



NORTH WEST DISABILITY SERVICES

ANNUAL REPORT

Turning Dreams into Reality

2022

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Information

Funded By

National Disability Insurance Scheme
I-Care Attendant Care
Commonwealth Disability Support for Older Australians

Approved NDIS Provider for

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/Individual Activities
Household Tasks
Participate in the Community
Personal Individual Activities
Support Coordination

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ABN 28 713 967 409
Banker St George Bank
Auditor Walker Wayland NSW Chartered Accountants
Phone 02 9686 4155
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Email ceo@nwds.org.au

NWDS Life Members

1996	John Barnard	
	Doug Sewell	
2001	Ken Jones	Warren Holland
	Wendy Hyland	Phil Scholer
	Jenny Dunn	Lawrence Kenny
	Corrine Mills	
2006	Colin Davies	
2008	Victoria Borg	
	Pam Pearse	
2009	Tom Allanson	Pam Slattery
	Sandra Crittenden	John Slattery
	Graham Hilder	
2010	Jean-Claude Legrand	
	Christine Allanson	
2011	David Stephenson	
2014	Ken Donnelly	
	Natalie Wehbe	
2020	Andrew Gremmo	David Gremmo
	Michael Gremmo	Richard Gremmo
2021	Kalpana Rao	

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

Lisa Beavan

Public Officer

Lisa Beavan

Directors

Maria Short

Ravi Kumaranayake

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. Major funding sources are:-

National Disability Insurance Scheme

Commonwealth Disability Support for Older Australians

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

It has been another challenging but satisfying year for NWDS. Our staff continue to demonstrate commitment, courage, and resilience through this year of transition where we were able to successfully resume services despite the challenges posed by the aftermath of the pandemic.

Always adopting a safety-first approach, NWDS opened almost all our in-person services to our participants and carers this year. Our staff are 100% triple vaccinated, and we have COVID safety procedures and processes in place to ensure safe working environment for all.

Our focus this year has continued to be on building operational resilience, and supporting our participants, carers, staff and the community.

Despite the challenges and reduced capacity of our operations, we have maintained a healthy financial position, with a strong balance sheet, and are well placed to continue providing high quality services.

NWDS Operations underwent a successful NDIS and ASIC audit with 3 clear examples of excellence, which is a validation of the robust operating processes we have in place.

We reiterate our commitment to the following strategic goals which remain our guiding principles, and underpins our mission to turn dreams into reality:

- 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

I am proud of our achievements to date in realising these goals. The key highlights are:

1. 180 dreams fulfilled across 345 participants
2. 509 community contributions
3. An average of 8.5/10 quality score as rated by the participants
4. Permanent staff have achieved 100% compliance in core competencies
5. New construction for a day centre and head office has entered design phase, with DA lodged.

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.

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
2021/2022

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: -

Michelle Gough towards resources for participant programs and activities.	\$100.00
Highlow Markets (WPG) Work place giving foundation – Silent Contributor utilised towards the purchase of tractor at Secret Garden nursery.	\$1,250.00
SFDC & Derek Bartlett donation to the Organisation	\$204.00
Combined Probus Club of Cherrybrook donation made towards resources for participant programs and activities.	\$335.00
General Donation of a wedding group for using the gardens at Aberdoon House	\$200.00
Dr. Naseem Chowdhury made donation towards the purchase of new iPads, art and craft resources for Conie programs.	\$5,000.00
General Donations to Secret Garden	\$180.00
“Hawkesbury Art Prize” to the Secret Garden and Aberdoon Art Projects.	\$25,000.00

IN KIND

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

Mike Blair - Rotary Club of Castle Hill Generous donation of the face masks, sanitisers, and the gowns to utilise these resources across all the areas of NWDS and provide the others to those in need.

John Marshall - Marshall Rural Pty Ltd Generous donation of Grower Shed and transporting the shed to the Secret Garden.

Matthew Lelox - Garden Tools Australia Kind donation of bulk garden tools to use at the Nursery by volunteers and the staff.

Ms. Samantha Shoaib and Management for arranging a generous discount on purchase of Mr. Fothergill resources and equipment purchased at the Secret Garden.

Beth Inwood donated a good push bike for the Secret Garden Nursery.

Peter Garden and Julian Bong - Hills District Returns Officer - NSW Electoral Commission generous donation of Masks, Hand Sanitiser, Face shields, Clothes and Disinfection spray etc.

Damien Ellen donation of the chair for participants to access many more activities in the community.

Fiona Carlisle donation of garden tools to the Men's Shed and other projects at the Secret Garden and the excess tools to be put to good use.

A Massive thanks to Jean-Claude and the team for fixing a New BBQ at Conie Avenue.

Massive thanks to Michelle Gough, Lisa Beavan, Lyn Beattie, Robert Driver, Maureen McPherson, Parul Shah for donating gift hampers for Mother's Day Raffle and the Funds raised to be donated to Operations Cleft Australia.

Donna & Sunny donors from the public have donated 13 puzzles towards Conie programs.

Lorraine Darroch has donated 20 new umbrellas to be utilised in the wet weather at Opal and Secret Garden.

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"

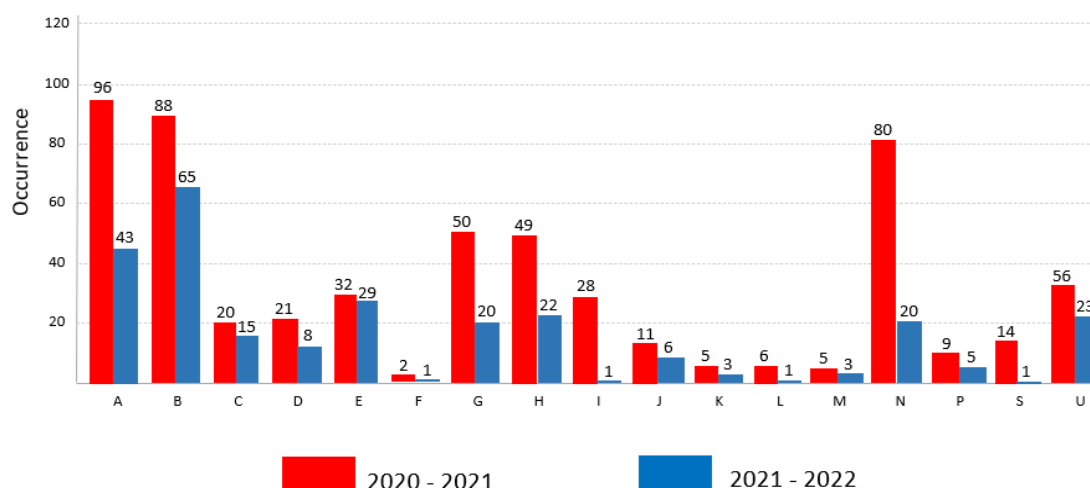
North West Disability Services acknowledges the constructive feedback that occurs as a response to the feedback/concerns and complaints forms. The documents provide information that enables the organisation to continually develop a quality of service that meets the requirements and objectives of our 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 2021 – June 2022 a total of 266 Feedback / Concerns & Complaints were received in comparison to 548 reports that were received the year before indicating a significant decrease in overall feedbacks/concerns and complaints due to ramping up after another challenging year of COVID-19 related adjustments to programs.

The majority of comments forwarded to NWDS applied to General Feedbacks, General Concerns and a significant decrease in staff performance issues compared to last year. In summary of the 266 Feedback / Concerns & Complaints received for the period July 2021 – June 2022, 24 were of a positive nature. There was a decrease 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
Complaints Committee Chair

Chief Executive Officer Report

I am reporting for the 2022 year with a clear understanding that without Govt Job Seeker support this year NWDS would be reporting a deficit after all the struggles and close downs of last year. This will be the lowest return for NWDS for a great many years and possibly since I joined NWDS in 1994. We have managed to meet all expectations within the budget with reserve and staff entitlements and I believe that is clearly a positive in a climate that has made all businesses in Australia struggle to get through in the black.

We made a clear decision that we would support all permanent staff throughout the difficult period over Christmas and maintained their employment throughout to ensure our team knew we were there to assist them and meet our triple bottom line "support of our staff and volunteers" priority. We paid out a large amount of sick leave and over a \$1 million in annual and Long Service leave to assist those who had leave, to take a break, after such a hectic period and at the same time, keep the other part time and casual staff receiving hours and maintaining an income.

Participants have slowly returned to services whilst getting their vaccinations, but of course there has been a significant impact on all participants. They have struggled with the need to reconnect and get back to service delivery but also feel confident that they are in as safe an environment as possible with the ongoing risk of Covid and other viruses that started to impact.

We really do have an amazing group of participants who wore their masks and kept their distances and isolation requirements always as a priority. We believe we have been quick to implement and updated Covid Plan changes and to act before govt Health in most instances as we could read the environment and predict when those changes needed to be implemented. I thank all our 220 staff and believe that they have done it "very tuff" through this period. They have had to stretch themselves as we had up to 34 staff away some days and with sick leave a continual impact with the 4th wave of sickness hitting us hard in June 2022.

A priority was also providing extensive leave periods for those staff desperate to get overseas and reconnect with family and in many instances consoling those family members who have lost so many people and family with Covid. We needed to adjust continually with so many away and then catching Covid O/S and having to delay their return. Daily impacts of new cases were immediately managed and staff extremely responsible in RAT testing prior to work and not attending work if any symptoms at all. This has been our saving grace I believe, and we thank everybody for their determination to do the right thing.

Staff and participants have also stepped up and ensured full vaccination and boosters while we were all still hesitant and unsure, but we had to be the early adopters and get vaccinated. Staff were keen also to get back to the work as they were badly needed by those struggling with the impacts of lock down and the continual mental health impacts and outcomes of all the Covid dramas.

I must thank the Management team, HR and our amazing admin staff who were shuffled continually to keep apart. We could not have a full area catch Covid and go into isolation together and this keeping apart made just getting the work done so much harder and disjointed and lacking in the team support so much needed.

The Board and Sub-Committee members ensured we kept up with compliance requirements whilst also supporting and appreciating the difficulty were all placed in. I can't thank them enough for the continual support.

We are moving into the second part of winter and after 3 floods this year we are not happy to hear 2 more floods are possibly coming while Covid is expected to spike again in the next few months. We have a full team of staff that are just brilliant in the way they are coping so I am sure we will keep providing the extraordinary supports that we have delivered throughout the hardest 2 years we have every been faced with. Thank you all!!!!

Deborah Gersbach OAM

Chief Executive Officer

NWDS QUALITY ASSURANCE MATRIX

Question No	Service Users							Staff/Volunteers/Students							
	Service Delivery			Staff	Equip	Mge	Safety	Service Delivery			Staff	Equip	Mge	Safety	F'back
AREA	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
PSP	8.8	9.0	8.5	9.0	8.7	9.2	9.1	62.3							
Gemhill	9.0	9.0	8.5	9.5	9.3	9.5	9.7	64.5							
HADPAC	8.6	9.1	8.6	9.5	8.0	8.5	9.3	61.6							
Flexible Respite- Adults	9.4	9.1	9.1	9.2	9.0	9.4	9.2								
Flexible respite- Kids	8.3	9.0	7.5	9.0	8.5	8.0	8.0								
Aberdoon House	9.0	8.8	8.4	9.6	8.8	9.5	9.5								
Camps	9.5	10.0	9.5	10.0	10.0	10.0	10.0								
Vacation Care	9.0	8.8	9.1	9.0	8.8	8.8	9.1								
Opal Cottage	9.0	8.0	8.0	9.0	9.0	9.0	9.0								
Muscios Road	9.5	9.5	9.0	9.0	9.0	9.5	9.0								
Lavender Cottage	8.5	8.7	8.6	8.8	9.1	9.1	9.1								
Staff								8.5	8.7	8.7	8.7	8.6	8.7	8.8	8.5
Volunteers								9.7	9.7	9.2	10.0	9.5	9.5	9.7	9.5
Students								7.6	7.6	7.3	7.6	7.6	8.0	8.0	8.3
Overall Average	9.0	9.0	8.6	9.2	8.9	9.1	9.2	8.6	8.7	8.4	8.8	8.6	8.7	8.8	8.8

Total Average	Service Users		8.9
Individual Area Averages:			
PSP	8.9	Staff	8.7
Gemhill	9.2	Vols	9.6
HADPAC	8.8	Student	7.8
Flexible Respite- Adults	9.2		
Flexible Respite - Kids	8.3		
Aberdoon House	9.1		
Camps	9.9		
Vacation Care	8.9		
Opal Cottage	8.7		
Muscios Road	9.2		
Lavender Cottage	8.8		
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 2022 for this report, NWDS has: -

210	Paid Staff, consisting of:	60	Volunteers consisting of
1	CEO	6	Board Members
2	Managers	4	Administration Volunteers
7	Coordinators	10	Program Support
11	Admin Staff	40	Secret Garden Volunteers
6	Grade Three Staff - Admin		
183	Program Facilitators/Program Assistants (perm & casual)		

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 special 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!

Christmas, Plant Fair and Autumn Fair at the Secret Garden – Congratulations to Caroline, and her team on their Fundraising at the Secret Garden, they struggled at times with the weather, and we didn't know if they were going to happen till the last minute. The Autumn Fair had a great turn out and contributed to funds to operate the Secret Garden that have struggles so much in the past 2 years.

This year there were 8 **Outback Adventure Camps** that were provided to our participants providing them with the opportunity to build skills and enjoy new adventures.

Salesforce, Deloitte's, Mervac and many 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 – Cancelled due to the impacts of group gatherings with Covid

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, Lots of on line activities this year.

Table of 8's – Struggles but up and running again in 2022. It continued to provide fun social evenings allowing people the chance to meet others and enjoy a meal together.

One Mile Café - is now operating 6 days per week and struggles on through the year, making expensive to meet Covid 19 requirements but 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 2022 and proved to support a quieter event but with good sales. Thank you to the staff and volunteers who contributed many hours to make this a success.

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 building design is to DA stage in August 2022 and has taken a considerable amount of planning to establish the best way forward for the facility.

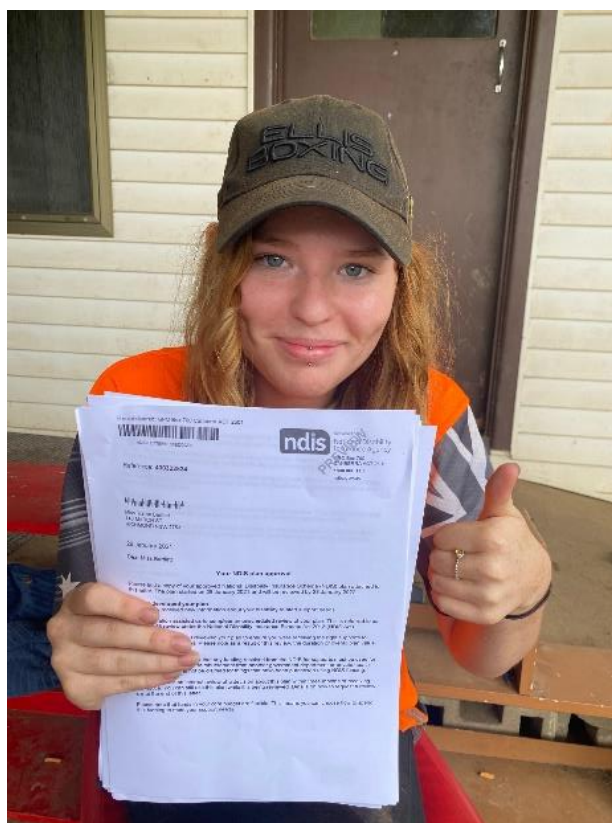
Co-ordination of Supports

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 2021-22 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 intensive Support and also for Benevolent Support Coordination for those that NDIS has not funded. This enables Participant to receive NDIS advocacy services to be able to receive reasonable and necessary supports in their plan.

Ritika Bedi
Support Coordinator
13/09/2022



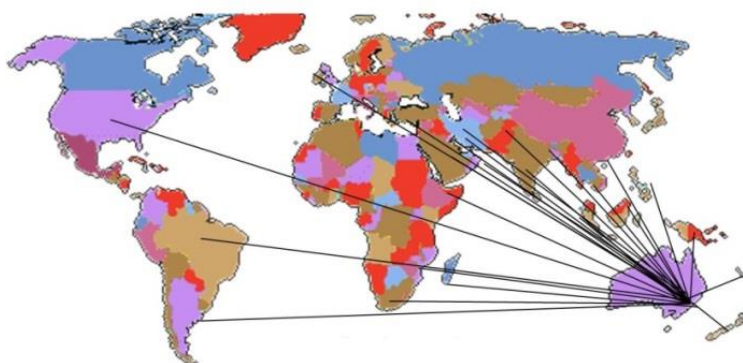
Cultural Diversity the NWDS Way

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

COUNTRIES OF ORIGIN REPRESENTED BY NWDS STAFF

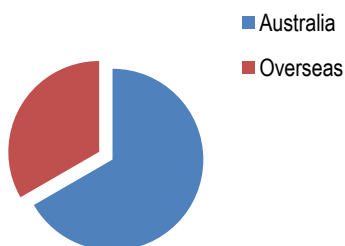
Afghanistan	3	Japan	1	Sri Lanka	6	
Australia	58	Kenya	1	Taiwan	1	
Africa	1	Korea	32	Turkey	2	
Bangladesh	3	Liberia	1	Uganda	1	
Chile	1	Malaysia	4	United Kingdom	7	
China	6	Malta	1	USA	1	
Fiji	4	Nepal	4	Vietnam	3	
France	1	New Zealand	1	Zimbabwe	2	
Holland	1	Pakistan	1			
Hong Kong	2	Philippines	13			
India	19	Poland	1			
Iran	4	Romania	1			
Ireland	1	Sierra Leone	6			
Italy	1	Sudan	3			
					Total	195

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

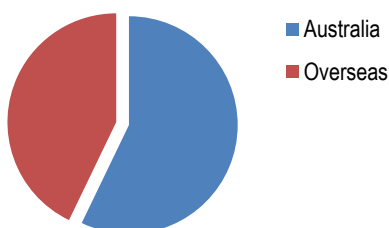


Tables Show the Cultural Diversity of Staff by Categories of Staff

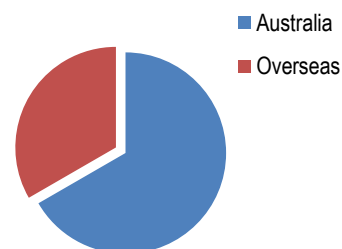
Management

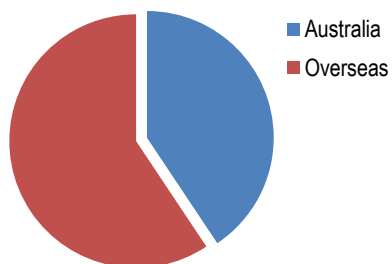


Co-Ordinator

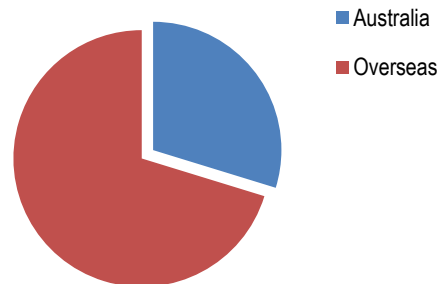


Grade 3 Staff





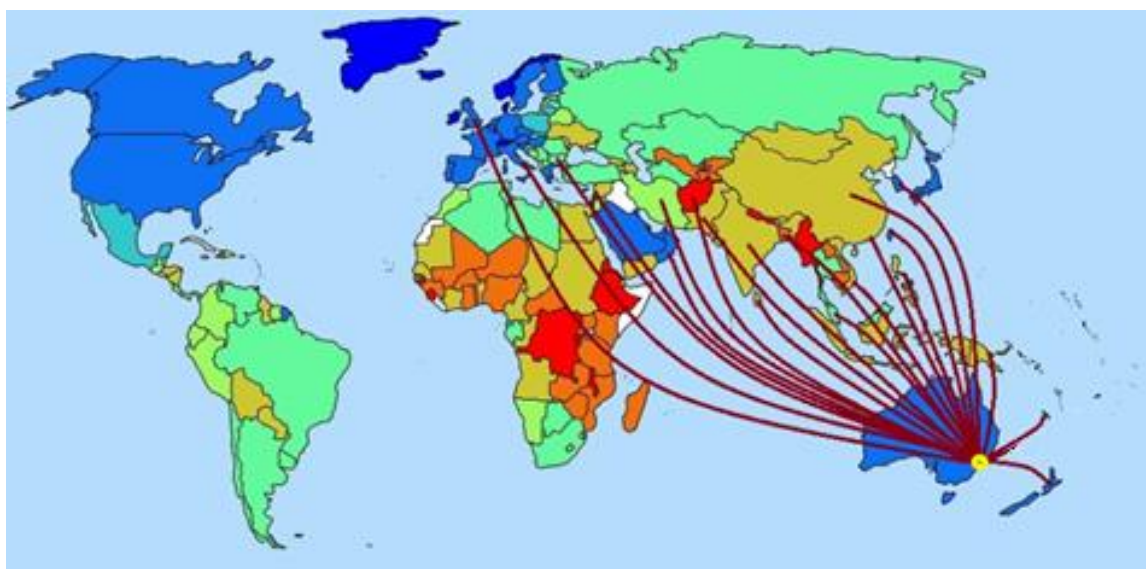
Frontline Staff



Nwds Staff Overall

COUNTRIES OF ORIGIN REPRESENTED BY NWDS PARTICIPANTS 2022

<i>Country of Origin</i>	<i>Number of Participants</i>	<i>Country of Origin</i>	<i>Number of Participants</i>	<i>Country of Origin</i>	<i>Number of Participants</i>
Australia	306	Hungarian	1	Oman	1
Afghanistan	1	India	8	Pakistan	2
Bangladesh	2	Iran	5	Philippines	4
China	2	Lebanon	1	Qatar	1
England	1	Malaysia	2	South Korea	2
Fiji	3	New Caledonia	1	Sri Lanka	2
Hong Kong	1	New Zealand	5	Vietnam	1
Total Participants = 352					



Continuous Improvement and Internal Audits

Certification to ACIS 2018

In March 2022 NWDS completed the NDIS Quality Standards Surveillance and 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. Due to the ongoing Covid-19 Pandemic we completed this electronically. This year was the first year that we completed the audit with BCI who our previous auditors Q-Audit amalgamated with. There were many last minute scheduling and IT issues but at the closing of the audit many areas of excellence were identified, which highlighted that NWDS had maintained the high standards of service delivery. NWDS has maintained certification for the eleventh 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 third 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. Next year we are scheduled to complete a whole of policy document review.

Upcoming Focus Areas

- Meeting the ongoing compliance requirements of 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
14/6/22

Human Resources Report

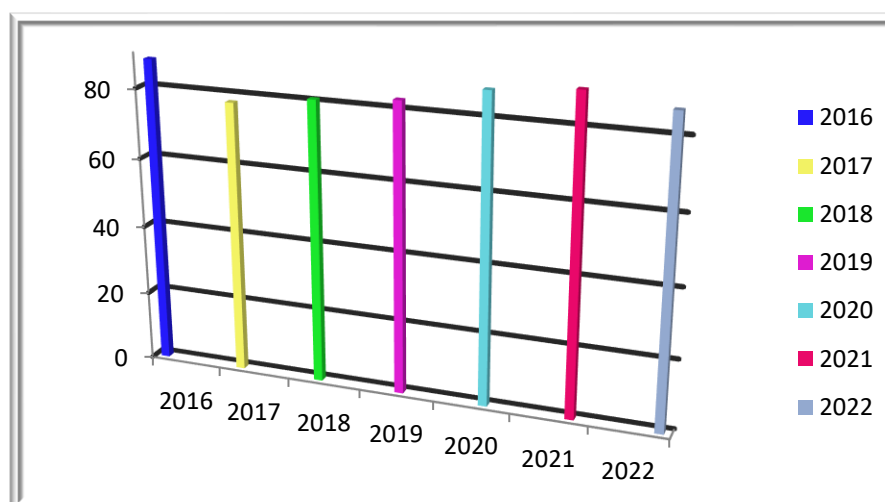
Competency Assessment Progress of Staff (Probationary staff are not included in the figures)

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
95%	95%	99%	72%	98%*	62%

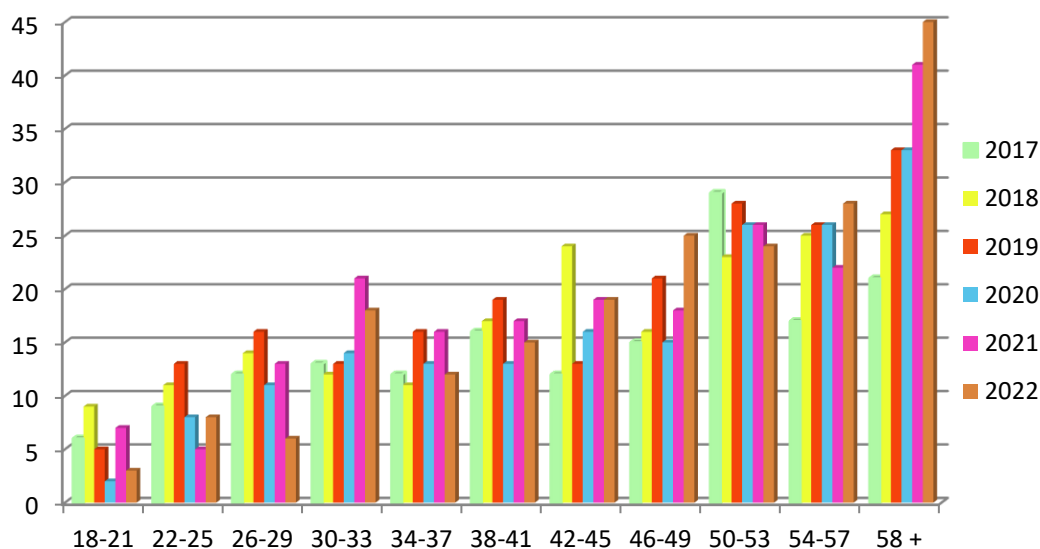
*current at August 2020 or awaiting completion

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	
69%	43%	12%	Mgt Staff 100%	Middle Mgt Staff 46%

Staff Retention Rate – Last 7 years



Staff Age Rate Statistics – Last 5 Years



The Human Resources team saw changes during the year in which Pallavi and Celine left the team and Hema joined for most of the year. The HR team were challenged throughout attempting to keep the roster full with staffing when so many were away with COVID and taking leave at Christmas as the first chance to get away in 2 years. Staff who went overseas then had a delayed return to work with isolation upon return and close contacts and casual contacts continued to keep staff away from work. Volunteer and Student numbers were vastly reduced as NWDS functioned in Bubbles trying to keep all safe and any spread limited to small groups. Megan assisted by Karina continued her focus on HR/rostering, maintenance and vehicle management.

Karina also continued in her role supporting the NWDS feedback process. Tim carried the WHS and RTW area that had excellent stats for the year and Dave covered most of the other areas supporting competencies and training of staff and performance appraisals. The team remains self-managed and flexible, assisting each other in their areas, 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 possibly the best competency achievement in many years, thanks also to all the other NWDS staff also stepping up to assist to complete competencies. As we move further away from COVID impacts with vaccination making us all feel safer we thank all those staff who stepped up to gain their vaccinations in a timely manner.

HR Team 2021/2022



Workplace Health and 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 for all people attending anyone of our sites. NWDS is committed in establishing a workplace culture that has WHS policies embedded in its every day delivery.

NWDS Work Health and Safety Committee Members

Name	Position
Deborah Gersbach	CEO, Management Representative
John Brawley	Board Representative
Charan Kaur	Administration and Management Representative
Michelle Coombs	PSP, Aberdoon House Representative,
David Morris	HR Representative
Timothy Davidson	WHS Officer
Melinda Colbran	PSP, Opal and SG Representative
Jodi Crozier	Accommodation Representative
Lauren Sheather	PSP, Lavender Representative

How we manage Work Health and Safety

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

How we reduce incidence and frequency of injuries and disease

- A single review point and follow-up by all coordinators of developing incident trends and ensure systems are in place to reduce or eliminate the chance of re-occurrence.
- Ensuring all staff, Student and Volunteers have Covid Booster and completed the Covid-19 online training before coming on-site.
- Full Covid-19 Compliance. NWDS has followed every recommendation by NSW Health and NDIS, Including but not limited to Booster requirements, changing isolation periods and mask wearing
- Early intervention for newly developing behaviors of concerns from coordinators and external specialists.

Training and staff induction

- NWDS conducts comprehensive WHS training sessions on numerous occasions through the year, which can cover a wide range of areas or a single issue.
- NWDS staff also undertake an online and practical competency assessment (Leading WHS in the disability sector) as part of induction/training as required ongoing.
- NWDS are always looking for new ways to encourage staff to take an active role in making NWDS a safe place for all to attend.
- Targeted training for areas with a rising level of behaviour of concerns.
- Sending staff to training in person or via Webinar to bring back fresh new ideas to NWDS.

Contribution by employees

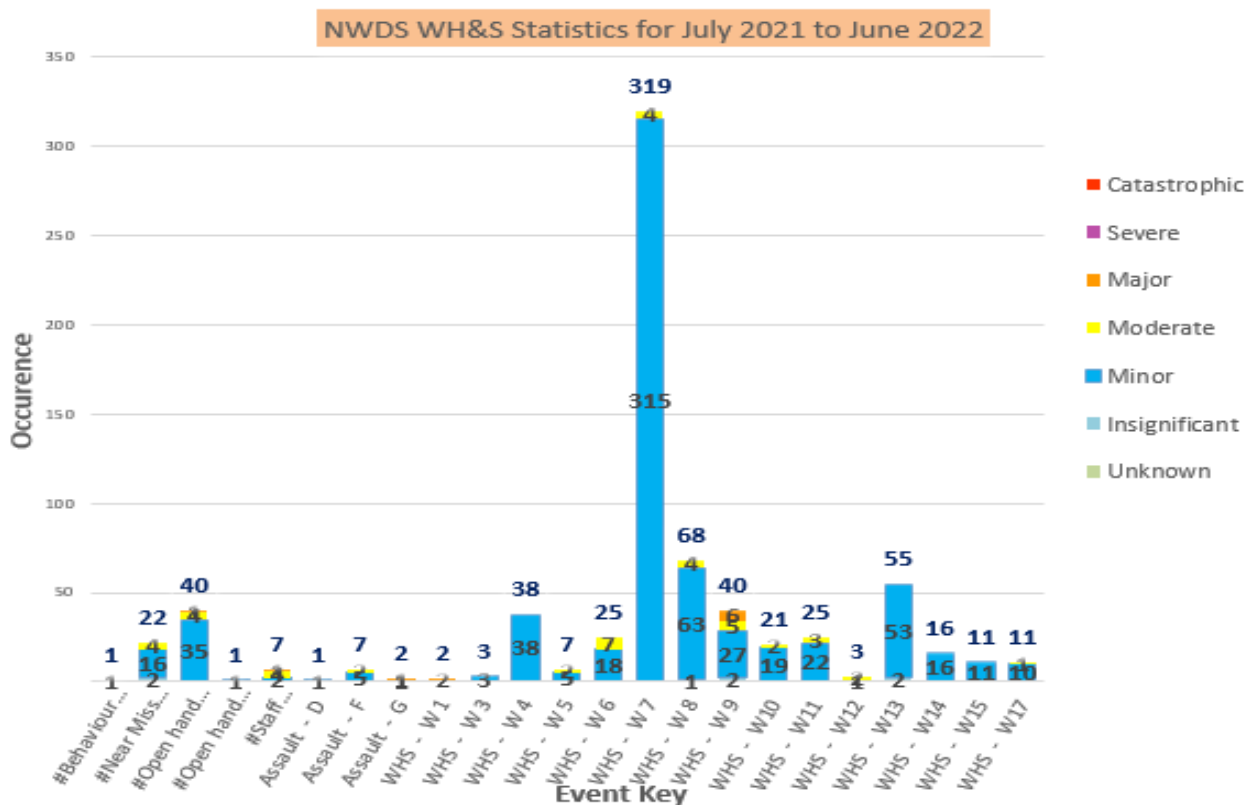
- NWDS has a fantastic consultation process, where staff are able to give their input in making NWDS a safe place

- The Work Health & Safety Committee has a representative from each area and site, We expanded the Committee to help increase staff involvement.
- WHS is an agenda item on every team meeting and staff voice any concerns they have
- Coordinators send monthly reports to the WHS committee with any developing actions they may need assistance with.

Achievements:

- All internal Audits completed successfully
- Introduce of the amazing "bubble" system, which allowed service to continue while ensuring everyone's safety during high covid levels
- Redesigning the Incident Reporting form to help staff be more efficient in reporting incidents and behaviours of concern.

NWDS has continued to face new challenges when it comes to Covid-19. Upon the reopening after the NSW Health imposed Stay at Home Order, NWDS used a highly effective "bubble" system that was designed to help the safety of all attending NWDS. These bubbles were treated as mini programs with no cross over into other bubbles or areas. We gained some invaluable feedback and knowledge from this system, which we carried forward, when we progressed forward from the "bubble" system This in turn has contributed to the enhancement and promotion of organisational safety for all parties attending NWDS.



This strategy combined with the Covid Marshals completing the Daily Checklist at each site kept everyone safe.

We gained some invaluable knowledge with the "Bubble Programs". The more experience a staff has with a participant, the easier it was for them to identify developing behaviours and act upon them immediately, often preventing the incident from occurring.

This year the Incident Report stats are looking fantastic, with improvements across all areas.

Most of the incidents that occur at NWDS are Minor Behaviours which the staff have been able to deal with directly at the program level.

We are lower in both Severity and Frequency of Incidents at North West Disability Services by about 15%. This also accounts for the months we were shut down due to the global pandemic.

We have increased our due diligence in addressing any new developing areas of concerns across the whole Organisation to deliver a Culture of safety for all who attend NWDS.

Timothy Davidson
WHS Officer

Type	Code	Event Key
Assault	A	Excess force demonstrated;
Assault	B	Excess force demonstrated;
Assault	C	Excess force demonstrated;
Assault	D	Gentle touch without
Assault	E	Open hand slap (push, bite,
Assault	F	Open hand slap (push, bite,
Assault	G	Open or closed hand impact
Assault	H	Open or closed hand impact
Assault	I	Severe impact great enough
Assault	J	Touch & hold or threaten to
Property and Plant	1	Participant transport
Property and Plant	2	Plant and equipment
Property and Plant	3	Property damage
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
WHS	W 5	Injury to Staff by Participant
WHS	W 8	Minor Injury
WHS	W 8	Minor Incident
WHS	W14	Self Injurious Behaviour and



Volunteering and Student Report

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

NWDS was affected by the challenges and limitations associated with the CORONA-19 virus throughout the past 12 months. 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 last 12 months, 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, although we had over 81 applications for volunteering in the first part of 2022 we were unable to bring many on Board. Students also were limited in the opportunity to come to NWDS in this period. NWDS has closely maintained its relationships with local TAFES, Colleges and Universities and was able to be one of the first organizations with whom they work, to begin offering placement opportunities again in the second part of 2022. 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.

NWDS Volunteers 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.

The future we hope will return to the full opportunity for Volunteers and Students to return to NWDS and bring the many advantages that a strong contingent of such participants within the NWDS team bring. NWDS draws a lot of their recruitment staff from these individuals.

**Volunteer / Student Liaison
Human Resources**



Outback Adventure Camps

The Outback Adventures have continued to be very popular as usual this past year, but due to Covid we were unable to offer all our camps in 2021 due to a large period of closure due to the lockdown. But as always, 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, hoping to give participants opportunities to participate and enjoy the different experiences and learning opportunities that they provide.

With the new year and renewed hope, we were able to start camps up again with groups having travelled to Nowra, the Central Coast, Dubbo, the Southern Highlands and Canberra to name a few. 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. The travellers support and help each other and most importantly, have fun enjoying new experiences!!

We would like to thank the dedicated staff who have participated in our camps during the past twelve months and made them a wonderful experience for the participants. They are a quality 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: "At NWDS, we provide a family focused program of respite, Vacation Care and crisis care management through the provision of broad and flexible options based on the individual needs of the family"

We were able to successfully adopt challenges from last two years. Thanks to our amazing staff, our participants, and their carers. We had to adapt to the new challenges in today's constantly changing world. It was so amazing to see how quickly everyone at NWDS responded to the current surrounding changing every day.

Despite of all hurdles and hiccups, we were able to successfully carry out our Children Services. We were able to provide in-home respite, community-based programs 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. Due to COVID-19 pandemic and vulnerability of our participants, we took extra precautions such as mask wearing, extra hygiene and social distancing (where possible). We provided variety of activities including access to community-based recreational venues within our local communities. Our wonderful staff team assisted our participants to develop the necessary skills to access their chosen recreational activities and also to provide the crisis care management services as required.

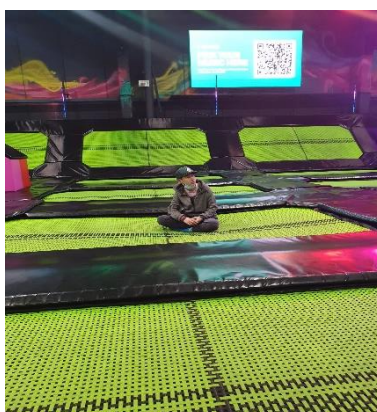


This year we successfully provided services to over 27 participants with different disabilities, challenging needs, and multi-cultural backgrounds. The hard-work and commitment of each staff member who has worked innovatively in many challenging situations with our participants was amazing. Our primarily focus is always on participant's specific needs and has achieved overwhelming results to showcase to the participant's families.





With our dedicated staff team, we were able to provide support for our participants for after school care, school holiday programs, weekend programs, community shifts and 1:1 in-home service. Participants were introduced to activities such as travel training on public transport such as trains, ferries and new metro train, independent living skills, sensory and sand art. Kids also enjoyed visiting museums, beaches, new Sydney Zoo, botanic gardens, competing in putt putt golf and doing indoor/outdoor art and craft.



Turning Dreams into Reality- Kids Programs

No dream is too big or small. We encourage our participants to dream and our staff help participants to utilise their knowledge, skills and resources to deliver services and programs to achieve those dreams where possible. Our staff team works hard to achieve participant's dreams and contribute to our community in any way possible. This year we were able to achieve so many dreams of our participants thorough our school holiday programs, weekend groups.

Caleb's dream was to finish a 100 pieces puzzle. He did it with minimal staff support. The joy was indescribable. Another participant Nilesh wanted to sing a song in Karaoke. The whole group in his program enjoyed him singing.

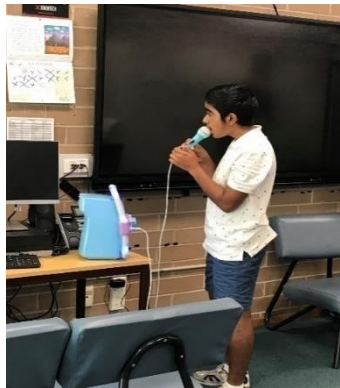
Natty is a big fan of cats and dogs. Our amazing staff Lisa took him to the Pet store in Castle Hill to look at and handle those cute puppies.

Thomas is into video games and Jurassic Park movies. Staff took Thomas to Castle Hill Bowling and Arcade. It was impossible to get Thomas out from the arcade games he so enjoyed.

Brady, Tommy and Ethan were able to visit Powerhouse Museum and look closely at all different sort of cars and airplane models. Below are some photos of dream achieved.

Gurpreet Kaur

Children's Services Coordinator



Hadpac and Flexible Supports

Our Hadpac programs provide varied services that are more focused on our older participants. We provided services for over 38 participants with different care needs. This group-based program helps participants to link to our communities and socialise. Despite the 'new changed world' around us, we were able to incorporate and provide a wide mix of indoor and outdoor activities for our older participants.



On the other hand, flexible respite services cater 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 that is focused of participants' NDIS or personal goal. These services give opportunities to receive flexible support that participants require at times in both individual and group programs.

Some of the outdoor activities included visiting community gardens, museums, BBQs, shopping, enjoying days out in the gardens and parks, bowling, Easter show and participating in community contributions. The indoor program included cooking, baking, solving puzzles, Trivia/game nights, watching movies, group discussions, celebrating different occasions such as mother/fathers' day, ANZAC day and indoor art and craft. We also celebrated our participants and staff's birthdays by incorporating them within these programs.



Community Contributions and Dreams

Both groups participated in community contributions such as celebrating and making cookies, cupcakes and banners for 'International women's day, ANZAC day, World Environment Day, International Reconciliation Day, Sorry Day, International Neighbors Day and many more.

Thursday HADPAC & superhero group went to old Government house In Parramatta for Sorry Day. Groups watched the smoking Ceremony and traditional dancing then they listened to story of one of the stolen generations. They also learnt about the history of Parramatta & how the Aboriginal community had been strong in the area. They met & spoke to local Indigenous people. It was a very educational day for the guys, and they were very respectful.



HADPAC group delivered poppy buttonholes on behalf of retro group for ANZAC day to SUMMIT age care as part of the two groups community service, HADPAC Chris & Brad also made a wreath out of egg cartons & painted them for the Memorial at Balcombe Heights Estate



We started a soft plastic recycling initiative and awareness with the help of our great staff team. Staff supporting participants to help them understand what it's all about & why everyone should do it.

Chris and George in Monday night group made posters for International Women's Day.



Doris went to a laundromat and helped with folding clothes at Seven Hills. Doris ended up folding a basket of clothes for an old man and he was so happy and appreciative.

Photo right, Melissa is helping in 'Clean up Australia' day.



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.



Darby, Helen , Lucy , John met with football player Ansu Fati



Mr Chong visiting local Fire station and learnt more about NSW fire and



Melissa working and practicing to pass her driving knowledge test



Helen working on her master piece of art



Luke attending NRL games and meeting his favourite players



McHerley, Thomas, Joseph, Ryan and William visited Justice and Police Museum



Katie made a beautiful card and bouquet for Mother's Day



McHerley, Thomas, Joseph, Ryan and William attended festival of steam at Thirmere



Oliver enjoyed his trip on Ferry to city



Chris enhancing his independent living skills by doing BBQ for his group



Natalie show casing her art work



Michael, Chris, Brady and Tiffany's trip to Blue Mountains

Gurpreet Kaur
Hadpac and Flexible Supports 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 while 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 over 30 years.

Our professional and friendly staff support guests in a homely, relaxed environment. When staying at Gemhill, our guests are supported in a person-centred 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 can be booked in advance and are charged to NDIS through the client's plan for Short Term Accommodation (STA) . At Gemhill Cottage, we are very flexible to your needs and stays can be for just one night, a weekend, a regular day(s) each week or longer.

Guests stay at Gemhill for a variety of reasons: - as a pathway of transitioning to supported independent 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.

We have several regular guests who stay weekly as part of their transition to independent living, or staff support them to carry out their weekly routine including, transport to and from day program, appointments or community outings. They are given the opportunity to build on their independent living skill, money handling and personal skills in preparation for support independent living.



Gemhill guests and staff enjoy being part of the community and regularly attending venues and events within our local area. Guest also participates in various Community Contribution activities. The Cottage recycles 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.

Jodi Crozier
Accommodation Services Coordinator



Accommodation Services

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

NWDS has stepped 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 continued to provide services during COVID-19 lockdown period while following precautionary guidelines from NSW Govt. NWDS adheres to the policies and procedure to maintain our quality service delivery.

Glenorie

Our men's Supported Independent Living Home is now in its fourth successful year of operation. The 2 men who share the house, have been long-time friends and have a team of experienced support staff who have been with them from day one. This is a major factor that contributes to the consistency of positive support and providing a safe and secure environment for our participants to live in and thrive.



The home is located on beautiful semi- rural property in Sydney's North-west where they enjoy the life often envied by many. The men have built their own chicken shed and reap the rewards with fresh eggs daily, even having enough to share with their neighbours. They attend the local fruit market to purchase locally grown fresh produce, do their own grocery shopping and are supported to maintain the property and home.



From carrying out general household cleaning to property maintenance and yard work, the men have developed a vast range of skills since moving into the home in 2018

Both Men have had their long-term dream come true in living independently and having a quality of life being supported with everyday living skills.

The weekends are for fun and relaxation. Some favourite things to do is attending local community events and fairs as well as bush walking at Berowra. Watching the Footy and movies on the big screen are also on top of the list.



We look forward to what adventures 2023 bring. with new skills development and bigger dream come true



Arbour Grove

Our Ladies Supported Independent living Home was opened in May 2021. The 3 ladies who reside in our Quakers Hill Home have become wonderful friends and are very supportive to each other. Supported Independent living has provided them with so many opportunities, choice and control that has greatly enhanced all their lives.

At Arbour Grove, we are very community minded, the ladies recently enjoyed a day at the local fire station open day, they got to meet some nice firemen and be shown how the

hoses and equipment works and talk about fire safety in the home. They also enjoy going for regular walks in our local street , stopping and chatting to the neighbors to say hi.

We have now created our much-awaited vegie garden and look forward to having our own fresh salad vegies and herbs on hand when we want them.

The ladies have been excited to collect "return and earn "and put the funds towards something nice for the house that everyone can enjoy. we haven't cashed them in yet as we are still collecting

The ladies at Arbour Grove enjoyed the Local Fire station open day and learned about Fire safety



The experienced and dedicated staff operate on a regular rotation of shifts weekly, the participants who reside in our supported independent living home, have a safe, secure and predictable environment with the Arbour team working together to support them.

We are excited to see what the next year brings for our ladies

Jodi Crozier
Accommodation Services 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”.

Another year, another period of reflection on all of the amazing things that we have seen happen in the past twelve months. So many great achievements and connections with the community have been made. This fact is even more incredible, when you consider the amount of time that we were impacted by Covid lockdowns and restrictions.

Conie ave continues to support over 160 participants seven days a week, with a huge variety of group based and individual activities within the community. We started off this last twelve months with 1:1 essential community based supports and zoom sessions from home as we were in the state wide lock down. Both of these types of supports got us thinking outside the box and being as creative as possible so we could stay connected. We also had a large portion of the year, that we worked within our “Bubbles”, which was the safest way for us to return to groups due to the risk of covid across the organisation. The participants and staff did a great job in adhering to all of the safety protocols and there was a real comradary within the “Bubbles” as they were with the same group the whole week. It was great to see the creativity in planning activities and the cross training that was able to happen within this structure. In saying that, I know that everyone was well and truly ready to break free from the “Bubbles” early this year, and get back to their usual groups, which is understandable.



Throughout the year, we have seen more dreams being achieved than ever before, which has been so encouraging and exciting to see happen. The concept of Turning Dreams into Reality is a daily topic, so we can have a continuous flow of dreams being identified and achieved week after week. We have seen trips to the Blue Mountains, Wollongong and NRL Football games. David loved his Monster Truck Show, Anthony was excited for his trip to the movies and Daniel had a great time on his Double Decker Bus Ride with his friends. Julia was over the moon for her Guy Sebastian Concert that she was able to attend after the concert had been postponed several times. It doesn't matter how big or small the dreams are, we make it our priority to see how we can support the person to achieve it!



Community Contributions continue to be a focus throughout the year as well and we have seen some great involvement over the past twelve months. We have been lucky for so much assistance with donations from our community, which all helps to make these community contributions happen. The contribution isn't just so the person, or organisation, receiving benefits, but the amount of self esteem and sense of value within the community the participant feels as well is so worthwhile. Just a few examples from the past year include, blankets and

towel donations to the animal shelter, pre-loved spectacle donations, letters to the council for hazards within the community and Harmony Day Ribbons. There was great involvement for the "Dance for Sick Children" cause via Ronald McDonald House, countless parks had a clean up thanks to our groups and baking for the local aged care facilities is definitely a regular occurrence! Wonderful for all involved to feel that connection to the wider community.



As soon as we were able to, our out of hours extra supports were recommenced, such as the Outback Adventures, Table of 8 Dinners, Discos and Socialights. These extra activities are so popular and it has been great to see the participants enjoying them again this year. They provide perfect opportunities to meet new people and work on building and maintaining friendships and the skill areas that are needed.

I feel like I say it every year, but it is still true! 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. We have had to adjust the way we work in the past twelve months significantly and it is a testament to the commitment of the team that we got through this period so efficiently. 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 another difficult twelve months.



It never ceases to amaze me what can be created and achieved by our staff and participants on a daily basis. How lucky we are, that we get to come to work every day and see all of the amazing people that are a part of our team and our community. We are looking forward to what may be coming our way for the next twelve months. No two days are the same and we wouldn't have it any other way. No matter what is happening in the gerater world around us, we will continue to 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 and self-expression in a number of ways. Our program, Music Workshop continues to be a focal point. In the Music Workshop, our participants are able to gain hands-on experience with a variety of different musical instruments. They can feel the difference textures of each instrument, and also are able to listen to the different tones, beats and melodies that are created by these instruments. This workshop is a whole-body sensory experience for the participants and creates an opportunity for fun and learning.



On August 5th, the participants were part of a Crazy Hair Day. This day was about engaging the participants by creating silly head pieces and funny wigs to try on. They had a fun and joyous experience, and much laughter was heard throughout the hall of Lavender Cottage.



Furthermore, programming at Lavender Cottage has been focused on achieving the dreams and goals of participants. Our participant, Erin, had a dream to attend a live theatre showing of Mary Poppins and to ride the train. This dream has been fulfilled by our brilliant staff team. She rode the train and attended the show of Mary Poppins, and it was a truly wonderful experience for her. Another dream of our participants was to experience a spa day at the Nail Salon. They were able get manicures at the Salon and came back to the cottage with smiles on their faces. Finally, our participant, Keely had set himself an exercise goal to swim 30 laps. He has been able to achieve his goal and will be continuing to swim.



The participants of Lavender Cottage have continued to contribute to the community throughout the year in various ways. On June 9th, the participants joined the students at Jasper Park Public School for their Sports Day. They played a range of novelty games together to promote a sense of camaraderie and fun between the students and the participants of Lavender Cottage.



The participants also cooked and decorated cookies for the elderly at Balcombe Heights Nursing Home and the Police, at the local station. Through the sharing of cookies, the participants wanted to enlighten the spirits of the individuals who reside in the nursing home, especially coming through a time of isolation and also their gratitude to the officers at the Police Station for their continued support and help in the community.



The contributions to the community continued with a Tea, Coffee and Biscuits stand at Balcombe Heights Park within which the participants distributed free refreshments to park dwellers. The contributions also happened by the participants directly for Lavender Cottage. Pamela and Karisa supported the cottage by conducting the grocery shopping. They had an enjoyable time collecting and sorting the groceries.

We look forward to supporting our participants

transition to confident and continue to increase skills for independent living by building strength and positivity so that we may continue to rise and be the best we can be providing individualised support so that we can achieve our goals and realise our dreams.



Gurpreet Kaur (With support of Ashraf Virani)
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".

We commenced July 2021 with another COVID lockdown, during this time we were able to provide zoom sessions to our participants and remained connected with each other. We ran Music & Dance, Cooking & Baking, Trivia & Uno Games all via Zoom.

Opal Cottage reopened its doors and recommenced providing face to face service to participants in October 2021. All staff, volunteers, students and participants followed all NSW Health guidelines and restrictions without complaint. I would like to thank everyone for keeping a healthy and safe environment at Opal for all to enjoy.



We continue to support 41 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.

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 wall continues 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 continue to have a weekly Community Contribution program. Some of the community contributions completed so far are: Plant drops, Bead drops and Paper Flower 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, Biggest Morning Tea, ANZAC Day wreath made and placed at Richmond Memorial.

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
Hawkesbury Coordinator
6/7/22

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".

2021 & 2022 was a tough year with lockdown and floods 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 Christmas fair, attend the Collectors Plant Fair and the Autumn Fair which was a chance to raise some much needed funds for the garden. The day was a great success with over 1,100 people attending and enjoyed by all. Thank you to all those who helped on the day.



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
- School students, TAFE students, Overseas students visiting
- Community Services
- Corporate volunteers – Salesforce, Mlrvac, Deloitte

Many friendships have been made "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

- Train Station still being completed
- Created free workshops every week in propagation, candle making, bee hotels

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.

Kerry Carne
Hawkesbury Coordinator
6/7/22

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.

I like to open with this statement as it really sums up



Aberdoon, 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 has been one of challenges and through these amazing accomplishments have been achieved as seen in our Community Participation, Dreams coming true, Exciting Art Camp and our new programs.

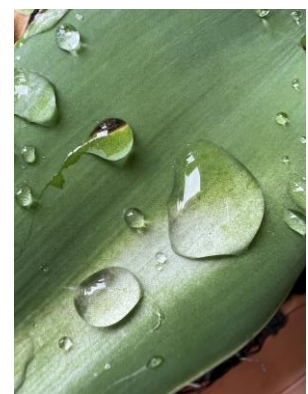


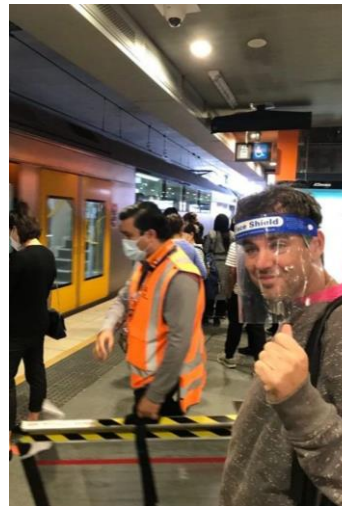
Turning Dreams to Reality

We have been turning many dreams into reality, Enjoying the snow, Going to Canberra Art Gallery, Visiting museums, Megan winning Peoples Choice award in her Photography she exhibited at the Hawksbury Show, learning to cook, Going to Vivid Sydney, Mosacing furniture, enjoying Christmas in July, seeing live shows, so much fun



We have introduced new programming in The Explorers and Through the Lens Photography this year. The activities are person centric to capture their goals and dreams. Participants choose where they want to go and what the activities look like. The Photography group will work hard building a portfolio to work towards an exhibition to showcase their works.





Art Camp

The Art camp was a whirlwind of adventures and was designed this year to capture the dreams of our participants. Ros did a fabulous job to ensure the dreams of seeing snow and building a snowman and seeing the Art at the National Art gallery were achieved. The camp headed off to Canberra, they took their warm woollies and had fun building snow man, tobogganing, visiting the War Memorial, Questacon, National Art Gallery, Cockington Green. There was lots of photography, learning, socialising and laughing, what an adventure.



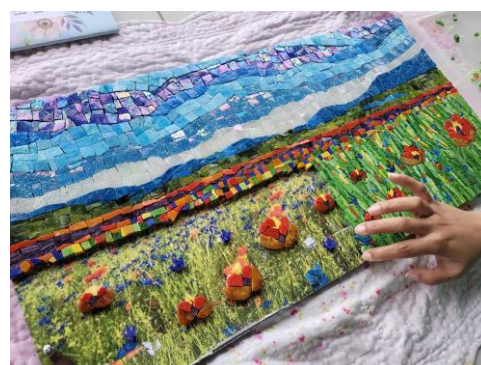


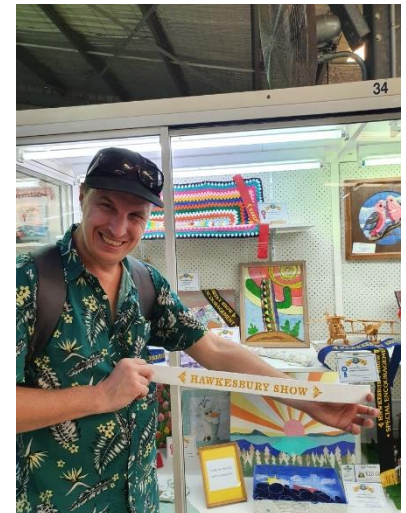
It is always important to reflect on the Aberdoon Community, Participants, their families, staff, volunteers and students who continue to help create a place of creativity at Aberdoon House, it is a place to learn and to grow. The participants have been enjoying lots of activities, in art, specialised Art programming, cooking, Mind and body activities, exploring, these support learning goals in Independent living skills, lifelong learning and health and wellbeing and choice and control.



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

Angela Martin
Aberdoon House Coordinator





Awards Day 2021

Unfortunately, Awards Day was not held in 2021 due to the impact of NSW Health Covid-19 Stay at Home Order but we were able to award some staff as NWDS Trustees.

NWDS TRUSTEES 2021

What is a Trustee?

In recognition of sustained excellence in the areas of:



Quality Service Delivery



Consistency in Approach



Role model for others



Sustained Accomplishment



Camillo Magtibay



Jose Casavalls



Garwin Thompson



Jayesh Dewan



Quang Bui



Fook Hong Chiew

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 36 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. NWDS has moved away from Financial Intermediary this year in June.

Tharwat Attalla
Finance Manager



Vale 2021-22

Karen Lin



26th July 1955 to 19th June 2022

Karen accessed Gemhill Cottage for respite between December 2019 and May 2022.

She was a much loved mother of Jenny and wife of Tom. She lived a life filled with the joys of a close-knit family.

Karen enjoyed coming to Gemhill Cottage and had lots of long chats with Gemhill staff Alex.

She enjoyed the Chinese style meals that Alex cooked and loved to go out to parks, restaurants, and shops in the community.

Allan Towart

13th March 1943- 12/9/21

As a member of Rotary Allan was always ready to chip in to help with the many, many project the club has undertaken for NWDS. The attached photo of Allan was taken when he and other Rotary members of the Rotary Club of North Rocks installed the trampoline at Lavender Cottage.

Allan was a stalwart of the Rotary Club and helped with many other projects at Lavender Cottage and also helped the team with the installation of the fence around the Pond at the Secret Garden.

Allan was struck down with Lewy Body Disease that stopped him being able to do any physical work and has had been in care for about 3 years. NWDS and our community greatly misses the smiles and enthusiasm displayed from Allan when Rotary assisted in so many ways with us.



North West Disability Services Australia Limited

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General information

The financial statements cover North West Disability Services Australia Limited (formerly North West Disability Services Incorporated) as an individual entity. The financial statements are presented in Australian dollars, which is North West Disability Services Australia Limited's functional and presentation currency.

North West Disability Services Australia Limited is public company limited by guarantee. The Company changed from an incorporated association to a public company limited by guarantee on 15 September 2021. The incorporated association was deregistered on the same day.

The financial statements were authorised for issue on 26th day of August 2022.

North West Disability Services Australia Limited
Statement of profit or loss and other comprehensive income
For the year ended 30 June 2022

	Note	2022 \$	2021 \$
Revenue	4	9,503,691	12,537,526
Other revenue	4	1,127,248	2,979,498
Expenses			
Administrative expenses	5	(447,541)	(495,973)
Employee benefits expenses	5	(8,592,141)	(9,985,628)
Depreciation expense		(142,385)	(154,057)
Depreciation expense - ROUA	14	(59,575)	(59,534)
Finance costs		(3,754)	(3,923)
Finance costs on lease liabilities		(8,352)	(11,752)
Office expenses		(11,323)	(18,673)
Other expenses		(296,096)	(347,948)
Surplus before income tax expense		1,069,772	4,439,536
Income tax expense		-	-
Surplus after income tax expense for the year attributable to the members of North West Disability Services Australia Limited	13	1,069,772	4,439,536
Other comprehensive income for the year, net of tax		-	-
Total comprehensive income for the year attributable to the members of North West Disability Services Australia Limited		<u>1,069,772</u>	<u>4,439,536</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 Australia Limited
Statement of financial position
As at 30 June 2022

	Note	2022 \$	2021 \$
Assets			
Current assets			
Cash and cash equivalents	6	17,536,713	16,290,761
Trade and other receivables	7	74,801	64,937
Other assets	8	39,737	54,312
Total current assets		<u>17,651,251</u>	<u>16,410,010</u>
Non-current assets			
Property, plant and equipment	9	10,000,681	10,090,821
Right-of-use asset	14	96,158	155,733
Total non-current assets		<u>10,096,839</u>	<u>10,246,554</u>
Total assets		<u>27,748,090</u>	<u>26,656,564</u>
Liabilities			
Current liabilities			
Trade and other payables	10	406,787	301,307
Deferred income		108,064	83,467
Lease liabilities	14	69,730	61,378
Provisions	11	1,466,885	1,528,111
Total current liabilities		<u>2,051,466</u>	<u>1,974,263</u>
Non-current liabilities			
Lease liabilities	14	44,331	109,331
Provisions	12	244,275	234,724
Total non-current liabilities		<u>288,606</u>	<u>344,055</u>
Total liabilities		<u>2,340,072</u>	<u>2,318,318</u>
Net assets		<u><u>25,408,018</u></u>	<u><u>24,338,246</u></u>
Equity			
Reserves		7,889,647	7,889,647
Retained surpluses	13	17,518,371	16,448,599
Total equity		<u><u>25,408,018</u></u>	<u><u>24,338,246</u></u>

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

North West Disability Services Australia Limited
Statement of changes in equity
For the year ended 30 June 2022

	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>
	Asset revaluation reserves \$	Retained surpluses \$	Total equity \$
Balance at 1 July 2021	7,889,647	16,448,599	24,338,246
Surplus after income tax expense for the year	-	1,069,772	1,069,772
Other comprehensive income for the year, net of tax	-	-	-
Total comprehensive income for the year	-	1,069,772	1,069,772
Balance at 30 June 2022	<u>7,889,647</u>	<u>17,518,371</u>	<u>25,408,018</u>

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

North West Disability Services Australia Limited
Statement of cash flows
For the year ended 30 June 2022

	Note	2022	2021
		\$	\$
Cash flows from operating activities			
Receipts from operations		9,569,424	12,758,772
Government subsidies (Covid-19)	4	1,010,460	2,812,329
Payments to suppliers and employees		(9,278,721)	(10,576,712)
Interest received		65,788	63,683
Interest paid		<u>(3,754)</u>	<u>(3,923)</u>
Net cash from operating activities		<u>1,363,197</u>	<u>5,054,149</u>
Cash flows from investing activities			
Payments for property, plant and equipment		<u>(52,245)</u>	<u>(4,902,139)</u>
Net cash used in investing activities		<u>(52,245)</u>	<u>(4,902,139)</u>
Cash flows from financing activities			
Payments for lease liability		<u>(65,000)</u>	<u>(56,310)</u>
Net cash used in financing activities		<u>(65,000)</u>	<u>(56,310)</u>
Net increase in cash and cash equivalents		1,245,952	95,700
Cash and cash equivalents at the beginning of the financial year		<u>16,290,761</u>	<u>16,195,061</u>
Cash and cash equivalents at the end of the financial year	5	<u><u>17,536,713</u></u>	<u><u>16,290,761</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.

Basis of preparation

These general-purpose financial statements have been prepared in accordance with Australian Accounting Standards – Simplified Disclosures of the Australian Accounting Standards Board ('AASB'), the Australian Charities and Not-for-profits Commission Act 2012, 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 Company'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.

Revenue recognition

The Company 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 Company in addition to NDIS services are recognised when the services have been provided.

Donations

Donations are recognised at the time the pledge is made.

Government Grants

Government Grants are recognised in profit or loss when the Company satisfies the performance obligations stated within the funding agreements. If conditions are attached to the grant which must be satisfied before the Company 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 Company 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.

Note 1. Significant accounting policies (continued)

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 Company'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 Company'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.

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%

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 Company. 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 Company 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.

Note 1. Significant accounting policies (continued)

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.

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.

Operating Leases

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 Company has adopted AASB 16 from 1 July 2020 using the modified retrospective method. Set out below are the new accounting policies of the Company upon adoption of AASB 16:

Right-of-use assets

The Company 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.

Note 1. Significant accounting policies (continued)

Operating Leases (continued)

Lease liabilities

At the commencement date of a lease, the Company 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 Company. 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 Company 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 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 Company

The impact of adopting AASB 16 was the recognition of Right of Use Assets of \$215,186 and a Lease liability \$170,709 on the Statement of Financial Position. Depreciation on the Right of Use Asset (\$59,575) and lease liability interest expense (\$8,352) have also been recognised for the year ended 30 June 2022 as a result of adopting AASB 16.

Note 2. Critical accounting judgments, 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.

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 Company 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 Company 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 Company unfavourably as at the reporting date or subsequently as a result of the Coronavirus (COVID-19) pandemic.

Estimation of useful lives of assets

The Company 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.

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

Leases

Significant judgement is used to determine the lease term of contracts with renewal options. The Company 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 Company 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 Company 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 Company 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. New and Amended Accounting Standards Adopted by the Company

The Company has adopted AASB 1060 General Purpose Financial Statements – Simplified Disclosure for For-Profit Entities and Not-for-Profit Tier 2 Entities for the first time this reporting period. AASB 1060, which is mandatory for financial reporting period beginning on or after 1 July 2021, has been adopted for the year ended 30 June 2022. The Standard sets out a new separate disclosure Standard to be applied by all entities that are reporting under Tier 2 of the Differential Reporting Framework in AASB 1053: Application of Tiers of Australian Accounting, replaces the previous Reduced Disclosure Requirement (RDR) framework. The application of this standard has not resulted in significant changes in disclosures in the financial statements.

Note 4. Revenue

	2022	2021
	\$	\$
<i>Revenue from continuing operations</i>		
Government grants	143,658	206,762
Fundraising	11,353	30,115
NDIS	8,993,617	11,761,163
Trading/Operating activities	355,063	539,486
Total revenue from continuing operations	<u>9,503,691</u>	<u>12,537,526</u>
<i>Other income</i>		
JobKeeper subsidy	-	2,812,329
JobSaver subsidy	1,010,460	-
Workers compensation insurance proceeds	51,000	103,486
Interest income	65,788	63,683
	<u>1,127,248</u>	<u>2,979,498</u>
	<u>10,630,939</u>	<u>15,517,024</u>

North West Disability Services Australia Limited
Notes to the financial statements
30 June 2022

Note 5. Expenses

	2022	2021
	\$	\$
Included in administrative expenses are the following material expenses:		
IT services	130,744	111,395
Repairs & maintenance	37,270	89,767
Insurance	119,294	74,009
Included in other expenses are the following material expenses:		
Motor vehicle expenses	69,566	93,600
Rent (exempt from AASB 16 leases)	35,513	82,224
Employee benefits expenses		
Salaries and wages	7,666,650	8,834,804
Employee leave costs	(51,675)	188,522
Superannuation	661,718	698,272
Other employee costs	315,448	264,030
	<u>8,592,141</u>	<u>9,985,628</u>

Note 6. Current assets - cash and cash equivalents

	2022	2021
	\$	\$
Cash on hand	2,300	2,300
Cash at bank	<u>17,534,413</u>	<u>16,288,461</u>
	<u><u>17,536,713</u></u>	<u><u>16,290,761</u></u>

Cash at bank includes term deposits of \$16,086,132 (2021: \$10,610,102) which have maturity dates between 23 September 2022 to 7 November 2022 and earned interest of \$65,788 for the year ended 30 June 2022 (2021: \$63,683).

Note 7. Current assets - trade and other receivables

	2022	2021
	\$	\$
Trade receivables	59,897	40,579
Other receivables	14,904	24,358
	<u>74,801</u>	<u>64,937</u>

Note 8. Current assets – other assets

	2022	2021
	\$	\$
Prepayments	<u>39,737</u>	<u>54,312</u>

Note 9. Non-current assets - property, plant and equipment

	2022	2021
	\$	\$
Land at fair value*	<u>9,229,886</u>	<u>9,229,886</u>
Buildings - at cost	4,685,328	4,669,528
Less: Accumulated depreciation	<u>(4,087,315)</u>	<u>(4,018,302)</u>
	<u>598,013</u>	<u>651,226</u>
Leasehold improvements - at cost	216,631	216,631
Less: Accumulated depreciation	<u>(216,631)</u>	<u>(216,631)</u>
	<u>-</u>	<u>-</u>
Plant and equipment - at cost	899,117	908,968
Less: Accumulated depreciation	<u>(899,117)</u>	<u>(908,968)</u>
	<u>-</u>	<u>-</u>
Motor vehicles - at cost	2,082,398	2,051,398
Less: Accumulated depreciation	<u>(1,909,616)</u>	<u>(1,841,689)</u>
	<u>172,782</u>	<u>209,709</u>
	<u>10,000,681</u>	<u>10,090,821</u>

* Land is carried at fair value less any subsequent accumulated impairment based on periodic valuations by independent valuers. The latest independent valuation of Land was carried out during the financial year ended 30 June 2016. The Directors believe that the carrying amount of land correctly reflects its fair value as at 30 June 2022.

Note 9. Non-current assets - property, plant and equipment (continued)

Reconciliations

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

	Land \$	Buildings \$	Motor vehicles \$	Total \$
Balance at 1 July 2021	9,229,886	651,226	209,709	10,090,821
Additions	-	15,800	36,445	52,245
Depreciation expense	-	(69,013)	(73,372)	(142,385)
Balance at 30 June 2022	<u>9,229,886</u>	<u>598,013</u>	<u>172,782</u>	<u>10,000,681</u>

Note 10. Current liabilities - trade and other payables

	2022 \$	2021 \$
Trade payables	29,599	20,453
Other payables	351,984	268,010
PAYG withholding liabilities	<u>25,204</u>	<u>12,844</u>
	<u>406,787</u>	<u>301,307</u>

Note 11. Current liabilities – provisions

	2022 \$	2021 \$
Employee benefits	<u>1,466,885</u>	<u>1,528,111</u>

Note 12. Non-current liabilities - provisions

	2022 \$	2021 \$
Employee benefits	<u>244,275</u>	<u>234,724</u>

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

Note 13. Equity - retained surpluses

	2022	2021
	\$	\$
Retained surpluses at the beginning of the financial year	16,448,599	3,914,541
Adjustments to opening retained earnings*	-	8,094,522
Surplus after income tax expense for the year	<u>1,069,772</u>	<u>4,439,536</u>
Retained surpluses at the end of the financial year	<u><u>17,518,371</u></u>	<u><u>16,448,599</u></u>

*During the year ended 30 June 2021, the Company has identified a number of transactions that should have been recorded. 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 totaling \$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 14. Leases

Right-of-use Assets

	2022	2021
	\$	\$
NON-CURRENT		
Right-of-use Asset – at cost	215,186	215,267
Less: accumulated depreciation	<u>(119,028)</u>	<u>(59,534)</u>
	<u>96,158</u>	<u>155,733</u>
Opening balance	155,733	-
Recognition of AASB 16	-	215,267
Depreciation – AASB 16	<u>(59,575)</u>	<u>(59,534)</u>
	<u>96,158</u>	<u>155,733</u>

Lease liabilities

Recognition of AASB 16 – 1 July 2021	170,709	226,227
Less: amortisation of lease liability	<u>(56,648)</u>	<u>(55,518)</u>
Carrying amount at 30 June 2022	<u>114,061</u>	<u>170,709</u>
Lease liabilities – Current	69,730	61,378
Lease liabilities – Non-current	<u>44,331</u>	<u>109,331</u>
Total carrying amount at 30 June 2022	<u>114,061</u>	<u>170,709</u>

Note 15. Key management personnel disclosures

Compensation

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

	2022 \$	2021 \$
Key management personnel	<u>200,864</u>	<u>143,530</u>

No remuneration was paid to or on behalf of directors.

Note 16. Financial risk management

The Company's financial instruments consists mainly of deposits with banks, receivables and payables.

The carrying amount for each category of financial instruments, measured in accordance with AASB 9 as detailed in the accounting policies to these financial statements, are as follows:

	2022 \$	2021 \$
Financial assets		
Financial assets at amortised cost:		
Cash and cash equivalents	17,536,713	16,290,761
Trade and other receivables	<u>74,801</u>	<u>64,937</u>
Total financial assets	<u>17,611,514</u>	<u>16,355,698</u>
Financial liabilities		
Financial liabilities at amortised cost:		
Lease Liabilities	114,061	170,709
Trade and other payables	<u>406,787</u>	<u>301,307</u>
Total financial liabilities	<u>520,848</u>	<u>472,016</u>

Note 17. Fair value measurement

The Company measures and recognises the land and building and investment properties at fair value on a recurring basis after initial recognition.

The Company selects a valuation technique that is appropriate in the circumstances and for which sufficient data is available to measure fair value. The availability of sufficient and relevant data primarily depends on the specific characteristics of the asset being measured.

The fair value model is applied to all Land and Buildings. The latest independent valuation are based on comparable sales approach or capitalised income approach. Gains or losses from the revaluation are recognised as other comprehensive income or loss with a corresponding balance adjusted through the Asset Revaluation Surplus in equity. The Company's accounting policy is to perform independent valuation every three years.

	2022	2021
	\$	\$
Recurring fair value measurements		
Non-financial assets		
- Land	9,229,886	9,229,886
	<u>9,229,886</u>	<u>9,229,886</u>

The latest independent valuation of Land was carried out during the financial year ended 30 June 2016. The Directors believe that the carrying amount of land correctly reflects its fair value as at 30 June 2022.

Note 18. Contingent assets and contingent liabilities

The Company had no contingent assets and contingent liabilities as at 30 June 2022 and 30 June 2021.

Note 19. Commitments

The Company had no commitments for expenditure as at 30 June 2022 and 30 June 2021.

Note 20. Related party transactions

Key management personnel

Disclosures relating to key management personnel are set out in note 15.

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 21. Events after the reporting period

The impact of the Coronavirus (COVID-19) pandemic is ongoing and whilst the Company has been mainly affected by the lockdown restriction and the shortage of staff, it is not practicable to estimate the potential impact, positive or negative, after the reporting date. The situation 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 2022 that has significantly affected, or may significantly affect the Company's operations, the results of those operations, or the Company's state of affairs in future financial years.

North West Disability Services Australia Limited
Directors' declaration
30 June 2022

In accordance with a resolution of the Directors of North West Disability Services Australia Limited, the directors of the registered entity declare that, in the directors' opinion:

1. The financial statements and notes, as set out on pages 3 to 17, satisfy the requirements of the *Australian Charities and Not-for-profits Commission Act 2012* and
 - a. comply with Australian Accounting Standards – Simplified Disclosures applicable to the entity; and
 - b. give a true and fair view of the financial position of the Company as at 30 June 2022 and of its performance for the year ended on that date.
2. There are reasonable grounds to believe that the Company will be able to pay its debt and when they become due and payable.

This declaration is signed in accordance with subs 60.15(2) of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

On behalf of the directors,



Jean Claude Legrand
Director

26/08/2022
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 AUSTRALIA LIMITED**

We declare that, to the best of our knowledge and belief, during the year ended 30 June 2022 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 Chartered
Accountants**

**Wali Aziz
Partner**

Dated this 29th day of August 2022, Sydney

INDEPENDENT AUDIT REPORT TO THE MEMBERS OF NORTH WEST DISABILITY SERVICES AUSTRALIA LIMITED

Opinion

We have audited the financial report of North West Disability Services Australia Limited, which comprises the statement of financial position as at 30 June 2022, 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, the accompanying financial report of North West Disability Services Limited is in accordance with Division 60 of the *Australian Charities and Not-for-Profits Commission Act 2012* ("ACNC Act"), including:

- giving a true and fair view of the Company's financial position as at 30 June 2022 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*.

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 Company 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.

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 Company's annual report for the year ended 30 June 2022 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 AUSTRALIA
LIMITED**

Responsibilities of the Directors for the Financial Report

The directors of the Company 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 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 Company'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 Company 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 Company'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 Company'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 Company 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 29th day of August 2022, Sydney

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

Scope

We have compiled the accompanying Income and Expenditure Statement of North West Disability Services Limited for the year ended 30 June 2022 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 Company that satisfies the information needs of directors and members.

The Responsibility of the Directors of *North West Disability Services Australia Limited*

The directors of the Company 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 Company, 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 Australia Limited. We do not accept responsibility to any other person for the contents of the Income and Expenditure Statement.



Walker Wayland NSW
Chartered Accountants

Wali Aziz
Partner

Dated this 29th day of August 2022, Sydney

	2022 \$ (Unaudited)	2021 \$ (Unaudited)
Income		
Grants	143,658	206,762
Fundraising	11,353	30,115
NDIS	8,993,617	11,761,163
Trading/Operating activities	355,063	539,486
	<u>9,503,691</u>	<u>12,537,526</u>
 Gross Profit from Trading	 <u>9,503,691</u>	 <u>12,537,526</u>
 Expenditure		
Accounting & Audit Fees	24,363	29,475
Activities	40,998	40,050
Advertising	360	180
Depreciation	201,960	213,591
Bank Charges	3,754	3,923
Cleaning	18,208	21,045
Electricity & Gas	16,120	17,662
Finance costs on lease liabilities	8,352	11,752
Food & Beverages	25,108	26,922
Fringe Benefit Tax	15,815	16,283
Fuel & Oil	70,062	61,478
Fundraising - expense	967	5,215
Insurance	119,294	74,009
IT Services	130,744	111,395
Rent	35,513	82,224
Legal Costs	391	648
Motor Vehicle Expenses	69,566	93,600
Office Expenses	4,085	5,066
Photocopier	3,704	4,294
Postage	131	440
Printing & Stationery	3,403	8,873
Programming Cost	15,607	49,831
Rates & Taxes	14,114	3,938
Repairs & Maintenance	37,270	89,767
Resources	28,298	41,751
Service Charges	49,640	54,301
Subscriptions	5,705	5,992
Sundry Expenses	1,067	-
Telephone & Internet	24,427	18,155
Salaries and Wages	7,666,650	8,834,804
Staff Training & Welfare	24,028	31,575
Staff Leave Provision	(51,675)	188,522
Superannuation expense	661,718	698,272
Workers Compensation Premium	291,420	232,455
	<u>9,561,167</u>	<u>11,077,488</u>

Other Income

Interest Received	65,788	63,683
Workers Compensation	51,000	103,486
Government Subsidies (JobSaver)	1,010,460	-
Government Subsidies (JobKeeper)	-	2,812,329
	<hr/>	<hr/>
	1,127,248	2,979,498
 Surplus before income tax	 1,069,772	 4,439,536
	<hr/>	<hr/>



Turning Dreams into Reality
NORTH WEST DISABILITY SERVICES