disclosures for For-Profit and Not-for-Profit Entities.

The Australian Accounting Standard Board (AASB) has issued a new simplified disclosure standard, AASB 1060 *General Purpose Financial Statements - Simplified Disclosure For- Profit and Not-for-Profit Entities* that replaces the reduced disclosure requirements (RDR) framework. The new Standards will become effective for financial years on or after 1 July 2021. Management has decided to not early adopt the new AASB 1060 in the financial statements for the year ended 30 June 2021.

Any new or amended Accounting Standards or Interpretations that are not yet mandatory have not been early adopted.

Basis of preparation

These general-purpose financial statements have been prepared in accordance with Australian Accounting Standards - Reduced Disclosure Requirements and Interpretations issued by the Australian Accounting Standards Board ('AASB'), the Australian Charities and Not-for-profits Commission Act 2012 and New South Wales legislation the Associations Incorporation Act 2009, the Charitable Fundraising Act 1991 and associated regulations, as appropriate for not-for-profit oriented entities.

Historical cost convention

The financial statements have been prepared under the historical cost convention.

Critical accounting estimates

The preparation of the financial statements requires the use of certain critical accounting estimates. It also requires management to exercise its judgement in the process of applying the incorporated association's accounting policies. The areas involving a higher degree of judgement or complexity, or areas where assumptions and estimates are significant to the financial statements, are disclosed in note 2.

Comparative balances

The financial period is for the year ended 30 June 2021. The comparatives are for the year ended 30 June 2020. During the year, certain comparative figures in respect of the year ended 30 June 2020 have been reclassified and re-presented to conform with the current year's presentation.

Revenue recognition

The incorporated association recognises revenue as follows:

NDIS

Revenue from National Disability Insurance Scheme (NDIS) is recognised over time as the services are provided based on the cost incurred. NDIS revenue represents a series of services that are substantially the same that have the same pattern of transfer to our participants under the National Disability Insurance Scheme.

Trading/operating activities

Trading/operating activities in relation to services provided by the incorporated association in addition to NDIS services are recognised when the services have been provided.

Donations

Donations are recognised at the time the pledge is made.

Note 1. Significant accounting policies (continued)

Revenue recognition (continued)

Government Grants

Government Grants are recognised in profit or loss when the incorporated association satisfies the performance obligations stated within the funding agreements. If conditions are attached to the grant which must be satisfied before the incorporated association is eligible to retain the contribution, the grant will be recognised in the statement of financial position as a liability until those conditions are satisfied.

Interest

Interest revenue is recognised as interest accrues using the effective interest method. This is a method of calculating the amortised cost of a financial asset and allocating the interest income over the relevant period using the effective interest rate, which is the rate that exactly discounts estimated future cash receipts through the expected life of the financial asset to the net carrying amount of the financial asset.

Other revenue

Other revenue is recognised when it is received or when the right to receive payment is established.

Income tax

As the incorporated association is a charitable institution in terms of subsection 50-5 of the Income Tax Assessment Act 1997, as amended, it is exempt from paying income tax.

Current and non-current classification

Assets and liabilities are presented in the statement of financial position based on current and non-current classification.

An asset is classified as current when: it is either expected to be realised or intended to be sold or consumed in the incorporated association's normal operating cycle; it is held primarily for the purpose of trading; it is expected to be realised within 12 months after the reporting period; or the asset is cash or cash equivalent unless restricted from being exchanged or used to settle a liability for at least 12 months after the reporting period. All other assets are classified as non-current.

A liability is classified as current when: it is either expected to be settled in the incorporated association's normal operating cycle; it is held primarily for the purpose of trading; it is due to be settled within 12 months after the reporting period; or there is no unconditional right to defer the settlement of the liability for at least 12 months after the reporting period. All other liabilities are classified as non-current.

Deferred tax assets and liabilities are always classified as non-current.

Cash and cash equivalents

Cash and cash equivalents include cash on hand, deposits held at call with financial institutions, other short-term, highly liquid investments with original maturities of three months or less that are readily convertible to known amounts of cash and which are subject to an insignificant risk of changes in value.

Trade and other receivables

Other receivables are recognised at amortised cost, less any allowance for expected credit losses.

Property, plant and equipment

Plant and equipment is stated at historical cost less accumulated depreciation and impairment. Historical cost includes expenditure that is directly attributable to the acquisition of the items. Land is carried at fair value less any subsequent accumulated impairment based on periodic valuations by independent valuers.

Note 1. Significant accounting policies (continued)

Depreciation is calculated on a straight-line basis to write off the net cost of each item of property, plant and equipment (excluding land) over their expected useful lives as follows:

Buildings	2.5% to 12%
Leasehold improvements	2.5% to 25%
Plant and equipment	25%
Motor vehicles	20% to 40%

Property, plant and equipment (continued)

The residual values, useful lives and depreciation methods are reviewed, and adjusted if appropriate, at each reporting date.

An item of property, plant and equipment is derecognised upon disposal or when there is no future economic benefit to the incorporated association. Gains and losses between the carrying amount and the disposal proceeds are taken to profit or loss.

Impairment of non-financial assets

Non-financial assets are reviewed for impairment whenever events or changes in circumstances indicate that the carrying amount may not be recoverable. An impairment loss is recognised for the amount by which the asset's carrying amount exceeds its recoverable amount.

Trade and other payables

These amounts represent liabilities for goods and services provided to the incorporated association prior to the end of the financial year and which are unpaid. Due to their short-term nature they are measured at amortised cost and are not discounted. The amounts are unsecured and are usually paid within 30 days of recognition.

Employee benefits

Short-term employee benefits

Liabilities for wages and salaries, including non-monetary benefits, annual leave and long service leave expected to be settled wholly within 12 months of the reporting date are measured at the amounts expected to be paid when the liabilities are settled.

Other long-term employee benefits

The liability for annual leave and long service leave not expected to be settled within 12 months of the reporting date are measured at the present value of expected future payments to be made in respect of services provided by employees up to the reporting date using the projected unit credit method. Consideration is given to expected future wage and salary levels, experience of employee departures and periods of service. Expected future payments are discounted using market yields at the reporting date on national government bonds with terms to maturity and currency that match, as closely as possible, the estimated future cash outflows.

Defined contribution superannuation expense

Contributions to defined contribution superannuation plans are expensed in the period in which they are incurred.

Goods and Services Tax ('GST') and other similar taxes

Revenues, expenses and assets are recognised net of the amount of associated GST, unless the GST incurred is not recoverable from the tax authority. In this case it is recognised as part of the cost of the acquisition of the asset or as part of the expense.

Note 1. Significant accounting policies (continued)

Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the tax authority is included in other receivables or other payables in the statement of financial position.

Cash flows are presented on a gross basis. The GST components of cash flows arising from investing or financing activities which are recoverable from, or payable to the tax authority, are presented as operating cash flows.

Commitments and contingencies are disclosed net of the amount of GST recoverable from, or payable to, the tax authority.

Adoption of Revised Accounting Standards

AASB 16: Leases

AASB 16 applies to annual reporting periods beginning on or after 1 January 2019. AASB 16 introduces a single lease accounting model that eliminates the requirement for leases to be classified as operating or finance leases. The incorporated association has adopted AASB 16 from 1 July 2020 using the modified retrospective method. Set out below are the new accounting policies of the incorporated association upon adoption of AASB 16:

Right-of-use assets

The incorporated association recognises right-of-use assets at the commencement date of the lease (the date the underlying asset is available for use). Right-of-use assets are measured at cost, less any accumulated depreciation and impairment losses, and adjusted for any remeasurement of lease liabilities. The cost of right-of-use assets includes the amount of lease liabilities recognised, initial direct costs incurred, and lease payments made at or before the commencement date less any lease incentives received. The right-of-use assets are depreciated on a straight-line basis over the shorter of its estimated useful life and the lease term.

Lease liabilities

At the commencement date of a lease, the incorporated association recognises lease liabilities measured at the present value of lease payments to be made over the lease term. The lease payments include fixed payments less any lease incentives received or receivable and variable lease payments that depend on an index or a rate. The lease payments also include the renewal option reasonably certain to be exercised by the incorporated association. The variable lease payments that do not depend on an index or a rate are recognised as expenses in the period in which the event or condition that triggers the payment occurs. In calculating the present value of lease payments, the incorporated association uses an appropriately considered interest rate at the lease commencement date if the interest rate implicit in the lease is not readily determinable. After the commencement date the amount of lease liabilities is increased to reflect the accretion of interest and reduced for the lease payments made. The carrying amount of lease liabilities is remeasured if there is a modification, a change in the lease term, a change in the in-substance fixed lease payments or a change in the assessment to purchase the underlying asset.

Application of this accounting policy to the leases of the incorporated association

The impact of adopting AASB 16 was the recognition of Right of Use Assets of \$215,267 and a Lease liability \$226,227 on the Statement of Financial Position. Depreciation on the Right of Use Asset (\$59,534) and lease liability interest expense (\$11,752) have also been recognised for the year ended 30 June 2021 as a result of adopting AASB 16.

Note 2. Critical accounting judgements, estimates and assumptions

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the reported amounts in the financial statements. Management continually evaluates its judgements and estimates in relation to assets, liabilities, contingent liabilities, revenue and expenses. Management bases its judgements, estimates and assumptions on historical experience and on other various factors, including expectations of future events, management believes to be reasonable under the circumstances. The resulting accounting judgements and estimates will seldom equal the related actual results. The judgements, estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities (refer to the respective notes) within the next financial year are discussed below.

Note 2. Critical accounting judgements, estimates and assumptions (continued)

Coronavirus (COVID-19) pandemic

Judgement has been exercised in considering the impacts that the Coronavirus (COVID-19) pandemic has had, or may have, on the incorporated association based on known information. This consideration extends to the nature of the products and services offered, customers, supply chain, staffing and geographic regions in which the incorporated association operates. Other than as addressed in specific notes, there were no significant impact upon the financial statements or any significant uncertainties with respect to events or conditions which may impact the incorporated association unfavourably as at the reporting date or subsequently as a result of the Coronavirus (COVID-19) pandemic.

Estimation of useful lives of assets

The incorporated association determines the estimated useful lives and related depreciation and amortisation charges for its property, plant and equipment and finite life intangible assets. The useful lives could change significantly as a result of technical innovations or some other event. The depreciation and amortisation charge will increase where the useful lives are less than previously estimated lives, or technically obsolete or non-strategic assets that have been abandoned or sold will be written off or written down.

Employee benefits provision

As discussed in note 1, the liability for employee benefits expected to be settled more than 12 months from the reporting date are recognised and measured at the present value of the estimated future cash flows to be made in respect of all employees at the reporting date. In determining the present value of the liability, estimates of attrition rates and pay increases through promotion and inflation have been taken into account.

Leases

Significant judgement is used to determine the lease term of contracts with renewal options. The incorporated association determines the lease term as the non-cancellable term of the lease, together with any periods covered by an option to extend the lease if it is reasonably certain to be exercised. The incorporated association applies judgement in evaluating whether it is reasonably certain it will exercise an option to renew. That is, it considers all relevant factors that create an economic incentive for it to exercise the renewal. After the commencement date, the incorporated association reassesses the lease term if there is a significant event or change in circumstances that is within its control and affects its ability to exercise (or not to exercise) an option to renew (e.g. a change in business strategy). The incorporated association also applies judgement and estimates when determining the net present value of the lease liabilities recognised in the Statement of Financial Position, in particular the determination of an appropriate discount rate.

Note 3. Revenue

	2021	2020
	\$	\$
<i>Revenue from continuing operations</i>		
Government grants	206,762	220,336
Fundraising	30,115	25,656
NDIS	11,761,163	10,053,461
NDIS - Plan Managed	-	545,016
Service Administration Fees	-	1,263,428
Trading/Operating activities	539,486	491,227
Total revenue from continuing operations	<u>12,537,526</u>	<u>12,599,124</u>
<i>Other income</i>		
Jobkeeper subsidy	2,812,329	966,000
Workers compensation insurance proceeds	103,486	77,118
Interest income	63,683	274,403
	<u>2,979,498</u>	<u>1,317,521</u>
	<u>15,517,024</u>	<u>13,916,645</u>

Note 4. Expenses

	2021	2020
	\$	\$
Included in administrative expenses are the following material expenses:		
IT services	111,395	100,865
Repairs & maintenance	89,767	47,375
Insurance	74,009	63,229
Included in other expenses are the following material expenses:		
Motor vehicle expenses	93,600	95,551
Rent*	\$82,224	73,183

Rent amounting to \$82,224 relates to short-term and low value leases that are except from AASB 16.

Employee benefits expenses

Salaries and wages	8,834,804	8,312,258
Employee leave costs	188,522	421,980
Superannuation	698,272	611,230
Other employee costs	264,030	225,673
	<u>9,985,628</u>	<u>9,571,141</u>

Pinnacle Incorporated Association RDR General Purpose
Notes to the financial statements
30 June 2021

Note 5. Current assets - cash and cash equivalents

	2021	2020
	\$	\$
Cash on hand	2,300	2,300
Cash at bank	16,288,461	16,192,768
	<u>16,290,761</u>	<u>16,195,068</u>

Cash at bank includes term deposits of \$10,610,102 (2020: \$13,185,201) which earned interest of \$63,683 for the year ended 30 June 2021 (2020: \$274,403).

Note 6. Current assets - trade and other receivables

	2021	2020
	\$	\$
Trade receivables	40,579	21,279
Other receivables	24,358	5,652
	<u>64,937</u>	<u>26,931</u>

Note 7. Current assets – other assets

	2021	2020
	\$	\$
Prepayments	54,312	-

**Pinnacle Incorporated Association RDR General Purpose
Notes to the financial statements
30 June 2021**

Note 8. Non-current assets - property, plant and equipment

	2021	2020
	\$	\$
Land at fair value	9,229,886	4,619,546
Buildings - at cost	4,669,528	4,664,982
Less: Accumulated depreciation	(4,018,302)	(3,941,789)
	<u>651,226</u>	<u>723,193</u>
Leasehold improvements - at cost	216,631	216,631
Less: Accumulated depreciation	(216,631)	(216,631)
	<u>-</u>	<u>-</u>
Plant and equipment - at cost	908,968	885,286
Less: Accumulated depreciation	(908,968)	(885,286)
	<u>-</u>	<u>-</u>
Motor vehicles - at cost	2,051,398	1,789,262
Less: Accumulated depreciation	(1,841,689)	(1,789,262)
	<u>209,709</u>	<u>-</u>
	<u><u>10,090,821</u></u>	<u><u>5,342,739</u></u>

Reconciliations

Reconciliations of the written down values at the beginning and end of the current financial year are set out below:

	Land	Buildings	Plant and equipment	Motor vehicles	Total
	\$	\$	\$	\$	\$
Balance at 1 July 2020	4,619,546	723,193	-	-	5,342,739
Additions	4,610,340	4,546	23,682	263,571	4,902,139
Depreciation expense	-	(76,513)	(23,682)	(53,862)	(154,057)
Balance at 30 June 2021	<u><u>9,229,886</u></u>	<u><u>651,226</u></u>	<u><u>-</u></u>	<u><u>209,709</u></u>	<u><u>10,090,821</u></u>

Note 9. Current liabilities - trade and other payables

	2021	2020
	\$	\$
Trade payables	20,453	1,034
Other payables	268,010	1,269,819
Current tax liabilities	12,844	43,936
	<u><u>301,307</u></u>	<u><u>1,314,789</u></u>

**Pinnacle Incorporated Association RDR General Purpose
Notes to the financial statements
30 June 2021**

Note 10. Current liabilities – provisions

	2021	2020
	\$	\$
Employee benefits	<u>1,528,111</u>	<u>76,648</u>

Note 11. Non-current liabilities - provisions

	2021	2020
	\$	\$
Employee benefits	234,724	4,220,302
Provision for land & buildings	-	4,095,317
	<u>234,724</u>	<u>8,315,619</u>

Note 12. Equity - retained surpluses

	2021	2020
	\$	\$
Retained surpluses at the beginning of the financial year	3,914,541	3,950,786
Adjustments to opening retained earnings*	8,094,522	-
Surplus (loss) after income tax expense for the year	<u>4,439,536</u>	<u>(36,245)</u>
Retained surpluses at the end of the financial year	<u>16,448,599</u>	<u>3,914,541</u>

*The incorporated association has identified a number of transactions that should have been recorded in the prior year. These transactions related to the derecognition of the provision for land & buildings of \$4,095,317, the derecognition of provision for sick leave and redundancy costs totalling \$2,645,988, the derecognition of Jobkeeper income in relation to FY20 amounting to \$631,821 and the derecognition of deferred revenue in relation to FY20 amounting to \$721,396. The net effect of these adjustments resulted in an increase of \$8,094,522 to retained earnings as at 1 July 2020.

Note 13. Leases

Right-of-use Assets

	2021	2020
	\$	\$
NON-CURRENT		
Right-of-use Asset – at cost	215,267	-
Less: accumulated depreciation	<u>(59,534)</u>	<u>-</u>
	<u>155,733</u>	<u>-</u>
Opening balance	-	-
Recognition of AASB 16	215,267	-
Depreciation – AASB 16	<u>(59,534)</u>	<u>-</u>
	<u>155,733</u>	<u>-</u>
Lease liabilities		
Recognition of AASB 16 – 1 July 2020	226,227	-
Less: amortisation of lease liability	<u>(55,518)</u>	<u>-</u>
Carrying amount at 30 June 2021	<u>170,709</u>	<u>-</u>

**Pinnacle Incorporated Association RDR General Purpose
Notes to the financial statements
30 June 2021**

Note 14. Equity - retained surpluses (continued)

Lease liabilities - Current	61,378	-
Lease liabilities – Non-current	109,331	-
Total carrying amount at 30 June 2021	170,709	-

Note 14. Key management personnel disclosures

Compensation

The aggregate compensation made to Directors and other members of key management personnel of the incorporated association is set out below:

	2021	2020
	\$	\$
Key management personnel	143,530	135,316

No remuneration was paid to or on behalf of directors.

Note 15. Contingent liabilities

The incorporated association had no contingent liabilities as at 30 June 2021 and 30 June 2020.

Note 16. Commitments

The incorporated association had no commitments for expenditure as at 30 June 2021 and 30 June 2020.

Note 17. Related party transactions

Key management personnel

Disclosures relating to key management personnel are set out in note 14.

Transactions with related parties

There were no transactions with related parties during the current and previous financial year.

Receivable from and payable to related parties

There were no trade receivables from or trade payables to related parties at the current and previous reporting date.

Loans to/from related parties

There were no loans to or from related parties at the current and previous reporting date.

Note 18. Events after the reporting period

The impact of the Coronavirus (COVID-19) pandemic is ongoing and while it has been financially positive for the incorporated association up to 30 June 2021, it is not practicable to estimate the potential impact, positive or negative, after the reporting date. The situation is rapidly developing and is dependent on measures imposed by the Australian Government and other countries, such as maintaining social distancing requirements, quarantine, travel restrictions and any economic stimulus that may be provided.

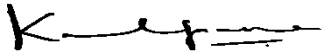
No other matter or circumstance has arisen since 30 June 2021 that has significantly affected, or may significantly affect the incorporated association's operations, the results of those operations, or the incorporated association's state of affairs in future financial years.

North West Disability Services Inc
Directors' declaration
30 June 2021

In the Directors' opinion:

- the attached financial statements and notes comply with the Australian Accounting Standards - Reduced Disclosure Requirements, the Australian Charities and Not-for-profits Commission Act 2012 and New South Wales legislation the Associations Incorporation Act 2009, the Charitable Fundraising Act 1991 and associated regulations;
- the attached financial statements and notes give a true and fair view of the incorporated association's financial position as at 30 June 2021 and of its performance for the financial year ended on that date; and
- there are reasonable grounds to believe that the incorporated association will be able to pay its debts as and when they become due and payable.

On behalf of the directors



Kalpana Rao
Chairman

01 September 2021
Sydney



Jean Claude Legrand
Treasurer

01 September 2021
Sydney

**AUDITORS' INDEPENDENCE DECLARATION
UNDER SECTION 60-40 OF THE AUSTRALIAN CHARITIES AND NOT FOR PROFITS COMMISSION
ACT 2012 TO THE DIRECTORS OF NORTH WEST DISABILITY SERVICES INC**

We declare that, to the best of our knowledge and belief, during the year ended 30 June 2021 there have been:

- (i) no contraventions of the auditors' independence requirements as set out in the *Australian Charities and Not for Profits Commission Act 2012* and the in relation to the audit; and
- (ii) no contraventions of any applicable code of professional conduct in relation to the audit.

Walker Wayland NSW



Walker Wayland NSW
Chartered Accountants

Wali Aziz
Partner

Dated this 1st day of September 2021, Sydney

**INDEPENDENT AUDIT REPORT TO THE MEMBERS OF
NORTH WEST DISABILITY SERVICES INC****Qualified Opinion**

We have audited the financial report of North West Disability Services Inc, which comprises the statement of financial position as at 30 June 2021, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the directors' declaration.

In our opinion, except for the possible effects of the opening balances qualification referred to below, the accompanying financial report of North West Disability Services Inc is in accordance with Division 60 of the *Australian Charities and Not-for-Profits Commission Act 2012* ("ACNC Act"), the *Charitable Fundraising Act 1991* and the *Incorporations Association Act 2009*, including:

- giving a true and fair view of the Association's financial position as at 30 June 2021 and of its performance for the year then ended; and
- complying with Australian Accounting Standards to the extent described in Note 1, and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013* and the *Incorporations Association Act 2009*.

Opening Balances Qualification

We were appointed auditors on 30 September 2020. Pursuant to Australian Auditing Standard 510 *Initial Audit Engagements – Opening balances*, we were unable to obtain sufficient appropriate audit evidence regarding the opening balances in relation to the year ended 30 June 2021 being balances reported for the comparative year ended 30 June 2020. Since opening balances enter into the determination of the financial performance and financial position, we were unable to determine whether other adjustments might have been necessary in respect of the surplus reported in the statement of profit or loss and other comprehensive income for the year ended 30 June 2021 and the carrying balances of assets, liabilities and equity reported in the statement of financial position as at 30 June 2021. As a result, we have qualified this report with respect to the opening balances.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the Association in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We confirm that the independence declaration required by the *Incorporations Association Act 2009* and section 60-40 of the *Australian Charities and Not for Profits Commission Act 2012*, which has been given to the directors of the Company, would be in the same terms if given to the directors as at the time of this auditor's report. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Information Other than the Financial Report and Auditor's Report Thereon

The Directors are responsible for the other information. The other information comprises the information included in the Association's annual report for the year ended 30 June 2021 but does not include the financial report and our auditor's report thereon. Our opinion on the financial report does not cover the other information and we do not express any form of assurance conclusion thereon. In connection with our audit of the financial report, our responsibility is to read the other information and in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

**INDEPENDENT AUDIT REPORT TO THE MEMBERS OF
NORTH WEST DISABILITY SERVICES INC**

Responsibilities of the Directors for the Financial Report

The directors of the association are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the ACNC Act, the Charitable Fundraising Act 1991 and the Incorporations Association Act 2009 and is appropriate to meet the needs of the members. The directors' responsibility also includes such internal control as the directors determine is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error. In preparing the financial report, the directors are responsible for assessing the Association's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the Association or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Report


Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Association's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- Conclude on the appropriateness of the directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Association's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the association to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.



**Walker Wayland NSW
Chartered Accountants**



**Wali Aziz
Partner**

Dated this 2nd day of September 2021, Sydney

**COMPILATION REPORT ON ADDITIONAL FINANCIAL DATA
TO THE MEMBERS OF NORTH WEST DISABILITY SERVICES INC**

Scope

We have compiled the accompanying Income and Expenditure Statement of North West Disability Services Inc for the year ended 30 June 2021 on the basis of information provided by the directors. The specific purpose for which the Income and Expenditure Statement, has been prepared to provide detailed information relating to the performance of the Association that satisfies the information needs of directors and members.

The Responsibility of the Directors of North West Disability Services Inc

The directors of the Association are solely responsible for the information contained in the Income and Expenditure Statement, and determined that the basis of accounting adopted 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 of the Association, we have compiled the accompanying statement in accordance with the basis of accounting adopted 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 statement. Our procedures do not include verification or validation procedures. No audit or review has been performed and accordingly no assurance is expressed.

The Income and Expenditure Statement was compiled exclusively for the benefit of the directors of North West Disability Services Inc. We do not accept responsibility to any other person for the contents of the Income and Expenditure Statement.



Walker Wayland NSW
Chartered Accountants

Dated this 2nd day of September 2021, Sydney



Wali Aziz
Partner

North West Disability Services Inc
Unaudited Detailed Income and Expenditure Statement

	2021	2020
	\$	\$
	(Unaudited)	(Unaudited)
Income		
Grants	206,762	220,336
Fundraising	30,115	25,656
NDIS	11,761,163	10,053,461
NDIS - Plan Managed	-	545,016
Service Administration Fees	-	1,263,428
Trading/Operating activities	539,486	491,230
	<u>12,537,526</u>	<u>12,599,127</u>
 Gross Profit from Trading	 <u>12,537,526</u>	 <u>12,599,127</u>
 Expenditure		
Accounting & Audit Fees	29,475	21,246
Activities	40,050	50,484
Advertising	180	195
Depreciation	213,591	328,809
Bank Charges	3,923	4,214
Cleaning	21,045	18,558
Consultancy Fees	-	900
Electricity & Gas	17,662	19,094
Finance costs on lease liabilities	11,752	-
Food & Beverages	26,922	10,549
Foxtel	-	668
Fringe Benefit Tax	16,283	5,536
Fuel & Oil	61,478	71,104
Fundraising - expense	5,215	10,719
Insurance	74,009	63,229
IT Services	111,395	100,865
Rent	82,224	73,183
Legal Costs	648	24,405
Motor Vehicle Expenses	93,600	95,551
NDIS - Plan Managed -expense	-	544,298
Office Expenses	5,066	3,601
Photocopier	4,294	3,431
Postage	440	122
Printing & Stationery	8,873	6,363
Programming Cost	49,831	71,875
Rates & Taxes	3,938	5,017
Repairs & Maintenance	89,767	47,375
Resources	41,751	54,809
Service Charges	54,301	1,281,630
Subscriptions	5,992	3,476
Telephone & Internet	18,155	15,783
Provision for Land & Building	-	1,444,670
Salaries and Wages	8,834,804	8,312,258
Staff Training & Welfare	31,575	28,924

Staff Leave Provision	188,522	421,980
Superannuation expense	698,272	611,230
Workers Compensation Premium	232,455	196,749
	<hr/> 11,077,488	<hr/> 13,952,900
Other Income		
Interest Received	63,683	274,403
Workers Compensation	103,486	77,118
Government Subsidies (JobKeeper)	2,812,329	966,000
	<hr/> 2,979,498	<hr/> 1,317,521
Surplus/(loss) before income tax	<hr/> <hr/> 4,439,536	<hr/> <hr/> (36,245)



Turning Dreams into Reality

NORTH WEST DISABILITY SERVICES