

**Newcastle and  
Hunter Community  
Access  
2009/2010  
Annual Report**

*Connecting potential to life satisfaction*

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## *Frequently used terms*

The following abbreviations are used throughout this report:

<b>ADHC:</b>	NSW Government Ageing, Disability and Home Care, Department of Human Services.
<b>CoM:</b>	Newcastle and Hunter Community Access Inc's Committee of Management.
<b>NHCA:</b>	Newcastle and Hunter Community Access Inc.
<b>OH&amp;S:</b>	Occupational Health and Safety.
<b>Service User/s:</b>	Individual/s who receive support from NHCA.



# About Us

*Newcastle and Hunter Community Access (NHCA) is a not for profit disability organisation supporting people with high to exceptional support needs connect to the community.*

## *History*

Newcastle and Hunter Community Access (NHCA) was started in 1992 by a group of community members and families to meet the needs of people with severe disabilities in the Hunter Region.

Research conducted by the University of Newcastle at the time also concluded that there was little support for people requiring high levels of support to access community based services.

Since receiving our first funding in 1992, we now provide services across seven project areas in the areas of supported day programs for people with high to very high support needs. These project areas are funded through the NSW Department of Human Services, Ageing, Disability and Home Care (ADHC).

A significant project aimed at facilitating access to the community for people living at Hunter Residences, Stockton, commenced in 2003.

All services provided are based on respect for the individual and their rights to have the same access as all members of the community to opportunities and challenges that enrich their lives. Support delivery is underpinned by the NSW Disability Service Standards and the principles of person centred planning.

## *Legislation*

NHCA also operates within prescribed legislative frameworks. Key acts include the NSW Disability Services Act, Health Records and Information Privacy Act, Occupational Health and Safety Act (NSW), Anti Discrimination Act (NSW) and the Industrial Relations Act.

## *Our Members*

As a body incorporated under the Associations Incorporation Act NSW, NHCA has a valued membership, made up of service users, families and carers, staff, past members of the Committee of Management, and interested community members.

## *Our Philosophy*

We believe that adults with severe disabilities have the same right as all other members of Australian society to access the services, facilities and resources of their choice.

NHCA supports service users in practical ways to access the services, facilities and resources they wish to use. It encourages them to have a say in the way their service is run.

We recognise the differing needs of people with disabilities and priority, encouragement and support will be given to people with the most severe disabilities and the least access to services.

NHCA develops strategies, in conjunction with other groups, to improve the quality of life of people with a disability in general.

## *Our Programs*

NHCA offers the following programs:

- \* Brokerage and Building Community Connections
- \* NCA
- \* Community Participation
- \* Supported Day Programs, Post School Options and Wattagan Day Program
- \* Life Choices and Active Ageing

Details about each of the areas and a summary of activity and achievements for the programs appears on pages 20-28.

# Vision and Values

## *Vision*

Connecting potential to life satisfaction

## *Mission*

To support the development and maintenance of life skills, social opportunities and friendships for people with disability in the Hunter and surrounding regions.

## *Values*

### *Our organisation:*

- Adheres to the Disability Service Standards.
- Is respectful and committed to breaking down barriers that inhibit full achievement of individual goals and aspirations.
- Provides a fair, equitable and safe working environment to quality staff.
- Promotes a diverse community through an open and welcoming environment.

### *Our Service users:*

- Are provided with opportunities and challenges to enrich their life goals.
- Are valued and respected for their personal strengths and individuality.
- Are the backbone of our organisation and our purpose for being.

### *Our workers:*

- Are committed to the organisation's values.
- Have empathy for service users.
- Are dedicated to professional development and practice.



# Year in Review

## Highlights

Amongst our achievements in 2009-2010 NHCA is particularly proud of the following

- Restructuring and redeveloping our staffing and support structures due to financial pressures. This has resulted in a small surplus for 2009-2010 (pages 8, 42).
- Treasurer, Toni Lawler being awarded Community Treasurer of the Year (page 34).
- Successfully launching and implementing the first year of our 2009-2012 Strategic Plan (pages 11-15).
- Forming our Fundraising Committee to begin to diversify our funding sources (page 42).
- Hosting Wheelchair Rugby League Come and Try Day and securing funding to run a competition in 2011 (page 10).
- NHCA music group performing at International Day of People with Disabilities.
- Implementing staff professional development calendar and introduction of monthly staff meetings (page 35).
- Forming partnership with NSW TAFE, Hunter Institute to develop new look for the organisation (page 16)
- Introducing salary packaging for permanent staff (page 35).

## Unfinished Business

Of the initiatives forecast in last years report the following presented challenges for us and were not achieved.

- Producing bi monthly staff newsletter. In 2009-2010 three issues were produced (page 35).
- Conducting service user and stakeholder satisfaction survey. This will be conducted in September 2010 (page 12).
- Reviewing all policies and procedures due for review. Some policies and procedures still remain out of date and require review. It is anticipated that this will be completed by December 2010 (pages 11, 12).



# Performance at a glance

	2009-10	2008-09	Change
<i>Activity</i>			
No. of service users supported	157	147	+ 10
No. of support hours provided	74,190	73,488	+ 702
<i>Financial</i>			
Total Income	\$3,102,038	\$2,902,410	+ \$199,628
Total Expenditure	\$2,989,820	\$3,164,974	- \$175,154
(Loss) Profit for year	\$47,425	(\$264,180)	+ \$311,605
<i>Staffing</i>			
No. of staff employed	75	79	- 4
Percentage of casual employees	4%	38%	- 34%
Turnover (%)	13%	6%	+ 3%
<i>Occupational Health and Safety</i>			
No. of injuries reported	31	32	-1
Percentage of injuries resulting in lost time	32%	28%*	+ 4%

\* Due to participation in statewide benchmarking, lost time injuries and medical review have been aggregated for 2008-2009 to allow for comparisons.



Pam and Noel have just celebrated 13 years of marriage. Noel lives at Maitland while Pam lives at Salamander Bay. Pam and Noel spend time together as much as possible with NHCA support, and are provided opportunities to spend time with each other. They are also supported to spend short breaks at Anna Bay, the Entrance or Port Macquarie. Pam and Noel share support on Thursdays to do whatever they choose whether it be enjoying company together on picnics, shopping, walks or just a cup of coffee together. As their support worker says "if every marriage had as much love in it as Pam and Noel's then divorce would be non existent."

# President's Letter

It is with renewed confidence and optimism that I present to you the 2009-2010 Annual Report for NHCA. This view is anchored in the knowledge that the organisation's position at the end of the reporting period is far more robust and promising than earlier predictions had suggested.

Early budget forecasts indicated that there were some financial imperatives that gave cause to revisit and review all structures and practices across the organisation. We needed to dismantle much of what was familiar and commence a process of rebuilding. This work underpinned much of our activity throughout the year, proving itself to be complex, testing and downright hard work. However, at year's end, it has forged a much more solid foundation to lead us forward into the future. Unquestionably, it has been a synthesis of the loyalty, skills and efforts of our people that has navigated us through this hiatus. To each of you, I express my thanks for your patience and contribution. In particular, I would like to acknowledge the leadership of Karen Stace, General Manager. Together, you have all made a difference.

We continue to strive to improve the way we do business and a number of initiatives have been put in place to help raise our public profile and enhance our individual and collective compe-

tencies. One of these initiatives is our inaugural strategic plan. This has consolidated our position and established a unified direction and strategy.

Having strengthened our base, we are now in a position to become more competitive in the marketplace and this should allow us to grow and diversify, permitting us to expand our support framework for the people of our community and provide improved career opportunities for our workforce.

To our many good partners who sponsor and support our cause through their goodwill or philanthropy, we extend our gratitude. The greatest strength of NHCA is in its people and we pay tribute to each individual's input throughout 2009 -2010.

May I draw your attention to the many meaningful accomplishments that are highlighted throughout the Annual Report. I look forward to the year ahead so that we can continue to actively promoting the implementation of the best ideas so that they may help shape the organisation and deliver its people opportunities to achieve life satisfaction.

*Laurel Lambert*

President

*We support service users in practical ways to access the services, facilities and resources that they choose and encourage them to have a say in how the service is run.*

# General Manager's Report

The 2009-2010 NHCA Annual Report celebrates the many achievements of the organisation, our Committee of Management (CoM), staff and service users. These include the return of the organisation to a much more sustainable financial footing (pages 42,43), completion of key items in our 2009-2012 Strategic plan (pages 11-15), strengthening of our governance systems (page 32), partnering with NSW TAFE, Hunter Institute, to develop a new name and look for the organisation (page 16) and the development of a proactive professional development calendar for staff (pages 35). The many achievements of our service users are also celebrated throughout the report (pages 6, 10, 18, 21, 22, 24, 26, 36, 37, 40).

## *Operating Outcomes*

NHCA ended the financial year in a far more sound financial position than initially expected, with the organisation posting a surplus of \$47,452. This outcome was the result of the implementation of a number of strategies aimed at reducing our expenditure. These included reducing our motor vehicles costs, limiting any non essential spending and reviewing our staffing and service delivery structures.

During the year an application was submitted to Human Services, Ageing Disability and Home Care (ADHC) for viability funding. In April we were advised that the NCA program would receive an additional \$46,519 funding. We also received funding through NSW Communities Sport and Recreation for our Hunter Wheelchair Rugby League Competition and have submitted an application to the nib Foundation to enhance this project by providing a social program to participants.

We had a slight increase of 9% in service user numbers compared to the previous year. This can be attributed to more service users receiving support in the Building Community Connections project (page 20). This pleasing outcome indicates that our stakeholders value the support that we provide. Overall hours of support have increased only marginally on last year (less than 1%). This is due to 5 service users transferring to other providers during the year,

four moving to services in their geographical area (pages 23, 25). In addition, a longer Christmas closure over the Christmas/ New Year period (in accordance with funding agreements) reduced the number of support hours provided in most program areas (pages 23, 27).

## *Staffing*

A major review of our staffing requirements against funding allocated to service users, resulted in a restructure of our direct support worker roles. This necessitated the development of a new master roster and a reduction in hours for over 98% of our direct support staff. In order to provide additional stability and security for staff we converted any staff who wished to move from casual to permanent part time and issued new contracts with minimum hours that reflected their roster (pages 6, 34, 35).

## *Service User, Family and Stakeholder Relationships*

Throughout the year we have focussed on improving our relationships with our many stakeholders to ensure that they remain engaged with our organisation, and to establish channels for feedback and questions. Regular service user, family and carer newsletters have been produced and have proved to be a good way to keep our service users and families informed about the activities of the organisation and up and coming events (page 12). Two family/carers forums were also held, along with a service user, family and carer activity day in March. It was also pleasing to see many families and carers attend our Biggest Morning Tea in May.

We continue to be active members of the Disability Network Hunter, Hunter Day Program forum and National Disability Services. Regular meetings with those services with whom we share service users also occurred on a quarterly basis. This has resulted in the timely resolution of issues.

## *Challenges*

We face a number of key challenges in 2010-2011. The first of these is to rebuild our depleted reserves and maintain a favourable financial position. This will require constant effort



to improve our efficiency and effectiveness and an innovative and creative approach to meeting the needs of our service users.

We look forward to the challenge of developing and promoting new models of service delivery, and in particular providing staff with the resources required to embed person centred planning in all aspects of our support.

In June 2010 we completed a review of our current management structure. It is anticipated that the new structure will be implemented toward the end of 2010.

In 2010, NSW deferred its industrial relations powers to the Commonwealth. As a result we will move to the new modern award system. All current classifications, as well as our human resources policies will need to be reviewed to ensure that they are consistent with the new award.

### *Conclusion*

2009-2010 has been a challenging year for NCHA but one that has also provided the opportunity for the organisation to grow and develop. I would like to thank the Committee of Management who continue to give their time and energy so generously. A particular thanks to Laurel Lambert (President) and Toni Lawler (Treasurer) for their professional and personal support.

I would also like to thank Scott Harvey, Program Manager and Team Leaders, Fran Bills, Anthony Brown, Ken Mitchell, Jillian Woollard and Acting Team Leaders Peta Bradley, Geraldine Gough and Melissa Ingle for their hard work, integrity and openness to improving how we work. Again, this year, all staff have directed their energies into providing positive support experiences for our service users. We are very fortunate to have such capable and committed staff at all levels of the organisation.

Finally I would like to acknowledge the contribution of our service users, their families and carers, stakeholders, supporters and partners, who have supported the organisation in many ways during the year. We would not have been able to have made the progress that we have without you all.

We look forward to your continued involvement with NHCA to assist us connect potential to life satisfaction.

*Karen Stace*  
General Manager

### *Finding a voice*

Bianca has accessed the Community Participation program since finishing her schooling. NHCA has supported Bianca to advocate on those issues she is passionate about. In 2009 the State Government implemented major cut backs to City Rail station staff. Bianca describes the effects on “both myself and my peers in wheelchairs, relying on the guards for getting on and off the trains” as immediate. “On one occasion I was carried off the train because the train guard could not find the wheelchair ramp and there was nobody to assist.” Clearly something had to be done.

With her peers Isabelle, Tom and James, Bianca formed a lobby group, the **Accessible and Independent Public Transport Group**. The group has been raising their concerns about the impact of the changes to state rail staffing with a number of relevant people over the past 12 months. With the help of the Labour Party Sub-Branch at Windale/Gateshead, who agreed to raise their issues with Mick Schmitzer, Assistant Secretary NSW Branch, Rail Tram and Bus Union, the group met with Mr Schmitzer. Bianca and the group were able to “explain our concerns that there seems to be a lack of understanding between Train Guards and Station Masters regarding whose role it is to assist us on & off the trains.”

The group also organised a subsequent meeting with Matthew Morris (member for Charlestown), Mick Schmitzer and Paul who represented the train guards. According to Bianca “it was a positive meeting and we felt they really listened to us.” Matthew Morris has also had a taste of the difficulties experienced by Bianca and others in wheelchairs first hand when he joined her for a day on the trains. Bianca says that she and the group are “still pursuing the matter but it is slow progress.”





Bianca with the Cooper Vuna and Junior Sau of the Knights; kicking off the day and in action on field.

## WHEELCHAIR RUGBY LEAGUE

Inspired by her rugby league heroes, Bianca dreamt of playing rugby league herself -there was just one small barrier, Bianca has a condition that requires her to use an electric wheelchair. However, she was determined to provide an opportunity for her and her friends to continue to play a sport that they had discovered and loved at school. Aware that a competition was occurring in Sydney, but knowing that this type of travel was out of the question for her and her family and for many other people with disabilities, Bianca set a goal to establish a local competition. NHCA assisted Bianca to organise a Come and Try day in February 2010. The day was attended by over 100 people and attracted the support of the Knights and local media. Sparked by Bianca's determination to achieve her goal, NHCA has gone on to secure funding for the first year of a competition in the Hunter Region. Bianca is now involved in planning for this competition which will take place in 2011.



Playing the game



# Strategic Plan 2009-2012

NHCA developed our first strategic plan throughout 2008 and 2009. The Strategic Plan which articulates our vision and values and sets our direction for the next three years, was approved by the Committee of Management in April 2009. The plan was launched to service users, families and carers, staff and other stakeholders in August 2009. Implementation commenced in July 2009.

The 2009-2012 Strategic Plan consists of five key goals, each with a series of actions steps, objectives and outcomes. Each step has been allocated a priority which guides the implementation of the plan over the three years. The tables below indicate our progress against those actions due to be completed or started in 2009-2010.

Key: ✓ =Achieved; I.P = In Progress; N.S =Not Started

**Goal One: Deliver highest quality, best practice services to all service users aimed at increasing each individuals' potential to achieve life satisfaction.**

Action	Performance Indicators	Progress 09/10
<b>Improve service planning processes and documentation to effectively guide individual service delivery.</b>		
Establish staff consultative committee to review effectiveness of service related policies, procedures and documentation.	Committee established.	✓
	Policies, procedures and documentation reviewed and updated by staff consultative committee.	I.P
	100% of reviewed policies, procedures and documentation meet required expectations.	I.P
	Reviewed policies, procedures and documentation reflect best practice approaches.	I.P
	Policies procedures and documentation assist staff in practice and decision making (as measured by staff survey).	I.P
Implement and review effectiveness of new support report.	Minimum standards for quality support reports identified.	✓
	100% of staff completing new support report to agreed minimum standards.	I.P
	Usefulness of support report as a means to gauge service user progress against goals.	I.P
	Usefulness of support report in completing reporting requirements for funded projects.	✓
	Remuneration system for completion of support reports implemented.	✓
Commence implementing best practice approach to person centred individual planning processes including documenting, linking and reviewing these.	Improved individual planning process documented, reviewed and evaluated.	✓
	All plans developed with an individual clearly linked and consistent.	I.P
	Individual plans are consistent with person centred planning principles.	✓
	Individual Planning process improved as indicated by service user, family and carer, staff and other stakeholder feedback.	I.P

**Goal Two: Improve communication with all stakeholders including current and potential service users, their families/carers, staff, funding bodies and other stakeholders.**

Key: ✓ =Achieved; I.P = In progress; N.S =Not Started

<i>Action</i>	<i>Performance Indicators</i>	<i>Progress 09-10</i>
<b>Increase opportunities for engagement, involvement of service users, their families/carers and advocates in organisational processes and decision making.</b>		
Implement regular NHCA newsletter for service users, families and carers and other external providers.	6 newsletters produced.	✓
	Service users, families and carers report increased satisfaction with communication.	I.P
	External providers report increased satisfaction with communication.	I.P
Develop and test with consumers or consumer groups an orientation package for new service users, families/carers that provides information and promotes NHCA.	Feedback on package from service users/consumer groups incorporated into package.	I.P
	Increased service user, family and carer knowledge of organisation generally and of specific policies and procedures such rights and responsibilities and feedback mechanisms increased.	✓
	Increase in potential service users, their families and carers choosing NHCA as a potential service provider.	I.P
Introduce service user, family, carer and advocate satisfaction surveys, annual surveys, and regular consultation forums and review the effectiveness of these in increasing engagement.	Data on service user, family and carer satisfaction with service provision collected.	I.P
	Satisfaction surveys developed and given to every service user as per agreed schedule.	N.S
	Survey conducted annually.	N.S
	Quarterly consultation forums held and outcomes documented.	✓
	Service user, family and carer awareness and knowledge of organisational planning processes and approaches increased.	✓
<b>Review and establish effective communication systems with all stakeholders including developing feedback mechanism for external stakeholders</b>		
Implement annual feedback/stakeholder satisfaction surveys to review NHCA generally and projects specifically.	Baseline and subsequent data on satisfaction gathered.	N.S
	Stakeholder feedback documented and included in Annual Report and other reporting mechanisms.	N.S
	Stakeholder feedback increased.	N.S
<b>Redevelop website as communication and marketing tool.</b>		
Redevelop website	Service user, family and carer involvement in website development and content.	I.P
	Website redeveloped.	I.P
	Staff involvement, satisfaction in website development and contents.	I.P
	Number of hits on website.	N.S



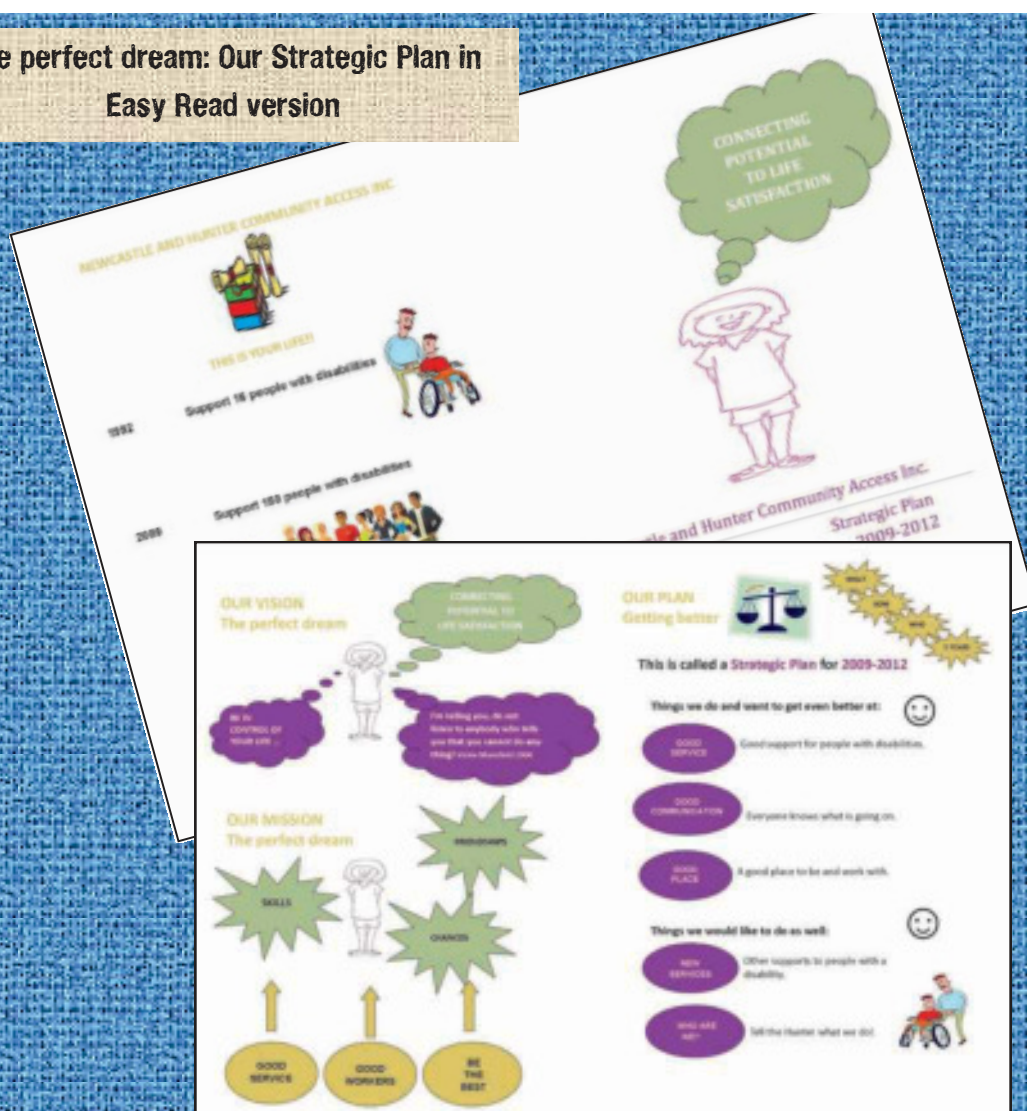
**Goal Three: Diversify and grow service model and promote innovation.**  
Key: ✓ =Achieved; I.P = In Progress; N.S =Not Started

Key: ✓ =Achieved; I.P = In Progress; N.S =Not Started

<i>Action</i>	<i>Performance Indicators</i>	<i>Progress 09-10</i>
<b>Review current support models</b>		
Review models of support currently being provided against agreed criteria e.g. service user unmet need, profile and satisfaction, best practice research, benchmarking, Government policy directions (such as self managed packages) and current and future resources.	Report to CoM .	I.P*
Investigate availability, suitability and viability of other support models.	Other support models identified, costed and planned for trial.	I.P*

\* Progress against this initiative is ahead of schedule.

## The perfect dream: Our Strategic Plan in Easy Read version





**Goal Four: Improve systems and structures to ensure ongoing sustainability and organisational development.**

Key: ✓ =Achieved; I.P = In Progress; N.S =Not Started

<i>Action</i>	<i>Performance Indicator</i>	<i>Progress 09-10</i>
<b>Develop, implement and review financial and systems.</b>		
Improve annual budgeting process to better predict expenditure.	Establish Finance Committee to oversee budget development and reporting.	✓
	Budget presented to CoM in a timely fashion.	✓
	Variance between expenditure and budget reduced.	✓
Develop a strategy and schedule to identify, assess and take advantage of current and future opportunities for increased funding.	Submissions for funding assessed in timely fashion.	✓
	Increase in tenders lodged.	✓
	Schedule monitored by CoM.	I.P
<b>Establish effective staff recruitment, training, skill development, review and retention processes (H.R processes).</b>		
Improve and implement staff communication mechanisms through development of I.T systems and infrastructure that meets the needs of a geographically spread and part time workforce.	100% of staff have access to NHCA e-mail (those with internet access, remotely).	✓
	All policies and procedures and other relevant information accessible to staff electronically.	✓
Review current management and staffing structures to ensure the most effective and efficient use of current resources and to develop organisational capacity to deliver goals of strategic plan.	Report and recommendations to CoM.	✓
Develop, implement, monitor and review professional development system for staff, including annual training calendar, support and supervision and annual appraisal and review, and link this to strategic plan goals.	100% of new staff (including volunteers) receive orientation and induction.	✓
	Annual training calendar produced.	✓
	Training register audited annually.	✓
	5 staff professional development/ planning days held annually.	✓
	5 organisation wide staff meetings held annually.	✓
	All permanent staff receive a minimum of 6 support and supervision sessions annually.	✓
	100% of permanent full time and part time staff receive an annual performance review.	I.P
<b>Develop effective, governance, planning monitoring and improvement processes throughout the organisation to manage risk, direct business planning and to effectively manage and grow our resources.</b>		
Strengthen corporate governance and organisational leadership through reviewing the constitution and reviewing CoM processes.	Develop and publish plain English induction package for new CoM members.	I.P
	Constitution reviewed and updated	I.P
	Formal training opportunities available to CoM members who require support.	✓
	CoM performance review conducted.	I.P
	CoM policies and procedures reviewed.	I.P
	New Constitution introduced	I.P



**Goal Five: Increase profile of organisation and foster links to the community.**

Key: ✓ =Achieved; I.P = In Progress; N.S =Not Started

<i>Action</i>	<i>Performance Indicators</i>	<i>Progress 09/10</i>
<b>Develop appropriate marketing strategy for NHCA</b>		
Research and develop new logo and branding.	Report and recommendation to CoM.	I.P*
<b>Identify potential partnership and funding opportunities within local community</b>		
Utilise and adapt if necessary existing partnerships tool to review and identify partnership opportunities.	Audit of use of partnership tool.	I.P
	Partnership wish list developed.	N.S

\* Progress against this initiative is ahead of schedule.

## Strategic Plan Launch 20th August 2009



Julie Brell, NHCA Committee member, Meg McNaughton, Enterprise Law and David Bate, Northcott .



Tony Cosentino, ADHC, and Frank Bates, NHCA Committee Member .



Service users, staff and other guests.

# New Year... New Name/New Look

Everyone needs to update their look now and then to keep up with the times, and NHCA is no exception. In our Strategic Plan consultations it was very clear that our service users, staff and stakeholders wanted NHCA to increase our profile in the community and professionalise our image. Thus one of the goals of our 2009-2012 Strategic Plan was to redevelop our 'brand'.

In early 2010 we formed a partnership with NSW TAFE Hunter Institute to come up with a new name, logo and website for us. Students completing a Diploma in Communication, Marketing and Media took on the task of developing a new look for the organisation. Working closely with students studying design and website development, this amazingly talented group of students have managed the entire project for us.

We chose this name because we feel it reflects our commitment to assisting our service users live the best life that they can, making the most of what they can do and doing those things that lead to a fulfilled, meaningful and enjoyable life. Amanda Jurrissen, Alisha-Jane Laney and Janet Riches who came up with the concept, felt that the name encapsulated our aspiration to create a society where people with disabilities are connected to their goals and supported to achieve them.



Danielle Tiedman who designed the logo describes the three interconnecting spirals as representing the service user and their families/carers, our organisation and the community. The purple signifies love and courage, the brown represents a solid foundation and the green represents growth—three essential elements to achieving hopes and dreams.

*We gratefully acknowledge the support that we have received from Kent Woodcock in guiding and supporting the development of our new name, logo and website.. His help has been invaluable.*



# Integrated Monitoring Framework

The Integrated Monitoring Framework is the means by which ADHC monitors the activity and quality of services provided by funded organisations. NHCA underwent on site review and monitoring in December 2008. As a result of this review a three year action plan was developed to address those areas where we only partially met key performance indicators.

The table below reports on our progress on those actions due to be completed in 2009-2010.

Key: ✓ =Achieved; I.P = In progress; N.S =Not Started

<i>Outcome</i>	<i>Actions</i>	<i>Progress 09-10</i>
<b>Domain: Governance</b>		
Effective governance and future planning mechanisms are in place.	Implement plan over three year period.	✓
	Report progress against goals.	✓
<b>Domain: Management Systems and Processes</b>		
Effective, efficient and current policies and procedures are in place to guide organisational operations and service delivery.	Review policies according to schedule.	I.P
	Identify gaps in current policies at all levels.	I.P
	Monitor implementation of policies and address gaps.	✓
	Implement regular consultation forums with service users, families, carers and stakeholders.	✓
	Implement service user/stakeholder satisfaction surveys.	I.P
<b>Domain: Workforce Development</b>		
NHCA has a sustainable and effective staff professional development system.	Review orientation and induction for staff and volunteers.	✓
<b>Domain: Access</b>		
Current and potential service users, their families and carers are provided with useful information about NHCA and our services.	Review and update current service information.	I.P
	Review information pack for service users/families/carers.	✓
	Review information provided regarding rights and responsibilities and include in information packs.	✓
	Discuss rights and responsibilities with service users, families/carers.	✓
<b>Domain: Individual and Group Planning</b>		
Individual service planning reflects best practice and person centred planning principles.	Review Individual Service Planning process.	✓
	Implement system to ensure that Individual Service Agreements are developed and reviewed according to policy.	I.P
<b>Domain: Delivering Services</b>		
Services that assist service users with behaviour support are developed and delivered.	Increase staff knowledge and competence in working with service users with challenging behaviours.	✓
	Include functionally equivalent skills in all intervention plans.	I.P
	Improve links between data collection to behaviour plans.	I.P
	Develop system to ensure that behaviour plans are current.	✓
<b>Domain: Networks and Partnerships</b>		
NHCA's partnerships and networks are effective in meeting the organisations goals and objectives.	Review partnership register on an annual basis.	✓





Josh, Dylan, Dane, Kel (back) Nathan, Mario and Paul (front) with their trophies.

Each Thursday a group of service users take part in a weekly tenpin bowling competition.

At the end of the season they have a presentation day where each person receives a trophy indicating their participation in the competition. The 1<sup>st</sup>, 2<sup>nd</sup> & 3<sup>rd</sup> place winners also get an extra trophy for their efforts.

NHCA supports people to PARTICIPATE and be INCLUDED in the local community. Through using everyday life experiences and community facilities, service users are supported to interact with others in the wider community.

As a result of a stroke Terry moved to supported community accommodation. What Terry misses the most as a result of his move is "the Bush".

As part of Terry's support program he visits Blackbutt Reserve on Tuesdays and Fridays for afternoon tea. Terry boils the billy and has a cuppa and a chat with the rangers at Blackbutt.





# Program Manager's Report

The 2009-2010 year was one of major activity and significant change for NHCA, as we continued to promote the organisation to our community as a major contributor to the lives of people with a disability in the Hunter Region.

## *New Models of Service Delivery*

NHCA continued to provide a range of creative and innovative day support programs to people with disabilities to assist them to overcome any barriers to achieving their personal goals.

All support activities were reviewed during the year to ensure they were linked to each service user's individual goals and objectives and that support was able to be provided in line with the funding received. This resulted in new group programs being introduced and others being modified.

We also increased the amount of support provided in small group settings. Whilst this proved challenging for some service users and their families, it also resulted in some new and surprising friendships being developed and provided opportunities for service users to experience new activities and support environments.

As part of reviewing our service delivery we undertook extensive negotiations with families and supported accommodation units to improve the efficiency of transporting service users to and from the service. With the assistance of these stakeholders, we have been able to reduce the time and cost of transport which has enabled us to concentrate on providing support. We would like to thank our families and stakeholder agencies for their willingness to work with us around this issue.

With the implementation of Active Ageing and Life Choices (page 27), we have been able to offer different models of service delivery, namely Individual Community Based Options and Self Managed models. Our aim is to extend these service delivery models to new and existing participants within the Community Participation program. This will be our first steps in diversifying the delivery of support we provide to our client groups.

## *Policy Review Committee*

The Policy Review Committee was established in 2009 to provide strategic review, direction and leadership in the implementation of a policy framework that promotes and supports best practice. During this reporting period the committee has met twice to review a gamut of staff, organisational and service user policies. The committee consists of management and staff representatives and includes two members of the Occupational Health and Safety Committee.

Achievements of the policy review committee include:

- Development and review of Motor Vehicle Safe Driving, Aquatic Activities and Solar Protection.
- Redrafting the Clean Air Policy after lengthy consultation with staff. This policy will see NHCA become a smoke free workplace from January 2011.
- Wholesale review of our service user Risk Management policy and introduction of new risk management framework in accordance with ADHC standards. This system has taken some adjustment and is more time intensive, however has yielded benefits in managing the safety of service users and safety and wellbeing of staff.

## *Future Directions*

In order to continually improve as an organisation, and achieve our strategic goals, we have identified our key challenges for the next financial year as being:

- Implementation of a person centred framework including training and education for staff, service users and stakeholders.
- Review of service user individual planning processes to link with our person centredness framework.
- Investigate further diversification of alternative support models.

*Scott Harvey*  
Program Manager

# Achievements and Activity 2009-2010

## Brokerage Services and Building Community Connections

Brokerage Services and Building Community Connections provide services under a brokerage model to individual service users and to residents of Hunter Residences, Stockton. Levels of support are determined by the funds available with the objectives and anticipated outcomes of support being detailed in brokerage service agreements.

### Performance

	09-10	08-09	Change
No of service users supported	59	46	+ 13
Hours of support provided	4,945	4,296	+ 649
%age of brokerage agreements reviewed and up dated	100%	100%	0

**Comment:** Both numbers of service users supported and the hours of support provided in the project have increased on last year. As with last year 100% of participants have up to date brokerage service agreements.

### Achievements and progress against 2008-2009 future directions

- Increasing the number of service users accessing the Building Community Connections as indicated in the table above. This has also resulted in numbers of service users on the waiting list being reduced.
- With the support of Hunter Residences Stockton, support has been restructured to provide longer support sessions. This has enabled a far greater choice and variety in activity.
- Brokerage fees have been increased to ensure the long term sustainability of the program. Brokerage agreements in 2010-2011 will include a facility for brokerage fees to be reviewed in line with CPI.

### Future directions and challenges 2010-2011

- Review of coordination hours allocated to the project in line with the increased amount of administration required to co-ordinate additional service users.
- Continue to work closely with Hunter Residences Stockton management and staff to provide a quality service to participants.
- Ensuring that appropriately trained staff are available to work on the program.
- The impact of a possible significant increase in salaries for staff as part of the pay equity campaign on the project is of concern and may place support out of the financial reach of some participants. We have commenced discussions with Hunter Residences, Stockton regarding this and will work to minimise the impact on individuals.
- We have been asked by Hunter Residences, Stockton to investigate the viability of providing supported holidays to residents.

*Ken Mitchell*

Team Leader

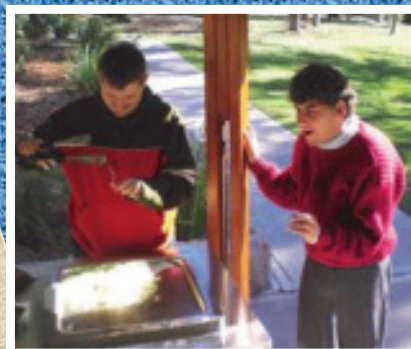




Joyce loves to socialise and her support provides her with opportunities to get out and about. Joyce loves to go to the Melodies Concert at Stockton RSL club that is held every month with her friends David and Noelene. They all enjoy each other's company as well as interaction from members of the Community. Joyce also has a reputation for loving a party and has been attending our NHCA Christmas party for the past 5 years. Joyce likes to have a dance and always gets involved into the spirit of the Christmas theme. Like many of us Joyce also enjoys a social drink and looks forward to her glass of beer at the club.

NHCA supports service users to be involved in a range of **RECREATIONAL, LEISURE and SOCIAL** activities that reflect their goals and interests. Activities aim to provide opportunities for service users to interact with others and pursue age and culturally appropriate interests. Links to venues and facilities within the community are also made.

Everyone loves a Barbie, and Steven and Stevie are no exception. Along with their mates, they enjoy their weekly BBQ with the group known as the BBQ Boys. Steven is always eager to assist with the cooking and preparation of the BBQ. Their favorite venue this year has been Richley Reserve at Blackbutt. The emphasis is on providing healthy food and involving service users in preparing the BBQ.







Nickie graduated from Newcastle School in 2009 and has become a vibrant and happy member of the Community Participation team. Her easy movement from school to NHCA was aided by an extensive transition program, which saw Nickie attend the NHCA centre at least once a week in her final term of school. Nickie now enjoys accessing community venues such as gyms, swimming centres, concerts, parks and foreshores, museums, halls, galleries, and libraries with NHCA support. She particularly thrives in creative environments such as music, art or craft lessons.

NHCA's Community Participation program responds to the changing needs and aspirations of each young person in the years after they leave school. It focuses on young people exploring a wide variety of options and experiencing different activities, **PLANNING TRANSITIONS** and making decisions about their future options.



Tom graduated from the Hunter Orthopaedic School in 2004 and has become a strong, energetic member of the Community Participation team. Tom has grown considerably since he left school and now engages in many activities in the community independently, such as purchasing his own goods and services, travelling on public transport and accessing employment. This year, for the first time, Tom transitioned from planning and making decisions about his Individual Service Agreement with the help of his parents, to making decisions about the services NHCA provides to him on his own.



## Community Participation

The Community Participation program aims to assist school leavers with moderate to very high support needs to achieve their life goals, increase their independence and participate as valued and active members of the community. Referrals are made via ADHC, however school leavers, their families and carer's choose the service that they would like to attend from an eligible list of providers.

Based on an independent assessment process, individualised funding is determined on a continuum (medium, high, very high or exceptional support needs), with support hours correlating to the funding band. NHCA delivers this program in ways that respond to the individual needs and goals of young people within their local areas.

In 2010 NHCA was approved by ADHC to offer the Self Managed models for new school Leavers. This model assists service users and their families have greater control over how their funding is utilized to provide support.

### Performance

	09-10	08-09	Change
No of service users supported	32	33	- 1
Hours of support provided	31,450	32,350	- 900

**Comment:** During the reporting period one service user transferred to another provider and sadly one service user passed away. One new service user transitioned into the program in January 2010. Hours of support provided are less than last year due to service user movements and also due to NHCA closing down for an additional week over the Christmas period

### Achievements and progress against 2008-2009 future directions

- During the year all centre based and group activities were reviewed and redeveloped to ensure that they were consistent with the individual goals of participants. For example two cooking groups Pasta and Rice are offered, each catering to the differing goals of participants.
- Submissions for re-assessments were made to ADHC for 13 C.P service users. These applications were made on the basis that the support needs of these individuals had increased since leaving school.
- Development of new and dynamic promotion and information materials for the 2009 School Leavers Expo held in July.
- Presentation "Music for the Unmusical" to Hunter Region Day Programs Forum conference.

### Future directions and challenges 2010-2011

- Continue to develop and promote self managed models of service delivery.
- Increase number of new school leavers choosing NHCA as their provider.
- Work with the newly established Group and Community Access Worker position to continue to offer innovative and person centred programs to service users.

*Geraldine Gough and Peta Bradley*  
Acting Team Leaders

*Thanks to Melissa Ingle, Acting Team Leader until April 2010.*



Every Wednesday Deb and Jamie choose to spend the day together to strengthen their already existing friendship. Both share similar interests such as travelling on trains and buses and visiting the Bolton Point Community Centre.

Jamie feels valued by offering assistance to Deb with her mobility and helps in maintaining Deb's positive attitude throughout the day. Jamie talks about Deb to other individuals and describes Deb as "My friend Deb".

Deb consistently responds to interactions with Jamie and expresses her desire to spend time with Jamie and the activities that they share interests in.



**NHCA supports individuals to develop and maintain FRIENDSHIPS and RELATIONSHIPS** through using personal as well as formal supports, building on and strengthening existing relationships with families and friends, building networks with others with similar interests and supporting individuals and their families to better understand how to build formal support circles and networks.

Adam has been supported by NHCA since 1996. During this time Adam has enjoyed activities involving trains, trains and more trains on an individual basis.

However in the last few years, not only have NHCA support workers encouraged Adam to widen his field of interests but have also assisted him to build relationships with his peers.

Adam still enjoys his day on the trains but now also participates in the BBQ Boys group and a Movie Day. Adam has not only broadened his interests but he now chooses to participate in these activities with his new friends Phillip, Ryan and David.





## Post School Options, Day Programs and Wattagans

Our suite of supported day programs comprise a number of ADHC funded projects. These include individuals funded through the Post School Options, Day Programs, Stronger Together, and Wattagan day programs. These programs aim to enhance independence and community participation, promote opportunities and pathways for ongoing learning, training and development, and assist individuals to self manage and sustain social interactions and community relationships.

### Performance

#### Day Programs and Stronger Together

	09-10	08-09	Change
No of service users supported	23	24	-1
Hours of support provided	15,922	14,281	+ 1,641

**Comment:** One service user living in the upper Hunter Valley transferred to a local service. Restructuring of support models saw more support being provided even though service users numbers decreased. Two service users also received a small increase in hours.

#### Post School Options

	09-10	08-09	Change
No of service users supported	20	23	- 3
Hours of support provided	15,205	16,897	- 1,692

**Comment:** Three service users transferred to other providers during the year. This has resulted in less support being provided during the year.

#### Wattagan

	09-10	08-09	Change
No of service users supported	4	4	0
Hours of support provided	1, 830	1,985	- 155

**Comment:** Slightly less hours of support were provided during the period. This is the result of NHCA having a longer Christmas close-down period.

### Achievements and progress against 2008-2009 future directions

- During the year support models were reviewed to better manage the changing needs of service users in Day Programs and Wattagans.
- New avenues of support were explored. This included sourcing new age appropriate craft activities for older service users.
- Increased use of small group models of support in Post School Options to meet the requirement to provide 18 hours of support and to ensure support was commensurate with funding.

### Future directions and challenges 2010-2011

- Continue to review support activities and delivery in light of ageing service user population.
- Review allocation of coordination responsibilities to ensure that workload is even and synergies are built on.
- Work with the newly established Group and Community Access Worker position to identify new avenues of support.

*Fran Bills and Anthony Brown*

Team Leaders

**Annual report 2009—2010**



Theresa has been with NHCA for approximately 7 years and was recently successful in securing an Active Ageing package. Over the past 7 years Theresa has focused on developing skills which will afford her the opportunity to remain living independently within her own home for as long as possible. Theresa has developed her skills in the areas of shopping via a tiered shopping program tailored to Theresa's specific needs. Theresa now confidently makes a list, selects and pays for her groceries and unpacks her shopping.

Maree has been accessing NHCA for a number of years and recently received funding under the Life Choices program. As part of Maree's weekly routine she participates in a cooking group each Monday.

Maree is an active participant in both recipe selection, food preparation, cooking and cleaning. As part of the program service users are able to either build on existing skills or develop new skills in this area.

Maree has always had a keen interest in cooking and views this activity as increasing her independence. Maree has made various meals ranging from main meals to desserts and baked goods and has been involved in catering for occasions such as the Biggest Morning Tea, an annual event supported by NHCA.



**NHCA supports service users maintain and develop EVERYDAY LIFE SKILLS and increase INDEPENDENCE. Team leaders and support staff assist individuals by understanding the individuals skills and developing strategies to develop these to enable service users to experience a range of activities.**



## Active Ageing and Life Choices

Active Ageing and Life Choices are two new day programs funded by ADHC in June 2009. Life Choices is aimed at individuals aged between 25 and 54, whilst Active Ageing provides support to people aged between 55 and 64. Each participant receives funding based on their assessed need. The programs focus on assisting participants to achieve their goals and make meaningful connections with the community. NHCA offers three service models: Centre Based with Community Access, Individual Community Based Options and Self Managed models. Service users and their families and carers choose their support service from a list of eligible providers.

### Performance

#### Life Choices

	09-10
No of service users supported	1
Hours of support provided	690

#### Active Ageing

	09-10
No of service users supported	3
Hours of support provided	1,262

**Comment:** Four service users were supported for the majority of the reporting period. Sadly one service user passed away in late May 2010. As at 30th June, 3 service users were supported on the project.

### Achievements and progress against 2008-2009 future directions

- During the first year of operation, efforts have been concentrated on developing the mechanisms necessary to offer the project. Support plans have been developed and submitted to ADHC for all service users.
- Attendance at the Active Ageing and Life Choices Expo to promote our program.
- Applications for enhanced funding successfully submitted for one service user.

### Future directions and challenges 2010-2011

- Endeavour to expand the program and attract new service users.
- Continue to submit applications for eligible service users who would benefit from these programs.

*Jillian Woollard*  
Team Leader

## NCA Project

The NCA project was the first project offered by NHCA. The project is block funded with the purpose of providing one on one support to individuals aged 16 to 64 years, living in the Newcastle and Port Stephens Local government area. Each service user is typically an individual with high support needs who requires individual support to access generic services and facilities within the community. Access to this project is prioritised via a needs basis referral/intake procedure and reviewed by a priority sub-committee. The subcommittee met twice throughout 2009/2010 and consists of Toni Lawler, Associate Professor Ian Dempsey, senior lecturer in the School of Education at the University of Newcastle, Team Leader Jillian Woollard, General Manager, Karen Stace and Program Manager, Scott Harvey.

### Performance

	09-10	08-09	Change
No. of referrals	14	1	+ 13
No of service users supported	14	17	- 3
Hours of support provided	2,886	3,679	- 793

**Comment:** In 2009, 5 service users transitioned from NCA to individualised funding packages. A decision was made to offer additional interim support to several service users being supported through NCA, whilst awaiting the outcome of our application for viability funding. Movement in the project prompted a large increase in referrals with two new service users commencing during the year.

### Achievements and progress against 2008-2009 future directions

- Two new service users have been transitioned into the program.
- A successful application for viability funding to ADHC has ensured the long term sustainability of the program.
- Increased opportunities for participants to be linked into generic facilities and resources have been provided. Participants have been linked into local craft groups, choirs and church related activities in line with interests and goals.
- Training in working with carers undertaken.

### Future directions and challenges 2010-2011

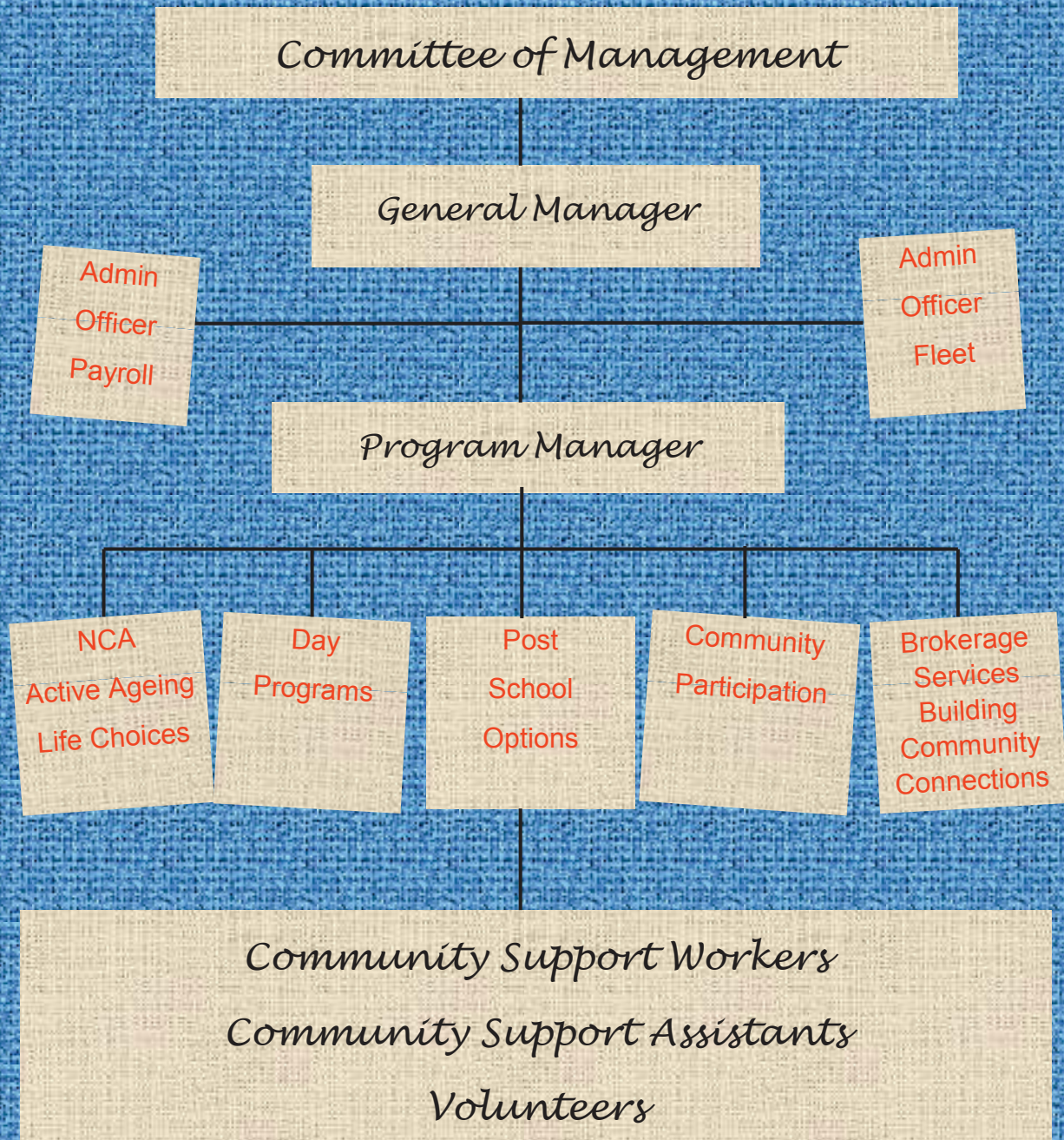
- ADHC have commenced the introduction of a central intake and referral system for block funded day programs. The eligibility criteria, aims and objectives of the program will be reviewed and documented in preparation for this.
- The role of carers for participants on the program has increasingly emerged as an issue. This is particularly the case where service users have a degenerative disability and their carers are ageing. In the coming year the project will strengthen its knowledge and referral base for carers.

*Jillian Woollard*  
Team Leader

*We develop strategies, in conjunction with other groups, to improve the quality of life of people with a disability in general..*



# Organisation Chart



# Governance

## *Committee of Management*

The operational management of NHCA is overseen by a voluntary, community based Committee of Management (CoM) elected by members annually. The Committee convenes every two (2) months.

CoM members are subject to the NHCA Code of Ethics that documents the standards that members will adhere to in all dealings and decision making. This includes conflict of interests, due diligence, confidentiality, monitoring and reviewing the performance of the Committee of Management and meeting processes.

## *2009-2010 Achievements*

In addition to the oversight of the organisation, the Committee also undertook the following specific activities:

- Participated in ADHC and National Disability Service, Good Governance training and tailored support program. This program will continue into 2010-2011.
- Reviewed the first 12 months implementation of the Strategic Plan.
- Approved three year key performance indicators for the General Manager and 2010 performance measures.
- Commenced work drafting a new constitution for the organisation.
- Developed a draft Committee of Management charter to be finalised in 2010-2011.
- Reviewed Delegation of Authority policy in line with the emerging operational needs of the organisation.

The Executive of the Committee of Management consisted of the following members in 2009 - 2010:

### *Laurel Lambert President*

Laurel is a founding member of NHCA and was the organizations first Secretary. Laurel rejoined the Committee in 2006 and was elected President in 2007. Laurel has qualifications in Social Work. Prior to retiring, Laurel had a long career in the disability sector in operational management, program implementation and policy development. Laurel is a carer of a person with a disability and has maintained a strong interest in family advocacy.

### *Dr Peter Wong Vice President*

Peter was elected to the Committee in November 2008. Peter has specialised in working with people with intellectual and other disabilities and is currently a medical and dental specialist.

### *Julie Brell Secretary*

Julie joined the Committee in 2008, after a career in disabilities spanning some 35 years. Julie has experience and qualifications in the fields of Nursing, Special Education and Management. Julie worked as a teacher and director of an Early Intervention Centre for 20 years. Since retiring 5 years ago, Julie has been involved on the Committee of Management of Port Stephens Disability Support Services and is President of the Raymond Terrace Lions Club.

### *Toni Lawler Treasurer*

Joining the Committee in 2004, Toni has served as Secretary and was elected to the position of Treasurer in 2008. Toni also chairs the Finance Committee and is a member of the NCA Priority Sub Committee. A qualified teacher, Toni, has been involved with support for people with disabilities since 1977, and was part of the founding group of First Chance and Life Without Barriers.



## Committee of Management Members 2009-2010

### *Professor Frank Bates*

Frank joined the Committee in 2007. Frank is a Professor of Law at the University of Newcastle, and is the author of numerous books, articles and reports on law and related matters, published throughout the world. Previously, Frank has been a Law Reform Commissioner for Tasmania, a member of the Family Law Council and a Senior Fulbright Scholar in the United States. Frank suffered a near fatal stroke in 2002 from which he almost fully recovered.

### *Kerry Dally*

Kerry joined the Committee in November 2007 and has been lecturing in Special Education at the University of Newcastle for the past 11 years. Kerry has worked as a teacher in Special Schools and in early childhood intervention. Kerry has a 42 year old brother with Down Syndrome who lives at home, and has a particular interest in supporting services which provide opportunities for adults with disabilities to be engaged in the community. Kerry has a PhD in Special Education.

### *Robert Emanuel*

Bob was elected to the Committee in November 2009. Prior to retiring in 2009, Bob was a teacher in Engineering Trades at Hunter TAFE. Bob brings to the Committee a willingness and enthusiasm to explore ways and means to maintain and improve methods of fundraising and initiatives for the benefit of service users and staff of NHCA.

### *Joan Gatt*

Elected to the Committee of Management in November 2008, Joan is one of three consumer representatives. Joan has a 22 year old son with a disability and volunteers with the service to assist in his support. Joan is an active member of the Jewells school community, assisting with student banking and other activities.

### *Elizabeth Harper*

Elizabeth joined the Committee in 2006 as a consumer representative. As a long term user of NHCA services, Liz brings a valuable consumer perspective to discussions. Liz was a very dedicated and vocal member of the Port Stephens Council Access Committee, prior to its disbanding in 2010.

### *Rhonda Mills*

Rhonda joined the Committee in 2008. Rhonda is a trained physiotherapist with an extensive history of working with children with special needs through a number of organizations including the Spastic Centre, and in private practice. Rhonda is an active member of her local community. Rhonda resigned from the Committee in November 2009.

*We believe that adults with severe disabilities have the same right as all other members of Australian society to access the services, facilities and resources of their choice.*



# Toni Lawler -Treasurer of the Year



Toni accepting her award from Vickie Douglas, Branch Manager, Westpac Hamilton.





# Management Team

The day to day management of NHCA is delegated via a comprehensive Delegation of Authority policy, to the General Manager, Program Manager and Team Leaders. This team meets weekly along with administration staff, Lyn Williams and Peter Lawrence. Regular planning days are held throughout the year to undertake business planning for the organisation.

## *Karen Stace: General Manager*

Karen commenced with NHCA in October 2008. She has qualifications in Social Sciences, Health Sciences and Management. Karen has worked in the community sector for over 20 years, the last 10 years in management and senior executive roles.

## *Scott Harvey: Program Manager*

Scott commenced with NHCA over 13 years ago and was appointed to the role of Program Manager in 2005. Scott has a Bachelor of Arts, majoring in Psychology and has qualifications in Front Line Management and Workplace Training and Assessment. Scott has acted as Service Manager and General Manager.

## *Anthony Brown: Team Leader Post School Options*

Anthony joined NHCA in 2003 after completing a Certificate III in Disabilities. Anthony has had a varied career in landscaping, hospitality and sales. Anthony was appointed to a team leader position in 2005. Anthony has completed a Certificate IV in Frontline Management and assists in managing NHCA's return to work system.

## *Fran Bills: Team Leader, Day Programs*

Fran has worked with NHCA for 13 years, and as a team leader for five. Prior to this she taught in Western NSW, Western Sydney and Canberra. Fran has a Diploma of Teaching, is an Assistant in Nursing and has completed a Certificate IV in Front Line Management.

## *Peta Bradley: Acting Team Leader Community Participation*

Peta has a Bachelor of Teaching (Primary and Special Education) and has worked in special education and general teaching. Joining NHCA in 2008 as a community support worker, Peta acted as Building Community Connections Team Leader in 2009 and was appointed to her current role in April 2010.

## *Geraldine Gough: Acting Team Leader Community Participation*

Before making the transition to disability services in 1993, Geraldine spent 11 years working in retail management. Geraldine commenced with NHCA in 2007, as a community support worker and has been in an acting Team Leader role since June 2008. Geraldine has a Certificate IV in Community and Disability Work.

## *Melissa Ingle: Acting Team Leader Community Participation*

Melissa has had a varied career in disabilities spanning 30 years. Melissa joined NHCA in 2007, and was appointed Acting Team Leader in October 2008. Melissa took a leave of absence from NHCA in April 2010 to take up a role providing host care.

## *Ken Mitchell: Team Leader Building Community Connections*

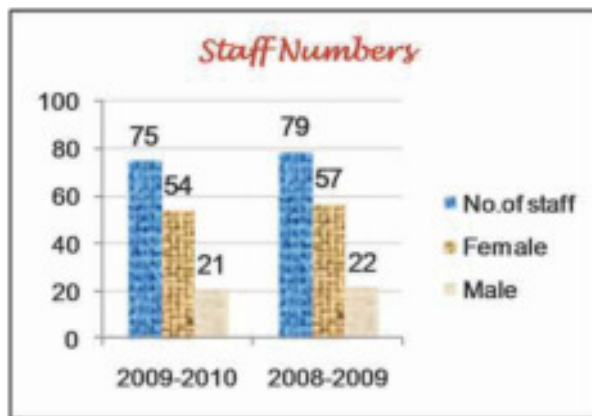
Ken has been employed in the Disability Sector for over 27 years, primarily in the education system and in disability services within the Hunter region. Ken joined NHCA in 1996 and was appointed as Team Leader in 2004. Ken has qualifications in Community Work and Disabilities and Frontline Management.

## *Jillian Woollard: Team Leader, NCA Life Choices and Active Ageing*

Jillian has a Bachelor of Social Science- Welfare and a Certificate in Front Line management. She commenced her career assisting individuals in group settings access the community. She has worked with NHCA for 16 years and was appointed as NCA Team Leader in 2005. Jillian took on the role of NHCA's Return to Work Coordinator in 2004.

# Staffing

NHCA aims to recruit, develop and retain a competent and diverse workforce that is committed to providing high quality support to our service users, families and carers. We value the skills, knowledge and experience that our staff, and volunteers bring to the organisation. Ongoing support is provided to our staff and volunteers through regular training, support and supervision and professional development activities. Our success is very much attributed to the performance and contributions of our staff and volunteers.



**Comment:** Total number of staff decreased by 4 between 2008-2009 and 2009-2010.

## Review of staffing structures

At the beginning of the 2009 financial year it was clear that we would need to review our staffing structures and service delivery models in response to a very concerning financial position. Every effort was made to keep staff informed of the financial issues facing the organisation and a series of consultation sessions to workshop ideas and develop the best solutions for staff, service users and organisation, were held.

The word restructure of course increased anxieties and concerns amongst staff, but overall staff responses, support and cooperation throughout this process was very positive. It was clear that staff valued the organisation, their roles and were committed to ensuring a viable and sustainable service. NHCA would like to thank each and every staff member for

their patience, tolerance and positive attitude during this challenging period. We would also like to thank the respective unions, the Australian Services Union and the Health Services Union for their assistance throughout the process.

As a component of the staff restructure, a comprehensive review of staff contracts was completed. This review allowed NHCA to provide staff with greater stability and security with 30 staff moving from casual to permanent part time employment and the average minimum contracted hours increasing from 27.5 to 41.8 hours per fortnight.

## Salary packaging

During the year NHCA developed a new partnership with Community Salary Packaging to offer all permanent part-time and full-time staff the opportunity to maximise their earning capacity via Salary Packaging. This has not attracted the interest that was first shown, but with continued promotion we believe it will increase in popularity. A side benefit for this program is it makes NHCA more attractive to individuals looking for employment within the community services sector.

## Consultation and feedback

Consultation and communication with staff has again been a high priority. Positive feedback on the staff meeting format and structure introduced in 2009 provided us with the incentive to repeat the format and structure reintroduced at the beginning of 2009. Regular bi-monthly meetings have been held on-site with professional development days being held off site. Staff meetings have provided staff with the opportunity to be kept informed on any changes to systems, policy or organisational structure, and also to provide feedback to the organisation. Meetings have been well attended with just under 70% of staff attending each individual meeting. This is a great outcome considering the part time status and wide geographical location of our staff.



### *Professional development*

One of our future directions for the year was to better plan our professional development schedule and implement training opportunities that meet the needs of our workforce. NHCA invested heavily during this period to secure well respected facilitators who have worked professionally in the Community Services sector to deliver relevant topics to improve the skill and knowledge base of our workforce. Topics that were covered included:

- \* Autism Spectrum disorders
- \* Down Syndrome
- \* Person Centred Planning
- \* Augmentative Communication
- \* Team Building & Communication
- \* Nutrition & Swallowing
- \* NSW Disability Standards

Evaluations conducted after each session indicate that the majority of staff found the topics either relevant or very relevant to their work. Feedback made by staff has been used to modify the program over time.

To enhance our capacity to provide training and professional development opportunities, members of our management team have attended relevant industry workshops to be skilled as facilitators. The advantage of this has been senior staff being trained to facilitate education opportunities to foster the skill development of colleagues at NHCA. With a workforce of over 70, this “train the trainer” form of education will reduce the need to engage professional facilitators external to NHCA and ensure that our professional development program is sustainable in the long term. Senior staff are now able to deliver training in the following areas:

- \* PART Training
- \* Working with Families & Carers

The aim is for all NHCA staff to receive this training in the next twelve months.

### *Recruitment and retention*

Staff turnover was higher this year than last year with 10 staff (13%) leaving the organisation to pursue other professional opportunities or retiring from the workforce, compared to 6% in 2008-2009. We must acknowledge the ser-

vice and efforts of John Towns and Karin Campbell who retired after 9 years and 10 years (respectively) working with the organisation. Thanks to both staff for their contribution to the organisation.

Recruiting high quality staff remains a challenge for the disability sector. We have been fortunate to attract a number of staff through word of mouth, however the restructure undertaken during the year reduced our casual staff resources. It has been a major aim in the second half of 2009-2010 to strengthen our casual staff pool to complement our current experienced team of support staff.

### *Future directions*

- \* Conduct a wholesale review of our support and supervision system. This system was audited in 2009-2010 to ensure that all staff received 8 support and supervision sessions annually however we would now like to review the effectiveness of this system.
- \* Implementation of a performance and outcomes driven culture where there is a strong commitment to the transparent review and measurement of employee, team and organisational performance via a performance management framework.
- \* Implementation of staff survey program.
- \* Development of 2011 professional development calendar.

### *Workforce Profile*

	<i>Staff Numbers</i>	<i>% of workforce</i>
Staff numbers	75	100%
Female	54	72%
Male	21	28%
Full time	8	11%
Part time	64	85%
Casual	3	4%
Staff turnover	10	13%



Dan first developed his interest in horticulture at the Tilligerry Habit, Tanilba Bay in 2004 where he worked as a volunteer for two years to fill tubes with soil which would later be used to propagate native seeds.

Since 2006 Dan has been a volunteer at the horticultural section of Ngioka Nelson Bay, continuing his love of horticulture. Dan has developed a system which allows him to fill approximately 40 -60 tubes with soil each visit. It is estimated Dan's contribution each visit has the potential to earn \$200 for the centre.

Dan has an outstanding work ethic and has gained the respect and friendship of fellow colleagues.



NHCA supports individuals to have an active and VALUED ROLE in their community by focusing on each individuals interests and building on skills and confidence. We also provide opportunities for service users to engage with community members and actively contribute to the life of their local community.



David has two volunteer roles.

At Oakvale Farm, David collects the required tools for his work; rakes and removes leaves, berries and animal waste in and around animal yards and traffic areas. David also cleans the insides of pens and the yards of the lizards, baby animals and Koalas.

On alternate Tuesday's David works at The Hunter Botanical Gardens, Heatherbrae, raking leaves and debris from the walking paths.





Alanna delivers Meals on Wheels to the elderly in the Merewether area. Alanna has been performing this valuable task for 13 years.

Alanna is very confident in delivering meals on wheels, knowing all the recipients and their homes. Alanna will assist with putting the meals away in the refrigerator if needed.

Recipients of the meals look forward to Alanna's visits, often giving her small gifts and wanting to chat.

As part of their support, Ryan & Jenny volunteer at the Port Stephens Meals on Wheels with the help of their support worker Lissy. Each Wednesday they help distribute meals to frail and elderly residents in their local area.

Ryan & Jenny get a great deal of enjoyment and a feeling of self worth being part of their local community.



Al has been volunteering with Meals on Wheels for 10 years. During this time Al has developed close friendships with those that he delivers meals to, often enjoying lengthy chats between deliveries.

Al now only requires assistance in packing the appropriate meals. Al enjoys delivering the meals independently.

## Health and Wellbeing

In line with NHCA's commitment to continual improvement of Occupational Health and Safety an extensive investment of resources has been applied to improving our OHS Framework. Regular auditing verifies that there has been noticeable improvement across NHCA in the development and application of OH&S processes.

### *Committee membership*

April 2010 marked the end of the OHS Committee's term as NHCA OHS representatives. We would like to thank all representatives for their dedication, commitment and time in ensuring that NHCA remains a safe and healthy workplace. Elections for new OH&S representatives were held and the following staff will be involved in the committee for the next two years: Jo Nolan (Chairperson), Ken Mitchell (Deputy Chair), Lee Munro (Secretary), Scott Harvey (Management Representative), Kerrie Delaney, Grahame Wilson, Neville Upton, Lorri Cummings and Jillian Woollard (RTW Co-ordinator). Staff have been proactive in raising OH&S issues at staff meetings and via the OH&S suggestion box.

### *Achievements and progress against 2008-2009 future directions*

- \* All new committee members completed Workcover NSW accredited training in June 2010.
- \* Increased use of our EAP system intro-

duced in early 2009. This program allows staff to anonymously self refer to one of two EAP providers and receive two sessions of support. In 2009- 2010 12 staff attended EAP on 12 occasions.

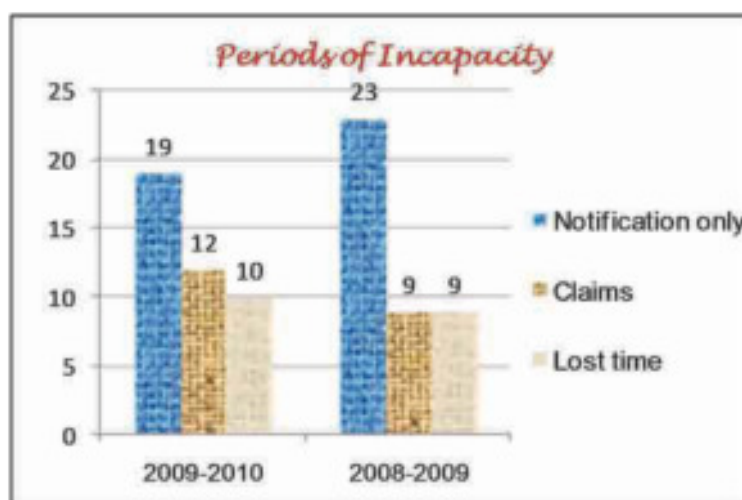
- \* Providing emergency warden training for 20 staff and general occupancy training for all other NHCA staff.
- \* In Safe Work Week held in October each year, a staff competition was held to raise awareness of slips, trips and falls injuries (one of our highest causes of injury). Graham Wilson's winning slogan appears on page 35.
- \* All new staff now receive a dedicated OH&S induction as part of their general introduction to the service.

### *Future directions 2010-2011*

- \* Strengthen our workplace audit system by developing a running action plan that will be reviewed at each OH&S committee meeting.
- \* Implementation of OHS online reporting systems and tools to assist reporting of hazards and incidents and data analysis.
- \* Implementation of NHCA as a smoke free workplace
- \* Purchase of evacuation equipment and implementation of evacuation drill system.

*Scott Harvey*

<i>Injury Type</i>	<i>Number</i>
Bend/pull/lift	7
Bend/push/pull	5
Workplace violence	4
Slips/trips/falls	4
Other	11
Total	31





# Rehabilitation Report

2009-2010 has been a busy year, which has afforded me many opportunities to gain new skills in assisting injured staff with a durable return to work.

NHCA has experienced a range of claims over the last 12 months, resulting in a slight increase in lost time injuries than last year (8 compared to 6). The areas of ongoing vigilance include: injuries resulting from slips, trips, falls, violence, lift bend push pull and superficial injuries.

## *Achievements and progress against 2008-2009 future directions*

NHCA has continued to be an active member of both local and statewide networks aimed at developing the capacity of disability services to prevent and better manage workplace injuries. These include local Return to Work Coordinator forums and quarterly OH&S meetings convened as part of the Disability Safe project, auspiced by National Disability Services, the disability sector peak body.

We have also continued our involvement in Disability Safe's quarterly benchmarking exercise. This provides our organization with comparisons to other disability organizations in relation to the nature and causes of injury, the number of injuries and the amount of lost time due to workplace injuries. This has enabled us to compare ourselves against other services and highlighted that we experienced a higher rate of slips, trip and falls injuries in 2009-2010. A competition was held during Safe Work week to increase staff awareness of this.

Towards the end of the year we became involved in a pilot project through Disability Safe

where we have access to a shared Return to Work Coordinator to assist us with our more complex claims. At the conclusion of the pilot we will be given the opportunity to buy into this venture on a more permanent basis.

## *Future directions*

NHCA remains committed to proactively preventing and addressing work place injuries. In addition to maintaining appropriate return to work policies and practices we will also focus on:

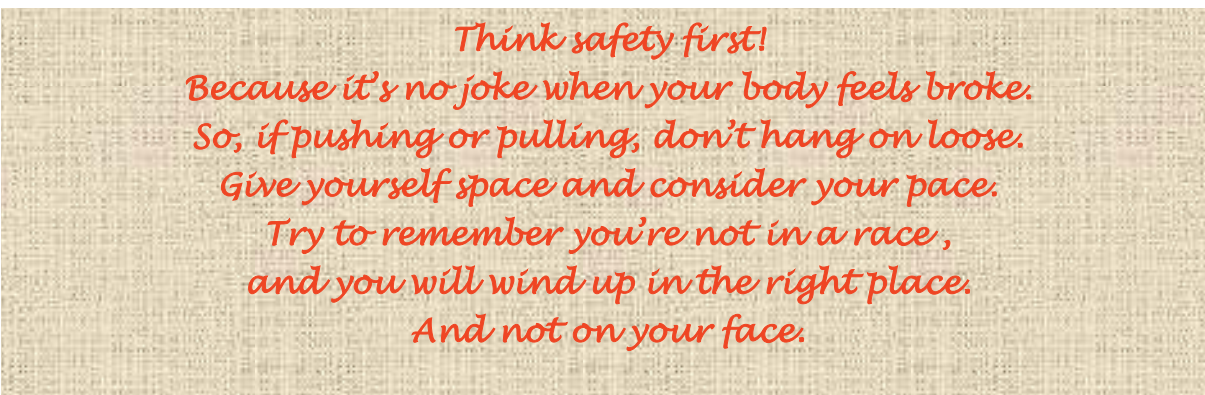
- Centralising our Injury Management platform to significantly reduce or eliminate harm to our employees.
- Developing a culture of OH&S awareness and responsibility throughout the organisation. This includes an annual event for Safe Work Week.
- Investigating resources and programs aimed at helping us manage the needs of an ageing workforce.

## *Conclusion*

We would like to thank the General Manager of Health and Safety Solutions Peter Procter and his team for the quality support that they have provided throughout the last 12 months and look forward to continuing our partnership into 2011.

This year I have been fortunate enough to be assisted yet again in claims management by Anthony Brown. I would like to thank Anthony for his ongoing support and assistance during the last 12 months.

*Jillian Woollard*  
Return to Work Coordinator





**NHCA supports individuals develop and maintain an ACTIVE and HEALTHY LIFESTYLE.**

**Opportunities are provided for service users to participate in a diverse range of activities matched to their interest and abilities.**

**Isabelle attends weekly hydrotherapy.**

**Paul is part of a regular group of service users who attend the gym on a weekly basis.**

**Tom enjoys the outdoors and his support activities include sensory walks in local gardens and parks.**



**Nathan and Patrick are keen golfers with little opportunity to tee off. With heaps of enthusiasm they spent the day at Beresfield Golf Course.**



## Staff List

### Management Team

**Karen Stace**, General Manager

**Scott Harvey**, Program Manager

**Fran Bills**, Team Leader, Day Programs

**Peta Bradley**, Acting Team Leader, Community Participation (from April 2010)

**Anthony Brown**, Team Leader, Post School Options

**Geraldine Gough**, Acting Team Leader, Community Participation

**Melissa Ingle**, Acting Team Leader, Community Participation (to April 2010)

**Ken Mitchell**, Team Leader, Building Community Connections

**Jillian Woollard**, Team Leader, NCA, Active Ageing and Life Choices

### Administration

**Peter Lawrence**, Fleet   **Lyn Williams**, Payroll

### Community Support Workers

Florence Acland, Jordan Belevski, Risa Belevski, Lisa Blanch, Yola Bowman, Peta Bradley, John Bramble, Karen Bridger, Emma Buskin, Karin Campbell, Sharlene Capell, Anne Cargill, Jennifer Cooper, Susannah Cooper, Janette Cowan, Marie Crieghton, Lorri Cummings, Megan Deans, Kerrie Delaney, Gary Dempsey, Michael Doherty, Sharon Dwyer, Terri Fox, Deborah Franklin, Neil Garbutt, Judy Grimshaw, Joanne Hennessey, Andrew Hocking, Mike Hughes, Rohan Iles, Laura Johnson, Elizabeth Jones, Tracy Kinchin, Janenne Ling, Mark McDonald, Tammy McNamara, Alex McPherson, Mary Micevska, Honor Minchin, Jean Morgan, Storme Moss, Lee Munro, Joanne Nolan, Ann Porter, Justin Procter, Stephen Ryan, Phil Scanes, Sybella Sleishman, Dorothy Soaki, Gill Soars, Kerriane Standen, John Towns, Mison, Allan Webber, Damien Whitson Margaret Wilkinson, Kerri-Ann Wilks, Natalie Williams, Graham Wilson, Sandra Wilson, Jan Winchester.

### Community Support Assistant

**Peta Lambert**

### Art and Music

**Cole Bussey**, Music, **Meghan Gillard**, Art

### Volunteers

Kay Davidson, Joan Gatt, Pat Gourley, Jenny McDowell, Robyn Mock,

*A heartfelt thank you to all of our valued volunteers for their generosity in giving us their time throughout the year.*



# Treasurers Report

It is with great pleasure that I present the Treasurer's report on behalf of Newcastle and Hunter Community Access Committee of Management for the 2009-2010 financial year.

The year has ended with a surplus of \$47,452. A surprising and very pleasing result given the serious concerns I held at this time last year and as identified at the last Annual General Meeting.

However, I should not be surprised for I was privy to the way management and staff were committed to succeeding, how they embraced change, how they put client satisfaction as the test for any change and how they implemented the changes with sensitivity.

The aim for 2009-2010 was to contain our expenditure, giving time to assess the situation. Strategies were developed, consultation undertaken with stakeholders and changes implemented which reduced operating costs whilst still providing a valuable service.

There is no doubt that the strategies adopted have worked. Their identification was crucial but the implementation was the key to success.

Due to the very frugal approach taken early on in the year we were able, by year end, to expend some funds on matters previously identified as non-essential and that had been deferred to future year. This should relieve some of the pressure from 2010-2011 cash flows.

However, and notwithstanding the above comments, the 2010-2011 budget indicates that financial pressures are going to be an ongoing issue and that we have not totally overcome our financial difficulties. The team will continue to be vigilant in their efforts to bring all programs into a position where income covers costs by the end of the 2010-2011 financial year. Any other position is unsustainable.

## *Finance Committee*

The Finance Committee is a subcommittee of the Committee of Management and meets prior to each meeting. It's key tasks are to develop and recommend the budget, monitor financial

operations and results, and develop, recommend and monitor appropriate financial policies to guide the financial operation of the organisation. In 2009-2010 the committee met 7 times. The committee consists of myself as chair, Peter Coughlan, Business Development Consultant, Karen Stace, General Manager, Scott Harvey, Program Manager and Lyn Williams, Administration Officer.

*Key achievements* of the Finance Committee include:

- Reviewing the delegation of authority policy.
- Reviewing motor vehicle purchasing policies and implementing a leasing program for motor vehicles. This reduced the overall amount of assets invested in the fleet and improved cash flow.
- Investigating and implementing premium funding to lessen the burden of a significant increase in Worker's Compensation and Motor Vehicle insurance premiums.
- Oversight the implementation of a Salary Packaging system for staff.

## *Fundraising Committee*

This committee was formed last October, with the aim of identifying strategies to diversify our funding base. These strategies include identifying appropriate fundraising events and also reviewing other sources of non –government funding.

Our first event was a very successful Garage/Market Day held in November, 2009 which generated \$3500. The committee decided to make this an annual event with the proceeds identified as supporting our Service User Christmas Party each year.

Our General Manager Karen Stace has been actively applying for grants from the Community, Government and Business Sectors with the aim of attracting funds to expand our program options. Even though the outcomes of these applications were not realised in the 2009 -2010 year, her endeavours have been



rewarded by obtaining grants from two sources, the nibFoundation and NSW Communities, Sport and Recreation. These grants will support the Sport and More: Wheelchair Rugby League project.

Many local businesses have made their donations in-kind and we thank them for their generosity. We cannot place a monetary value on such important assistance. A list of our contributors is included in the Annual Report (page 57).

The Committee continues to look to the business community for opportunities to forge fund-raising partnerships. The aim is to raise substantial funds without the pressure on families, carers, staff and volunteers by involving new groups from the community. Not only does this provide a monetary value, but an opportunity to engage with new groups to increase community awareness and enlarge our support base.

### *The Future*

We should feel proud of our abilities and be positive about our future. We have met a significant financial challenge and have shown that we have the ability to overcome such adversity

with determination, vigour and creativity.

The new and developing financial initiatives and controls are designed to provide a solid base for sustainable growth in the subsequent years. There were lessons sorely learnt and the subsequent strategies and tools developed during this period need to be embedded in the financial control protocols to ensure future security for NHCA.

The Auditor's Report and statements as well as a full copy of the financial returns for the year ended 30<sup>th</sup> June, 2010 are included in this report (pages 44-56).

I would like to take this opportunity to thank my fellow Committee members, management and staff for their support and assistance to the role of treasurer.

### *Disclosure of Interests*

In accordance with the requirements of the Rules of Association, I advise members that no payments have been made to any Committee of Management member other than for reimbursement of out of pocket expenses incurred in the course of carrying out their function as elected committee members.

*We support the development and maintenance of life skills, social opportunities and friendships for people with disability in the Hunter and surrounding regions.*

**NEWCASTLE & HUNTER COMMUNITY ACCESS INC**  
**93 056 378 299**

**FINANCIAL REPORT  
FOR THE YEAR ENDED  
30 JUNE 2010**

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Director: ERMINIO ADORANTI B.Com. CPA

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Australia

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Liability limited by a  
scheme approved under  
Professional Standards  
Legislation



**NEWCASTLE & HUNTER COMMUNITY ACCESS INC**  
**93 056 378 299**

**INCOME STATEMENT**  
**FOR THE YEAR ENDED 30 JUNE 2010**

	Note	2010 \$	2009 \$
<b>INCOME</b>			
Grants - ADHC - Recurrent		2,830,243.00	2,609,219.00
Grants - ADHC - Non recurrent		-	33,815.00
Consumer Support Income		182,063.42	158,091.53
Consumer Transport Fees Income		53,190.91	52,039.36
		<u>3,065,497.33</u>	<u>2,853,164.89</u>
<b>OTHER INCOME</b>			
Membership Fees		-	30.91
Motor Vehicle Charges		-	0.36
Interest Received		17,524.90	19,730.14
Insurance Recoveries		14,367.28	27,160.97
Other Income		11,294.46	2,322.88
		<u>43,186.64</u>	<u>49,245.26</u>
		<u>3,108,683.97</u>	<u>2,902,410.15</u>

The accompanying notes form part of these financial statements.

**NEWCASTLE & HUNTER COMMUNITY ACCESS INC**  
**93 056 378 299**

**INCOME STATEMENT**  
**FOR THE YEAR ENDED 30 JUNE 2010**

	Note	2010 \$	2009 \$
<b>EXPENDITURE</b>			
Advertising		180.91	2,472.05
Auditor's Remuneration		3,000.00	3,890.00
Bank Charges		2,060.65	1,584.86
Cleaning & Laundry		14,020.00	12,186.50
Client related expenses		13,295.32	29,519.86
Client support expenses		33,030.25	33,426.00
Computer Supplies		19,221.65	12,934.00
Consultancy Fees		6,507.07	37,582.98
Depreciation		160,666.11	91,711.05
Freight & Cartage		.	80.45
General Expenses		2,152.60	2,632.68
Holiday Pay		(12,896.91)	4,633.54
Insurance		193,458.63	130,475.71
Interest Paid		263.02	-
Lease - Equipment		10,125.45	10,274.21
Light & Power		7,217.59	6,779.19
Long Service Leave		17,529.36	7,825.67
Loss on disposal of non current assets		3,196.30	16,242.33
Meeting Expenses		1,503.45	2,347.73
Motor Vehicle Expenses		254,278.62	297,233.29
Office Expense		4,377.87	5,556.41
Postage		1,886.83	2,675.12
Printing & Stationery		14,105.76	16,086.63
Rent		90,007.32	90,007.32
Repairs & Maintenance		339.27	2,928.95
Staff Training & Welfare		20,793.21	23,976.58
Subscriptions		1,930.99	697.73
Superannuation Contributions		173,436.39	183,028.02
Telephone		9,241.58	11,711.46
Volunteer's Expenses		1,563.64	1,422.93
Wages		2,014,736.69	2,123,050.40
		<u>3,061,231.62</u>	<u>3,164,973.63</u>
Profit (Loss) before income tax		47,452.35	(262,563.48)

The accompanying notes form part of these financial statements



**NEWCASTLE & HUNTER COMMUNITY ACCESS INC**  
**93 056 378 299**

**INCOME STATEMENT**  
**FOR THE YEAR ENDED 30 JUNE 2010**

	Note	2010 \$	2009 \$
<b>Profit (Loss) for the year</b>		47,452.35	(262,563.48)
Retained earnings at the beginning of the financial year		688,299.34	950,862.82
<b>Retained earnings at the end of the financial year</b>		735,751.69	688,299.34

The accompanying notes form part of these financial statements.

**NEWCASTLE & HUNTER COMMUNITY ACCESS INC**  
**93 056 378 299**

**BALANCE SHEET**  
**AS AT 30 JUNE 2010**

	Note	2010 \$	2009 \$
<b>CURRENT ASSETS</b>			
Cash and cash equivalents		310,187.53	281,352.22
Trade and other receivables	2	47,754.54	17,977.08
Rental Bond		22,500.00	22,500.00
<b>TOTAL CURRENT ASSETS</b>		<u>380,442.07</u>	<u>321,829.30</u>
<b>NON-CURRENT ASSETS</b>			
Property, plant and equipment	3	702,475.01	841,857.16
<b>TOTAL NON-CURRENT ASSETS</b>		<u>702,475.01</u>	<u>841,857.16</u>
<b>TOTAL ASSETS</b>		<u>1,082,917.08</u>	<u>1,163,686.46</u>
<b>CURRENT LIABILITIES</b>			
Trade Creditors		-	95,721.37
GST Payable		42,199.13	57,756.32
Employee benefits	4	252,678.24	248,045.79
<b>TOTAL CURRENT LIABILITIES</b>		<u>294,877.37</u>	<u>401,523.48</u>
<b>NON-CURRENT LIABILITIES</b>			
MV Loan		42,113.20	-
Loss Unexpired Interest		(9,825.18)	-
Fit-out Liability		-	53,863.64
Employee benefits	4	20,000.00	20,000.00
<b>TOTAL NON-CURRENT LIABILITIES</b>		<u>52,288.02</u>	<u>73,863.64</u>
<b>TOTAL LIABILITIES</b>		<u>347,165.39</u>	<u>475,387.12</u>
<b>NET ASSETS</b>		<u>735,751.69</u>	<u>688,299.34</u>
<b>MEMBERS' FUNDS</b>			
Retained earnings	5	735,751.69	688,299.34
<b>TOTAL MEMBERS' FUNDS</b>		<u>735,751.69</u>	<u>688,299.34</u>

The accompanying notes form part of these financial statements.



**NEWCASTLE & HUNTER COMMUNITY ACCESS INC**  
**93 056 378 299**

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2010**

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**1 Statement of Significant Accounting Policies**

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Act NSW. The committee has determined that the association is not a reporting entity.

The financial report has been prepared in accordance with the requirements of the Associations Incorporation Act NSW and the following Australian Accounting Standards:

AASB 110:	Events after the Balance Sheet Date
AASB 116:	Property, Plant and Equipment
AASB 117:	Leases
AASB 119:	Employee Benefits
AASB 1031:	Materiality

No other applicable Accounting Standards, Australian Accounting Interpretations or other authoritative pronouncements of the Australian Accounting Standards Board have been applied

The financial report has been prepared on an accruals basis and is based on historic costs and does not take into account changing money values or, except where specifically stated, current valuations of non-current assets.

The following material accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this financial report.

**Property**

Freehold land and buildings are measured on the fair value basis, being the amount for which an asset could be exchanged between knowledgeable willing parties in an arm's length transaction.

**Fixed Assets**

Leasehold improvements and office equipment are carried at cost less, where applicable, any accumulated depreciation

The depreciable amount of all fixed assets are depreciated over the useful lives of the assets to the association commencing from the time the asset is held ready for use.

Leasehold improvements are amortised over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

**NEWCASTLE & HUNTER COMMUNITY ACCESS INC**  
**93 056 378 299**

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2010**

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**Leases**

Leases of fixed assets where substantially all the risks and benefits incidental to the ownership of the asset, but not the legal ownership, are transferred to the association, are classified as finance leases.

Finance leases are capitalised by recording an asset and a liability at the lower of the amount equal to the fair value of the leased property or the present value of the minimum lease payments, including any guaranteed residual values. Lease payments are allocated between the reduction of the lease liability and the lease interest expense for the period.

Leased assets are depreciated on a straight-line basis over their estimated useful lives where it is likely that the association will obtain ownership of the asset or ownership over the term of the lease.

Lease payments for operating leases, where substantially all the risks and benefits remain with the lessor, are charged as expenses in the periods in which they are incurred.

Lease incentives under operating leases are recognised as a liability and amortised on a straight-line basis over the life of the lease term.

**Employee Benefits**

Provision is made for the association's liability for employee benefits arising from services rendered by employees to balance date. Employee benefits that are expected to be settled within one year have been measured at the amounts expected to be paid when the liability is settled, plus related on-costs. Employee benefits payable later than one year have been measured at the present value of the estimated future cash outflows to be made for those benefits.

**Defined superannuation schemes**

In respect of defined benefit plans, the cost of providing the benefits is determined using the projected unit credit method. Actuarial valuations are conducted every three years, with interim valuations performed on an annual basis. Consideration is given to any event that could impact the funds up to balance sheet date where the interim valuation is performed at an earlier date.

The amount recognised in the balance sheet represents the present value of the defined benefit obligations adjusted for any unrecognised actuarial gains and losses and unrecognised past service costs less the fair value of the plan's assets. Any asset recognised is limited to unrecognised actuarial losses, plus the present value of available refunds and reductions in future contributions to the plan.



**NEWCASTLE & HUNTER COMMUNITY ACCESS INC**  
**93 056 378 299**

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2010**

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Actuarial gains and losses are amortised over the expected average remaining working lives of the participating employees in the scheme. Gains or losses on the curtailment or settlement of a defined benefit plan are recognised in the income statement when the association is demonstrably committed to the curtailment or settlement.

Past services costs are recognised when incurred to the extent that benefits are vested, and are otherwise amortised on a straight-line basis over the vesting period.

**Provisions**

Provisions are recognised when the association has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured.

**NEWCASTLE & HUNTER COMMUNITY ACCESS INC**  
**93 056 378 299**

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2010**

	2010 \$	2009 \$
<b>2 Trade and Other Receivables</b>		
<b>Current</b>		
Trade Debtors	47,754.54	17,977.08
<b>3 Property, Plant and Equipment</b>		
<b>Land and Buildings</b>		
Lease Improvements	271,250.00	271,250.00
Less: Accumulated Amortisation	(24,559.00)	(17,777.00)
	246,691.00	253,473.00
<b>Total Land and Buildings</b>	246,691.00	253,473.00
 Plant & Equipment	17,260.91	16,581.00
Less: Accumulated Depreciation	(12,566.00)	(10,727.00)
	4,694.91	5,854.00
Motor Vehicles	694,382.73	704,249.40
Less: Accumulated Depreciation	(270,649.00)	(149,135.00)
	423,733.73	555,114.40
Office Furniture & Equipment	103,244.66	90,881.94
Less: Accumulated Depreciation	(77,328.56)	(72,007.00)
	25,916.10	18,874.94
Computer Equipment	112,471.56	112,471.56
Less: Accumulated Depreciation	(111,032.29)	(103,930.74)
	1,439.27	8,540.82
<b>Total Plant and Equipment</b>	455,784.01	588,384.16
<b>Total Property, Plant and Equipment</b>	702,475.01	841,857.16
<b>4 Employee Benefits</b>		
<b>Current</b>		
Provision for Annual Leave	126,147.00	139,043.91
Provision for Long Service Leave	126,531.24	109,001.88
	252,678.24	248,045.79



**NEWCASTLE & HUNTER COMMUNITY ACCESS INC**  
**93 056 378 299**

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2010**

	2010 \$	2009 \$
<b>Non-Current</b>		
Provision for Long Service Leave	<u>20,000.00</u>	<u>20,000.00</u>
<b>5 Retained Earnings</b>		
Retained earnings at the beginning of the financial year	688,299.34	950,862.82
Net profit (Net loss) attributable to the association	<u>47,452.35</u>	<u>(262,563.48)</u>
Retained earnings at the end of the financial year	<u>735,751.69</u>	<u>688,299.34</u>

**NEWCASTLE & HUNTER COMMUNITY ACCESS INC**  
**93 056 378 299**

**STATEMENT BY MEMBERS OF THE COMMITTEE**


The committee has determined that the association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the committee the financial report as set out on pages 1 to 10:

1. Presents a true and fair view of the financial position of NEWCASTLE & HUNTER COMMUNITY ACCESS INC as at 30 June 2010 and its performance for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that NEWCASTLE & HUNTER COMMUNITY ACCESS INC will be able to pay its debts as and when they fall due.

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

President: 

Treasurer: 

Dated this 25<sup>th</sup> day of OCTOBER 2010.



**INDEPENDENT AUDITOR'S REPORT  
TO THE MEMBERS OF NEWCASTLE & HUNTER COMMUNITY ACCESS INC  
93 056 378 299**

**Report on the Financial Report**

We have audited the accompanying financial report, being a special purpose financial report, of NEWCASTLE & HUNTER COMMUNITY ACCESS INC (the association) which comprises the balance sheet as at 30 June 2010, and the income statement, a summary of significant accounting policies and other explanatory notes and the statement by members of the committee.

**Committee's Responsibility for the Financial Report**

The committee of the association is responsible for the preparation and fair presentation of the financial report and have determined that the accounting policies described in Note 1 to the financial statements, which form part of the financial report, are consistent with the financial reporting requirements of the Associations Incorporations Act NSW 1984 and are appropriate to meet the needs of the members. The committee's responsibility also includes establishing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error, selecting and applying appropriate accounting policies, and making accounting estimates that are reasonable in the circumstances.

**Auditors' Responsibility**

Our responsibility is to express an opinion on the financial report based on our audit. No opinion is expressed as to whether the accounting policies used, as described in Note 1, are appropriate to meet the needs of the members. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditors' judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditors consider internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.

The financial report has been prepared for distribution to members for the purpose of fulfilling the committee's financial reporting under the Associations Incorporation Act NSW. We disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

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

**INDEPENDENT AUDITOR'S REPORT  
TO THE MEMBERS OF NEWCASTLE & HUNTER COMMUNITY ACCESS INC  
93 056 378 299**

**Independence**

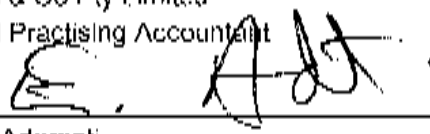
In conducting our audit, we have complied with the independence requirements of Australian professional ethical pronouncements.

**Auditors' Opinion**

In our opinion, the financial report of NEWCASTLE & HUNTER COMMUNITY ACCESS INC presents fairly, in all material respects the financial position of NEWCASTLE & HUNTER COMMUNITY ACCESS INC as of 30 June 2010 and of its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements.

**Name of Firm:** Adoranti & Co Pty Limited  
Certified Practising Accountant

**Name of Partner:**

  
Erminio Adoranti

**Address:** 142 Union Street, THE JUNCTION

**Dated this** 22<sup>nd</sup> **day of** OCTOBER 2010.



# Supporters

NHCA would like to acknowledge the contribution that our service users, families and carers have made to the service throughout the year. We have also been fortunate in receiving support from the community, local businesses and stakeholders. We would particularly like to thank:

<i>Paul Daly</i>	<i>Russell West, NSW Wheelchair Sports Association</i>
<i>Meg McNaughton, Enterprise Law</i>	<i>Disability Network Hunter</i>
<i>Peter Coughlan</i>	<i>Waratah Mayfield Diggers</i>
<i>Peter Britt and NSW Communities, Sport and Recreation</i>	<i>South Newcastle Leagues Club</i>
<i>Tim Osborn and Andrew Bull and Turnbull Hill Lawyers</i>	<i>Newcastle City Council</i>
<i>Terry Lawler and Lawler Partners</i>	<i>Bunnings, Glendale</i>
<i>TAFE NSW Hunter Institute</i>	<i>Kent Woodcock, Kent Woodcock Creative Solutions</i>
<i>Aloojz and Margaret Novak</i>	<i>Westpac Bank</i>
<i>Steggles Pty Ltd</i>	<i>Our Community</i>
<i>Ian Mackey and the Hamilton Business District Committee</i>	<i>Lake Macquarie City Council</i>
<i>NSW Government, Ageing Disability and Home Care, Department of Human Services</i>	<i>The Spastic Centre NSW</i>
<i>Broadmeadow Basketball Stadium</i>	<i>Matthew Morris</i>
<i>Tip Top Bakeries</i>	<i>Mick Schmitzer</i>
<i>Newcastle Knights, NSW Rugby League and NSW Wheelchair Rugby League Association</i>	<i>Hunter Day Program Forum</i>
	<i>Jo Nolan and her band</i>
	<i>David Bate, Northcott Disability Services</i>

*We would also like to thank all those who donated goods for our Garage Sale in November.*

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## *Acknowledgements*

*NHCA was sad to have to farewell some dear friends  
during the year:*

*Ben Basely*

*Lawrence Guy*

*Anne Johnson*

*David Watt*

*You are all greatly missed.*

### *About this report*

This report reviews our operations and activities over 2009-2010. It is designed to inform stakeholders about our organisation and provide insight into the work that we do.

Many staff have had input into the information provided in this report and we are grateful for their contributions.

The report is also a celebration of the achievements of the individuals who use our services and we thank them for their generosity in allowing us to use their stories and photos to bring this report to life.

Additional copies can be obtained from our office or by contacting us by e-mail, phone or post.

We welcome any feedback about this report or any aspect of our service.



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