

PROVIDING SUPPORT TO OUR COMMUNITY SINCE 1984.



ANNUAL **REPORT** 2024

NORTH WEST DISABILITY SERVICES

| | |
|--|-----------|
| Contents | 2 |
| Information | 3 |
| NWDS Life Members | 3 |
| Service Purpose | 4 |
| Board of Directors | 5 |
| Chairpersons Report | 6 |
| Acknowledgements | 8 |
| Feedback, Concerns and Complaints Report | 9 |
| Chief Executive Officer Report | 10 |
| Staffing Numbers | 11 |
| Achievements of the Year | 12 |
| Support Coordination Services | 13 |
| Cultural Diversity the NWDS Way | 16 |
| Countries of Origin Represented by NWDS Staff | 16 |
| Countries of Origin of NWDS Participants | 17 |
| Continuous Improvements and Internal Audits | 18 |
| Human Resources Report | 19 |
| Competency Assessment Progress of Staff | 19 |
| Staff Retention Rate — Last 7 Years | 19 |
| Workplace Health and Safety Report | 21 |
| Volunteering and Student Report | 24 |
| Outback Adventure Camps | 26 |
| Children's Services Report | 27 |
| Accommodation Services | 29 |
| Conie Avenue | 35 |
| Lavender Cottage | 39 |
| Opal Cottage | 42 |
| Secret Garden and Community Hub | 44 |
| Aberdoon House | 46 |
| Awards Day 2023 | 50 |
| Vale 2023-24 | 51 |
| Financial Report | 52 |

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
Group / Centre Activities
Support Coordination

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

NWDS Life Members

| | |
|-------------|--|
| 1996 | John Barnard Doug Sewell |
| 2001 | Ken Jones, Warren Holland, Wendy Hyland, Phil Scholer, Jenny Dunn, Lawrence Kenny, Corrine Mills |
| 2006 | Colin Davies |
| 2008 | Victoria Borg, Pam Pearse |
| 2009 | Tom Allanson, Sandra Crittenden, Pam Slattery, 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 that 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 .
- NWDS 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 individuals differences and human rights principles.

Board of Directors

Chairperson

Lisa Beaven

Deputy Chairperson

Jean-Claude Legrand

Treasurer

Jean-Claude Legrand

Secretary

Maria Short

Public Officer

Helen Roth

Directors

Lawrence Kenny

Naseem Jessie Chowdhury

Ravi Kumaranayaka

Auditors

Walker Wayland NSW

Chartered Accountants

Income Sources

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



RDA program feeding the horses

Chairpersons Report

I am honoured to present this report for the financial year 2023/24. This has been a year of remarkable achievements and significant transitions, all underpinned by the unwavering dedication of our NWDS community. Together, we've continued to uphold our mission to support and empower individuals with disabilities, ensuring they lead fulfilling and enriched lives.

This year, we are thrilled to celebrate 40 years of service to the community. Four decades of dedicated efforts have established NWDS as a foundation of support for people with disabilities. Our enduring commitment to inclusivity and service excellence remains the benchmark of all our endeavours. As we reflect upon our accomplishments, it is also important to acknowledge those who have contributed immensely to our success.

Board & Committee Acknowledgements

First, I extend my heartfelt gratitude to my fellow Board members whose collective wisdom and guidance have been pivotal to our progress this year.

A special mention goes to John Brawley, who was a valued part of our Board from 2019 until his departure in January 2024. John's dedication has been deeply appreciated, and we wish him all the best in his future endeavours.

This year marks the end of a significant era for NWDS as Lawrence Kenny steps down from the Board after an incredible 33 years of service. Lawrence's commitment transcends regular Board duties; he has been a cornerstone of our volunteering community through his involvement including camps, week-night outings, and more BBQs than he can possibly recall. Lawrence's unparalleled dedication and countless contributions have not only benefited NWDS but have also improved the lives of those we serve. We cannot thank you enough for your service and unwavering support.

We are fortunate to also have dedicated volunteer committee members who contribute their time and expertise to ensure NWDS operates efficiently and with good governance. Their diligence, attention to detail, and commitment to upholding the highest standards have been an invaluable support to the Board.

Leadership Transition

In April this year, Deborah Gersbach resigned after 29 years of dedicated service, the last 27 years being at the helm as CEO. Deborah's contributions have been invaluable to NWDS, and her leadership has played a pivotal role in our success over the years. We extend our gratitude to Deborah for her commitment, vision, and tireless efforts in steering NWDS to new heights. Her legacy will continue to inspire us as we navigate the future.

It's also essential to highlight the exceptional leadership of Raelene Edwards, who graciously stepped into the role of Acting CEO in December 2023. Throughout this period, Raelene has demonstrated an extraordinary ability to lead with compassion, innovation, and steadfast dedication. Her efforts have ensured that our operations continued seamlessly while championing our values and mission. We are profoundly grateful for her tremendous work and commend her outstanding contribution to NWDS during this transitional phase.

Looking Forward

As we move forward, NWDS will continue to prioritise the needs of our community, striving for excellence in all our endeavours. Our goal remains to turn 'Dreams into Reality,' fostering an inclusive environment where everyone is valued and given the opportunity to thrive.

I would like to thank our incredible staff, volunteers, participants, carers, families and supporters. Your commitment, engagement and generosity are the lifeblood of NWDS. Together, we will continue to make a positive difference in the lives of people with disabilities.

Thank you for your unwavering support.

Lisa Beavan
Chair 2023/24



Chelsea achieving one of her dreams, making a rainbow cake

Acknowledgements

North West Disability Services Australia Ltd. acknowledges, with thanks, the support provided by our many Advocates, family members, and friends. These strong connections and community development assist us in many ways to provide quality activities and develop close links with other community and disability services. We also acknowledge the support, assistance, and grants provided during the year and have noted those above \$100 by:

| | |
|---|------------|
| Galston District Garden Club made donation towards the growth, development and progress of the Secret Garden and its associated fundraising activities. | \$1,000.00 |
| Lions Club of Castle Hill made donation towards Shoe box appeal | \$300.00 |
| Community contributions towards the Shoe box appeal. | \$200.00 |
| West Wollongong Garden Club towards the growth, development and progress of the Secret Garden and its associated fundraising activities. | \$1,000.00 |

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

Endeavour energy made a kind donation of coloured paper to be used towards the art programs across NWDS.

Amanda Anderson made a generous donation of furniture and household items to the Secret Garden.

Water Ups Wicking Our World made a kind donation of all the water up resources and all the assistance provided at the Savour the Flavour Community event at the Secret Garden Community Hub.

Taylor Furner from McGrath's Hill Bunnings Ltd made a kind donation of 4 worm farm kits and 4 packs of worms for each worm farm towards the Savour the Flavour Event at the Secret Garden Community Hub.

Great thanks to the Councillor Rosemarie Boneham for her time and engagement for attending the NWDS Awards Day on 12/10/23 on behalf of the the Hills Mayor Peter Gangemi and for kindly supporting the event.

Feedback, Concerns and Complaints Report

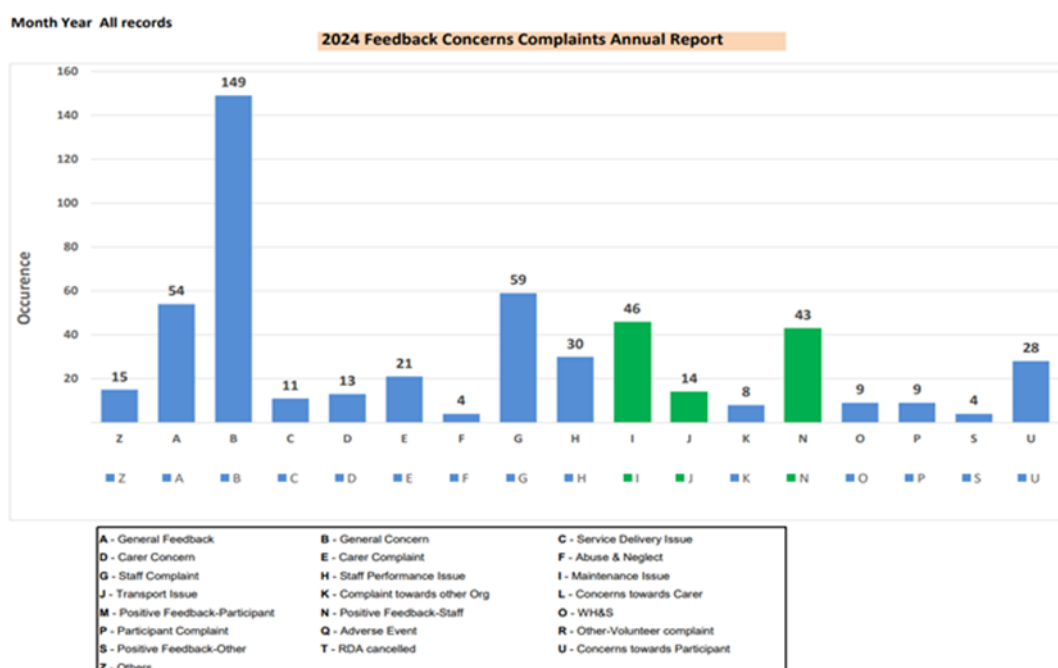
Vision: To respond to all reports promptly and with a clearly explained desire to achieve satisfactory resolution with quality outcomes.

North West Disability Services (NWDS) deeply values and acknowledges the constructive feedback we receive through our feedback, concerns, and complaints process. This input provides essential information to continuously improve our service quality and ensure we meet the needs and objectives of our participants. We encourage participants, carers, staff, and community members to share their concerns and feedback, enabling NWDS to effectively identify areas of strength and opportunities for improvement. This process allows us to promptly address concerns, make necessary adjustments, and implement changes that enhance the overall quality of our services.

Between July 2023 and June 2024, NWDS received a total of 517 feedback, concerns, and complaints. This figure represents a significant increase from the 446 submissions from July 2022 to June 2023. The rise in the number of submissions highlights an encouraging trend of greater community engagement and involvement in the feedback process. It reflects the growing trust and willingness of our participants, their carers, our staff, and the broader community to share their experiences and provide valuable input. By fostering an open and responsive communication environment, NWDS has created a culture where feedback is not only welcomed but actively encouraged.

Most of the comments received were related to general feedback and concerns. Out of the 517 submissions during this period, 47 were positive, compared to 24 positive submissions the previous year. NWDS prides itself on addressing all feedback, concerns, and complaints with the utmost diligence, promptness, and effectiveness, ensuring that proper resolution procedures are followed. We remain committed to listening to our community and implementing meaningful changes that enhance our services, ultimately benefiting everyone involved.

Types of Feedback, Concerns and Complaints



Maria Short
Board Member

Chief Executive Officer Report

The last twelve months has been a time of significant change with some huge NDIS directed changes including moving to Group Based Pricing, changing to the PACE Portal, change of the criteria for High Intensity eligibility, delays in participant NDIS plan review processes, and a high number of participants whose NDIS plan funding was underfunded. These external NDIS changes led to a high amount of administrative work to assist families and participants to navigate these changes.

Our Management, HR and Administrative teams have rallied and supported so many of our people throughout this time and I thank them for their commitment to the participants and families.

Although Covid-19 is becoming a diminished impact there is still work to be done to keep on top of the weekly Covid positive cases and continue to contact trace, test, and where necessary, isolate. I thank the Management Team and all staff for their focus and determination to get us through and keep everybody safe.

Our staff teams have rallied and supported all their participants and community areas and forged ahead with achieving over 470 Dreams and 1233 Community Contributions during 2023/24.

Over this year there have been a wide range of students who have gained valuable experience towards their qualifications. Their contributions in assisting participants and staff are greatly appreciated and enrich the quality of the day for participants.

Every week we have a range of volunteers who help us in many ways, and we are grateful for their continued dedication and commitment to the supports that they provide. Our Board are also volunteers and have worked tirelessly over the last year to ensure we meet all requirements and move forward in a positive direction. We thank them greatly for all the time that they have committed over the last twelve months.

In April 2024 our CEO Deborah Gersbach retired from her work at NWDS after being at the helm since 1994. She was always a stalwart advocate for continuously improving the quality of the support we provide to participants and their families. Throughout her time at NWDS she encouraged all staff and volunteers to flourish in their work with a focus on growth, improvement and training to upskill. She encouraged everyone to think outside the square to address obstacles as they inevitably arose. During her stewardship North West Disability Services expanded from a tiny one site service to the thriving organisation we have now with eight sites across North Western Sydney. Her passion and planning for the Secret Garden and Community Hub is evidenced by how her vision has become the beautiful place that you now see.

I thank all at NWDS, the NWDS Board and the Management, HR and Administration Teams for their continued dedication and determination to make NWDS such a positive valued place for all who choose to connect and utilize our services.

I personally would like to thank everyone at NWDS including participants, their families, volunteers, staff, and the Board for their support and guidance whilst I was Acting in the CEO Role. Their positive support and assistance have been invaluable and gratefully accepted during this transition period. In 2024/25 we are looking forward to some great enhancements and improvements on many fronts, improved facilities, enhanced systems by utilizing technology, new and renewed activities, and celebrations.

Raelene Edwards

Acting Chief Executive Officer

NWDS Quality Assurance Matrix

| Question No Area | Service Delivery | | | Staff | Equip | Mge | Safety | Service Delivery | | | Staff | Equip | Mge | Safety | Fback |
|-------------------------|------------------|------|------|-------|-------|------|--------|------------------|------|------|-------|-------|------|--------|-------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 |
| Gemhill | 8.38 | 8.88 | 9 | 9 | 8 | 9 | 10 | | | | | | | | |
| Conie/ HADPAC | 9 | 8 | 9 | 9 | 8 | 9 | 9 | | | | | | | | |
| Children Services | 8.6 | 7.75 | 8.4 | 8.75 | 9 | 8.8 | 7.8 | | | | | | | | |
| Aberdoon House | 9.06 | 9.06 | 9.06 | 9.56 | 9.19 | 9.56 | 9.5 | | | | | | | | |
| Camps | 9.67 | 9.67 | 9.67 | 9.67 | 9 | 9.67 | 9.67 | | | | | | | | |
| Vacation Care (program) | 7.89 | 8 | 8 | 8.67 | 8.13 | 8.38 | 8.88 | | | | | | | | |
| Opal Cottage | 9 | 9 | 9 | 9 | 9 | 10 | 10 | | | | | | | | |
| Arbour Grove | 8 | 7.5 | 8.5 | 8 | 8.5 | 8.5 | 10 | | | | | | | | |
| Muscos Road | 8 | 9 | 9 | 9 | 9 | 10 | 10 | | | | | | | | |
| Lavender | 9.5 | 9.5 | 9.25 | 9.5 | 10 | 9.5 | 10 | | | | | | | | |
| Staff | | | | | | | | 8.08 | 8.66 | 8.47 | 8.51 | 8.06 | 8.94 | 8.63 | 8.49 |
| Volunteers | | | | | | | | 10 | 9 | 9 | 7 | 7 | 9 | 9 | 8 |
| Students | | | | | | | | 9.33 | 9.33 | 8.78 | 9.22 | 8.44 | 8.56 | 9.67 | 9.33 |
| Overall Average | 8.71 | 8.64 | 8.89 | 9.02 | 8.78 | 9.24 | 9.49 | 9.14 | 9 | 8.75 | 8.24 | 7.83 | 8.83 | 9.1 | 8.61 |

| Individual Area Average | | | |
|-------------------------|-----------------------|--------|------|
| Gemhill | 8.89 | Staff | 8.48 |
| HADPAC/ Conie | 8.71 | Vols | 8.5 |
| Children Services | 8.44 | Studen | 9.08 |
| Aberdoon | 9.28 | | |
| Camps | 9.57 | | |
| Vacation Care | 8.29 | | |
| Opal Cottage | 9.29 | | |
| Arbour Grove | 8.43 | | |
| Muscos Road | 9.14 | | |
| Lavender Cottage | 9.61 | | |
| Summary | Exceeding Expectation | | |

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

Total Average Service Users: 8.97

Staff/ Volunteers/ Students: 8.69

Staffing Numbers — as of July 2024 for this report, NWDS has:

| | | | |
|------------|-----------------------------------|-----------|---------------------------------|
| 213 | Paid Staff, consisting of: | 67 | Volunteers consisting of |
| 1 | CEO (Acting) | 11 | Board Members |
| 1 | Managers | 10 | Program Support |
| 8 | Coordinators | 48 | Secret Garden Volun- |
| 24 | Admin Staff | | |
| 179 | Direct Care Staff (perm & cas- | | |



L-R: Lisa having a fun time at Opal,
Melanie at the cafe

Achievements of 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 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 Fairs were quieter than usual but really successful in their own way.

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

This year there were 11 **Outback Adventure Camps** that were provided to our participants providing them with the opportunity to build skills and enjoy new adventures. This was a decrease from previous years due to the difficulty staffing them and an overall decrease in NDIS funds for many participants.

Salesforce, Deloitte's, and many volunteers' groups and individuals – Rick and the team have supported our Corporate Volunteering and the team have carried all at the garden with a valuable amount of work completed across the 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. Many thanks to Councillor Rosemarie Boneham for being involved with the day and assisting in presenting awards. Thanks also to everyone involved in the preparation, planning and organisation of the day.

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.

Renewal of NDIS Registration – between August 2023 and June 2024 staff worked to renew the registration for NWDS. Many thanks to everyone who worked tirelessly to complete this process.

NWDS Policy Review – between July 2023 and November 2023 all of the organizations policies were reviewed by participants, carers, staff and the Board of Directors. Many thanks to everyone for their assistance.

Group Based Pricing – a new requirement of NDIS that required a full transition of all group-based participants to a new way of broken down pricing. This was a big job to make this transition and was finalized at the start of December 2023.

Support Coordination Services

Support Coordination is a crucial services that assists individuals with disabilities in navigating the NDIS (National Disability Insurance Scheme) and connecting with appropriate support providers. Support Coordinators play a vital role in working with participants, their families, and other stakeholders to identify goals, develop individualised plans, and facilitate the implementation of essential supports, such as accommodation, employment, social inclusion, education, therapy services, and community participation.

Progress and Achievements

Over the past year, NWDS has made significant progress in delivering high quality Support Coordination services. The following key achievements highlight our commitment and success.

Increased Participant Engagement

We have successfully engaged with a growing number of participants, fostering strong relationships and promoting active involvement in the planning and decision-making processes.

This enhanced engagement has led to the development of more person-centred plans and a notable increase in participant satisfaction.

Timely and Efficient Service Delivery

Our dedicated team of Support Coordinators has worked diligently to ensure that participants receive timely and efficient support.

We have streamlined our service delivery processes to enhance overall efficiency and effectiveness.

We advocated for participants who struggled to have reasonable and necessary outcome from NDIS planning meetings.

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 organisations.

These partnerships have facilitated a smoother coordination process, improved access to specialised services, and expanded the network of support available to our participants.

Challenges and Mitigation Strategies

While we have made significant strides we have also faced challenges that required strategic solutions:

Capacity Constraints

Challenge: The high demand for Support Coordination services has led to capacity constraints.

Mitigation Strategy: To address this, we have invested in additional staff training, introduced streamlined processes, and leveraged technology to improve efficiency. We have also enhanced our recruitment strategies to attract qualified Support Coordinators, ensuring we can meet the growing needs of our clients. Current Support Coordination team has been provided with high level of training and knowledge to perform the tasks.

Navigating Complex Systems

Challenge: The complexity of the NDIS can be overwhelming and confusing for participants which increased in complexity when NDIS started transitioning into PACE from last year.

Mitigation Strategy: Our Support Coordinators engage in continuous professional development to stay current with NDIS processes. We also provide participants with educational resources and support to help them better understand and navigate the current and new system.

Future Goals

As we move forward, NWDS remains committed to enhancing our Support Coordination services to better meet the evolving needs of participants and open to receive new referrals. Our future goals include:

Enhancing Participant Engagement

We aim to further improve participant involvement and satisfaction by refining our engagement strategies and ensuring a person-centred approach.

Developing Stronger Partnerships

We plan to continue to build and strengthen partnerships with support providers and other stakeholders to expand the network of support available to participants.

Investing in Technology

We will continue to invest in technology to streamline our processes and improve overall service delivery.

Advocating for System Improvements

We will continue to advocate for system changes to reduce barriers to access and ensure equity for all participants.

Current Reach and Additional Support

NWDS is currently providing Support Coordination services to over 75 participants, including children with a diverse range of holistic and person-centred support needs. In addition to formal Support Coordination, we have extended our support to individuals without formal coordination who were struggling, providing advocacy and assistance to address their needs.

Acknowledgements

We extend our sincere gratitude to all participants, families, and stakeholders who have contributed to our achievements over the past year. Your collaboration and feedback are invaluable as we strive for continuous improvement and excellence in Support Coordination.

Contact Information

For more information about our Support Coordination services or to get in touch with our team, please contact:

Amandeep Kaur 0493 025 973

Ritika Bedi 0450 670 500

NWDS Support Coordinators

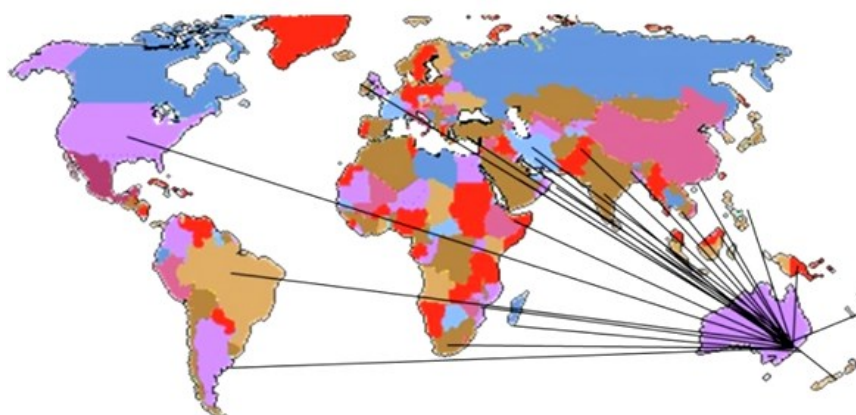


Cultural Diversity the NWDS Way

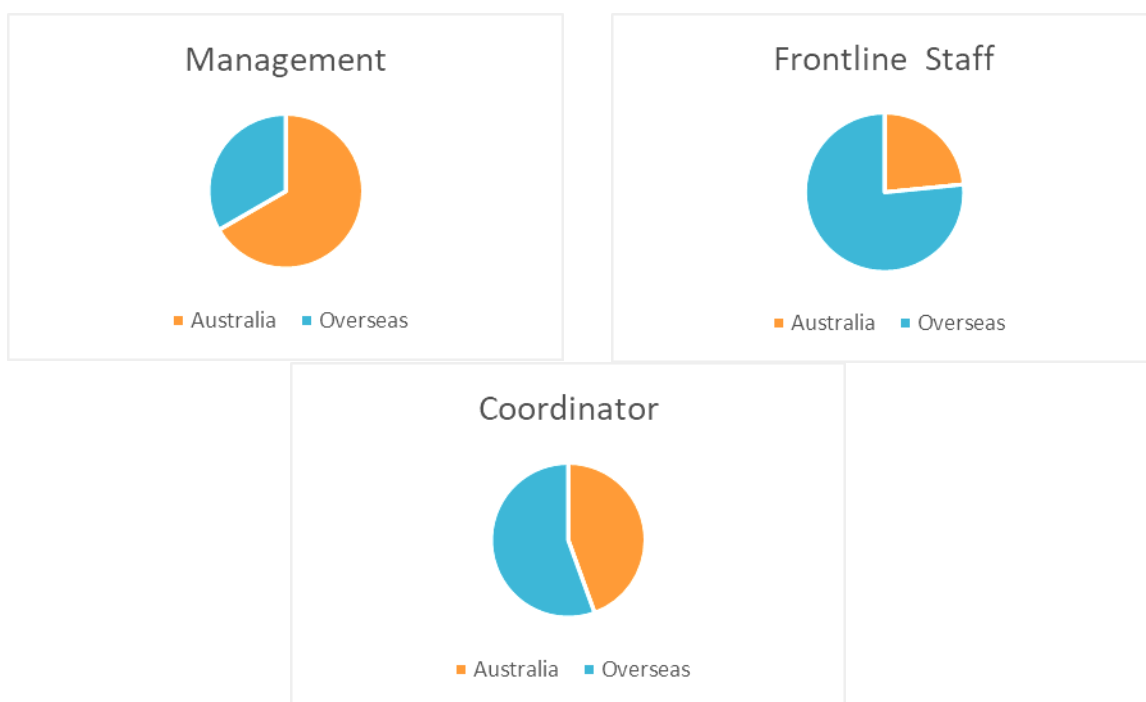
Vision: North West Disability Services recognizes and provides opportunities for all to come together to share aspects of their culture, faith & language, and to celebrate the benefits multiculturalism bring to our organisation.

Countries of Origin Represented by NWDS Staff

| | | | | | |
|-------------|----|--------------|----|----------------|---|
| Afghanistan | 4 | Kenya | 2 | Taiwan | 1 |
| Australia | 54 | Korea | 48 | Thailand | 1 |
| Bangladesh | 4 | Laos | 1 | Turkey | 1 |
| Brazil | 1 | Liberia | 1 | Uganda | 1 |
| Cameroon | 1 | Malaysia | 4 | United Kingdom | 3 |
| China | 8 | Malta | 1 | USA | 1 |
| Fiji | 4 | Nepal | 5 | Vietnam | 3 |
| France | 1 | New Zealand | 1 | Zimbabwe | 2 |
| Holland | 1 | Pakistan | 1 | | |
| Hong Kong | 3 | Philippines | 14 | | |
| India | 20 | Poland | 2 | | |
| Iran | 3 | Sierra Leone | 3 | | |
| Ireland | 1 | Sudan | 4 | | |
| Japan | 1 | Sri Lanka | 6 | | |

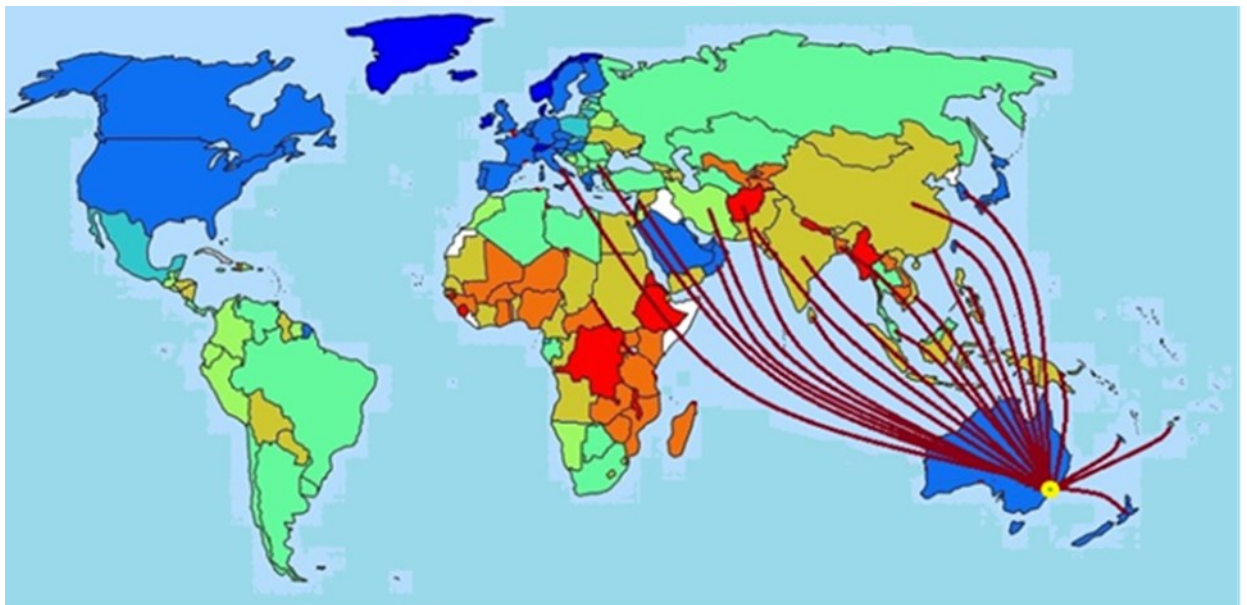


Tables show the Cultural Diversity of staff by categories



Countries of Origin of NWDS Participants as of 2024

| Country of Origin | Number of Participants | Country of Origin | Number of Participants | Country of Origin | Number of Participants |
|---------------------------------|------------------------|-------------------|------------------------|-------------------|------------------------|
| Australia | 268 | India | 7 | New Zealand | 4 |
| Afghanistan | 1 | Iran | 1 | Oman | 1 |
| Bangladesh | 1 | Iraq | 1 | Pakistan | 2 |
| China | 2 | Japan | 1 | Philippines | 4 |
| Fiji | 3 | Lebanon | 1 | South Korea | 2 |
| Hong Kong | 1 | Malaysia | 1 | Sri Lanka | 2 |
| Hungarian | 1 | New Caledonia | 1 | Vietnam | 1 |
| Total Participants = 306 | | | | | |



Continuous Improvement and Internal Audits

NDIS Registration Renewal and External Audit

Across December 2023 to June 2024, NWDS successfully went through NDIS registration process and external audit against the NDIS Quality Standards. We are currently waiting for NDIS Commission finalisation and notification that the Registration has been renewed and the process is completed.

Internal Audits

These audits are completed on a preplanned schedule to monitor quality within NWDS, Internal Audits are conducted to ensure that policy, procedure and processes are followed, continuous improvement opportunities identified, and strategies implemented. The Internal Audits tools have undergone an annual review process to continue to provide service enhancements across every aspect of NWDS.

NWDS Policy Review

NWDS underwent a complete and comprehensive policy review in the latter part of 2023. During this review NWDS introduced several new policies and procedures to ensure best practice. Our policies and procedures were again reviewed as part of stage one of the external audit process in late 2023 as meeting the NDIS quality standards.

Upcoming Focus Areas

- Meeting the ongoing compliance requirements of NDIS Quality Standards, NDIS Commission practice 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.
- Review of all processes throughout the organisation and utilization of technology to reduce administration burdens.
- Implementation of feedback and recommendations from external auditors for continuous improvement.

Raelene Edwards
Quality Coordinator



Human Resources Report

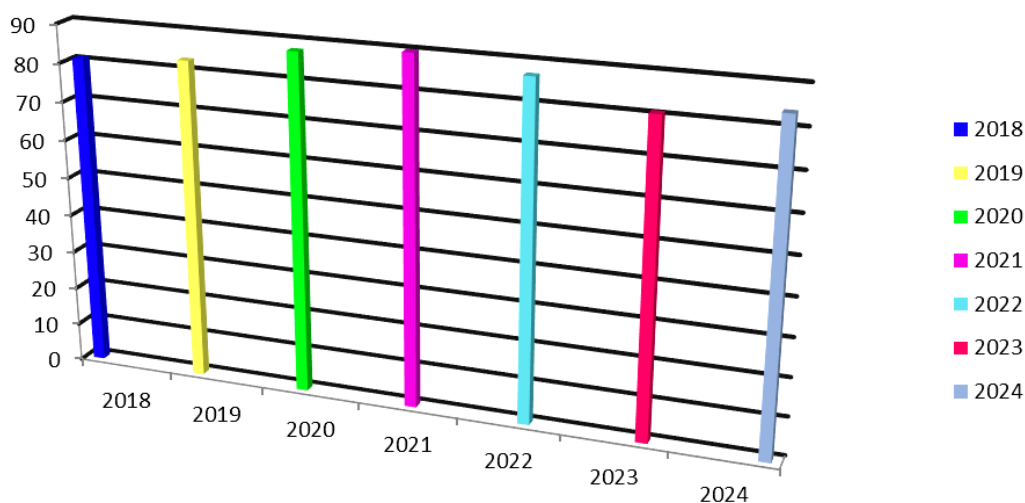
Competency Assessment Progress of Staff

| Staff who have completed Competencies available as at end of June 2023 or are | | | | | |
|---|----------------------|----------------------|--|--------------------------|-------------------|
| Core Module Training | Level 1 Competencies | Level 2 Competencies | Level 3 Competencies (Not required by all staff) | Current Senior First Aid | LR Driver License |
| 98% | 94% | 96% | 85% | 100% | 54% |

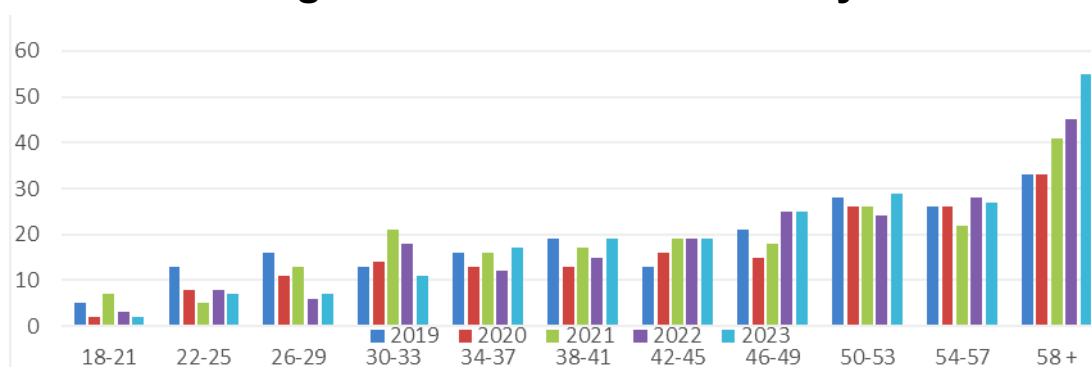
| Staff who have enrolled, started or completed a qualification (Cert 3 or 4 as a re- | | | | |
|---|---------------------------|------------------------|----------------|----------------------|
| Cert 3 Individual Support | Cert 4 Individual Support | Diploma Qualifications | University | |
| 60% | 40% | 11% | Mgt Staff 100% | Middle Mgt Staff 57% |

(Probationary staff are not included in the figures)

Staff Retention Rate – Last 7 years



Staff Age Rate Statistics – Last 5 years



Here's to another exciting year in HR. Few changes in staffing, we welcomed Farhad and Roxanne in 2023 to the team. Farhad was with us for a short period of time assisting with Feedback, wages, filing and data entry.

Roxanne who also joined us at the same time is now looking after our lovely volunteers and students and grant applications.

Munira stepped into the feedback role then trained Farhad. Earlier this year Munira began training to do the rostering role with support from Megan. Munira also supports Roxanne with Students and Volunteers when required.

Tim continues to excel in his role of WH&S and RTW. He is also now consolidated the fleet and asset management.

Charan continues with the HR compliance. This year Charan has increased her days and has been the lead for introducing our new online Learning Management System.

Megan continues in the team taking on the feedback role whilst still supporting rostering when required and organizing organizational events.

Navdeep continues to support the team updating ShiftCare, training and data entry.

Kerry has since temporarily moved into the Conie Ave Coordinator role upon Alison's departure.

In February we had the NDIS certification Audit, which has brought about some exciting changes to come. We look forward to streamlining our current systems that will assist with wages payments, Mileage processing, leave requests, Feedback, Incident reporting and training.

Megan Wilkinson
 Acting HR Coordinator
 2023/24



NWDS Human Resources Team

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, developing and promoting a workplace culture that has WHS principles throughout every area implemented by staff working at NWDS.

NWDS Work Health and Safety Committee Members

| Name | Position |
|---------------------|--|
| Raelene Edwards | Acting CEO, Management Representative |
| Jean Claude Legrand | Board Representative |
| Charan Kaur | Administration and Management Representative |
| Michelle Coombs | PSP, Aberdoon House Representative |
| Timothy Davidson | WHS Officer, Chairperson |
| Jeanie Wilson | PSP, Opal and SG Representative |
| Engelin Reddy | PSP, Conie Avenue Representative |
| Sushmita KC | PSP, Lavender Cottage 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 and near misses reported by staff to determine possible triggers.
- Free Flu vaccinations provided to staff
- Monitoring of the trends in behaviors of concerns and patterns of participants and alerting coordinators to take appropriate early intervention.
- To always review if our current response to incidents is acceptable and working well
- In depth Behavior Management Plan training will all key workers.

Training and Staff Induction

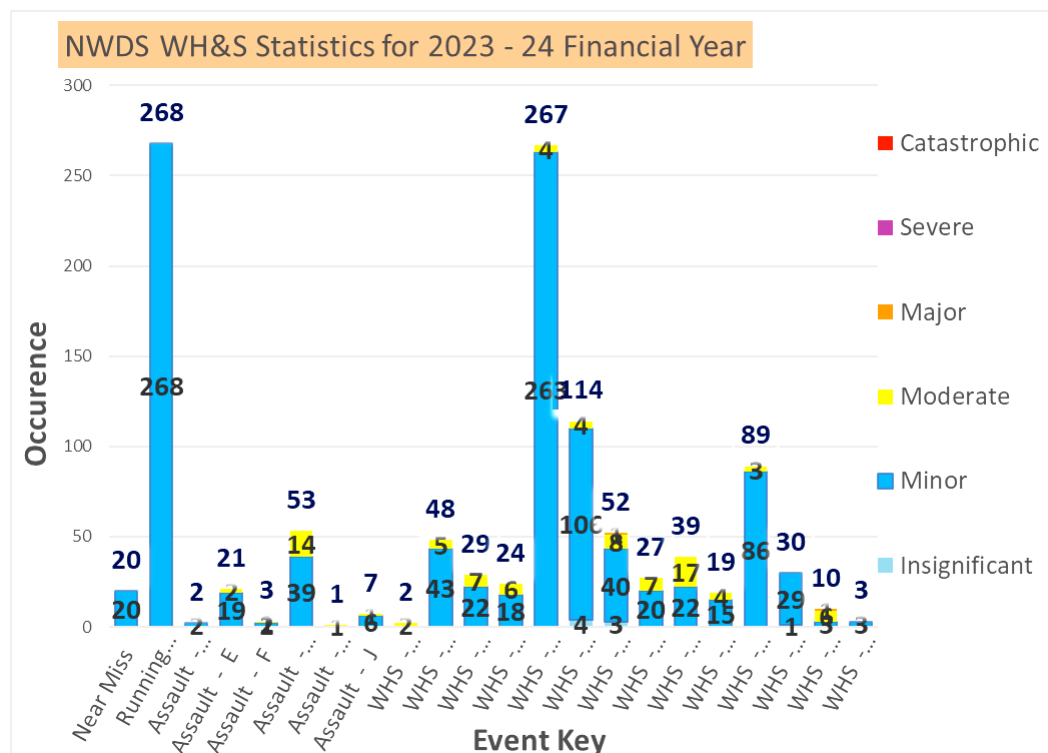
- NWDS conducts comprehensive WHS training sessions on numerous occasions throughout the year, which can cover a wide range of areas or a single issue. WHS is an agenda item for every team meeting.
- NWDS has started a Learning Management System (LMS) which is allowing staff to review and train on a wide range of issue, including Epilepsy, Safe Food handling and Workplace Bullying and Harassment.
- NWDS encourages and supports staff to request additional training.
- 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 relies on staff at all levels of the organisation to provide both 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.
- WHS is an agenda item for all team meetings and staff are encouraged to voice any concerns they have, either during the meeting or afterwards.

Achievements

- Refinement of the COVID Plan, to allow minimum disruption to services when a positive case is identified.
- Updated to 4 internal training competencies to reflect industry improvements
- Review of NWDS RTW Program
- Large reduction in workplace injuries



NWDS has experienced a fantastic year for WHS. We have expanded our WHS Committee, completed reviews of 4 competencies, completed a full review of the RTW Program as well as, for the second year in a row, reduced the average severity of incidents across all of NWDS.

This year the NWDS WHS Committee welcomes aboard 4 new members, Jean Claude Legrand, Engelin Reddy, Sushmita KC, and Jeanie Wilson. They come from a wide range of area's including Direct Care, Hawkesbury Secret Garden, Administration and governance. The team is now more experienced than ever before.

NWDS experienced a total of 1128 incidents for this financial year, which is a reduction across the board. NWDS is continuing to review and action every report that comes in. There has been a decrease in assaults occurring and causing injuries.

NWDS is in the process of bringing in a new, exciting and streamlined process for reporting of incidents, all staff will be able to complete an incident report electronically and immediately by just scanning a QR code.

This new system will allow immediate action to be taken and show the progress of all incidents.

This is an exciting time for NWDS, as it is taking many steps towards increasing its safety processes across the whole organisation.

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 |



Volunteering and Student Report

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

Overview of Program

We are pleased to present the annual report for our volunteer and student programs for the 2023-24 period. This report highlights key statistics, achievements, and plans for the future, reflecting our commitment to growth and excellence.

Volunteering Program

| | |
|---------------------------------|-----|
| <i>Applications Received</i> | 193 |
| <i>Orientation Attendance</i> | 91 |
| <i>Volunteering / Placement</i> | 46 |

Statistics & Ratios

Expression of Interest to Intake Ratio: 24% (46 out 193 applicants were placed)
Orientation to Placement Ratio: 50% (46 out of 91 attendees went on to volunteer)

Student Program

| | |
|---------------------------------|----|
| <i>Applications Received</i> | 73 |
| <i>Orientation Attendance</i> | 65 |
| <i>Volunteering / Placement</i> | 45 |

Statistics & Ratios

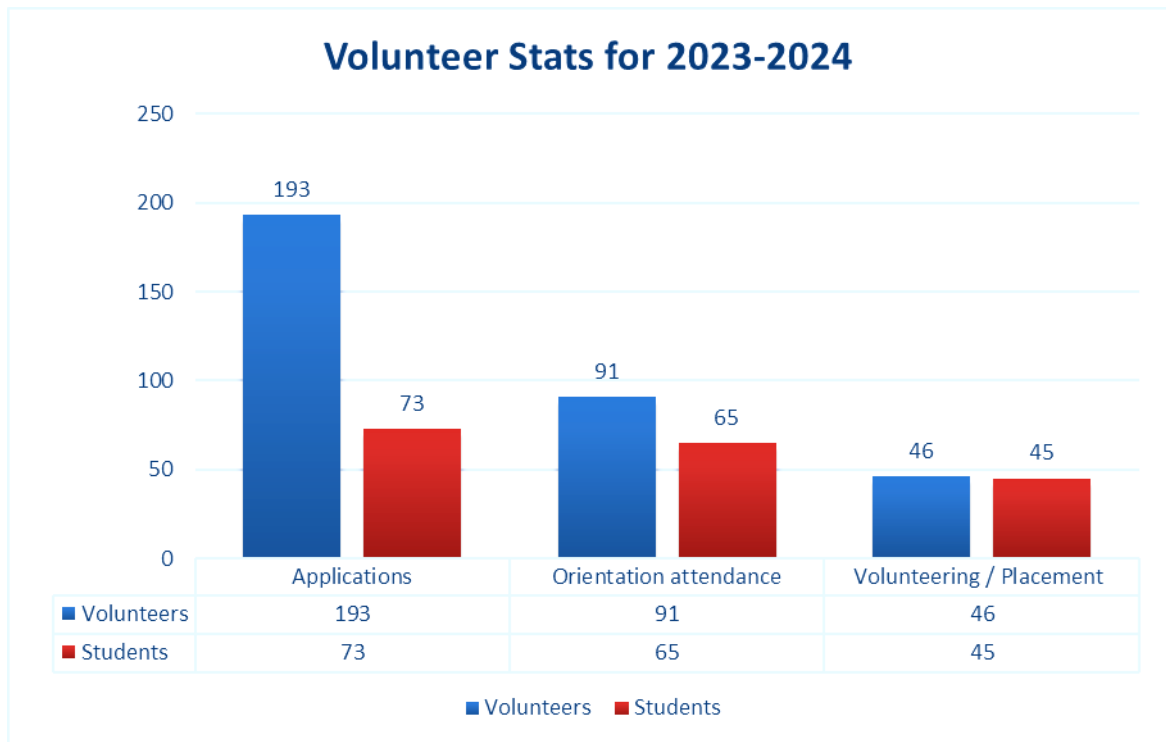
Expression of Interest to Intake Ratio: 62% (45 out of 73 applications were placed)
Orientation to Placement Ratio; 69% (45 out of 65 attendees went on to participate)

Plan for 2024/25

We are excited to introduce the "Revive & Thrive Program" at NWDS Sites. This initiative involves collaborative efforts from staff and volunteers to clean up and revitalize our sites. The goal is to enhance the overall participant and carer experience by creating more welcoming and functional environments.

Achievements

1. **Conie Archiving & Storeroom Cleanout Project:** volunteers successfully reorganized and archived valuable materials, improving accessibility and efficiency
2. **Martial Arts Program:** implemented a new program that introduced martial arts training to our participants, fostering discipline and physical fitness
3. **Student Work-Based Learning:** facilitated meaningful work-based learning opportunities for students, bridging academic knowledge with practical experience.
4. **Secret Garden BBQ Creation:** designed and built a new BBQ area in the Secret Garden, enhancing the outdoor experience for participants and visitors.
5. **Fairy Garden Reconstruction:** rebuilt the fairy garden that was damaged by wind, restoring it as a whimsical and cherished feature.



We thank all our stakeholders for their support and look forward to another year of growth and achievement.

Roxanne Goncalves
 Volunteer / Student Liaison



Volunteers at the Secret Garden Community Hub

Outback Adventure Camps

The NWDS Outback Adventures have again been very popular during 2023/24 period. We were able to send 11 camps to various locations, which were loved by all.

Our 2023 Christmas Giftbox Appeal Outback Adventure was a huge success again with the NWDS community donating an exceptional number of gifts for young children and teenagers in Western NSW. This year we collaborated with the Bathurst local radio station 2BS where we were able to promote our cause and our organization's community contribution.

We had a great start to 2024 camp year sending groups to some of their favourite places, which includes: Nowra, Dubbo, Camp breakaway and Forster. We love exploring the local areas with participants and giving them an opportunity to see places they haven't seen before. Even in our favourite places there are always new things to discover!



The NWDS Outback Adventures are also an opportunity to build on skills, with camp staff encouraging participants to individually take responsibility for oneself and be a part of a travelling team. Everyone pitches in with shopping, meal preparation and cooking, packing, and unpacking luggage, and working together. The travellers support and help each other and most importantly, have fun enjoying new experiences.

We had a few staff step down from the camps at the end of 2023; we would like to thank those dedicated staff who participated in our camps during the past 12 months for making them a wonderful experience for the participants. They were a quality team who ensured everyone's camp experience was premium. Fortunately, we were joined by new staff in 2024, who have been a breath of fresh air, with their energy and vitality and the participants have thoroughly enjoyed having those staff on board.

North west Disability Services looks forward to the next twelve months and the camps the Outback Adventures will be offering, giving new 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

Over the past year, our children services program has thrived, offering a comprehensive range of tailored care and enriching activities for children with disabilities. Let's take a moment to reflect on the transformative experiences and achievements that have positively impacted our young participants and their families.

Our commitment to meeting the diverse needs of children with disabilities is at the core of our program. This year we have offered In-Home Respite Support, After School Care at Lavender Cottage, Saturday Recreational activities and School Holidays Activities.

Saturday and school holiday activities have become vibrant hubs of activity, where children engage in a variety of enriching experiences such as cooking classes, museum visits, cultural events, and sensory play, visits to animal farms and recreational outings. These programs have offered the kids opportunities to explore new interests and environments, stimulate their senses and broaden their horizons.



We embrace a person-centred approach in all aspects of our care. Each child's unique abilities, interests, and developmental needs are central to the design and implementation of our programs. By focusing on individual strengths and preferences, we create an environment where children can thrive socially and emotionally.

Throughout the year, the kids have not only developed skills but have also formed meaningful connections and friendships, fostering a sense of belonging and community within their peer groups. The expansion of our school holiday activities has welcomed new participants who have integrated well into our programs.

I'd like to take a moment to thank our staff for their passion and enthusiasm which created a warm, inclusive, and supportive environment for the children. Their efforts in nurturing growth, fostering meaningful connections, and promoting independence are commendable and deeply valued.

We take great pride in celebrating milestones such as Lawrence's transition into adulthood, supported by our adult services. These moments highlight the significant impact of our programs in empowering individuals to achieve their dreams and aspirations as they transition into new phases of life.

Beyond our direct impact on participants, students and volunteers alike have found purpose and passion in their roles, gaining invaluable experiences that shape their career paths and personal growth.

As we look to the future, we remain committed providing exceptional care and opportunities for children with disabilities, ensuring they continue to thrive and learn.

Sraddha Pokharel
Coordinator



Accommodation Services

Short Term Accommodation — Gemhill Cottage

It has been a remarkable year at Gemhill, filled with challenges and achievements as we continue our mission to provide exceptional short-term accommodation for individuals with disabilities. Our fully accessible 5-bedroom facility offers round-the-clock service, transportation, meal preparation, and therapy access, ensuring a comfortable environment that caters to the diverse needs of our participants.

Throughout the year, Gemhill has been privileged to host a variety of participants who have created wonderful memories during their stay. We are delighted to see friendships blossom and the atmosphere at Gemhill grow into a welcoming and enjoyable community—a refreshing getaway for all.

One highlight was Jim's Christmas celebration at Gemhill, where he spent the Christmas holiday season at our respite filled with festivities, feasting, and local activities, which made Gemhill feel like home to him.



We are proud of our dedicated staff whose efforts have supported our new participants and helped all achieve greater independence. Our team adopts a deeply person-centered approach, focusing on individual goals with empathy, enthusiasm, and keen insight into varying levels of functionality.

A major part of our accommodation service has been facilitating transitions to Supported Independent Living (SIL) for participants, empowering them in tasks like money management, cooking, gardening, and social integration. At Gemhill, we prioritize both goal attainment and enjoyment, ensuring our participants are actively engaged within the community.

Looking ahead, we are committed to continuing to provide this essential service, supporting carers and participants alike in achieving their dreams and aspirations.

Thank you for your ongoing support as we strive to make Gemhill a place of comfort, empowerment, and joy for all.

Sraddha Pokharel
Coordinator



Supported Independent Living (SIL)

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.

NWDS continues to provide significant progress in delivering high-quality SIL services and achieving positive outcomes for all participants.

Our dedicated team of support workers continue to undertake training to enhance their capabilities in assisting participants with various disabilities. This training included specialized courses on disability awareness, person-centred care, communication techniques, and behaviour management strategies. As a result, our support staff are better equipped to meet the diverse needs of participants effectively.

Staff continue to work on 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.

Looking forward, NWDS is committed to continuously improving SIL services to meet the changing needs of participants. We engage in ongoing consultation with participants and their families to ensure our services remain person-centered and responsive to individual preferences and aspirations.



Glenorie House

The participants have lived at Glenorie House for the past 6 years and have been working towards their goals and are achieving many great things together. They continue their long-time friendship and have a team of dedicated support staff who have been with them from the beginning.

The participants enjoy planning their weekly shopping and meals and it is fantastic to see the variety of food interests. They get actively involved in meal preparation, cooking and cleaning while maintaining and developing their independent 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 Veggie Garden is looked after by the men, seasonal veggies are grown, harvested and cooked. This continues to be one of the healthy dreams of the young men.



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. Early this year they achieved their dream in visiting Raging Waters in Western Sydney. A wonderful day was had by both these young men.

They continue to maintain contact with their dearly loved family members who live outside Metropolitan Sydney. It is always great to see how happy they are in anticipating a visit to their families. Both young men are looking forward to staying with their family this Christmas.

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. After visiting a Bonsai exhibition, they have also started a new hobby in bonsai. 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.

On behalf of NWDS I would like to say a big Thank You to the staff team at Glenorie house, who everyday go above and beyond for the participants and their families. Your dedication to the participants is greatly appreciated. We look forward to what adventures 2025 bring with new skills development and bigger dreams come true.



Arbour Grove House

The participants continue to build on their friendship and have been involved in so many activities together. SIL 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.



Participants love doing the weekly shopping for the house, making sure to pick the freshest produce and put all the shopping away. They love to be involved in meal preparation and cooking. Their favourite thing to cook is cakes and muffins but especially birthday cakes.

Birthday celebrations at the house are a widely celebrated occasion and we look forward to celebrating one of the participants milestone birthday this September.

The Ladies continue to have their long-term dream come true in living independently and having a quality of life being supported with everyday living skills.

The participants continue to be actively involved in community contributions with greeting cards to Nursing Homes and a yearly donation of clothes to those in need.



All the ladies continue to have regular contact with their family members with weekly outings, visits and overnight stays. All the ladies are looking forward to spending time with their family over Christmas.

On the weekends the ladies love to go out into the community and socialize. They often go out to new places, local parks and support community events.

On behalf of NWDS, I would like to say a big Thank You to the staff team at Arbour Grove House who go above and beyond for all the ladies and their families. Your dedication is greatly appreciated. We look forward to what 2025 brings.

Kerry Carne
 Coordinator



Conie Avenue

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

The past year has seen some amazing achievements and countless events to celebrate amongst the Conie Ave. team. There have been great dreams become reality and some wonderful fresh ways to give back to the community as well.

Conie Ave continues to support over 130 participants across 7 days a week with a large amount of group, individual, weekend and evening activities. The direct care workers and administration staff are endlessly working on new ideas and activities to ensure the activities remain engaging and fun for our participants. Some new activities have commenced, including a new Gym and Exercise Program, more demand for Exploring Sydney and Recreational groups as well as a new Self Defence Training Program commencing soon.



These activities are all created after requests and ideas being suggested by the participants as well as the direct care staff. It is wonderful when the staff want to share their skills and experience with the participants through their facilitation and it is even better when the participants let us know what they would love to do next!



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 Juliet the Musical. The Exploring Sydney Groups loved their trips to the Camden Show, Golden Ridge Farm as well as the very special trip to the Scouts NSW airbase! The Retro Group was

excited for their trip to the Stardust Circus and Nicholas and Nathan couldn't stop talking about their night out to Vivid at the Zoo!

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. The contribution isn't just so the person, or organisation, receiving the service or donation benefits, but also the participant's opportunity to have a real sense of value within the community.

Just a few examples from the past year include, spectacle donations for the Fred Hollows Foundation, raising awareness for International Women's Day, donating batteries,

getting involved in World Bee Day and helping contribute to the quality of life of older Australians with Easter cards through Home Instead! There are always opportunities to get involved in Clean up the local community as well as connecting with the local Aged Care Facilities by dropping off cards and baked goods. It is wonderful to see how much these community contributions mean to the participants.



The weekend and evening activities continue to provide a great variety of opportunities for our participants who have been attending as a group for many years as well as those who have recently joined and are looking for socialisation opportunities and some recreation in the community.

Once again this year, the staff that work at Conie Ave in the week day activities 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. They are resilient and we are lucky to be able to work amongst such a supportive and positive atmosphere every day. It is due to their dedication and initiative that we are able to ensure that our activities run as smoothly as it can and the participants, their engagement and achievements remain the priority.

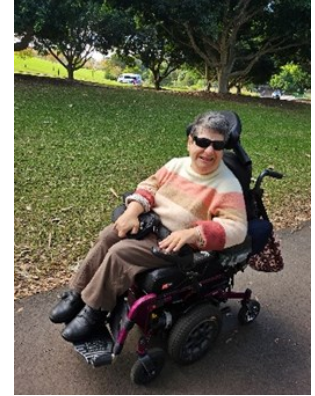


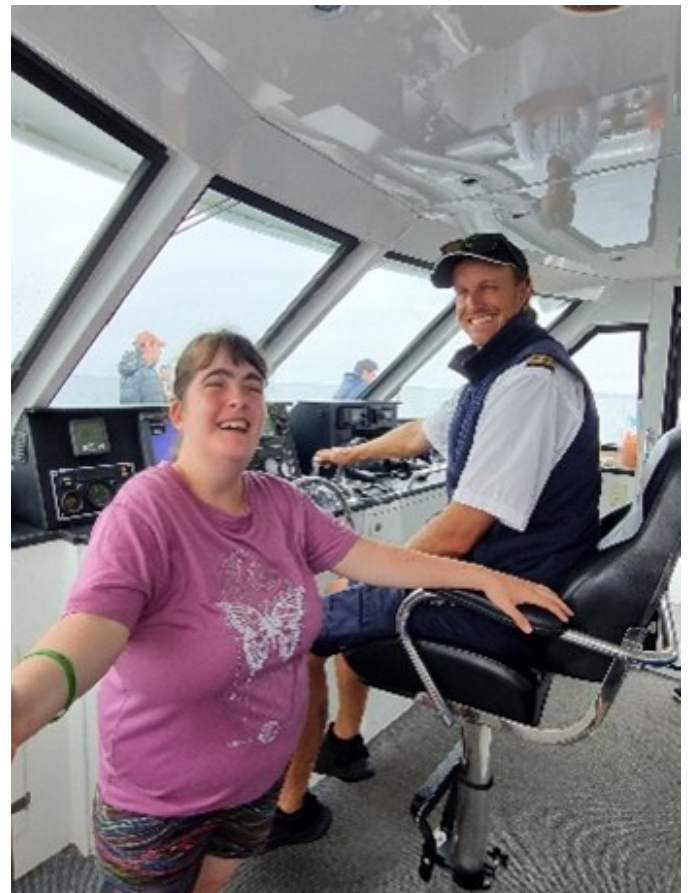


It never ceases to amaze me what can be achieved by our participants and what our staff can do in their support and encouragement of our participants as well. It is always exciting to anticipate what may be in the works for the next twelve months and what wonderful things we will be able to celebrate together.

On a personal note, as I am leaving NWDS after 13 years, I would like to take this opportunity to thank everyone involved in NWDS for their support over this time. I have had the privilege to be a part of so many people's lives at NWDS and I am grateful for all of those connections. Our participants forever bring me joy and love and our carers have been open and trusting as we navigate what supports are needed for their participants. Thank you to all of the staff who work within Conie Ave, for all of your hard work, support and diligence, as always. My admin team have been amazing support over the years and Conie Ave cannot run as it does, without them. I wish everyone at NWDS the best; I know that amazing achievements will continue to happen and Conie Ave will continue to be a wonderful place filled with joy, laughter and celebration.

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

As we review the year that has passed, with joy and gratitude we can express that Lavender has made significant strides in our mission to provide support, resources, and services to individuals with disabilities enhancing their quality of life and well-being. We support this through a relationship of openness, respect, and collaboration to create opportunities for individual needs.

This annual report highlights our achievements, impact, and progress towards creating a more inclusive environment for all.

At Lavender, we offer a range of activities, based on individual interests and support needs. Our tailored programs include a wide range of creative, recreational and skill-building activities. Complementing a wide range of community-based activities, Lavender also provides in-house activities in a nurturing and therapeutic environment which includes a sensory room.

Opportunities are created for creativity, personal growth, community access, and personalized therapy with activities like Arts and Crafts, Baking, Shopping and Pampering, Visits to the Secret Garden, Bowling and Parks and Outdoor activities.



Dreams Accomplished

Here at Lavender, Turning Dreams into Reality is a wonderful journey that is accomplished with a combination of resilience, creativity, and hard work. The destination is beautiful and the journey along the way is an experience to learn and grow for both participants and staff. This year we were able to accomplish many of our participants' dreams. Kieran always wanted to meet a fireman and see the tools up close. Anthony and Brad shared a dream to visit a motorbike showroom where they were able to have a close look at various motorbikes. The joy on their faces was worth watching. Jason, Pamela, Libby and Holly's dream to take a trip on the Sydney metro was accomplished and each one had a great time. Holly remarked this was a trip she'll remember with delight.



Contributions to our Community

Aware of the importance of contributing to the community to build healthy relationships and foster a sense of belonging, Lavender Cottage has continually supported and contributed to various causes and events throughout the year. Our participants have participated in significant events such as World Environment Day, Easter cards for Seniors, Specsavers Donate for Sight, SES Day, Harmony Day, and Neighbour Day to name a few.



On May 20 our participants joined to participate in the Global Waggle Dance Challenge to mark World Bee Day and to celebrate, The Rotary Club of Canterbury, Rotarians for Bees, and The Wheen Bee Foundation launched the Waggle Dance Challenge as an initiative to raise awareness of the World's Bees. Participants were excited to show off their bee-themed props which everyone took part in making and danced in unison displaying their collective spirit.

Specsavers Donate for Sight program was very well received by everyone at Lavender Cottage where everyone joined in to donate unused glasses and sunnies. The community contribution program group took the spare glasses and sunglasses that staff have been collecting to Specsavers for them to distribute to people in need in remote areas of Australia. They were pleasantly received by the team at Westfield Blacktown.

Participants also took part in the "Easter Greetings for a Senior" project in March 2024. Each participant coloured and wrote messages on Easter cards which were then sent to seniors at hospitals and nursing homes. Each participant got to experiment with colours for a very good cause.



Breaking barriers and building bridges, our work continues, and we look forward to unlocking potential and unleashing possibilities for our participants as well as our whole team. Together we can create a world where everyone belongs.

Ashraf Virani, with support of Sushmita KC
 Lavender Cottage Coordinator



Opal Cottage

Vision: To enrich the lives and provide support of the highest standard for our participants, so they have the best opportunity for the best possible outcome through an environment that is therapeutic, learning based and above all safe and fun

Opal is focussed on fostering an environment of mutual respect and support for participants and staff and to provide a safe, inclusive space where everyone is welcomed and considered.

We continue to offer a variety of programs and are always encouraging new ideas and suggestions from participants and staff. We would like to thank staff and participants for the continued maintenance of the gardens at Opal, excellent work as usual. We would also like to thank all staff and 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.



Milestone birthdays celebrated at Opal: Bronte turned 21, Ed turned 40

Commitment to Turning Dreams Into Reality

Turning Dreams into Reality is, as always, a great focus for the team of Dream Weavers at Opal. So much so, we've run out of space on our dreams wall (again) and have had to archive some of the photos. This 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.



Some dreams that came into fruition

L-R: Ahmed driving a simulation car, Lisa scrapbooking, Chelsea made a rainbow cake to share

Community Contribution

Community Contributions will continue to be a focus at Opal. All programs at some point partake in some form of community contribution. Everything from: Plant drops, Bead drops and Paper Flower drops in the Hawkesbury Area, ANZAC Day activities, 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 consistently go beyond expectations. They are generous with their time and ideas and provide a harmonious environment where everyone thrives with the services we provide.



L-R: Mates Shed program feeding the horses; Hayden, Bronte & Aidan brought wreaths for Anzac; Elizabeth & Ronik playing basketball; Lisa won a prize at the Hawkesbury Show

Secret Garden and Community Hub

Vision: The focus of our garden is to provide a space that draws community groups, organisations and individuals from all walks of life, with all levels of ability together in a welcoming environment that enables them to flourish and grow, like our gardens



The garden is currently flourishing as winter winds down and has a welcoming, peaceful atmosphere as the fog lifts on the crisp mornings. The garden is always a hive of activity 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.

The current mission is to have The Secret Garden and Community Hub NOT live up to its moniker by having a greater presence on social media as well as having traditional media outlets publish stories about our uniquely, wonderful space. Penny McKinlay (our head horticulturalist) has also been tapped to contribute a monthly gardening column in the Hills to Hawkesbury publication where she will also promote The Secret Garden and Community Hub through this excellent opportunity. Gardening Australia ABC is slated to do a television story in late August, which is also very exciting. 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 have focused our efforts on one less fair per week, as there was a bit of a logjam nearing the end of the year. This also creates more of a "Special Event" feeling and gives our wonderful volunteers a bit of respite. This means the Spring Fair and Scarecrow Fair will be combined for the first time this year.

Activities across the Secret Garden

Ladies Shed started late last year. After receiving orientation and safety induction from Rick, it is essentially self-managed by the Volunteers and the Ladies that attend. A special shoutout the Bronwyn Hutchins for volunteering her Saturdays to oversee the Ladies Shed. 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, RDA, and Gardening and Nursery Skills.

Volunteers

The Secret Garden and Community Hub is a thriving environment. With our amazing, growing crew of volunteers, we have been able to complete many projects throughout the past year. At present there are over 50 Volunteers.

Sadly this year one of our much loved volunteers Graham passed away. Graham's passion, knowledge and expertise will be greatly missed and all who knew Graham will remember him fondly.

Our volunteers comprise a diverse range of people and cultures:

- Retirees
- People volunteering their time out of work hours
- School students, TAFE students, overseas students visiting
- Community services
- Corporate volunteers — Salesforce, Mirvac, Deloitte, Evergreen

Projects

Stage 1 Projects — Completed

- Train Station completed, *except seating*
- New barbeque area approaching completion, with only paving left to do
- New banners have been made for the Secret Garden Plant Shop, One Mile Café, and the fairs.

Stage 2 Projects — Ongoing

- Duck pond drained, cleaned and the overgrowth being cut back
- Fairy Garden moved to a more accessible, family friendly location
- **Mushroom Project:** with the passing of Graham Price, the mushroom project had been put on hold until such a time that we could have another expert in the field come on board. That is now a real possibility with Allen, a former colleague of Graham showing a lot of interest and is keen to keep Graham's legacy alive and contribute to The Secret Garden's Mushroom Project.

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 projects and partnerships planned for the future.

Wayne Williams

Hawkesbury Coordinator



Aberdoon House

Vision: 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 individual learning opportunities.

Another year has flown by at Aberdoon House. We have had some wonderful days and achievements in personal goals, Dreams to Reality and Community Contributions. The staff team and participants have been enjoying wonderful creative adventures, exploring the Community, learning independent living, health and wellbeing skills. It has been rewarding for everyone who passionately commits themselves to do and be the best they can.



Community Contributions

Participants, Carers, Staff, 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, Barc Animal shelter, Dance for Sick kids, local Aged Care facilities and supporting those in need in our Community with dinners.



Turning Dreams Into Reality

We have had a wonderful year of Making Dreams come true for our Participants. Going to Coffs Harbour to visit the Big Banana, going to a lunch Date with friends, exhibiting at the Hawksbury Show with great outcomes Omar Khizar won in the Drawing Section 1st Prize and Mitch 3rd prize, Marianne 2nd prize and Liam Highly commended. Learning to cook for a few of our participants, going to Cricket and Softball Games, the Australian Open tennis, go carting, vivid and Christmas light adventures.



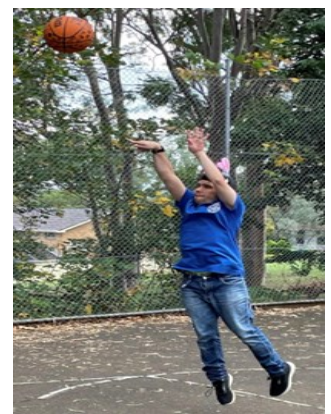
We have enjoyed Community access and individualised programming exploring places of interest, places of history, natural beauty and some great events on the Calendar. This is driven by the participants and their interest, dreams and passions. We organise these adventures during centre-based activities, weekend Activities and Individualised supports. This year there were sporting events, 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 and on.



The Art Cap was a whirlwind of adventure and was designed this year to capture the dreams of our participants. Ros and Claire did a fabulous job to ensure dreams of 3 friends were accomplished, going on camp together to Coffs Harbour combined with seeing the Big Banana and learning how to make sushi, lots of fun.



We have participants enjoying Physical Health and Wellbeing with various holistic activities and a focused Sports Club group, which is a program we are looking to expand. The groups at Aberdoon play cricket, tennis, bocce, walking, dancing, chi ball and lots more.



Aberdoon House held its Annual Art Exhibition in November. It was a great success for our community. Many goals and dreams were achieved with the exhibition showcasing the talents of our artists. We raised funds that help support art programming at Aberdoon. 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, all of these support learning goals in independent living skills, lifelong learning and health and wellbeing. Cultural Days have been incorporated this year exploring everything about Korea.





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 2023

The Awards Day was held on Thursday 12th of October at Harvey Lowe Pavilion, Castle Hill

Service Area Award—Staff

| | |
|--|----------------------|
| Conie Avenue | Brian Heidari |
| Lavender Cottage | Garwin Thompson |
| Hawkesbury Services | Rowena Bray |
| Aberdoon House | Alissa Chebaia |
| Children's Services & Flexible Supports | Chin Bing Siew (Ken) |
| Admin / Human Resources | Rupal Godhani |
| Accommodation Services | Ok Soon Min (Clara) |

Service Area Award—Participant

| | |
|--|--------------------------|
| Conie Avenue | Elizabeth Vardas (Vetta) |
| Lavender Cottage | Michael Vasquez |
| Hawkesbury Services | Chelsea Toman |
| Aberdoon House | Caitlin Vince |
| Children's Services & Flexible Supports | Lawrence Briffa |
| Accommodation Services | Jim Leong |

Perpetual Awards

| | |
|--|---|
| High Achiever Award | John McPherson, Timm Ezzy |
| Doug Sewell Participant Attendance Award | Chris Hammond |
| Outstanding Community Contribution Award | Abbas Al Kinaani, Anthony Zavaglia, Brendan Elis, Nadya Bote |
| Team Player of the Year | Engelin Reddy |
| Team of the Year | Conie Avenue |
| Staff Quality Service Award | Carina Cavallaro |
| John Barnard Staff Safety Award | Eduardo Japsay, Germar Wiliam |
| Innovator of the Year | Jeanie Wilson, Melinda Colbran |
| Outstanding Volunteer Contributions | Claire Hancock, Ailsa Cunningham |
| Ken Jones Staff Personal Development Award | Hae Young Choi (Michelle) |
| Excellence in the Facilitation of Dreams to Reality | Michael York |
| The Slattery Award Exceptional Contribution to NWDS | Michael Gremmo, Peter Brooks |



NWDS Trustees 2023
Sandya Adikhari, Carina Cavallaro



Spirit of NWDS 2023
Matthew Sandry, Kerry Carne

Vale 2023-24

Betty Ritcher

17 October 1921—28 July 2023, 101 years.

It is with great sadness that I inform you of the passing of Betty Ritcher, who for many years volunteered at NWDS.

Betty had a great attention to detail and assisted greatly in proofreading many documents for us including policy documents, annual reports, banking receipts, and lots of other documents as well.

She also painstakingly pulled apart and changed the format of all 500 participant support folders so that they had enough pages, dividers in the right place and they were all the same.

Betty was a much-loved part of our volunteer community who was always a joy to be around and such valuable assistance she provided. We offer our condolences to her family.



Graham Richard Price

14 December 1939—07 January 2024, 84 years.

Graham Price volunteered and was the linchpin, mentor and educator pertaining to all things mushroom related. He was the driving force behind the Mushroom Project over at the Secret Garden Community Hub. Graham's passion, knowledge and expertise will be greatly missed and all who knew him will remember him fondly.

Margaret Geelan

16 July 1962—13 June 2024, 61 years.

It is with great sadness that I inform you of the passing of Margaret Geelan who for many years volunteered and worked at NWDS.

Margaret was a well-loved and valued member of the Opal Cottage and Secret Garden team. Her work in the administration for these sites was always of a high standard and her nurturing nature and attention to detail was outstanding. Margaret's health battles never stopped her from doing the things she loved and was always at NWDS with a captivating smile.

Margaret's passion for animal care and education was passed on to staff and participants through programs and fact sheets she created.

Margaret left NWDS in January 2021 to focus on her health and she was farewelled by all staff and participants that had known her.



North West Disability Services Australia Limited

ABN 28 713 967 409

Financial Report

30 June 2024

22 August 2024

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 2024 there have been:

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


Walker Wayland NSW
Chartered Accountants


Wali Aziz
Partner

North West Disability Services Australia Limited
Contents
30 June 2024

| | |
|--|----|
| Statement of profit or loss and other comprehensive income | 2 |
| Statement of financial position | 3 |
| Statement of changes in equity | 4 |
| Statement of cash flows | 5 |
| Notes to the financial statements | 6 |
| Directors' declaration | 16 |

General information

The financial statements cover North West Disability Services Australia Limited "the Company" as an individual entity. The financial statements are presented in Australian dollars, which is the Company'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 22nd day of August 2024.

North West Disability Services Australia Limited
Statement of profit or loss and other comprehensive income
For the year ended 30 June 2024

| | Note | 2024 \$ | 2023 \$ |
|--|-------------|--------------------------|--------------------------|
| Revenue from continuing operations | 4 | 14,713,872 | 14,484,067 |
| Other income | 4 | <u>943,699</u> | <u>343,766</u> |
| Total revenue | | <u>15,657,571</u> | <u>14,827,833</u> |
| Expenses | | | |
| Employee benefits expenses | 6 | (13,347,668) | (11,821,929) |
| Administrative expenses | 5 | (520,104) | (503,534) |
| Depreciation expense | | (137,778) | (181,382) |
| Amortisation expense- ROUA | | (66,929) | (59,575) |
| Office expenses | | (23,541) | (18,657) |
| Finance costs on lease liabilities | | (14,023) | (4,618) |
| Finance costs | | (1,183) | (3,770) |
| Other expenses | 7 | <u>(509,118)</u> | <u>(429,646)</u> |
| Total expenses | | <u>(14,620,344)</u> | <u>(13,023,111)</u> |
| Surplus before income tax expense | | 1,037,227 | 1,804,722 |
| 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 | | 1,037,227 | 1,804,722 |
| 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>1,037,227</u></u> | <u><u>1,804,722</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 2024

| | Note | 2024 \$ | 2023 \$ |
|--------------------------------|-------------|--------------------------|--------------------------|
| Assets | | | |
| Current assets | | | |
| Cash and cash equivalents | 8 | 20,933,568 | 19,684,613 |
| Trade and other receivables | 9 | 63,233 | 81,121 |
| Other assets | 10 | 47,329 | 43,037 |
| Total current assets | | <u>21,044,130</u> | <u>19,808,771</u> |
| Non-current assets | | | |
| Property, plant and equipment | 11 | 10,033,647 | 9,971,415 |
| Right-of-use asset | 14 | 231,684 | 36,583 |
| Total non-current assets | | <u>10,265,331</u> | <u>10,007,998</u> |
| Total assets | | <u>31,309,461</u> | <u>29,816,769</u> |
| Liabilities | | | |
| Current liabilities | | | |
| Trade and other payables | 12 | 685,341 | 554,183 |
| Lease liabilities | 15 | 60,755 | 20,864 |
| Provisions | 13 | 1,753,648 | 1,611,037 |
| Deferred income | | - | 2,526 |
| Total current liabilities | | <u>2,499,744</u> | <u>2,188,610</u> |
| Non-current liabilities | | | |
| Lease liabilities | 15 | 194,170 | 32,815 |
| Provisions | 13 | 365,580 | 382,604 |
| Total non-current liabilities | | <u>559,750</u> | <u>415,419</u> |
| Total liabilities | | <u>3,059,494</u> | <u>2,604,029</u> |
| Net assets | | <u><u>28,249,967</u></u> | <u><u>27,212,740</u></u> |
| Equity | | | |
| Reserves | | 7,889,647 | 7,889,647 |
| Retained surpluses | | 20,360,320 | 19,323,093 |
| Total equity | | <u><u>28,249,967</u></u> | <u><u>27,212,740</u></u> |

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

North West Disability Services Australia Limited
Statement of changes in equity
For the year ended 30 June 2024

| | Reserves \$ | Retained surpluses \$ | Total equity \$ |
|---|------------------------------|--|----------------------------------|
| Balance at 1 July 2022 | 7,889,647 | 17,518,371 | 25,408,018 |
| Surplus after income tax expense for the year | - | 1,804,722 | 1,804,722 |
| Other comprehensive income for the year, net of tax | - | - | - |
| Total comprehensive income for the year | - | 1,804,722 | 1,804,722 |
| Balance at 30 June 2023 | 7,889,647 | 19,323,093 | 27,212,740 |

| | Reserves \$ | Retained surpluses \$ | Total equity \$ |
|---|------------------------------|--|----------------------------------|
| Balance at 1 July 2023 | 7,889,647 | 19,323,093 | 27,212,740 |
| Surplus after income tax expense for the year | - | 1,037,227 | 1,037,227 |
| Other comprehensive income for the year, net of tax | - | - | - |
| Total comprehensive income for the year | - | 1,037,227 | 1,037,227 |
| Balance at 30 June 2024 | 7,889,647 | 20,360,320 | 28,249,967 |

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 2024

| | Note | 2024 \$ | 2023 \$ |
|--|-------------|--------------------------|--------------------------|
| Cash flows from operating activities | | | |
| Receipts from customers | | 14,890,376 | 14,413,986 |
| Payments to suppliers, employees and others | | (14,149,539) | (12,347,189) |
| Interest received | | 784,118 | 301,989 |
| Interest and other finance costs paid | | <u>(1,183)</u> | <u>(3,770)</u> |
| Net cash from operating activities | 23 | <u>1,523,772</u> | <u>2,365,016</u> |
| Cash flows from investing activity | | | |
| Net payments for property, plant and equipment | 11 | <u>(200,010)</u> | <u>(152,116)</u> |
| Net cash used in investing activity | | <u>(200,010)</u> | <u>(152,116)</u> |
| Cash flows from financing activity | | | |
| Payment for lease liability | | <u>(74,807)</u> | <u>(65,000)</u> |
| Net cash used in financing activity | | <u>(74,807)</u> | <u>(65,000)</u> |
| Net increase in cash and cash equivalents | | 1,248,955 | 2,147,900 |
| Cash and cash equivalents at the beginning of the financial year | | <u>19,684,613</u> | <u>17,536,713</u> |
| Cash and cash equivalents at the end of the financial year | 8 | <u><u>20,933,568</u></u> | <u><u>19,684,613</u></u> |

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

Note 1. Material accounting policy information

The accounting policies that are material to the Company are set out below. The accounting policies adopted are consistent with those of the previous financial year, 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.

Note 1. Material accounting policy information (continued)

Current and non-current classification

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

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

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

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.

Note 1. Material accounting policy information (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.

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

Estimation of useful lives of assets

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

Employee benefits provision

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

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 2022, has been adopted for the year ended 30 June 2023. 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

| | 2024 | 2023 |
|---|--------------------------|--------------------------|
| | \$ | \$ |
| NDIS | 14,166,881 | 13,753,401 |
| Disability support activities | 515,899 | 579,180 |
| Fair income | - | 36,065 |
| Government grants | <u>31,092</u> | <u>115,421</u> |
| Revenue | <u><u>14,713,872</u></u> | <u><u>14,484,067</u></u> |
| | 2024 | 2023 |
| | \$ | \$ |
| <i>Other income</i> | | |
| Interest income | 784,118 | 301,989 |
| Workers compensation insurance proceeds | <u>159,581</u> | <u>41,777</u> |
| | <u><u>943,699</u></u> | <u><u>343,766</u></u> |
| | <u><u>15,657,571</u></u> | <u><u>14,827,833</u></u> |

North West Disability Services Australia Limited
Notes to the financial statements
30 June 2024

Note 5. Administrative expenses

| | 2024 | 2023 |
|-----------------------|----------------|----------------|
| | \$ | \$ |
| Insurance | 131,108 | 113,707 |
| IT Services | 99,980 | 106,635 |
| Activities | 101,047 | 111,168 |
| Repairs & Maintenance | 86,458 | 69,812 |
| Service Charges | 38,239 | 48,228 |
| Resources | 33,800 | 34,971 |
| Professional fees | 29,472 | 13,700 |
| Fair | - | 5,030 |
| Programming Cost | - | 283 |
| | <u>520,104</u> | <u>503,534</u> |

Note 6. Employee benefits expenses

| | 2024 | 2023 |
|--------------------------------|-------------------|-------------------|
| | \$ | \$ |
| Salaries and wages | 11,362,287 | 10,118,279 |
| Superannuation | 1,053,071 | 921,663 |
| Employee leave provision costs | 125,587 | 282,480 |
| Other employee costs | 806,723 | 499,507 |
| | <u>13,347,668</u> | <u>11,821,929</u> |

Note 7. Other expenses

| | 2024 | 2023 |
|---------------------------|----------------|----------------|
| | \$ | \$ |
| Fuel | 107,198 | 106,604 |
| Short term lease payments | 98,139 | 100,895 |
| Motor vehicle expense | 97,011 | 77,975 |
| Food and beverages | 43,194 | 35,003 |
| Consultancy | 37,256 | - |
| Electricity | 29,525 | 24,281 |
| Telephone and internet | 26,153 | 28,133 |
| Cleaning | 24,656 | 19,227 |
| Fringe benefit tax | 15,815 | 15,812 |
| Council rates | 12,638 | 11,495 |
| Legal | 9,406 | 1,577 |
| Subscriptions | 5,663 | 4,603 |
| Water | 2,464 | 3,715 |
| Sundry | - | 326 |
| | <u>509,118</u> | <u>429,646</u> |

North West Disability Services Australia Limited
Notes to the financial statements
30 June 2024

Note 8. Cash and cash equivalents

| | 2024 | 2023 |
|-----------------------|--------------------------|--------------------------|
| | \$ | \$ |
| <i>Current assets</i> | | |
| Cash on hand | 2,300 | 2,300 |
| Cash at bank | <u>20,931,268</u> | <u>19,682,313</u> |
| | <u><u>20,933,568</u></u> | <u><u>19,684,613</u></u> |

Cash at bank includes term deposits of \$19,377,482 (2023: \$17,421,402) which have a maturity of 30 June 2023 and earned interest of \$784,118 for the year ended 30 June 2024 (2023: \$301,989). The interest for the term deposits in the 2024 financial year ranged between 4.0% to 4.8%(2023: 3.5% to 4.85%).

Note 9. Trade and other receivables

| | 2024 | 2023 |
|-----------------------|----------------------|----------------------|
| | \$ | \$ |
| <i>Current assets</i> | | |
| Trade receivables | 10,084 | 58,588 |
| Other receivables | <u>53,149</u> | <u>22,533</u> |
| | <u><u>63,233</u></u> | <u><u>81,121</u></u> |

Note 10. Other assets

| | 2024 | 2023 |
|-----------------------|---------------|---------------|
| | \$ | \$ |
| <i>Current assets</i> | | |
| Prepayments | <u>47,329</u> | <u>43,037</u> |

Note 11. Property, plant and equipment

| | 2024 | 2023 |
|--------------------------------|--------------------------|-------------------------|
| | \$ | \$ |
| <i>Non-current assets</i> | | |
| Land - at fair value* | <u>9,229,886</u> | <u>9,229,886</u> |
| Buildings - at cost | 4,845,903 | 4,778,003 |
| Less: Accumulated depreciation | <u>(4,195,342)</u> | <u>(4,141,329)</u> |
| | <u>650,561</u> | <u>636,674</u> |
| Motor vehicles - at cost | 2,027,590 | 2,082,398 |
| Less: Accumulated depreciation | <u>(1,874,390)</u> | <u>(1,977,543)</u> |
| | <u>153,200</u> | <u>104,855</u> |
| | <u><u>10,033,647</u></u> | <u><u>9,971,415</u></u> |

* Land is carried at fair value less any subsequent accumulated impairment based on periodic valuations by independent valuers. The latest independent valuation of Land was carried out during the financial year ended 30 June 2016. The Directors believe that the carrying amount of land correctly reflects its fair value as at 30 June 2024.

North West Disability Services Australia Limited
Notes to the financial statements
30 June 2024

Note 11. Property, plant and equipment (continued)

Reconciliations

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

| | Land | Buildings | Plant and equipment | Motor Vehicles | Total |
|--|------------------|------------------|----------------------------|-----------------------|-------------------|
| | \$ | \$ | | \$ | \$ |
| Balance at 1 July 2023 | 9,229,886 | 636,674 | - | 104,855 | 9,971,415 |
| Additions | - | 67,900 | 6,144 | 125,966 | 200,010 |
| Disposals | - | - | - | (180,774) | (180,774) |
| Decrease in accumulated depreciation due to disposal | - | - | - | 180,774 | 180,774 |
| Depreciation expense | - | (54,013) | (6,144) | (77,621) | (137,778) |
| Balance at 30 June 2024 | <u>9,229,886</u> | <u>650,561</u> | <u>-</u> | <u>153,200</u> | <u>10,033,647</u> |

Note 12. Trade and other payables

| | 2024 | 2023 |
|------------------------------|----------------|----------------|
| | \$ | \$ |
| <i>Current liabilities</i> | | |
| Trade payables | 34,495 | 26,797 |
| PAYG withholding liabilities | 45,921 | 36,862 |
| Other payables | <u>604,925</u> | <u>490,524</u> |
| | <u>685,341</u> | <u>554,183</u> |

Note 13. Provisions

| | 2024 | 2023 |
|--------------------------------|------------------|------------------|
| | \$ | \$ |
| <i>Current liabilities</i> | | |
| Annual leave | 794,009 | 735,891 |
| Long service leave | <u>959,639</u> | <u>875,146</u> |
| | <u>1,753,648</u> | <u>1,611,037</u> |
| <i>Non-current liabilities</i> | | |
| Long service leave | <u>365,580</u> | <u>382,604</u> |
| | <u>2,119,228</u> | <u>1,993,641</u> |

Note 14. Right-of-use asset

| | 2024 | 2023 |
|--------------------------------|------------------|------------------|
| | \$ | \$ |
| <i>Non-current assets</i> | | |
| Right-of-use Asset - at cost | 477,216 | 215,186 |
| Less: Accumulated depreciation | <u>(245,532)</u> | <u>(178,603)</u> |
| | <u>231,684</u> | <u>36,583</u> |

North West Disability Services Australia Limited
Notes to the financial statements
30 June 2024

Note 14. Right-of-use asset (continued)

| | | |
|------------------------|-----------------------|----------------------|
| Opening balance | 36,583 | 96,158 |
| Additions | 262,030 | - |
| Depreciation - AASB 16 | <u>(66,929)</u> | <u>(59,575)</u> |
| Net carrying amount | <u><u>231,684</u></u> | <u><u>36,583</u></u> |

Note 15. Lease liabilities

| | 2024 | 2023 |
|---------------------------------------|-----------------------|----------------------|
| | \$ | \$ |
| Carrying amount at 30 June 2023 | 53,679 | 114,061 |
| Additions | 262,030 | - |
| Less: amortisation of lease liability | <u>(60,784)</u> | <u>(60,382)</u> |
| Carrying amount at 30 June 2024 | <u><u>254,925</u></u> | <u><u>53,679</u></u> |

Current liabilities

| | | |
|-----------------|---------------|---------------|
| Lease liability | <u>60,755</u> | <u>20,864</u> |
|-----------------|---------------|---------------|

Non-current liabilities

| | | |
|-----------------|-----------------------|----------------------|
| Lease liability | <u>194,170</u> | <u>32,815</u> |
| | <u><u>254,925</u></u> | <u><u>53,679</u></u> |

| | 2024 | 2023 |
|-----------------------------|-----------------------|----------------------|
| | \$ | \$ |
| No Later than 1 Year | 60,755 | 20,864 |
| Between 1 to 5 years | <u>194,170</u> | <u>32,815</u> |
| Total future lease payments | <u><u>254,925</u></u> | <u><u>53,679</u></u> |

Note 16. 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:

| | 2024 | 2023 |
|--------------------------|-----------------------|-----------------------|
| | \$ | \$ |
| Key management personnel | <u><u>367,796</u></u> | <u><u>239,483</u></u> |

No remuneration was paid to or on behalf of directors.

Note 17. 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:

North West Disability Services Australia Limited
Notes to the financial statements
30 June 2024

Note 17. Financial risk management (continued)

| | 2024 | 2023 |
|--|--------------------------|--------------------------|
| | \$ | \$ |
| Financial assets | | |
| Financial assets at amortised cost: | | |
| Cash and cash equivalents | 20,933,568 | 19,684,613 |
| Trade and other receivables | <u>63,233</u> | <u>81,121</u> |
| Total financial assets | <u>20,996,801</u> | <u>19,765,734</u> |
| Financial liabilities | | |
| Financial liabilities at amortised cost: | | |
| Trade and other payables | 685,341 | 554,183 |
| Lease liabilities | <u>254,925</u> | <u>53,679</u> |
| Total financial liabilities | <u>940,266</u> | <u>607,862</u> |

Note 18. 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.

| | 2024 | 2023 |
|--|-------------------------|-------------------------|
| | \$ | \$ |
| Recurring fair value measurements | | |
| Non-financial assets | | |
| - Land | <u>9,229,886</u> | <u>9,229,886</u> |

The latest independent valuation of Land was carried out during the financial year ended 30 June 2016. The Directors believe that the carrying amount of land correctly reflects its fair value as at 30 June 2024.

Note 19. Contingent assets and contingent liabilities

The Company had no contingent assets and contingent liabilities as at 30 June 2024 and 30 June 2023.

Note 20. Commitments

The Company had no commitments for expenditure as at 30 June 2024 and 30 June 2023.

Note 21. Related party transactions

Key management personnel

Disclosures relating to key management personnel are set out in note 16.

North West Disability Services Australia Limited
Notes to the financial statements
30 June 2024

Note 21. Related party transactions (continued)

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 22. Remuneration of auditors

During the financial year the following fees were paid or payable for services provided by Walker Wayland NSW Chartered Accountants, the auditor of the Company:

| | 2024 | 2023 |
|-----------------------------------|---------------|---------------|
| | \$ | \$ |
| <i>Audit services -</i> | | |
| Audit of the financial statements | <u>15,000</u> | <u>13,700</u> |

Note 23. Cash flow information

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

| | 2024 | 2023 |
|--|------------------|------------------|
| | \$ | \$ |
| Surplus after income tax expense for the year | 1,037,227 | 1,804,722 |
| Adjustments for: | | |
| Depreciation expense | 137,778 | 181,382 |
| Amortisation expense - ROUA | 66,629 | 59,575 |
| Finance costs on lease liabilities | 14,023 | 4,618 |
| Change in operating assets and liabilities: | | |
| Decrease/(increase) in trade and other receivables | 17,888 | (6,320) |
| Increase in other assets | (4,292) | (3,300) |
| Increase in trade and other payables | 131,458 | 147,396 |
| Decrease in deferred income | (2,526) | (105,538) |
| Increase in provisions | <u>125,587</u> | <u>282,481</u> |
| Net cash from operating activities | <u>1,523,772</u> | <u>2,365,016</u> |

Note 24. Events after the reporting period

No other matter or circumstance has arisen since 30 June 2024 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 2024

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 2 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

A handwritten signature in black ink, appearing to be 'J. Ford', written over a horizontal line.

22 August 2024

**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 2024, 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 2024 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 2024 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

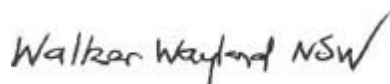
The directors of the Company are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the ACNC Act and is appropriate to meet the 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.

A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website at: <http://www.auasb.gov.au/Home.aspx>. This description forms part of our auditor's report.

A handwritten signature in black ink that reads 'Walker Wayland NSW'.

**Walker Wayland NSW
Chartered Accountants**

A handwritten signature in black ink that appears to read 'Wali Aziz'.

**Wali Aziz
Partner**

Dated this 23rd day of August 2024, Sydney

ANNUAL REPORT 2024



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NORTH WEST
DISABILITY SERVICES
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"Turning Dreams into Reality"