

ANNUAL REPORT 2023



TURNING DREAMS INTO REALITY

Contents

Information/ NWDS Life Members	3
Service Purpose	4
Board of Directors	5
Chairpersons Report	6
Acknowledgements	7-8
Feedback, Concerns and Complaints Report	9
Chief Executive Officer's Report and Quality Assurance Matrix	10
Achievements for the Year	11
Coordination of Supports	12
Cultural Diversity the NWDS Way	13-14
Continuous Improvement and Internal Audits	15
Human Resources	16-17
Workplace Health and Safety	18-20
Volunteering and Student Report	21
Outback Adventure Camps	22
Children's Services	23-25
Accommodation Services	26-31
Conie Avenue	32-34
Lavender Cottage	35-38
Opal Cottage	39
Secret Garden Community Hub	40-41
Aberdoon House	42-47
Awards Day and Trustees 2022	48
Vale 2022-23	49-52
Financial Reports	53



Information

Funded By

National Disability Insurance Scheme
Commonwealth Disability Support for Older Australians

Registered NDIS Provider for

Accommodation/Tenancy
Assist Access/ Maintain Employment
Assistance with Personal Activities-High
Assist-Life Stage Transition
Assistance- Personal Activities
Assist-Travel/Transport
Daily Tasks/Shared Living
Innovative Community Participation
Development-Life Skills
Household Tasks
Participate Community
Plan Management
Group/Centre Activities

Registered Office	PO Box 947 Baulkham Hills NSW 1755
ABN	28 713 967 409
Banker	St George Bank
Auditor	Walker Wayland NSW Chartered Accountants
Phone	02 9686 4155
Fax	02 9686 4144
Email	ceo@nwds.org.au

NWDS Life Members

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

Service Purpose

NWDS Charitable Vision

"Turning Dreams into Reality"

NWDS Charitable 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 support to individuals and carers and to achieve a rewarding career.
- North West Disability Service seeks to encourage volunteer ethics 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
Lisa Beavan

Deputy Chairperson
Kalpana Rao

Treasurer
Jean-Claude Legrand

Secretary
Maria Short

Public Officer
Kalpana Rao

Directors

Lawrence Kenny
Ravi Kumaranayake
John Brawley
Helen Roth
Naseem Jessie Chowdhury

Auditors

Walker Wayland NSW
Chartered Accountants

Income Sources

North West Disability Services receives funds from a wide range of sources and community-based organizations 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.

Chairpersons Report

After the past few challenging years of the pandemic, seeing the programs at NWDS return to full swing and allow our participants to turn their dreams into reality has been fantastic.

This year, the Board has also considered their dream for NWDS and how they envision the future. It is encouraging to embrace our vision statement as we play our part in ensuring NWDS is a well-governed organisation focusing on the future through innovation and enthusiasm. We want to continue seeing NWDS as an excellent environment for our participants, dedicated staff, and volunteers. As a registered charity, a significant Board objective is to ensure that NWDS continues to provide the highest level of support for those with a disability in our community. We are proud of the work that NWDS continues to do to achieve this goal.

The construction plans for a new day program centre at Rouse Hill are progressing well. We await final DA approval and expect to begin building in the first half of 2024. This remarkable facility will allow NWDS to offer new and exciting programs and open much-needed places to more participants.

Our financial position remains strong, and we are well-placed to continue providing high-quality services across all our locations.

On behalf of the Board, I would like to acknowledge the tireless efforts of our CEO, Deborah Gersbach. Deborah continues to have dreams for the ongoing success of NWDS and is relentless in her pursuit of excellence. I also thank the executive leadership team for their commitment and support of Deborah and their professionalism. To all our incredible staff, thank you for all you do and your commitment to the success of NWDS. Finally, to our volunteers – thank you for giving so generously of your time and talents across the many locations and programs. You are incredibly appreciated.

Our Board has several sub-committees covering Finance and Risk, WHS, and Compliance. I would like to acknowledge each committee member's effort and thank them for their input and professionalism.

I would also like to thank my fellow board members for supporting me in my first year as Chair, and I look forward to continuing to work with you each in this next season. Your active participation and contribution to the governance of NWDS is commendable.

Finally, I would like to thank Kalpana Rao, who has decided to step down from her position on the Board. Kalpana has served the Board of NWDS for many years as Chair, Deputy Chair and Director. We wish Kalpana every success for her future.

I am confident that NWDS will continue to expand and flourish in all its initiatives in the coming financial year.

Lisa Beavan
Board Chair
2022/23

Acknowledgements

North West Disability Services Australia Ltd. 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: -

Helen Roth from Lions Club of Castle Hill made a generous donation towards NWDS Shoe box appeal.	\$250.00
Dr.Padma Kalurachchi made donation towards the Shoe box appeal.	\$200.00
Trevor Taylor from Upper Crust Werrigal Inc. towards the coffee shop at the Secret Garden.	\$2,000.00
Community contributions towards the Shoe box appeal.	\$305.00
Joe Azzopardi had taken photos for his daughter's wedding at Aberdoon House and made a donation to be utilised across the board at NWDS.	\$200.00
Windsor RSL Club made a generous donation towards the mushroom project at the Secret Garden.	\$20,000.00
General Donations made towards Secret Garden.	\$113.00
Dr Naseem Jessie Chowdhury	\$5,000.00

IN KIND

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

Dr. Naseem Jessie Chowdhury for generous donation of PPE equipment - masks, blue gown, goggles to be utilised towards Conie programs.

Anita Brennon made a generous donation of wax, wicks and other assorted candle making tools and equipment, also kindly transported them to the Secret Garden to be used by the enclave programs.

Kylie Watson a member of public from the Kurmond area donated 18 jam jars for the Secret Garden Mini Fair and also to be utilised at the Coffee Shop.

Margaret Zalac donated 10 RAT test kits to utilise across all areas of NWDS.

Lila Bacha donated 29 various potted plants to be sold and the money raised to be utilised for Conie programs.

Kay Scott and Sandra Ackland two external people from the public donated incontinence resources and first aid supplies to be utilised across NWDS facilities.

Castle Hill Rebel Sport donation of 2 x \$25 gift vouchers towards NRL tipping competition.

Kmart Stanhope Gardens made generous donation of \$50 gift card to purchase goods towards the Shoe box appeal camp.

Jan Johnston a member of public from Pitt town area donated jigsaw puzzles to be used for the programs at NWDS.

Sandra Mills donated various resources of stationery items and assorted hardware tools etc.

Electoral Commission of Kellyville and Castle Hill donated several items of Stationery and Personal Protective Equipment to be used across all our facilities for the NWDS participants.

The Hills Basketball association donated basketballs for the NWDS programs.

Ling Halbert's mother Ms Pia Tang has kindly donated a manual wheelchair to be used by the NWDS participants.

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 and Complaints Report

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

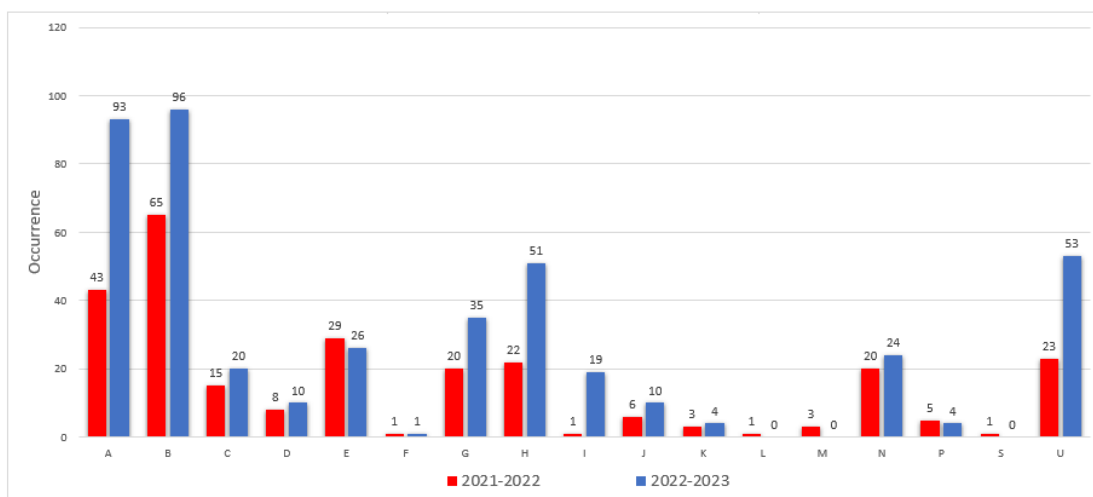
North West Disability Services acknowledges the constructive feedback that occurs as a response to the feedback, concerns and complaints forms. The documents provide information that enables the organisation to continually develop a quality of service that meets the requirements and objectives of our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

During July 2022 – June 2023 a total of 446 Feedback, Concerns & Complaints were received in comparison to 266 reports that were received the year before indicating a sharp increase in overall feedback, concerns and complaints compared to the year before, due to the organisation ramping up to speed post COVID. However, July 2022 – June 2023 is indicative of previous years.

The majority of comments forwarded to NWDS applied to general feedbacks and general concerns. In summary of the 446 feedback, concerns and complaints received for the period July 2022 – June 2023, 24 were of positive nature compared to 28 the year before. 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 - WH&S
P - Participant Complaint	Q - Adverse Event	R - Other-Volunteer complaint
S - Positive Feedback-Other	T - RDA cancelled	U - Concerns towards Participant
Z - Others		



John Brawley
Board Member

Chief Executive Officer Report

Looking back over our shoulder we have seen a very difficult period with Covid and Floods in the past few years. Our team have rallied and supported so many of our people throughout this time and I thank them for their commitment to their participants and families. We are now back to full service and expanding opportunities for all our people. I thank the Management Team for their focus and determination to get us through and keep everybody safe.

I must applaud our participants and families for their continued support throughout and with so many difficulties we have all come through relatively unscathed. Our staff teams have rallied and supported all their participants and community areas and forged ahead with achieving over 549 dreams and 1390 Community Contributions that is a really wonderful addition to all the programs and goals the participants are striving for. Students have returned and Volunteer numbers are starting to rebuild and we are blessed to have these amazing people do so much to enhance everything that we do.

Our Board are also volunteers and Lisa Beaven has stepped into the Chair role and her enthusiasm and desire to see opportunities for change are clear. Great to have such an enthusiastic Board and with a clear strategic direction.

I thank all at NWDS and the Management Team for their continued dedication and determination to make NWDS such a positive value for all who choose to connect and utilize with our services.

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	Fback	
AREA	1	2	3	4	5	6	7	8	9	10	11	12	13	14
PSP	8.5	8.4	8.2	8.8	8.3	9.2	8.8	60.2						
Gemhill	9.3	8.6	9.0	9.5	8.8	9.6	9.5	64.3						
HADPAC	8.3	8.0	8.6	8.3	8.6	9.0	9.3	60.1						
Individual Services	9.4	9.1	9.1	9.2	9.0	9.4	9.2	64.4						
Children Services	8.3	9.0	7.5	9.0	8.5	8.0	8.0	59.3						
Aberdoon House	10.0	9.7	9.5	10.0	9.5	9.8	9.8	68.3						
Camps	9.9	10.0	10.0	10.0	9.9	10.0	10.0	69.8						
Vacation Care	7.8	7.5	8.7	8.0	8.0	7.7	8.0	55.7						
Opal Cottage	10.0	9.0	9.0	10.0	10.0	10.0	10.0	68.0						
Muscios Road	9.5	9.5	9.0	9.0	9.0	9.5	9.0	64.5						
Lavender Cottage	9.8	9.8	9.7	9.7	9.1	9.7	9.8	67.6						
Staff								8.9	8.7	8.8	8.8	8.5	8.9	8.8
Volunteers								9.0	8.0	9.0	9.0	8.0	9.0	9.0
Students								9.4	9.2	9.2	9.5	9.0	9.7	9.4
Overall Average	9.2	9.0	8.9	9.2	9.0	9.3	9.2	9.1	8.6	9.0	9.1	8.5	9.2	9.1

Total Average	Service Users		8.9
Individual Area Averages			
PSP	8.6	Staff	8.8
Gemhill	9.2	Vols	8.8
HADPAC	8.6	Student	9.3
Flexible Respite- Adults	9.2		
Flexible Respite - Kids	8.3		
Aberdoon House	9.8		
Camps	10.0		
Vacation Care	8.0		
Opal Cottage	9.7		
Muscios Road	9.2		
Lavender Cottage	9.7		
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 2023 for this report, NWDS has:

219	Paid Staff, consisting of:	67	Volunteers consisting of
1	CEO	11	Board Members
2	Managers	10	Program Support
7	Coordinators	48	Secret Garden Volunteers
23	Admin Staff		
186	Direct Care Staff (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.

Secret Garden Fairs and particularly the Scarecrow Fair were amazing as always.— 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, very hot in the afternoon but a great contribution to the Secret Garden.

This year we introduced **Stars Days** in each site as a way to recognize and celebrate the achievements of participants, carers, volunteers and staff. These celebration days were a great new initiative that ensured that all participants achievements were highlighted.

This year there were 28 **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 – A massive day and great to have everybody celebrating.

Riverside Theatre Drama performance – Due to ongoing effects of Covid this was a downscaled performance with an audience of their peers. Still great fun and high energy performances.

Table of 8's –A full year of gatherings. It continued to provide fun social evenings allowing people the chance to meet others and enjoy a meal together.

One Mile Café - is a 6 day a week venue that is also so well supported by participants and volunteers and the best scones in the Hawkesbury region.

Website- Redevelopment and update of the NWDS Website.

Co-ordination of Supports

Support Coordination is a vital service that helps individuals with disabilities effectively navigate the NDIS and connect with appropriate support providers. Support Coordinators work closely with participants, their families, and other stakeholders to identify goals, develop individualized plans, and facilitate the implementation of supports. These supports can include accommodation, employment, social inclusion, education, therapy services, and community participation.

Progress and Achievements:

Throughout the previous year, NWDS has achieved several significant milestones in delivering high-quality Support Coordination services. The following achievements deserve recognition:

1. **Increased Participant Engagement:** We have successfully engaged with a growing number of participants, building trusting relationships, and fostering active involvement in the planning and decision-making processes. This increased engagement has resulted in more person-centred plans and a higher level of participant satisfaction.
2. **Timely and Efficient Service Delivery:** Our dedicated team of Support Coordinators has worked diligently to ensure that participants receive timely and efficient support.
3. **Collaboration and Partnership Building:** We have actively collaborated with a wide range of stakeholders, including support providers, NDIS local area coordinators, healthcare professionals, educational institutions, and community organizations. These partnerships have enabled us to streamline the coordination process, access specialized services, and extend the network of support available to participants.

Challenges and Mitigation Strategies:

While progress has been made, it is important to acknowledge and address the challenges encountered in delivering Support Coordination services for participants. Key challenges and the strategies employed to mitigate them include:

1. **Capacity Constraints:** The high demand for Support Coordination services has resulted in capacity constraints. To address this, we have invested in additional staff training, introduced streamlined processes, and leveraged technology to improve efficiency. We have also strengthened our recruitment strategies to attract qualified Support Coordinators who can provide quality services to our growing client base.
2. **Navigating Complex Systems:** The NDIS can be complex to navigate, leading to confusion and frustration for participants. To mitigate this challenge, our Support Coordinators undergo continuous professional development to maintain up-to-date knowledge of the NDIS and its processes. We also provide participant education and resources to help them better understand and navigate the system.

Looking ahead, our organization remains committed to continually improving Support Coordination services to meet the evolving needs of participants. We aim to enhance participant engagement, develop stronger partnerships with support providers, invest in technology to streamline processes, and advocate for system improvements to reduce barriers to access and ensure equity for all participants.

Currently, NWDS is successfully providing Support Coordination services to more than 60 participants including children with range of different holistic and person-centred support needs. We have extended our supports with benevolent support where participants don't have support Coordination but were struggling, and we have provided assistance by advocating for them.

Amandeep Kaur and Ritika Bedi
Support Coordinators

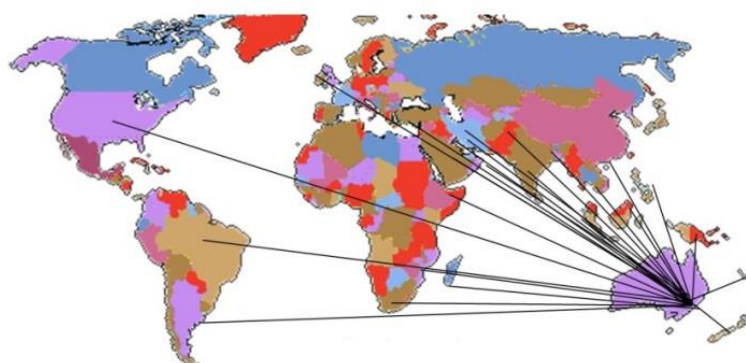
Cultural Diversity the NWDS Way

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.

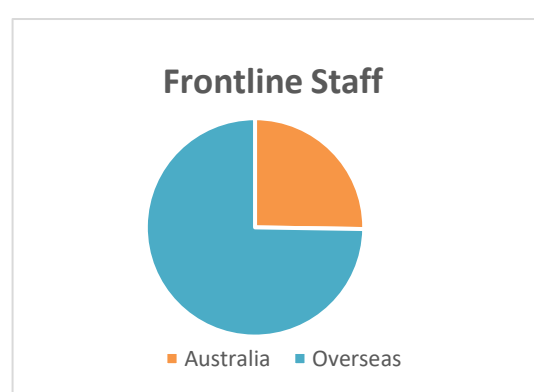
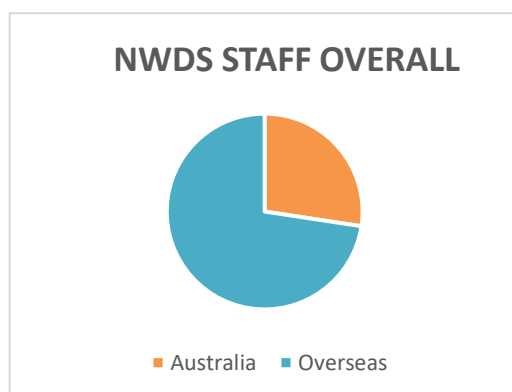
COUNTRIES OF ORIGIN REPRESENTED BY NWDS STAFF

Afghanistan	3	Italy	1	Sierra Leone	4
Africa	1	Japan	1	Sudan	4
Australia	60	Kenya	1	Sri Lanka	6
Bangladesh	4	Korea	45	Taiwan	1
Brazil	1	Laos	1	Turkey	1
Cameroon	1	Liberia	1	Uganda	1
China	6	Malaysia	4	United Kingdom	5
Fiji	4	Malta	1	USA	1
France	1	Nepal	4	Vietnam	3
Holland	1	New Zealand	1	Zimbabwe	2
Hong Kong	3	Pakistan	2		
India	22	Philippines	14		
Iran	4	Poland	2		
Ireland	1	Romania	1		

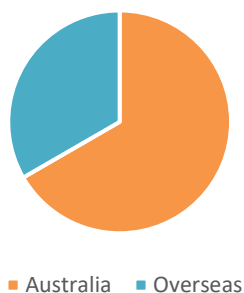
This year there are 38 countries represented by our staff, reflecting the ever-growing diversity of NWDS.



Tables Show the Cultural Diversity of staff by Categories of Staff



Management



Coordinator



COUNTRIES OF ORIGIN REPRESENTED BY NWDS PARTICIPANTS **2023**

<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	268	Iran	4	Oman	1
Afghanistan	1	Iraq	1	Pakistan	2
Bangladesh	1	Japan	1	Philippines	4
China	2	Lebanon	1	South Korea	2
Fiji	3	Malaysia	2		
Hungarian	1	New Caledonia	1	Sri Lanka	2
India	8	New Zealand	5	Vietnam	1
Total Participants = 311					



Continuous Improvement and Internal Audits

Changes to External Audits Required

Over the last year NWDS chose to not reapply to be an approved provider for I-Care Attendant Care panel. This change resulted in it not being a requirement to hold ACIS (2018) certification.

In the coming year NWDS will go through the registration process and external audit against the NDIS Quality Standards.

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 is in the process of a complete review of all the NWDS policies and procedures.

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



Human Resources Report

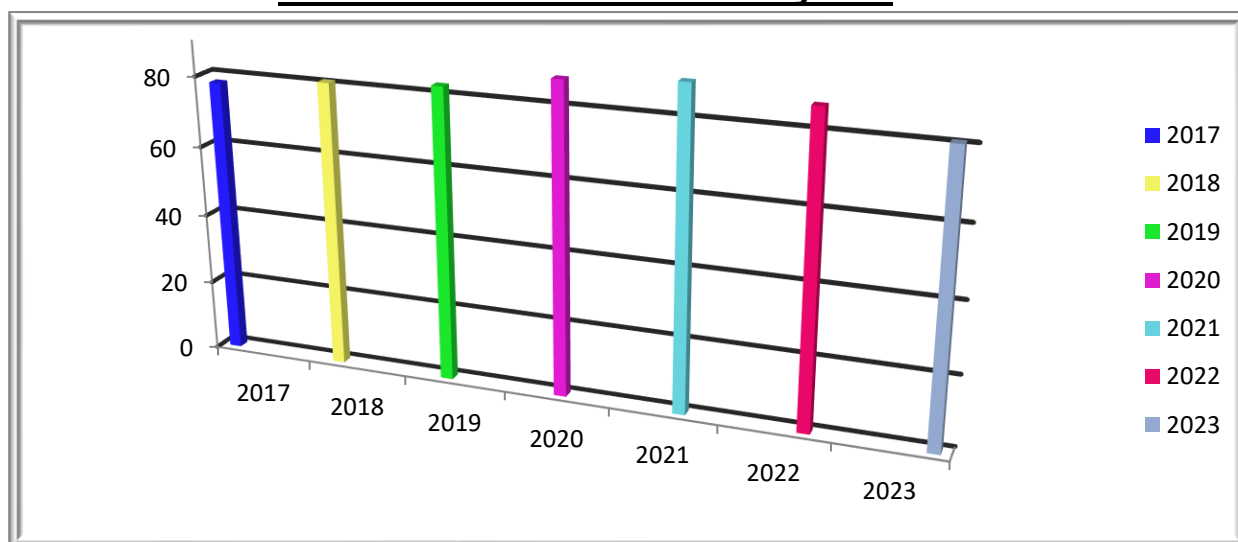
Competency Assessment Progress of Staff

(Probationary staff are not included in the figures)

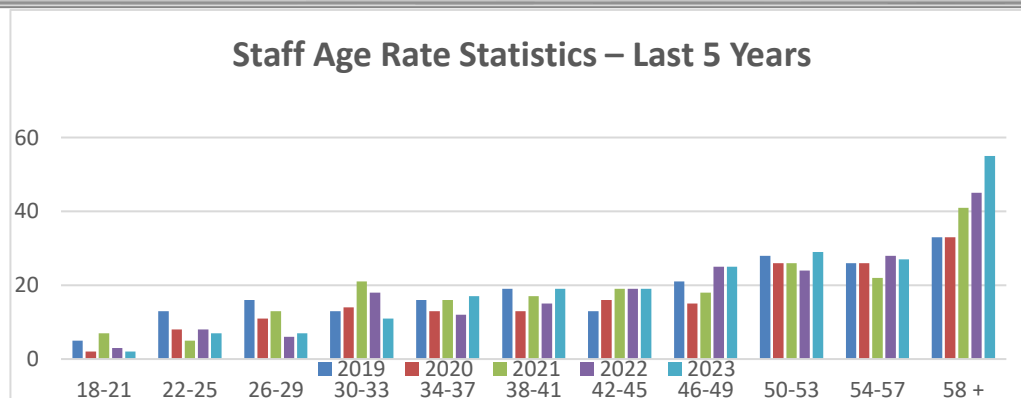
Staff who have completed Competencies available as at end of June 2023 or are exempt					
Core Module Training	Level 1 Competencies	Level 2 Competencies	Level 3 Competencies (Not required by all staff)	Current Senior First Aid	LR Driver License
96%	96%	93%	85%	100%	48%

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	
75%	52%	35%	Mgt Staff 100%	Middle Mgt Staff 46%

Staff Retention Rate – Last 7 years



Staff Age Rate Statistics – Last 5 Years



The HR Team has once again seen another year of changes, with the resignation of David Morris and Hema's departure from the team. We welcome Munira Mistry and Ruth Johnson and Charan's return from Maternity leave 3 days per week and Navdeep also back from Maternity leave 1 day per week.

Sadly, later this year will say farewell to Karina who is moving on to new pastures in Tasmania. Karina has been an integral part of the HR team for the last 8yrs, due to this Munira will be training under Karina in handling feedback/concerns and supporting in rosters and Ruth will Train up into Munira's role of Students and Volunteers.

Megan has now reached a milestone of 20yrs in the organization. She continues in her role of rostering and taking on a new challenge of wage auditing and training others her knowledge within the rest of the team.

Tim will continue his role with WHS and RTW area with Charan, whose role also now includes HR compliance.

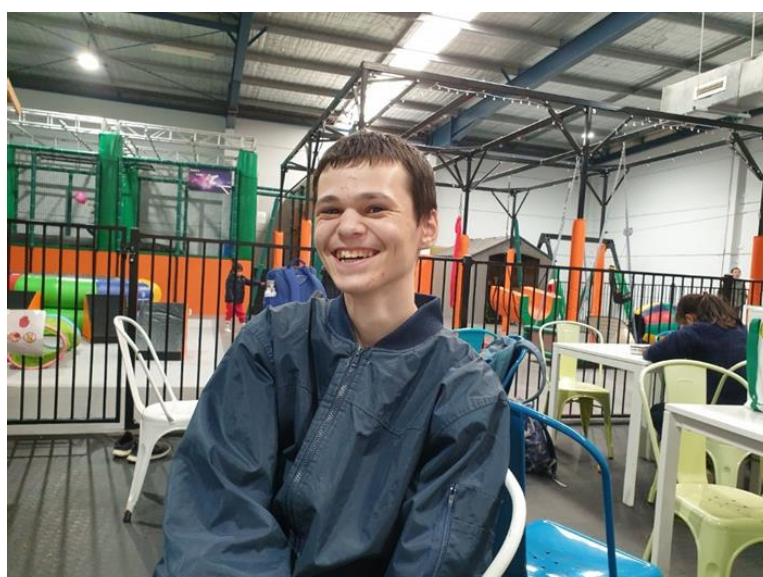
Ruth, our newest member of the team is training in the student Volunteer role plus other HR tasks.

We have seen further easing of covid restrictions and all current staff have been vaccinated and have a booster shot.

Kerry has been an integral part of the team, who is assisting with wages and general support. We are grateful for Kerry's help.

Our main focus going forward is cross training throughout the team, The team continues to support each other to ensure we deliver a high standard of support to NWDS and its staff.

Megan Wilkinson
HR Team
2022/2023



Workplace Health and Safety Report

Vision: To provide a Safe Workplace for all

North West Disability Services has a legal, moral, and ethical responsibility for providing a safe and healthy workplace for all people attending any of our sites. NWDS is committed to establishing and prompting a workplace culture that has WHS principles embedded in all aspects of its

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,
Timothy Davidson	WHS Officer
Melinda Colbran	PSP, Opal and SG Representative
Brett Salmon	Accommodation Representative
Urvashi Patel	Compliance 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

- All incidents reviewed and actioned appropriately daily.
- Ensuring all staff, Student and Volunteers have all recommended Covid – 19 Vaccinations.
- Return of free Flu shots provided to all Staff.
- Monitoring of the trends in behaviors of concerns and alerting coordinators to take early intervention action.
- Micro trainings being sent to all staff if an incident has occurred.

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 key staff in areas with a rising level of behavior of concerns.
- Sending staff to attend higher level training programs in person or via Webinar to bring back fresh new ideas to NWDS.

Contribution by employees

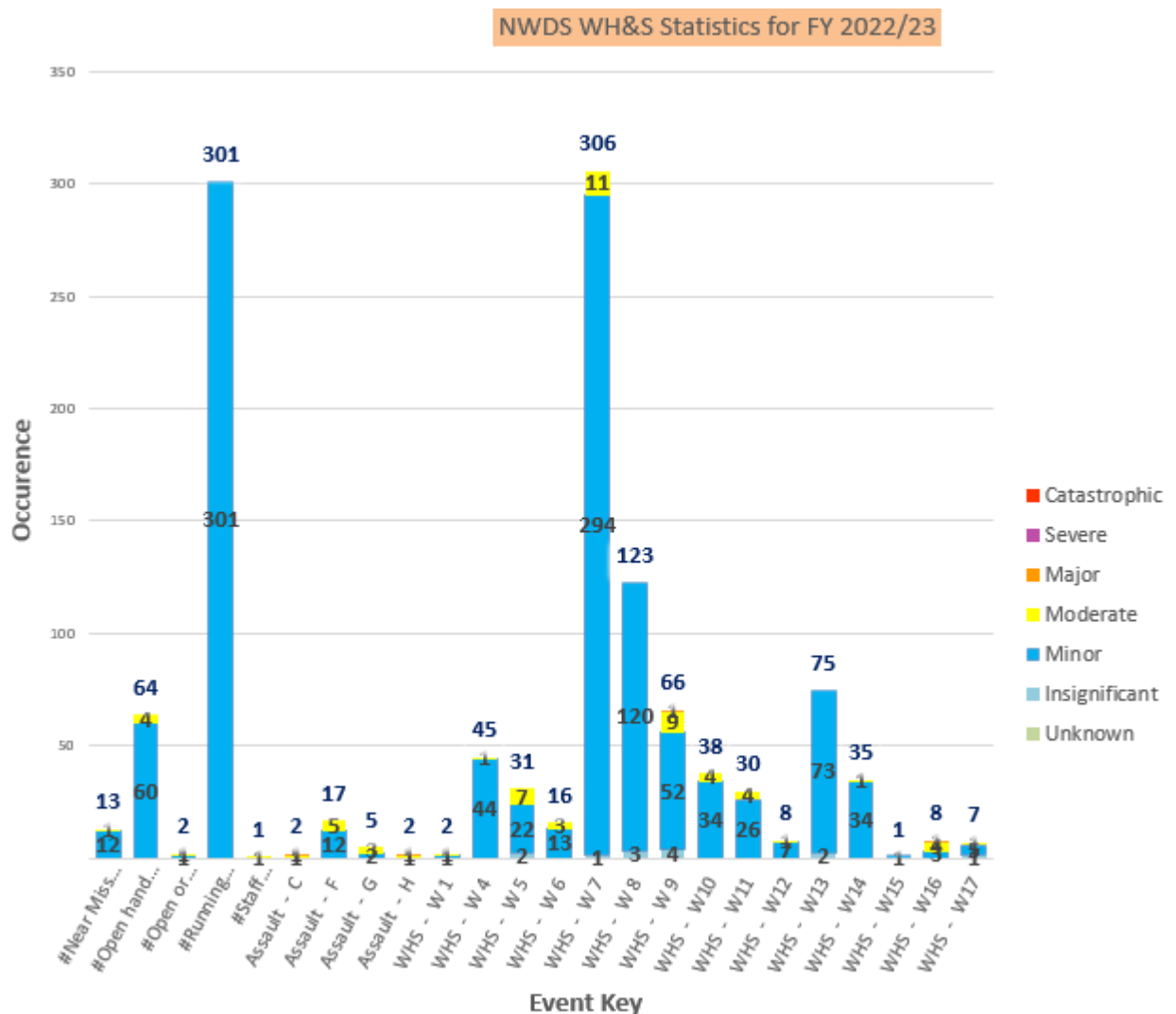
- NWDS has a fantastic consultation process, where staff are able to give their formal and informal input in making NWDS a safe place to work.

- 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
- Review and update of 2 Competencies to ensure they are as safe as possible.
- Minimal disruptions to programs where a Covid Positive case is identified.

This year has carried forward the challenges of Covid- 19 and How NWDS can reopen and bring a sense of normality. NWDS has relied heavily on its experienced staff to continue to be highly vigilant and flexible when it comes to combating the risks of Covid – 19. Covid - 19 has helped NWDS develop and maintain high standards.



When the Winter Flu hit, NWDS was in an excellent position to implement the strategies learned from Covid – 19 to reduce to risk of participants, staff, and visitors.

Over half of the incidents occurring this year are minor behaviors or running behavior reports. NWDS staff are trained to intervene as soon as these behaviors start to develop, often reduce or stopping these behaviors entirely. The staff use the in-depth Behavior Support Strategies and Risk management process to address this.

NWDS has continued with its second year of a achieving a decrease in the average severity of incidents. This shows our staffs early intervene is key in stopping the escalation of incidents and allowing them to be managed directly by frontline staff.

NWDS has chosen "Sexual Harassment" as an area for which believe our staff could benefit from an increase knowledge and understanding of, in both their work and personal life. We are achieving this by; education to staff, strategies to confront and address this behavior and resources being available if needed. This training is for staff across all levels of NWDS.

We believe these strategies will work NWDS towards its Vision of ensuring NWDS *provides a Safe Workplace for all.*

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

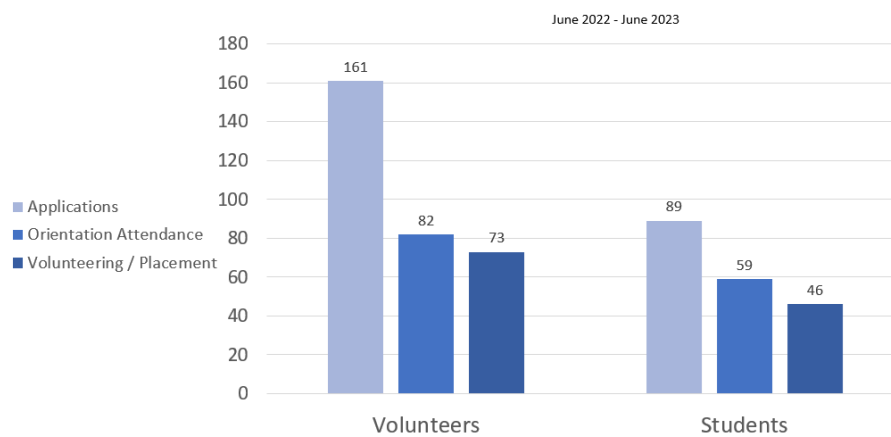
Vision: To recognize the valuable contribution made by volunteers and students and actively encourage their participation.

NWDS was affected by the challenges and limitations associated with COVID -19 virus but with restriction easing in the first quarter we have seen slow but steady progress with volunteers and students. In the second quarter Secret Garden saw an increase in volunteers and Conie and other location have seen increase in Students.

During the 2022-2023 financial year we have received 250 applications from Volunteers and Student inclusive and out of which we were able to place 119 whiles we are still recovering from the ongoing effects of Covid. We hope will return to full opportunity for volunteers and students to return to NWDS and bring many advantages that a strong contingent of such participants within the NWDS team. NWDS draws a lot of their recruitment staff from these individuals.

NWDS Volunteers reflect Board Members, Program Support and Secret Garden devotees and Corporate Volunteers. We continue to work with and have maintained close relations with Registered Training Organization, Tafe Universities, Center of Volunteering and other advertising platforms. We are always looking at different avenues to encourage volunteering.

Volunteer & Students



Volunteer / Student Liaison Human Resources



Outback Adventure Camps

The NWDS Outback Adventures continue to be a very popular activity and 2022/23 was no exception. We did have a slight hiccup for several months when Covid tried to rear its head again and we had to cancel two camps. But the back half of 2022 was strong, and we sent 6 camps away to multiple locations, that were enjoyed by all.

Our Giftbox Appeal Outback Adventure for 2022 was a great success with NWDS donating an exceptional number of gifts for children and hampers of personal care products for men and women in need in Western NSW. Our groups at Conie Ave were wonderful at manning the donations table for a week at Winston Hills Mall, where the locals were very generous with their donations and we were able to give a cheque of \$500 to Wattle Tree House located at Bathurst.

2023 started well for our Outback Adventures and we were able to send our groups off to some of their favourite places, including Nowra, Dubbo, Camp Breakaway and Forster. 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. Even at our favourite places there are always new things to discover!

Outback Adventures are also an opportunity to build on skills, by individually taking responsibility for oneself and as part of a travelling team. Everyone pitches in with shopping, meal preparation and cooking, packing, and unpacking luggage, and working together. The travelers 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 for making them a wonderful experience for the participants. They are a quality team who ensure everyone's camp experience is premium.

NWDS looks forward to the next twelve months and what camps the Outback Adventures will be offering, giving the opportunity for new experiences, and discovering new and exciting places.

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"

With Covid easing this year, we were able to successfully carry out all children services including in-home respite, after school care, school holiday programs and weekend programs. Our wonderful team assisted our participants to develop the necessary skills to access their chosen recreational activities and community group based. This year we successfully provided services to over 20 participants with different abilities, challenging needs, and multi-cultural backgrounds. We proudly added 4 new participants to our children's services. Six of our long-term participants graduated from children's services as they turned 18 years old. A special graduation ceremony was organised to recognise their long service and congratulating on reaching adulthood.

The hard work and commitment of each staff member who has worked innovatively in many challenging situations with our participants was amazing. The activities were carried out focusing on the safety and well-being of our participants. As COVID-19 was still around us and we took extra precautions such as mask wearing, extra hygiene and social distancing (where possible) due to vulnerability of our participants. We ensured our staff team who work or volunteer in these services have a current Working with Children Check clearance. This is vital as WWCC is one of a range of measures administered by the Office of the Children's Guardian to create and protect the safety of children.

As per individualistic needs, interests, and hobbies, we continued to offer the most holistic, outcome-focused community support programs and activities that could be performed within the means of the participant/s. Participants and carers were given the full flexibility to choose to learn skills individually or join a group. This process involved choosing activities that could boost creativity, intellect, and physical activities. We always encourage and offer our participants to try new things and experiences which include a variety of arts & craft, technology, or fitness activities by Increasing scope of the activities.

Activities were thoughtfully designed to improve the overall functioning and development of our participants and keep them engaged all through the day. Programs were arranged to promote group interaction that extends beyond the social environment at home, boosts socialisation and communication skills. Participants were introduced to outdoor activities such as group excursions and outings like visiting a library, Bowling, travel training on public transport such as trains, ferries, new metro train, visiting museums, beaches, Zoo, and wildlife, easter show, fairs, botanic gardens, competing in putt putt golf, Aqua golf, fishing etc.



Other activities include cooking, baking, puzzles, climbing spider web rope, creating art and craft which help to promote improved group coordination, independent living skills and social cooperation. It helped our participants as a confidence-building exercise as it guided them in problem-solving, learning through new experiences, and training in different spaces and situations. Activities like art help in creative expression and enable them to not only begin a hobby, but also find new outlets to let out their emotions.

Turning Dreams into Reality

Our participants thrive to dream, and our staff work together with participants to achieve these dreams where possible by utilising their knowledge, skills and resources while delivering our services in their allocated programs and activities. We believe that there is not any dream which is too big and there is not any dreamer who is too small. Our team works hard to achieve participant's dreams and contribute to our community and pay back in any ways possible. This year we were able to achieve so many dreams of our participants through our school holiday programs, individual support, after-school care and weekend group programs.

Lawrence's dream was to visit the opera house and travel on a tram. Caleb's dream was to visit and enjoy his day at a beach. Both boys' joys were indescribable. Caitlin wanted to travel on a ferry, and she was able to achieve this dream with her Saturday group.

Our amazing staff helped Natty to visit the Pet store in Castle Hill to look at and handle those cute puppies. Natty enjoyed his time and it was hard to get him out from there in the end. Many of our vacation care participants wanted to visit Sydney Zoo and others dreamt of participating in local Medieval festival in Nurragingy reserve. This event gave an opportunity to our participants to experience the excitement and pageantry of a bygone era in a truly authentic way.

Ansaf's dream was to visit a local fair. The group visited our secret garden Autumn fair to help Ansaf achieve his dream. Luveen wanted to go to Sydney Royal easter show and Michael wanted to have a Tattoo. Our staff helped Michael get a spray tattoo to achieve his dream. Michael could not control his joy and was showing his tattoo to everyone.

I would like to thank our amazing staff team for their valuable contributions and efforts. As they say, 'teamwork makes the dream work' and everyone in the team has proved this true. They have provided much needed assistance during this hectic period. Without staff's constant support and feedback, providing the necessary experience for our participants it would not be possible. Being with other people in the community and participating in outdoor and group activities our participants significantly improve confidence and self-reliance, reading social cues and communicating using verbal and non-verbal language better. We look forward to achieving more in the upcoming future while providing high care support to our little participants.

Gurpreet Kaur

Children's Services Coordinator





Accommodation Services

Short Term Accommodation – Gemhill Cottage at Castle Hill

Throughout the year, our organization has offered a range of short-term accommodation options tailored to the specific requirements of disability participants. These accommodations have included wheelchair-accessible spaces, modified bathrooms, ramps, and other accessibility features to ensure participants have a comfortable and inclusive living environment.

Additional support services such as personal care assistance, 24/7 on-call support, therapy services, and meal preparation were also provided to cater to the unique needs of disability participants. These services have played a crucial role in ensuring the well-being and independence of individuals during their stay.

Let's take a moment to see what our clients are doing while they stay.

The provision of short-term accommodation for disability participants has had a significant impact on the lives of individuals with disabilities. It has enabled participants to access necessary services, engage in community activities, and experience increased independence and inclusion.

Looking forward, our organization aims to further enhance the accessibility and support services provided in short-term accommodation. We will continue to prioritize infrastructure improvements, expand collaborations with relevant stakeholders, advocate for increased funding, and work towards a more inclusive society that embraces the rights and needs of disability participants.



Supported Independent Living

SIL services are designed to help individuals with disabilities live in a shared or individual living arrangement, providing support with daily living tasks and fostering independence. These services encompass a wide range of support, including assistance with personal care, household tasks, meal preparation, medication management, and transportation.

Progress and Achievements:

Throughout the previous year, our organization has made significant progress in delivering high-quality SIL services and achieving positive outcomes for participants. The following achievements deserve recognition:

1. **Expansion of SIL Accommodations:** We have successfully increased the capacity of our SIL accommodations, ensuring that more individuals with disabilities can access safe and comfortable living environments. This expansion involved acquiring additional properties to match participant's unique needs.
2. **Skill Development and Training:** Our dedicated team of support workers has undergone rigorous training to enhance their capabilities in assisting participants with various disabilities. This training included specialized courses on disability awareness, person-centered care, communication techniques, and behaviour management strategies. As a result, our support staff are better equipped to meet the diverse needs of participants effectively.
3. **Improved Participant Outcomes:** We are pleased to report positive outcomes for participants in areas such as increased independence, enhanced social interactions, improved personal skills, and greater community engagement. These achievements are a testament to the effectiveness of our SIL services in empowering individuals to live more fulfilling lives and reach their maximum potential.

Challenges and Mitigation Strategies:

While progress has been made, it is important to acknowledge and address the challenges encountered while delivering SIL services under the NDIS. Key challenges and the strategies employed to mitigate them include:

1. **Workforce Recruitment and Retention:** The recruitment and retention of qualified and experienced support workers continue to pose challenges. To address this, we have implemented competitive remuneration packages, invested in staff development opportunities, and employed innovative recruitment strategies such as partnering with educational institutions and attending job fairs.
2. **Collaboration and Coordination:** Ensuring effective collaboration and coordination with other NDIS service providers is crucial to deliver holistic and comprehensive support to participants. We have fostered relationships with relevant service providers, participated in regular meetings, and established strong referral networks to enhance participant outcomes and avoid service gaps.

Impact and Future Outlook:

The SIL services provided under the NDIS have had a profound impact on the lives of participants, enabling them to live independently and experience improved well-being. Participant feedback and outcome evaluations consistently highlight the positive impact of our services in achieving individual goals, improving social connections, and fostering a sense of belonging.

Looking forward, our organization is committed to continuously improving SIL services to meet the changing needs of participants. We plan to invest in technology-enabled support systems, explore innovative models of service delivery, and engage in ongoing consultation with participants and their families to ensure our services remain person-centered and responsive to individual preferences and aspirations.

Let's look at NWDS SIL houses and meet the residents -

Beautiful vibes – Glenorie House

Over the last five successful years, our men at the house have been working towards their goals and are achieving many great things together. Samuel and Lukyn are long-time friends and have a team of experienced support staff who have been with them from day one. This year, together they have achieved so many dreams together like exploring new places, visiting local farm and libraries.

Sam and Lukyn are enjoying planning their weekly shopping and meals and it is fantastic to see the variety of food interests. They get actively involved in meal preparation and cooking developing wonderful skills.



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 neighbors. Veggie Garden is looked after by the boys, seasonal veggies are grown and cooked is one of the healthy dream of these guys

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 favorite things to do are attending local community events and fairs as well as gardening and exercising.

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. We look forward to what adventures 2024 bring with new skills development and bigger dream come true.



Ladies's Nest – Quakers Hill House



In the last year the Ladies have built on their friendships and have been involved in so many activities together. Supported Independent living has provided them with so many opportunities, choice and control that has greatly enhanced all their lives.

They love cooking and experimenting with new recipes, but also love going out for treats to our local coffee shop, and love going shopping for new clothes.

Birthday Celebrations for Dotti with the house mates added so much happiness to her face.

On the weekends we love to go out into the community and socialize. We often go out to new places like Fire Museum and local parks. The Ladies went to Fire station open day at Quakers Hill fire station. They learnt about fire safety.



Mens Team – Riverstone home

Our mens Supported Independent living Home was opened in March this year. The 2 men who reside in our Riverstone house are still settling in as this was a big move for them. They are looking for their third housemate to join this fun-loving team.

Jim enjoys his most days at the day program and spends a day at home doing some fun activities with the staff. Evenings for both the boys are together where they get to know each other more and more by cooking meals together, playing connect four games and other board games.



Jim is happy to visit fire station open day and had a dream come true to learn about fire safety. Jim also went to glow exhibit at Sydney Zoo.



This is just a start for these men, we wait to see what 2024 brings for them!!

Conie Avenue

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".

It has been another full on year with many amazing achievements and things to celebrate amongst the Conie ave. team. It was great to be able to offer and plan for as many social and community events as possible and see the joy that these types of special activities give to the participants.

Conie ave continues to support over 160 participants across 7 days a week with a large amount of group, individual, weekend and evening programs. It is wonderful to see that we have continued to draw on the skills and experience of our staff to develop new and fresh program ideas. It is even better when the participants come to us with what they want to change or add to their week, as we can see how empowered they have become with their decision making!



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 Disney on Ice, NRL Football games and Cindarella the Musical. The Exploring Sydney Groups loved their trips to the Zoo. Nathan was excited for his trip to the Stardust Circus and Melissa and Oliver couldn't stop talking about their night out to Vivid! There has been lots of Ferry Rides and Museum Visits, picnics with friends, birthday parties, first time experiences to the Table of 8 or Discos and special trips to pet stores and movies! 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 opportunities for 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, is so worthwhile. Just a few examples from the past year include, spectacle donations for the Fred Hollows Foundation, raising awareness for International Women's Day, raising funds for Turkey after the devastating earthquake and Laps for Life to raise funds for Youth Mental Health! There are always opportunities to get involved in Clean up the local community as well as finding reasons to say thank you with baked goods or a card to the SES and the local Police Station as well. It is wonderful to see how much these community contributions mean to the participants.



The weekend and evening Hadpac Groups continue to provide a great variety of activities for our older age bracket of participants. These groups have often been together a long time, they know each other well and the staff do a fantastic job in keeping the dynamics interesting and the activities fresh. The Hadpac group have a wonderful mix of activities that are driven by the participants and include living skills, community contributions and experiencing different places in the community. They focus on their social interaction opportunities and make sure that all participants have their choices and dreams realised. Some of the activities they have been able to access this year are Sky Diving, Cable Skiing, Aqua Golf, Art Galleries, The Easter Show, Movies, Exploring Chinatown as well as the odd Mystery Day, which is fun!



Once again this year, the staff that work at Conie ave in the week day programs as well as the weekends, continue to out do themselves with their dedication and high level of support. It is not always easy to work at such a busy site, where there are a high volume of people coming through and unavoidable changes that we have to adjust to. The staff are versatile, proactive and flexible to ensure that our site runs as smoothly as it can and the main focus remains the participants achievements and them having amazing experiences.

We had a tough start to our year at Conie ave with many staff being impacted by loss, including the loss of one of our team members, Bruce Adams. It was a shock to us all and in sadness, we can only take away what he meant to us, the memories, what we learnt from him and how the team looked after each other through it. Our staff are resilient and we are lucky to be able to work amongst such a supportive and positive atmosphere every day. Thank you to all of the staff who work within Conie ave, for all of your hard work and diligence, as always.



It never ceases to amaze me what can be created and achieved by our staff and participants on a daily basis. There are always new ideas, people helping each other out and creative ways to make the day fun and productive. As a community, we will keep looking forward to what may be coming our way for the next twelve months and we cannot wait to see what wonderful achievements our people will surprise us with!

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".

Reflecting on the year behind us, we started this year with new hopes and developing key actions for how to deliver our services to our participants efficiently and effectively. We continued to fight through the COVID-19 pandemic and advocate for our participants as we responded to the threat of the pandemic and its effect on our community.



At Lavender we provide both indoor and out door activities for our high need participants. This year we were able to support 35 participants including 4 new participants. We always try and make sure our participants are able to gain hands-on experience with a variety of different activities, sensory equipments and experiences in a relaxed paced and structured environment. We use simple language, short sentences, and one-step instructions to guide our participants through the step-by-step processes. We use repetitive approach, positive prompting and picture guides to help our participants participate and achieve their individualised goals. This gives participants the opportunities and confidence to develop their creative potential and to make connections along the way.

Our on-going weekly indoor programs include Music therapy, Music workshops, Baking/Cooking, independent living skills, pamper groups, art and craft or just simply enjoying sunshine outside while listening to music and enjoying sensory exercises in our lovely gardens. Outdoor activities include but not limited to bowling, talk to animals, recycling projects, Morning tea in the community, experiencing parks and wild life and going to secret garden. With group based activities, we successfully provided 1:1 recreational activities to help develop skills such as swimming, shopping and living skills, Motor skills and Hydro therapy. Our individualistic approach towards the goals and focused activities have proven to be the best strategies to achieve the outstanding results.



Dreams Achieved

Our Programs at Lavender Cottage has always been focused on achieving our participant's dreams and individual goals of participants with help of our brilliant and fully equipped staff members. This year we were successfully achieved many of our participants dreams chosen by participants. Holly had a dream of working in the office and attending phone calls. Lance wanted to go to swimming pool and continue to practice swimming skills. Coral has always shown great interest in cultural diversity and wanted to try a culturally different outfit and she looked amazingly graceful in that dress.



Furthermore, it was a dream of Keely's to plan and take a trip on the Sydney Metro and recently he was able to do this with the support of NWDS staff. Keely looked very pleased and enjoyed the trip. McHerley's dream was to go to Sydney Royal Easter show and Natalie dreamt to go to Sydney Zoo. Both girls enjoyed their trip thoroughly. We don't see any dream big or small at Lavender cottage and always make sure it gets recognised and achieved in whatever way possible. For our participants, It could just be making a cup of tea by themselves, enjoying music by busting little dance moves or shaking a maraca or simply making a craft piece. We believe that no dream is achieved through magic, it takes determination and hard work.



Contributions to our community

We understand the importance of social and community connections in enhancing our overall well-being and quality of life. Our dedicated team of Lavender Cottage including our participants continued to contribute and support our community throughout the year in various ways.



Our participants attended International Women's Day Celebrations held at Hills Community Aid in May 2023. Team Lavender handed over a letter to Dr. Peter Gangemi (Mayor the hills shire) to raise awareness about the affordable housing crisis in NSW especially for women and people with a disability. Holly from Lavender helped with letter content with her brilliant literacy skills. The participants also helped staff to bake cookies and other goodies for 'Biggest Morning Tea' held to raise funds for Australian Cancer Council. Continuing our fundraising events, Lavender cottage held 'Juice Day' and raise about \$120 for Turkey Syria earthquake survivors. This year we were also able to donate food and clothes to Hawkesbury helping hands with the help of our generous staff members and carers donations. Keely participating by swimming in Laps for life to raise funds and awareness to support young people in Australia living with mental health difficulties.

Lavender participated in other significant days such as Harmony Day, Epilepsy awareness day, recycling projects, international women's day, ANZAC day. Our participants made poppy flowers for Anzac Day service and laid wreath at Balcombe heights estate to remember our heroes. Lavender Community Contribution Group participated in the National Road Safety week by visiting the kid's road educational play area at Crestwood Park. The group tidied up the area by picking up rubbish and removing sticks from the pretend roads. participants also had fun learning and practicing the different road signs and their meanings. The groups dedicated a crafty day making glitter tulips as a gift for older residents at the community center in the Balcome Heights Estate.





Despite adversity, we were able to work together as a community of people supporting our participants and carers. Everyone worked so hard to meet our mission. Our staff are versatile, proactive and flexible to ensure that our site runs as smooth as it can and the main focus remains the participants achievements and them having amazing experiences. When it mattered, we as a team came together as one and worked passionately side by side. Lavender cottage team was awarded 'Team of the year' in 2022. We look forward to supporting our participants transition to confident and continue to increase and learn new skills for independent living by building strength and positivity so that they can build positive lives as well as make new friends and connect with the community.

Gurpreet Kaur
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”.

2022 finally saw the end of COVID lockdowns and some restrictions which allowed us to move forward with our usual programs and gave us opportunities to look at some new and exciting programs. 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. Next week we will be

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, Wires Fund Raising, Crazy Hair Day fundraising, Biggest Morning Tea.

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
20/6/23



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".

We finally made it through the lockdown and floods. The garden is currently flourishing with its Autumn and Winter leaves and has a beautiful and peace atmosphere as the fog lifts on the crisp mornings.. Further projects have been achieved this year and the garden is always 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 and workshops 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

We were able to return to holding our fairs which was a chance to raise some much needed funds for the garden. The Fair day's were a great success with over 1,000 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

- Mud Brick Therapy Yurts
- Butterfly Kisses garden
- Walled Vegetable Garden with potting shed
- Honey extraction and sales area
- 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

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.



Art Camp to Kiama



Community access Art gallery

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 fun activities and amazing accomplishments have been achieved as seen in our Community Participation, Dreams coming true, Exciting Art Camps and our new program and participants.

Community Contributions- Participants, Carers, Staff and Volunteers and students contributed within their community. We have linked with the Creative Fringe, donating annually to their knitted square project where blankets are made for those in need. Links with North West Community Services food drive helping in the local Community. Other wonderful fund raising for The Biggest Morning tea, Forster Care PJ Day, Blacktown Holding Facility, Bonnie Support Services, local age Care facilities and more.



Creative Fringe Knitted Squares



Cancer Council Morning Tea



BBQ Fundraiser for local Community

Turning Dreams into Reality- We have had a wonderful year of Making Dreams come true for our Participants. Going to Kiama and Shoalhaven Art Camps, going to a lunch Date with friends, exhibiting at the Hawksbury show with great outcomes Marisa Woods highly commended in open photography, Kiki. Grigoriadis, Showcase of Excellence for her beaded work. Learning to cook for a few of our participants, going on a metro adventure, working in a Café, holding a Comedy show, vivid and Christmas light adventures.



Hawkesbury Show Marisa



Mitch in the Cafe



Adventure on the metro



Learning to Bake



Enjoying the Christmas Lights



Lunch with friends

We have enjoyed Community access and individualised programming exploring places of interest, places of history, natural beauty and some great events on the Calendar. This is driven by the participants and their interest, dreams and passions. We Organise these adventures during centre based activities, weekend Activities and Individualised supports. This year there were sporting events, in Ice Hockey, Medieval Fayre, Botanical Gardens, Zoos, Art galleries and exhibitions, Beauty and hair at Cathwest College, gym workouts, Local Historical Places, City Visits, fruit picking, memorial of Anzac Day and the list goes on.



Remembering the Anzacs



Pamper Day at Cathwest



Auburn Botanic gardens Sunday



Medieval FAYRE Blacktown



Ice Hockey Ice Dogs



Vivid at the Rocks



Sikh Temple Visit



Art Express at the Armoury



Fruit Picking Sunday

The Art camps were 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 3 friends were accomplished, going on camp together to Kiama, lots of fun. Also a camp to Shoalhaven to visit the zoo and Art Gallery of Arthur Boyd at Bundanon. The photos tell the story of fun and friendships.



Camp at Kiama





Camp at Shoalhaven



We have participants enjoying Physical health and Wellbeing with focused workouts at the Gym, it is a program we are looking to expand. It was born from the idea of Participants wanting to lead a healthier lifestyle. They do cardio and resistance work and facilitated by Marianne who is a fitness leader. The groups at Aberdoon also enjoy physical fitness in holistic outdoor activities.



Fitness at the Gym





The Aberdoon Community, Participants, their families, staff, volunteers and students 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, life long learning and health and wellbeing and choice and control.



Chefs Table Cooking Group



Rebeccas "Sisters" Artwork



Group work for Hawkesbury Show





Friendships



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 2022

The Awards Day for 2022 was held at Harvey Lowe Pavillion Castle Hill on Wednesday 28th October.

Service Area Award – Staff

Conie Ave - Michelle Choi
Lavender Cottage- Karin Major
Accommodation Services- Ivor (Robin)
Elton
Hawkesbury Services – Richard Gray
Aberdoon House- Rose Ekanayake
Children's Services and Flexible
Supports- Sang Mi Sun (Sammy)
Admin/HR – Karina Williams

Service Area Award – Participants

Conie Ave- Charlotte Graham
Lavender Cottage- Wayne Bushell
Accommodation Services- Dorethy
Oates
Hawkesbury Services- Matthew Sandry
Aberdoon House- Marianne Dowd
Children's Services and Flexible
Supports- Eliza Fenech

Perpetual Awards

High Achiever Award- Andrew Youssef
Doug Sewell Participant Attendance Award- Michael Dib
Outstanding Community Contribution Award - Lisa Clifford
Team Player of the Year - Michael York
Team of The Year - Lavender Cottage
Staff Quality Service Award - Lei Pu (Grace)
John Barnard Staff Safety Award - Sandya Adikari
Innovator of The Year- Anil Kumar
Outstanding Volunteer Contributions - Jeanette Ward
Ken Jones Staff Personal Development Award - Kyoung Je Pak (Ryan)
Excellence in the Facilitation of Dreams To Reality - Melinda Colbran
The Slattery Award Exceptional External Contribution to NWDS- Blacktown
Leisure Centre

NWDS TRUSTEES 2022

Edward Godman
Melinda Colbran

SPIRIT OF NWDS



David Platt



Sri Sharma

Vale 2022-23

Tommy Berns in Children services **02.11.2012 - 23.10.2022**



It's not an easy blow to lose a loved one especially someone very close. Sadly, we lost one of our beloved participant Tommy Berns in late October last year.

Tommy had recently started accessing our school holiday program in year 2022. But quickly became very popular in our school holiday program. Every staff loved working with Tommy and enjoyed taking him on outings during school holiday program.

Tommy was very nice and had a calm personality. Tommy loved loud environment such as shopping centres, fairs, and loud music. He was also very fond of sleeping. Sometimes he didn't hesitate to have a quick snooze while in the program too. Tommy loved his mealtimes especially loved eating chocolates. He had a quite sweet tooth.

Tommy lived with his beloved family including his mother and father. Tommy enjoyed going to church with his mum and granny. He enjoyed gospel songs and worships at the church. According to his mother Tommy was a good son. Tommy was an angel in his life and now he is in peace and became a real angel. You will be missed by all who knew and loved you.

Bruce Adams 15.8.68 – 24.01.23



We tragically lost Bruce Adams, one of our valued staff members, in January this year. Bruce had been working with NWDS since 2016. In that time, he impacted a lot of people; his co-workers, participants and carers. Bruce was the type of person who was a friend to everyone. He was easy going, he was caring, he was authentic and he was respectful. Bruce's nonchalant manner contributed to how well he was able to build rapport with the participants. They felt relaxed around him, he was a favourite amongst them. Often participants would hop out of their vehicles in the morning and ask for Bruce or throw their arm around him as they said good morning to their mate Bruce.

Bruce was always able to see the lighter side of challenging situations, which he was certainly no stranger to. He often had a glint in his eye and it was clear that he was coming up with something in his mind that was making him smile. He instilled confidence in those around him with his calm nature and empathy.

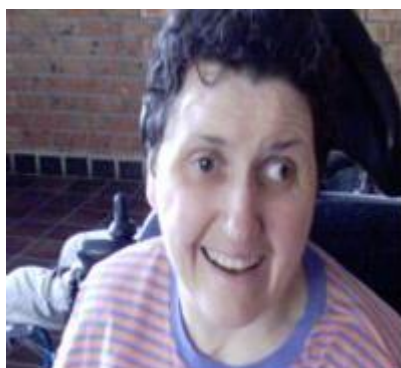
Bruce had many relationships with those he worked with. He had friends that he swapped comics with, exchanged books with, shared food with, chatted with, making

each other laugh. He would look after his co-workers, his friends, he was always happy to help. He was honest and humble.

Bruce used to say that his work gave him meaning and purpose in his life. He loved the feeling he got from making a difference in the world. He took his work very seriously. He said that the participants that we support and the people he worked with gave him strength when he needed it, getting through various tough times. He felt like he belonged.

Bruce was an incredible presence within our community, our family, and he is missed. A lot of people learnt a great deal from Bruce, he had a lot of life experience. Thank you, Bruce, for what you brought to our lives, we are better for having known you. Many people won't be forgetting your face and your voice in the hallways anytime soon.

Libby Dunn 02/07/1963- December 2022



It is with great sadness that I inform you that Libby Dunn passed away over Christmas after an extended stay in hospital. Libby's health had declined a lot in the second half of last year and unfortunately was not strong enough to continue to fight her ill health. Libby attended Saturday Hadpac from its commencement in 1989, she had a great sense of humour and was an enthusiastic uno player. Libby was greatly loved by all who knew her with much joy in gently joking with her and with Libby being vocal in her denial in any involvement.

Her mother Jenny was an active member of the Management Committee (now called the Board of Directors) holding different positions in the executive team including Chairperson and Secretary. Jenny was greatly involved in applying for and setting up of Gemhill Cottage to meet the desperate need of families for respite accommodation.

Libby's dad Phil who with other members of Rotary, completed many projects at NWDS including adding a carport, all the paths, and gazebo at Gemhill, as well as many projects at Conie and Lavender as well.

We wish the family all the best at this difficult time and acknowledge that we are all greatly enriched from knowing Libby and her family.

Peter Ramjan 21/07/1956- 6/05/2023



Peter accessed Gemhill Cottage for respite commencing in November 2018. He was a lovely engaging man with a wealth of life experiences and great sense of humour. He had unfortunately been diagnosed with a fast-moving variant of Early Onset Alzheimer's that severely affected his vision, coordination and perception.

He stayed regularly at Gemhill until June 2021 when his Alzheimer's had deteriorated significantly affecting his mobility, communication, ability to sleep, and monitoring of self. Shortly after this he had a fall at the family home resulting in an extended stay in hospital and moving on to a group living environment. NWDS continued to provide Peter and his family with assistance with their NDIS package through Support Coordination.

It was a pleasure knowing Peter and his family and it saddened us all greatly to see Peter and his family battle with the ravages of this condition. We wish his family all the best for the future, may he rest in peace.

Donald Snowfoot 22.4.65 – 17.01.2023



It was with great sadness that we learned of Donald's passing in January 2023. Donald had been unwell for several months and lost his battle with cancer. Donald commenced with North West Disability Services in May 2022. Donald attended three days a week and participated in activities such as Art, Bowling and Farm Yard Animals. Donald was a gentle man who was very aware of his surroundings. It was important to Donald to be able to understand what was happening in his environment. Donald loved the sensory experiences that he was able to have when outdoors at the Secret Garden. He would listen to the birds and the animals around him, it seemed to give him a lot of enjoyment. When Donald played ten pin bowling, he knew when he had delivered the ball well, listening to the pins crash down and the staff and his peers celebrate; especially if he had made a strike. Donald was

always a pleasure to have as part of our groups and we were enjoying to get to know him, all of his characteristics and how to best support him. Donald, you weren't with us for a long time but your impact to those who were able to meet and support you was significant. Thank you for being a part of our lives Donald, you will be missed.

Michael Kenny 21/12/1966- 19/05/2023

Michael was a great Aussie Larrikin who lived in Port Macquarie and who stayed at Gemhill Cottage in July and Christmas each year. He was always very animated and enthusiastic about life in general.

Every time he stayed he diligently weeded and trimmed back the whole Gemhill Cottage gardens. He really enjoyed his visits to the "Big Smoke" and greatly enjoyed going to see a NRL Game, visit the city, and see things he wouldn't usually do at home. He will be greatly missed.





Walker Wayland NSW
Chartered Accountants

ABN 55 931 152 366

Level 11, Suite 11.01
60 Castlereagh Street
SYDNEY NSW 2000

GPO Box 4836
SYDNEY NSW 2001

Telephone: +61 2 9951 5400
Facsimile: +61 2 9951 5454
mail@wwnsw.com.au

Website: www.wwnsw.com.au

5 September 2023

The Directors
North West Disability Services Australia Limited
15A Conie Avenue, Baulkham Hills
SYDNEY NSW 2153

**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 2023 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.

A handwritten signature in black ink, appearing to read 'Wali Aziz'.

Walker Wayland NSW
Chartered Accountants

Wali Aziz
Partner

North West Disability Services Australia Limited

Contents 30 June 2023

Statement of profit or loss and other comprehensive income	56
Statement of financial position	57
Statement of changes in equity	58
Statement of cash flows	59
Notes to the financial statements	60
Directors' declaration	71
Independent auditor's report to the members of North West Disability Services Australia Limited	72

General information

The financial statements cover North West Disability Services Australia Limited 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 a public company limited by guarantee.

The financial statements were authorised for issue on 5th day of September 2023.

North West Disability Services Australia Limited
Statement of profit or loss and other comprehensive income
For the year ended 30 June 2023

	Note	2023 \$	2022 \$
Revenue from continuing operations	4	14,484,067	9,503,691
Other income	4	343,766	1,127,248
Total revenue		<u>14,827,833</u>	<u>10,630,939</u>
Expenses			
Administrative expenses	5	(503,534)	(447,541)
Employee benefits expenses	6	(11,821,927)	(8,592,141)
Depreciation expense		(181,382)	(142,385)
Amortisation expense- ROUA		(59,575)	(59,575)
Finance costs		(3,770)	(3,754)
Finance costs on lease liabilities		(4,618)	(8,352)
Office expenses		(18,657)	(11,323)
Other expenses	7	(429,646)	(296,096)
Total expenses		<u>(13,023,109)</u>	<u>(9,561,167)</u>
Surplus before income tax expense		1,804,724	1,069,772
Income tax expense		<u>-</u>	<u>-</u>
Surplus after income tax expense for the year attributable to the members of North West Disability Services Australia Limited	14	1,804,724	1,069,772
Other comprehensive income for the year, net of tax		<u>-</u>	<u>-</u>
Total comprehensive income for the year attributable to the members of North West Disability Services Australia Limited		<u><u>1,804,724</u></u>	<u><u>1,069,772</u></u>

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

North West Disability Services Australia Limited
Statement of financial position
As at 30 June 2023

	Note	2023 \$	2022 \$
Assets			
Current assets			
Cash and cash equivalents	8	19,684,613	17,536,713
Trade and other receivables	9	81,121	74,801
Other assets	10	43,037	39,737
Total current assets		<u>19,808,771</u>	<u>17,651,251</u>
Non-current assets			
Property, plant and equipment	11	9,971,415	10,000,681
Right-of-use asset	15	36,583	96,158
Total non-current assets		<u>10,007,998</u>	<u>10,096,839</u>
Total assets		<u>29,816,769</u>	<u>27,748,090</u>
Liabilities			
Current liabilities			
Trade and other payables	12	554,183	406,787
Lease liabilities	16	20,864	69,730
Provisions	13	1,611,036	1,466,885
Deferred income		2,526	108,064
Total current liabilities		<u>2,188,609</u>	<u>2,051,466</u>
Non-current liabilities			
Lease liabilities	16	32,815	44,331
Provisions	13	382,603	244,275
Total non-current liabilities		<u>415,418</u>	<u>288,606</u>
Total liabilities		<u>2,604,027</u>	<u>2,340,072</u>
Net assets		<u>27,212,742</u>	<u>25,408,018</u>
Equity			
Reserves			
Retained surpluses	14	<u>19,323,095</u>	<u>17,518,371</u>
Total equity		<u>27,212,742</u>	<u>25,408,018</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 2023

	Reserves \$	Retained profits \$	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	7,889,647	17,518,371	25,408,018
	Reserves \$	Retained profits \$	Total equity \$
Balance at 1 July 2022	7,889,647	17,518,371	25,408,018
Surplus after income tax expense for the year	-	1,804,724	1,804,724
Other comprehensive income for the year, net of tax	-	-	-
Total comprehensive income for the year	-	1,804,724	1,804,724
Balance at 30 June 2023	7,889,647	19,323,095	27,212,742

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 2023

	Note	2023 \$	2022 \$
Cash flows from operating activities			
Receipts from customers		14,413,986	9,569,424
Payments to suppliers, employees and others		(12,347,189)	(9,278,721)
Government subsidies (Covid-19)		-	1,010,460
Interest received		301,989	65,788
Interest and other finance costs paid		<u>(3,770)</u>	<u>(3,754)</u>
Net cash from operating activities	23	<u>2,365,016</u>	<u>1,363,197</u>
Cash flows from investing activities			
Payments for property, plant and equipment	11	<u>(152,116)</u>	<u>(52,245)</u>
Net cash used in investing activities		<u>(152,116)</u>	<u>(52,245)</u>
Cash flows from financing activities			
Payment for lease liability		<u>(65,000)</u>	<u>(65,000)</u>
Net cash used in financing activities		<u>(65,000)</u>	<u>(65,000)</u>
Net increase in cash and cash equivalents		2,147,900	1,245,952
Cash and cash equivalents at the beginning of the financial year		<u>17,536,713</u>	<u>16,290,761</u>
Cash and cash equivalents at the end of the financial year	8	<u><u>19,684,613</u></u>	<u><u>17,536,713</u></u>

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

North West Disability Services Australia Limited
Notes to the financial statements
30 June 2023

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.

These general purpose financial statements have been prepared in accordance with the Australian Accounting Standards - Simplified Disclosures issued by the Australian Accounting Standards Board ('AASB'), the Australian Charities and Not-for-profits Commission Act 2012 and New South Wales legislation the Charitable Fundraising Act 1991 and associated regulations and the Corporations Act 2001, 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.

North West Disability Services Australia Limited
Notes to the financial statements
30 June 2023

Note 1. Significant accounting policies (continued)

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.

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 includes 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.

North West Disability Services Australia Limited
Notes to the financial statements
30 June 2023

Note 1. Significant accounting policies (continued)

Employee benefits

Short-term employee benefits

Liabilities for wages and salaries, including non-monetary benefits, annual leave, long service leave and accumulating sick 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. Non-accumulating sick leave is expensed to profit or loss when incurred.

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.

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:

Note 2. Critical accounting judgements, estimates and assumptions

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

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.

North West Disability Services Australia Limited
Notes to the financial statements
30 June 2023

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

Employee benefits provision

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

Leases

Significant judgement is used to determine the lease term of contracts with renewal options. The 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

	2023	2022
	\$	\$
Government grants	115,421	143,658
Disability support activities	579,180	355,063
Fundraising	36,065	11,353
NDIS	<u>13,753,401</u>	<u>8,993,617</u>
Revenue	<u>14,484,067</u>	<u>9,503,691</u>
	2023	2022
	\$	\$
<i>Other income</i>		
Jobsaver subsidy	-	1,010,460
Workers compensation insurance proceeds	41,777	51,000
Interest income	<u>301,989</u>	<u>65,788</u>
	<u>343,766</u>	<u>1,127,248</u>
	<u><u>14,827,833</u></u>	<u><u>10,630,939</u></u>

North West Disability Services Australia Limited
Notes to the financial statements
30 June 2023

Note 5. Administrative expenses

	2023	2022
	\$	\$
Insurance	113,707	119,294
Activities	111,168	40,997
IT Services	106,635	130,744
Repairs & Maintenance	69,812	37,270
Service Charges	48,228	49,642
Resources	34,971	28,298
Professional fees	13,700	24,362
Fundraising - expense	5,030	967
Programming Cost	283	15,607
Advertising	-	360
	<u>503,534</u>	<u>447,541</u>

Note 6. Employee benefits expenses

	2023	2022
	\$	\$
Salaries and wages	10,118,279	7,666,650
Superannuation	921,663	661,718
Employee leave provision costs	282,478	(51,675)
Other employee costs	499,507	315,448
	<u>11,821,927</u>	<u>8,592,141</u>

Note 7. Other expenses

	2023	2022
	\$	\$
Fuel	106,604	70,062
Short term lease payments	100,895	35,513
Motor vehicle expense	77,975	69,566
Food and beverages	35,003	25,107
Telephone and internet	28,133	24,427
Electricity	24,281	16,120
Cleaning	19,227	18,208
Fringe benefit tax	15,812	15,814
Council rates	11,495	10,690
Subscriptions	4,603	5,705
Water	3,715	3,424
Legal	1,577	391
Sundry	326	1,069
	<u>429,646</u>	<u>296,096</u>

North West Disability Services Australia Limited
Notes to the financial statements
30 June 2023

Note 8. Cash and cash equivalents

	2023	2022
	\$	\$
<i>Current assets</i>		
Cash on hand	2,300	2,300
Cash at bank	<u>19,682,313</u>	<u>17,534,413</u>
	<u><u>19,684,613</u></u>	<u><u>17,536,713</u></u>

Cash at bank includes term deposits of \$17,421,402 (2022: \$16,086,132) which have a maturity of 30 June 2023 and earned interest of \$301,989 for the year ended 30 June 2023 (2022: \$65,788). The interest for the term deposits in the 2023 financial year ranged between 3.5% to 4.85% (2022: 0.45% to 0.8%).

Note 9. Trade and other receivables

	2023	2022
	\$	\$
<i>Current assets</i>		
Trade receivables	58,588	59,897
Other receivables	<u>22,533</u>	<u>14,904</u>
	<u>81,121</u>	<u>74,801</u>

Note 10. Other assets

	2023	2022
	\$	\$
<i>Current assets</i>		
Prepayments	<u>43,037</u>	<u>39,737</u>

Note 11. Property, plant and equipment

	2023	2022
	\$	\$
<i>Non-current assets</i>		
Land - at fair value*	<u>9,229,886</u>	<u>9,229,886</u>
Buildings - at cost	4,778,003	4,685,328
Less: Accumulated depreciation	<u>(4,141,329)</u>	<u>(4,087,315)</u>
	<u>636,674</u>	<u>598,013</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	955,404	899,117
Less: Accumulated depreciation	<u>(955,404)</u>	<u>(899,117)</u>
	<u>-</u>	<u>-</u>
Motor vehicles - at cost	2,082,398	2,082,398
Less: Accumulated depreciation	<u>(1,977,543)</u>	<u>(1,909,616)</u>
	<u>104,855</u>	<u>172,782</u>
	<u><u>9,971,415</u></u>	<u><u>10,000,681</u></u>

North West Disability Services Australia Limited
Notes to the financial statements
30 June 2023

Note 11. Property, plant and equipment (continued)

* 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 2023.

Reconciliations

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

	Land \$	Buildings \$	Plant and Equipment \$	Motor Vehicles \$	Total \$
Balance at 1 July 2022	9,229,886	598,013	-	172,782	10,000,681
Additions	-	95,829	56,287	-	152,116
Depreciation expense	-	(57,168)	(56,287)	(67,927)	(181,382)
Balance at 30 June 2023	<u>9,229,886</u>	<u>636,674</u>	<u>-</u>	<u>104,855</u>	<u>9,971,415</u>

Note 12. Trade and other payables

	2023 \$	2022 \$
<i>Current liabilities</i>		
Trade payables	26,797	29,599
PAYG withholding liabilities	36,862	25,204
Other payables	<u>490,524</u>	<u>351,984</u>
	<u>554,183</u>	<u>406,787</u>

Note 13. Provisions

	2023 \$	2022 \$
<i>Current liabilities</i>		
Annual leave	735,891	596,672
Long service leave	<u>875,145</u>	<u>870,213</u>
	<u>1,611,036</u>	<u>1,466,885</u>
<i>Non-current liabilities</i>		
Long service leave	<u>382,603</u>	<u>244,275</u>
	1,993,639	1,711,160

Note 14. Retained surpluses

	2023 \$	2022 \$
Retained surpluses at the beginning of the financial year	17,518,371	16,448,599
Surplus after income tax expense for the year	<u>1,804,722</u>	<u>1,069,772</u>
Retained surpluses at the end of the financial year	<u>19,323,093</u>	<u>17,518,371</u>

North West Disability Services Australia Limited
Notes to the financial statements
30 June 2023

Note 15. Right-of-use asset

	2023	2022
	\$	\$
<i>Non-current assets</i>		
Right-of-use Asset - at cost	215,186	215,186
Less: Accumulated depreciation	<u>(178,603)</u>	<u>(119,028)</u>
	<u>36,583</u>	<u>96,158</u>
Opening balance	96,158	155,733
Depreciation - AASB 16	<u>(59,575)</u>	<u>(59,575)</u>
Net carrying amount	<u>36,583</u>	<u>96,158</u>

Note 16. Lease liabilities

	2023	2022
	\$	\$
Carrying amount at 30 June 2022	114,061	170,709
Less: amortisation of lease liability	<u>(60,382)</u>	<u>(56,648)</u>
Carrying amount at 30 June 2023	<u>53,679</u>	<u>114,061</u>

<i>Current liabilities</i>		
Lease liability	<u>20,864</u>	<u>69,730</u>

<i>Non-current liabilities</i>		
Lease liability	<u>32,815</u>	<u>44,331</u>

	<u>53,679</u>	<u>114,061</u>
--	---------------	----------------

	2023	2022
	\$	\$
No Later than 1 Year	20,864	69,730
Between 1 to 5 years	<u>32,815</u>	<u>44,331</u>
Total future lease payments	<u>53,679</u>	<u>114,061</u>

North West Disability Services Australia Limited
Notes to the financial statements
30 June 2023

Note 17. 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:

	2023	2022
	\$	\$
Key management personnel	216,727	200,864

No remuneration was paid to or on behalf of directors.

Note 18. 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:

	2023	2022
	\$	\$
Financial assets		
Financial assets at amortised cost:		
Cash and cash equivalents	19,684,613	17,536,713
Trade and other receivables	81,121	74,801
Total financial assets	19,765,734	17,611,514
Financial liabilities		
Financial liabilities at amortised cost:		
Lease liabilities	53,679	114,061
Trade and other payables	554,183	406,787
Total financial liabilities	607,862	520,848

Note 19. 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.

	2023	2022
	\$	\$
Recurring fair value measurements		
Non-financial assets		
- Land	9,229,886	9,229,886

North West Disability Services Australia Limited
Notes to the financial statements
30 June 2023

Note 19. Fair value measurement (continued)

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 2023.

Note 20. Contingent assets and contingent liabilities

The Company had no contingent assets and contingent liabilities as at 30 June 2023 and 30 June 2022.

Note 21. Commitments

The Company had no commitments for expenditure as at 30 June 2023 and 30 June 2022.

Note 22. Related party transactions

Key management personnel

Disclosures relating to key management personnel are set out in note 17.

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 23. Cash flow information

Reconciliation of surplus after income tax to net cash from operating activities

	2023	2022
	\$	\$
Surplus after income tax expense for the year	1,804,722	1,069,772
Adjustments for:		
Depreciation expense	181,382	142,385
Amortisation expense - ROUA	59,575	59,575
Finance costs on lease liabilities	4,618	8,352
Change in operating assets and liabilities:		
Increase in trade and other receivables	(6,320)	(9,864)
(Increase)/Decrease in other assets	(3,300)	14,575
Increase in trade and other payables	147,396	105,480
(Decrease)/Increase in deferred income	(105,538)	24,597
Increase/(Decrease) in provisions	<u>282,481</u>	<u>(51,675)</u>
Net cash from operating activities	<u>2,365,016</u>	<u>1,363,197</u>

Note 24. Events after the reporting period

No other matter or circumstance has arisen since 30 June 2023 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 2023

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 16, satisfy the requirements of the *Australian Charities and Not-for-profits Commission Act 2012* and

- comply with Australian Accounting Standards – Simplified Disclosures applicable to the entity; and

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
Treasurer

5 September 2023

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 2023, 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 Australia 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 2023 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) (Including Independence Standards) 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 2023 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.

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.



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

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.

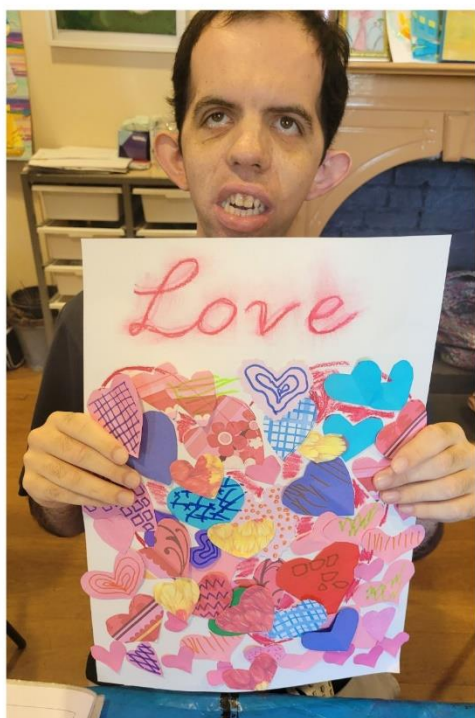
We communicate with the directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

A handwritten signature in blue ink, appearing to read 'Wali Aziz'.

Wali Aziz
Partner

Walker Wayland NSW
Chartered Accountants

ANNUAL REPORT 2023



nwds.org.au
9686 4155
enquiries@nwds.org.au

 NORTH WEST
DISABILITY SERVICES
NWDS
"Turning Dreams into Reality"