



annual report 2010

connecting potential to life satisfaction

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Frequently used terms

The following abbreviations are used throughout this report:

ADHC:	NSW Department of Family and Community Services, Ageing, Disability and Home Care
AHA:	Australian Hotels Association
CoM:	ConnectAbility Australia Committee of Management
OH&S:	Occupational Health and Safety
Service User/s:	Individual/s who receive support from ConnectAbility Australia

vision

mission and values

Our Vision

Connecting potential to life satisfaction.

Our Mission

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

Our 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 User's

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 staff

Are committed to the organisation's values.

Have empathy for service user's.

Are dedicated to professional development and practice.

about us

connecting to dreams

ConnectAbility Australia assists people with disabilities overcome barriers to achieving their goals, dreams and aspirations.

ConnectAbility provides disability support services to individuals aged over 18 with high to very high support needs. We operate throughout Newcastle, Lake Macquarie, Port Stephens and the Hunter. We are based in Hamilton, NSW where our centre consists of a program area including kitchen facilities, computer room, art space and fully equipped sensory room.

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 centredness.

Legislation

ConnectAbility 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).
- Industrial Relations Act.

Our Members

As a body incorporated under the Associations Incorporation Act NSW, ConnectAbility Australia has a valued membership made up of service users and their families and carers, staff, past members

of the Committee of Management (CoM) and interested community members.

History

ConnectAbility Australia commenced in 1992 as Newcastle and Hunter Community Access, when research conducted by the University of Newcastle found that there was little opportunity for people requiring high levels of support to access community based services.

At the same time a group of determined community members also become aware of the need for a service to support people overcome the barriers that existed to accessing the community.

Since receiving our first funding from the Department of Families for the NCA outreach program, we now provide services across the areas of post school programs and supported day programs. These project areas are funded through the NSW Department of Family and Community 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.

In 2010 in consultation with our service users, families and stakeholders we changed our name to ConnectAbility Australia to better reflect our vision, mission and goals and the work that we do.

year in review

connecting to outcomes

Highlights

Of our many achievements in 2010-2011 we were particularly proud of the following:

- Launch of our new name and logo with the assistance of TAFE NSW, Hunter Institute and Kent Woodcock.
- Our partnership with Newcastle and Hunter Branch of the AHA to launch Dine out for Disability and successfully raising over \$90,000 to buy a modified bus.
- Implementing Sport and More: Wheelchair Rugby League project.
- Increasing our connections with our service users, families, carers and stakeholders .
- Providing PART (formerly Professional Assault Response Training) to over 70% of staff.
- Hosting 3 Hunter wide discos attended by over 500 dancers with disabilities.
- Implementing our new management structure.
- Redeveloping new website with assistance from Jess Irwin and Nathan Pritchard, TAFE NSW, Hunter Institute .

Still to be achieved

Of the goals we set in our last annual report the following goal is outstanding:

- Adoption of new constitution (will be put to a special meeting in September 2011).

Summary of Organisational Performance

		08-09	09-10	10-11	Change
Activity	Service users supported	147	157	162	+5
	Support hours	73,488	74,190	73,572	-618
Financial	Income	\$2,902,410	\$3,108,683	\$3,182,963	+\$74,280
	Expenditure	\$3,164,974	\$3,061,231	\$2,952,806	-\$37,014
	(Loss) Profit	(\$264,180)	\$47,452	\$230,156	\$182,704
Staffing	Total	79	78	77	-1
	Casual (%)	38%	4%	8%	+4%
	Turnover (%)	6%	13%	8%	-%5
OH&S	No of injuries	32	31	33	+2
	Lost time (%)	28%	32%	18%	-14%
Complaints	Administration related		0	1	+1
	Service related		4	3	-1

connecting to.. creativity

During the past 12 months, ConnectAbility's art group began a three piece art work depicting the landscape of Newcastle. When completed the work will be hung in our newly fitted out upstairs office.

During the year the group explored nature, their surroundings and their place in the world through drawing, painting and ceramics. They also experienced trips to local exhibitions to view the work of other artists. Their work was exhibited in Promise: Celebrating the Achievement of All Artists in 2010.



Nathan hard at work.

a letter

from our president

I welcome you to our 19th annual report, though it is the first for ConnectAbility Australia. The change in name and look was an intentional strategy to better reflect who we are, the service we provide and the vision we hold for our organisation.

When I reflect upon the year that has passed I find that it has been filled with positive momentum, and many inspirational accomplishments as we continue to develop and expand. None of this would have been possible without the valuable input of a growing number of partners and supporters who have expressed an interest in ConnectAbility by working together with us in meaningful and creative ways. We offer our most sincere appreciation to each of you and acknowledge the importance of your involvement, whatever shape and form that may have taken.

ConnectAbility is founded on a sound business model, evidenced in our strong financial performance and long list of achievements. We have held steadfast to the view that the budget shall remain the servant of our people and be maximised to produce an environment conducive to quality outcomes for service users, their families and our staff.

We have strived to apply the highest possible standards in corporate governance and our operational processes, at all times maintaining the primary objective of making certain our everyday activities remain faithful to our mission statement. The end result provides confirmation that we are moving in the right direction under the leadership of our General

Manager, Karen Stace who has contributed enthusiastically and innovatively.

We have now reached a point where our infrastructure is sufficiently robust to allow us to move outside familiar borders and think more laterally in order to realise our objective of building better services, providing innovative programs and making them available to a greater range of people.

I commend this report to you and hope that you will join us in our efforts to make a lasting and meaningful difference in the lives of people who can benefit from the support we offer. It is with every confidence that I look forward to the continued progression of ConnectAbility Australia.

Laurel Lambert
President



general manager's

report

Adopted at our 2010 Annual General Meeting, our new name and logo represent our vision and commitment to connect the people that we support to a life in which they have every opportunity to realise their hopes and dreams, however big or small.

This report highlights the many ways that ConnectAbility Australia works to make connections between our organisation, the people that we support, their families and carers and the community. Making connections to other people, the world around us and our own ability to set and achieve our goals is something that many of us take for granted, but remains a challenge for many people with disabilities and their families. Our vision is to connect the people that we support to their potential to lead the life they choose, in the way they wish to live it.

Throughout this report the achievements of our Committee of Management (CoM) (page 24), staff (26) and the organisation (14) toward this goal are detailed, along with celebrations of the many achievements of our service users throughout the year.

Achievements

Operating Outcomes

ConnectAbility ended the 2010/2011 financial year in a sound financial position posting an operating surplus of \$102,884, (less grants received). This outcome was achieved through careful monitoring of expenditure and balancing budgetary constraints with service user expectations.

We were successful in gaining funding of \$29,256.00 for the Sport and More: Hunter Wheelchair Rugby League project from the nibFoundation. This funding enabled us to build on the project which received funding through NSW Communities, Sport and Recreation in 2010. A subsequent application for funding of \$11,586 to the Newcastle Coal

Infrastructure Group enabled us to purchase 4 sports wheelchairs. These will be able to be used by any group in the Hunter. The project has also received some fantastic support from the players and staff at the Newcastle Knights who have assisted us in promoting the sport. More about the success of this project appears on page 18.

During the year we were asked to auspice a grant application to the Newcastle Permanent Foundation for \$140,000 for an outdoor sensory play area by Hamilton South Public School. The playground will be utilised by students in the support unit at the school and, in a first for the Department of Education and Communities, the playground will be available for use by the community outside of school hours. Following the successful outcome of this application, plans are now progressing for the construction and furnishing of this community facility.

Overall the number of service users supported increased by 5 compared to last year. We were particularly pleased to have 6 new service users choosing our Community Participation program. This was a result of a lot of hard work on the part of Acting Team Leaders, Peta Bradley and Geraldine Gough and Team Leader, Di Allan at the end of 2010.

Dine out for Disability

One of our key achievements in 2010 was the development of a partnership with the Newcastle and Hunter Australian Hotels Association (AHA) to launch Dine out for Disability (page 12). With the valuable support and encouragement of Rolly De With, Will

Creedon, Alan Moyle and Bruce Woods from the AHA and our other supporters, we hope that Dine out for Disability will become a much anticipated annual event on the Newcastle and Hunter calendar.

Staffing

We have again directed our focus this year to ensuring that our staff remain healthy, safe, skilled and motivated in their important work. In December 2010 we implemented a new management structure which saw the introduction of a Group and Community Access Team Leader. This position aims to structure our programs and activities to ensure that they assist our service users achieve their individual goals and to enhance community connections.

As part of the new structure, the position of Senior Worker in our Community Participation program was created. This position provides some much needed support to the Community Participation Team Leader and also introduces an added career structure for our staff.

We have again delivered an exciting calendar of professional development (page 26) to our staff group. Evaluations of these sessions indicate that the majority of staff find the sessions interesting and relevant to their work.

As with many other industries, the disability sector faces skills shortages and recruiting and retaining skilled and high quality staff remains a challenge. We have sought some innovative opportunities to connect to new and potential staff in order to ensure that we have an appropriate staffing profile to take us into the future (page 26).

Person Centred Planning

In 2010 we embarked on a review of our planning processes against the principles of person centred planning. This review has seen the roll out of person centred planning tools, commencing with the inclusion of an "Important to and Important for" one page profile for each of our service user's. Service users', families, staff and key stakeholders have been key partners in this process and ensure that each person we support gains optimum outcomes through their connection with us.

Our most significant connections

During the year we continued to improve the

ways that we connect to our service users', families, carers, other stakeholders and the community. Newsletters, family days and family consultations were again held during the year, with many of these being well attended.

Service user and family satisfaction survey

We undertook our first service user, family, carer and stakeholder satisfaction survey in October 2010. We received a good response from this survey with 15% of family surveys and 40% of service user surveys being returned.

Overall responses were positive, however responses indicated that we needed to improve in the areas of communication about day to day changes to support and that service users and families required additional information relating to our complaints processes. A 12 month action plan has been developed to monitor the implementation of the recommendations arising from the survey.

Supported holidays and long day excursions

One of our biggest innovations for service users' has been the introduction of our long day excursions and supported holidays program. These options were explored to enhance opportunities for our service users' to connect with their communities and experience new environments. Our first supported holiday will take place in November 2011 and we look forward to developing many and varied itineraries to cater for differing interests.

Stakeholders and networking

We continue to be proactive members of the Disability Network Hunter, Hunter Day Program Forum and National Disability Services. Key staff meet regularly and share experiences and options for service provision within the sector. Our service users' again attended regional events such as International Day of People with Disabilities and submitted work to the inaugural Hunter Region Disability Art Exhibition.

As always we thank the management and staff of Department of Family and Community Services, Ageing, Disability and Home Care (ADHC) for their support and assistance during the year. Their contributions and dedication to assisting providers such as ConnectAbility allow us to remain focused on achieving positive service user outcomes.

Opportunities and Challenges

An ongoing key challenge in the coming year will be the continued monitoring of our finances to ensure that we maintain our favorable position. It is with sincere thanks to Treasurer, Toni Lawler, Peter Coughlin, Business Management Consultant and Lyn Williams, Administration Officer for their continued support and assistance in this area.

As many of you would be aware great strides have been made on developing a new way of supporting people with a disability through the National Disability Insurance Scheme, with a potential rollout in 2014. Like other providers, ConnectAbility will face the challenges of a more portable support system and the need to attract families and service users in a different way. This issue will be flagged within our 2012 – 2015 Strategic Plan.

An emerging challenge is to ensure continued representation of service user's and families in the decision making and planning of the organization. The CoM and management team will continue to offer support and assistance for anyone who wishes to be a part of this important decision making body. This requirement has been embedded within the new Constitution and is actively pursued to ensure meaningful representation.

During the preceding year work was progressed on many of the Human Resource Policies in preparation for the introduction of the Modern award. Whilst most of this work has been completed, staff will continue to review Policy and Procedures to ensure we reflect and apply best practice.

Our staff led policy review committee met twice in 10/11 to review policies including Termination and Dismissal, Annual, Personal and Leave without pay, Individual Needs and Medication policies. Their input has been invaluable.

In late June we commenced preparing our application to be on the Pre Qualification Panel with ADHC as a Drop in Support and Accommodation Provider. At the time of writing decisions have not yet been announced. Being successful would present opportunities to diversify and grow within the community and to provide alternate choices to service users.

Conclusion

This past year has seen ConnectAbility

consolidate its achievements and commence looking at opportunities to grow and diversify. I alone could not have achieved these successes. The commitment of our staff is second to none and it is through their dedication that we are able to achieve such positive results.

My thanks to the management team of Scott Harvey, Operations Manager and Di Allan, Fran Bills, Peta Bradley, Anthony Brown, Geraldine Gough, Ken Mitchell and Jillian Woollard who are always on hand to support staff, service users' and families to manage the many issues that occur on a day to day basis. I would like to particularly thank Geraldine Gough who acted as Team Leader for the Community Participation program over an 18 month period whilst we finalised our management structure and filled positions. I am fortunate to have such a skilled and experienced team to support me in my role.

Ashleigh Gough and Margaret Taylor joined our administration team during the year and both provide a much needed professional welcome to our organisation and invaluable assistance with the many administrative tasks that occur on a daily basis.

I would like to thank the CoM, who continue to give their time and energy so generously. It is Laurel Lambert's last year with the organisation and I would like to acknowledge the immense amount of work, commitment and expertise that she has contributed over her involvement with the organisation and to me personally (page 24).

Most of all I would like to thank our service user's, families, stakeholders, supporters and partners who place in us their faith and trust that we will provide and support independence, showcase and enhance the abilities of those we support and make dreams realities. It is with joy that we celebrate the significant achievements of our service users and look forward to joining you and your families in the adventures of the year ahead as we continue to connect potential to life satisfaction.

Karen Stace
General Manager



connecting to... a better life

Sometimes supporting people to connect to the community can be challenging and requires out of the box thinking and strategies. There are many reasons why people with high support needs may not be able to connect to the community that they live in. This can severely impact on their potential to lead a good life.



Due to personal safety concerns, Moirya had not been able to access any community venues for a number of years, despite being an avid window shopper and loving the stimulation that comes from being in the community. With the support of her accommodation service and ADHC, permission was granted to utilise a wheelchair to enable Moirya to visit her local shopping centre, where she now chooses a magazine of her choice and a drink. Moirya is now able to connect with new community facilities, new worlds are opened, and she demonstrates very positive behaviors in these environments.





A very successful partnership between ConnectAbility Australia and the Newcastle and Hunter Branch of the Australian Hotels Association (AHA) saw the launch of Dine out for Disability in 2010.

Originally the idea of ConnectAbility Australia staff member, Chris Gowie, Dine out for Disability saw over 87 hotels throughout Newcastle and the Hunter donate \$1.00 from every meal over the weekend of 3rd-5th December to ConnectAbility to purchase an accessible bus.

With assistance from Kent Woodcock, a modern, smart and catchy campaign impressed both the local and NSW branches of the AHA and captured the interest of the Hunter community.

Through our media partners, NBN Television, NewFM and the Newcastle Herald, the campaign received very positive media exposure and the \$90,000.00 needed to

purchase the bus was raised.

Just as importantly the initiative provided opportunities to raise the profile of people with a disability in our local community.

Our heartfelt thanks go to the hotels of the Newcastle and the Hunter and to the Hunter community for supporting us so generously.

Following the success in 2010, we are confident that Dine out for Disability will become a much anticipated Newcastle and Hunter annual event that will grow each year in both venue participation and community involvement.

In 2011 money will be raised to install a purpose built and designed kitchen in our Hamilton premises. Our future plans include the building of a respite and living skills centre for people with high support needs.



thank you to...

all the hotels that supported us in 2010

Argenton Hotel
Australia Hotel (CESSNOCK)
Bar Petit
Bay Hotel Motel
Beach Hotel
Beauford Hotel
Belmore Hotel (MAITLAND)
Bennett Hotel
Blackbutt Hotel
Boatrowers Hotel
Bradford Hotel
Burwood Inn Hotel
Bushrangers Bar and Brasserie
Caves Beach Hotel
Central Hotel (STROUD)
Cessnock Hotel
Clarendon Hotel (NEWCASTLE)
Colliery Inn Hotel
Commonwealth Hotel (COOKS HILL)
Cricketers Arms Tavern (COOKS HILL)
Customs House Hotel
Delany Hotel
Dockyard
Duke of Wellington Hotel (NEW LAMBTON)
Edgeworth Tavern
Erringhi Hotel
Gates Hotel
General Roberts Hotel
General Washington Hotel
Grand Hotel (NEWCASTLE)
Gunyah Hotel
Hamilton Hotel
Hamilton Station Hotel
Harrigans Irish Pub & Accommodation (POKOLBIN)
Heddon Greta Hotel
Hotel CBD Newcastle
Hotel Jesmond
Hotel Tudor
Hunter River Hotel
Iron Horse Inn Hotel
Jewells Tavern
Junction Inn Hotel (RAYMOND TERRACE)
Kent Hotel

Lake Macquarie Hotel Motel
Lakeside Village Tavern
Lass O' Gowrie Hotel
Lemon Grove Hotel
M J Finnegans
Marquis of Lorne Hotel
Mary Ellen Hotel
Mattara Hotel
Nags Head Hotel (ADAMSTOWN)
Neath Hotel
Northern Star Hotel
Oakdale Tavern
Paterson Tavern
Pippis at the Point Hotel
Potters Hotel and Brewery
Premier Hotel
Prince of Wales Hotel (MEREWETHER)
Queens Wharf Brewery Hotel
Royal Federal Hotel
Rutherford Hotel
Salamander Resort Hotel
Sea Breeze Hotel (NELSON BAY)
Seven Seas Hotel
Shaft Tavern
Shenanigans at the Imperial
Stag & Hunter Hotel
Station Hotel (KURRI KURRI)
Sunnyside Tavern
Swansea Hotel
Sydney Junction Hotel
Tea Gardens Hotel (TEA GARDENS)
The Albion Hotel (WICKHAM)
The Beaumont Exchange Hotel
The George Tavern
The Honeysuckle Hotel
The Junction Tavern
The Lake Macquarie Tavern
The Lambton Park Hotel
The Maryland Tavern
Toronto Hotel
Wangi Hotel
Warners at the Bay Hotel/Motel
Warners Bay Hotel
Wentworth Hotel (CESSNOCK)

strategic plan

10/11 goals

ConnectAbility's 09-12 Strategic Plan was approved in June 2009. The following outlines our progress against the goals that we set for 10-11.

1. QUALITY SERVICE

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

Planned Outcomes 10/11

- Policies, procedures and documentation meet required expectations, reflect best practice and assist staff in practice and decision making.
- Individual planning process reviewed and improved with all plans clearly linking to individual goals.
- Initiatives to support best practice service delivery and person centred planning identified and evaluated.
- Key Result Areas and Key Performance Indicators documented for the organisation and each project.

Progress 10/11

- Document control and policy review schedule implemented.
- Staff surveyed regarding effectiveness of daily support report and report reviewed based on staff feedback.
- Staff best practice groups and tool box talks established to share "what works".
- Business Plan developed documenting key result areas for organisation. Key result areas developed for each position and position descriptions reviewed.

Goals 11/12

- External review of individual planning process.
- All outstanding policies to be reviewed.

- Utilise internal and external data including stakeholder feedback to evaluate service quality.
- Investigate student research project.

2. COMMUNICATION WITH STAKEHOLDERS

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

Planned Outcomes 10/11

- Service user, family and stakeholder satisfaction measured and base line data established.
- Service user, family, carer and stakeholder engagement with organisational planning and decision making increased.
- Appropriate networking forums with external stakeholders identified and 90% of those identified attended by appropriate staff.
- Redevelop website.

Progress 10/11

- Service user family and stakeholder satisfaction survey implemented. All respondents rated the quality of service as excellent or good.
- Orientation and induction package for new service user's and their families developed.
- Feedback from networking forums shared with staff at staff meetings and professional development days.
- 90% attendance target met.
- Website developed.
- Service user and family feedback included in key policies such as our medication policy.

Goals 11/12

- Measure number of hits on website.
- Evaluate effectiveness of stakeholder consultation and participation mechanisms at all levels of the organisation.
- Include stakeholder views in 2012-2015 Strategic Plan development.

3. INNOVATION

Diversify and grow service model and promote innovation.

Planned Outcomes 10/11 Goals

- Other support models identified, costed and planned for trial.
- Identify opportunities to broaden services to current and potential service users' in areas of unmet need

Progress 10/11

- Approved to provide Self Managed Model of service delivery in Community Participation program.
- Unmet need surveyed.
- Development of Sport and More program to provide structured sporting activity and supported social opportunities to people with significant disabilities.

Goals 11/12

- Seek opportunities to develop services in areas of unmet need including pursuing the establishment of respite and independent living skills centre for people with high needs.
- Lobby within mainstream community to minimise systemic barriers that preclude genuine inclusion for all people with disability.

4. SUSTAINABILITY AND GOVERNANCE

Improve systems and structures to ensure ongoing sustainability and organisational development.

Planned Outcomes 10/11

- Diversify funding sources including funding from non government sources and fund raising.
- Effective staff recruitment, training and skill development system established.
- Corporate governance structures reviewed and improved.
- Planning and risk management frameworks, developed and implemented.

Progress 10/11

- Dine out for Disability fundraising initiative launched.
- Funding received from nib Foundation, Newcastle Coal Infrastructure Group.
- Committee of Management (CoM) charter developed. The CoM also participated in Good Governance training offered by ADHC.
- Professional Development Calendar developed.
- Review of Consitution.
- Planning and risk management framework approved by the CoM.
- Recruitment strategies reviewed.

Goals 11/12

- Review and improve Human Resources policies and record keeping, including recruitment policy, position descriptions and personnel files.

5. COMMUNITY PROFILE AND MARKETING

Increase profile of organisation and foster links to the community.

Planned Outcomes 10/11

- Marketing strategy developed.
- New name and logo developed.
- At least one strategic community partnership developed.
- Community and sector profile increased.

Progress 10/11

- The CoM have approved a marketing strategy.
- New name and logo developed in partnership with Tafe NSW, Hunter Institute.
- Partnerships developed with Hamilton South Primary School to auspice funding for a sensory play area. Partnership also developed with the Newcastle and Hunter Australian Hotels Association to deliver Dine out for Disability.
- Promotion of service at International Day of People with Disabilities and presentation at Hunter Day Program Forum.

Goals 11/12

- Investigate option of high profile patron/ ambassador for organisation.
- Determine scope and possibility of communications/ fundraising officer.

connecting to...

family

ConnectAbility welcomes the involvement of families and carers in our service and recognises the vital role that they play in assisting the people who use our service achieve their potential. Over 10/11 we held a series of events to provide opportunities for families to connect to their loved ones and to us, the service that supports them. We also implemented a new program for residents of Hunter Residents, Stockton to maintain contact with their families, many of whom are no longer able to visit to ensure that family connections are maintained and supported.



Nickie and her mum, Leslie joined over 50 users and their families at our family High Tea to celebrate Mother's Day where they were waited on by staff and enjoyed a lovely afternoon tea.



Charmaine ready to visit her family.

Quality 10/11

integrated monitoring framework

The Integrated Monitoring Framework is the means by which ADHC monitors the activity and quality of funded organisations. In 08 a three year action plan was developed to improve our performance against seven areas. The progress against our 10/11 outcomes is reported below.

1. GOVERNANCE

Effective governance and future planning processes are in place.

Progress against 10/11 actions

- New constitution will be put to members at Special General meeting on 14th September 2011.
- Charter developed and approved in April.

2. MANAGEMENT SYSTEMS AND PROCESSES

Effective, efficient and current policies and procedures are in place to guide organisational operations and service delivery.

Progress against 10/11 actions

- Policy review checklist and schedule developed and implemented.
- Service user and stakeholder satisfaction survey implemented in September 2010 with an action plan being developed to address issues identified in survey.

3. WORKFORCE DEVELOPMENT

Sustainable and effective staff professional development system is in place.

Progress against 10/11 actions

- All staff have received a probation review.
- A performance review system has been established with links to the strategic objectives of the organisation however not all staff have received a performance review.

4. ACCESS

Current and potential service users, their families and carers are provided with useful information about ConnectAbility and our services.

Progress against 10/11 actions

- Website has been redeveloped.

- Complaints management policy and complaints register has been reviewed. A report on complaints received has been provided to the CoM.

5. INDIVIDUAL AND GROUP PLANNING

Individual service planning reflects best practice and person centred planning principles.

Progress against 10/11 actions

- Service user files have been audited and strategies developed to improve these.
- Individual service agreements have been reviewed, with some gaps identified.

6. DELIVERING SERVICES

Services that assist service users with behaviour support are developed and delivered.

Progress against 10/11 actions

- Service user files audited to ensure that behaviour management plans are current.
- Support report and incident reporting reviewed to collect data on the implementation of behaviour support plans.

7. PARTNERSHIPS

ConnectAbility's partnerships and networks are effective in meeting the organisations goals and objectives.

Progress against 10/11 actions

- Current partnerships have been evaluated against strategic goals
- New partnerships have been created through Dine out for Disability and with Hamilton South Public School.

connecting to sport... and more

"The best day of the week is the day I play Wheelchair Rugby League" Lisa, participant.

In 2010 ConnectAbility Australia received funding through the nib Foundation and NSW Communities Sport and Recreation to launch the Sport and More project.

Sport and More aims to provide a structured sporting opportunity to people with significant disabilities and encourage the formation of natural social networks that are able to be sustained outside of the support system. Funding is used to provide a weekly Wheelchair Rugby League Competition and supported social outings. Transport and support are provided to address any barriers that may exist to participation in the competition.

Eleven players have registered to play each Wednesday at the Newcastle Basketball Stadium, Broadmeadow. Throughout the season players have developed their skills,

increased their physical fitness and made some great friends. Players have also been integral in getting the competition off the ground and form part of the steering committee for the project.

Players and their friends have attended a variety of social outings including attending live performances and music gigs, live and televised sport and of course the rugby league.

The project has been fortunate to receive fantastic support from the Newcastle Knights who have assisted to promote the game.

Future plans include hosting an evening come and try session with the support of Lambton High and identifying strategies to ensure that the competition continues beyond the 12 month funding.



disconnecting to...

my fear of water

In 2010 Jamie set herself a goal to overcome her fear of open water and take a ferry ride.

Jamie's support workers embraced this new goal and Jamie was supported to visit the ferry terminal on a regular basis. At first Jamie was encouraged to just sit and watch the ferry come in and go out. After a while Jamie was encouraged to board the ferry at the terminal.

With time and positive re-enforcement from her support workers Jamie was able to board and travel the ferry. This has now become a regular activity that Jamie looks forward to.

But she didn't stop there...

During the year Sailors with Disabilities offered to take some of our service user's on a yacht sail through Newcastle harbor, past Nobby's Head, towards Stockton beach and back.

Because of the success of Jamie's ferry travel goal, Jamie agreed to take up the offer and give it a try, even though it was a big leap from the ferry to Stockton.

Support staff nervously waited to see Jamie's reaction to the sailing trip.

Once at the wharf, Jamie exhibited a very positive approach to the trip, and once boarded and the yacht had set sail, Jamie promptly and independently sat herself at the bow of the yacht with her legs dangling over the bow, enjoying every moment.

Once the yacht left the headland and

entered open ocean a curious turn about presented itself. Gripped with fear, Jamie's support worker embraced the mast unable to disconnect herself from it.

Jamie kindly approached her support worker and gently offered her words of encouragement, prompting her support worker not to be afraid and that everything will be ok.

Jamie continued supporting her worker until the yacht re-entered the harbor, found it's moorings, and all disembarked safely.

Jamie's story is one of great encouragement, and proves that a young woman can be reconnected to a part of life many of us take for granted, and that she can overcome her life held fear, to such an extent that the supported becomes the supporter!



connecting to...

the beat

Throughout 2011 ConnectAbility has hosted bi monthly "Feel the Beat" discos aimed at providing an opportunity for service user's from all organisations to get together and dance and sing up a storm. Feel the Beat is proving very popular with over 500 people attending the discos so far this year. The discos provide opportunities for people to meet new friends as well as catch up with old ones in a social setting. For some service users Feel the Beat has been the first time that they have ever experienced a disco or dance event.

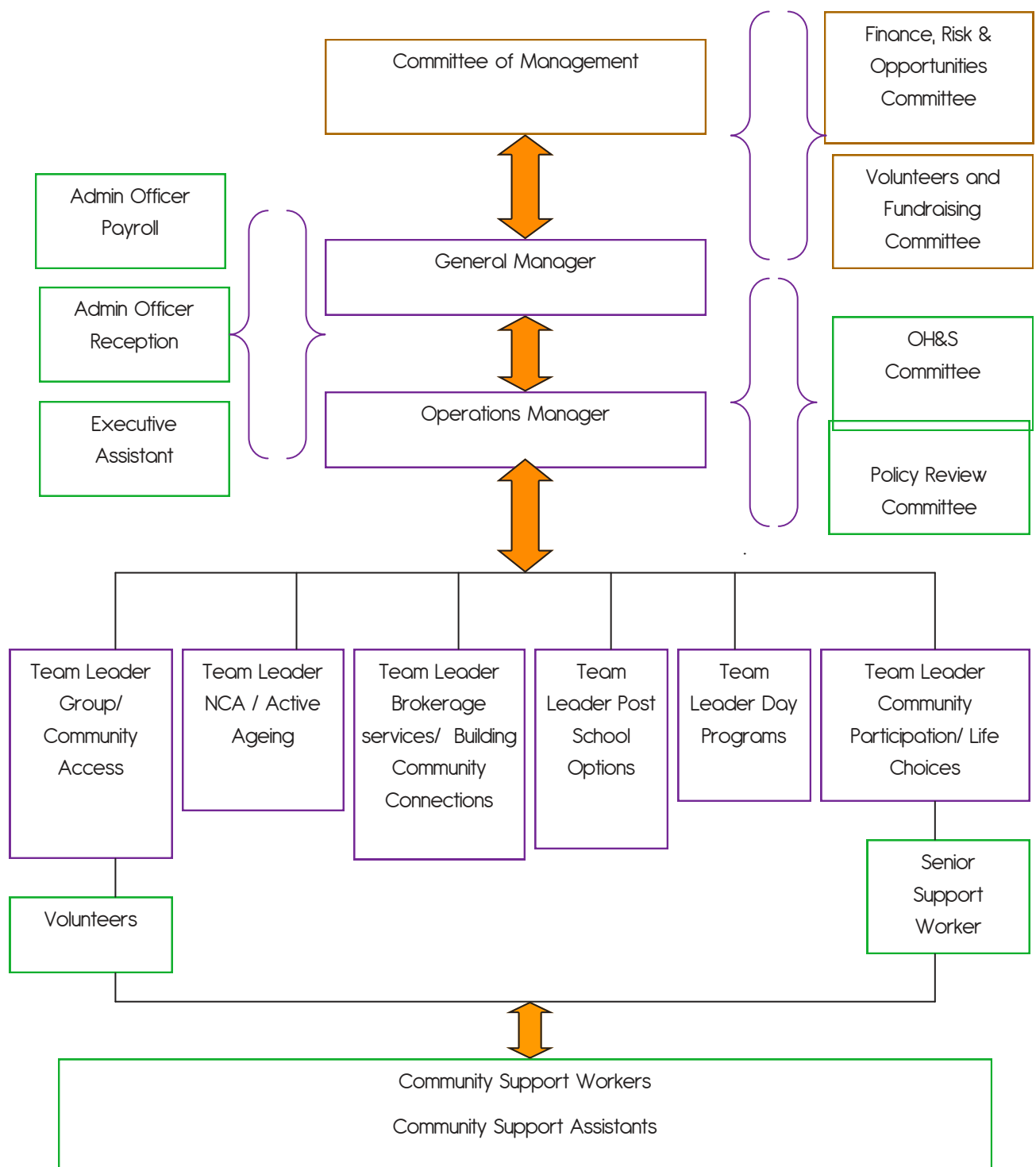
It was a Tuesday morning when our Team Leader Ken Mitchell, rushed into the office. "I'm going to be on the radio" Ken announced. Ken had entered a competition in which the prize was a \$500 disco package. ConnectAbility won the prize and in May, 2011 hosted the first "Feel the Beat" disco, with Steve and Sarah from NEWFM Breakfast show as special guests at the The Newcastle District

Tennis Club. There was music, flashing lights as well as the smoke and bubble machine. One hundred and eighty people danced and jived away as Steve and Sarah mingled with the crowd. They even took on the most difficult job of the day - choosing and awarding the prizes for the best dancers.



From left to right: Wendy, Isabelle with Steve from the NEWFM Breakfast show.

organisation chart



our programs

connecting service user's to their goals

ConnectAbility Australia provides services across five key areas with several programs in each area.

The following projects are funded by the NSW Department of Family and Community Services, Ageing, Disability and Home Care:

- Supported day programs: Individual Day Programs, Stronger Together, Active Ageing, Life Choices, Wattagans.
- Post school transition programs: Community Participation and Post School Options
- Newcastle Community Access (NCA).

In addition to these government funded programs we also provide:

- Brokerage Services including Building Community Connections which provides community access to residents of large residential services

All services provided are based on respect for the individual and their right 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.

Our 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.

Programs are both centre and community based and in our Community Participation, Active Ageing and Life Choices programs, service users and their families are able to choose from three service models: Centre based with community access, Individual community options, which make use of facilities in the community to enhance support and self managed models which enable the service user and their family greater control over

how their funding is utilised to provide support.

Achievements against 10/11 future directions

Throughout 10/11 all programs made significant achievements against the goals that they identified in last year's annual report.

- Introduction of senior worker position in Community Participation.
- Transitioning 6 new service users from high school to Community Participation.
- Development of supported holiday program.
- Seamless reallocation of service user responsibilities in line with service user movements across Individual Day programs, Post School Options and Wattagans.
- Increased knowledge of support services for ageing carers which has resulted in an increase in referrals for carers in our NCA program.
- Increased coordination time in Brokerage Services to cater for increased service user numbers.
- Reduction of waiting list in Building Community Connections program.

Future Directions 11/12

- Implementation of person centred planning principles in individual planning across all program areas.
- Further development and promotion of self managed models of service delivery.
- Implementation of supported holiday program.
- Review goals of NCA program.
- Establish unit cost in Brokerage Services program.

Program Performance

Number of service users' supported

	Service Users 08/09	Service users 09/10	Service Users 10/11	Difference
Brokerage Services	46	59	60	+1
NCA	17	14	15	+1
Community Participation	33	32	37	+5
Active Ageing	N.A*	4	3	-1
Life Choices	N.A*	1	1	0
Post School Options	24	20	19	-1
Individual Day Programs	24	23	23	0
Wattagans	4	4	4	0
TOTAL	147	157	162	+5

Service user numbers have increased compared to last year, with small increases in the NCA program, Brokerage Services and 5 new service users joining the Community Participation. Sadly one service user passed away in the Active Ageing program and one service user transferred from Post School Options to another service in August.

Hours of support provided

	Support provided 08/09	Support provided 09/10	Support provided 10/11	Difference
Brokerage Services	4,296	4,945	4,453	- 492
NCA	3,679	2,886	3,346	+460
Community Participation	32,350	31,450	32,295	+845
Active Ageing	N.A*	1,262	1,215	-47
Life Choices	N.A*	690	787	+ 97
Post School Options	16,897	15,205	14,188	-1,017
Individual Day Programs	14,281	15,922	15,314	-608
Wattagans	1,985	1,830	1,974	+144
TOTAL	73,488	74,190	73,572	-618

Major increases in the hours of support provided in the NCA and Community Participation programs were due to additional service users joining these programs during the year.

Major decreases in the hours of support provided in Post School Options resulted from 1 service user leaving the program in August 2010. Other fluctuations in hours of support can occur due to variations in staff availability, service user's being unable to attend support either due to holidays or health issues.

*Active Ageing and Life Choices did not commence until July 2009.

governance

ConnectAbility Australia is governed by a voluntary, community based Committee of Management (CoM) elected by members annually at the Annual General Meeting. The CoM convenes every two (2) months.

The role, level of decision making and authority of the CoM is dictated by the Constitution. In 2010 the CoM developed a Charter which further details the nature of their roles, their interactions with the General Manager and staff. The charter also 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 CoM and meeting processes.

Achievements 10/11

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

- Finalised the drafting of a new constitution to be considered by members in September 2011.
- Developed and adopted a CoM Charter.
- Developed CoM goals for 2011 as a means of both focusing the Committee's work and evaluating CoM performance.
- Oversaw the development of the organisation's first business plan.
- Reviewed the performance of the CoM as part of a targeted governance development program.

Goals 11/12

- Survey quality of CoM interactions.
- Support increased consumer involvement at CoM level.

Laurel Lambert – President

After an extensive connection with the organisation spanning almost 20 years, commencing with her role as the organisation's first Secretary, Laurel will be standing down from the CoM at the AGM in November.

Involved in the establishment of the organisation in 1992, Laurel's famed doggedness and refusal to give up were instrumental in securing the funding to commence the service. In the ensuing years, through her work with the then Department of Ageing, Disability and Home Care, Laurel continued her support of the organisation and commitment to our principles and philosophy.

Laurel rejoined the CoM in 2006 and took up the President's role in 2007. At a time of crisis in terms of active membership of the CoM, Laurel used her extensive networks and skills to reinvigorate the CoM. Laurel oversaw the development and implementation of our first strategic plan and introduced additional rigour into our governance, planning and service delivery processes.

Laurel has a Bachelor of Social Work and in her professional and personal life has been a champion of the rights and welfare of people with disabilities in the Hunter for over 30 years. She has a strong interest in family advocacy and has been at the forefront of exploring ways that the system can support people with disabilities live their best imagined lives. Recently she has been heavily involved in the Independent Living Support Initiative pilot project in the Hunter.

Even though Laurel will no longer be officially involved with the organisation, we are sure that she will continue to be a great friend to ConnectAbility and those that we support. We thank her for all her hard work and commitment and wish her all the best for the future.

Professor Frank Bates *Vice President*

Frank joined the CoM in 2007. Frank is emeritus 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. Frank was elected as Vice President in 2010.

Toni Lawler *Treasurer*

Toni joined the CoM in 2004. Toni has served as Secretary and was elected to the position of Treasurer in 2008. Toni 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.

Julie Brell *Secretary*

Julie joined the CoM 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. Since retiring 5 years ago, Julie has been involved on the Management Committee of Port Stephens Disability Support Services and has served as President of the Raymond Terrace Lions Club.

David Bate

David joined the CoM in 2010. Prior to retiring, David held the position of General Manager, Client Programs with Northcott Disability Services. David was a Regional Director with the Department of Ageing, Disability and Home Care and has spent over eight years as a Senior Executive in the human services field with the NSW Government.

Vickie Douglas

Vickie was elected to the CoM in 2010. Vickie has a long career in the banking and finance sector, spanning over 30 years and has held several senior positions in a variety of Australian banks. Vickie's financial acumen and experience along with her desire to make a meaningful contribution to the community make her a welcome addition to the CoM.

Joan Gatt

Joan joined the CoM in November 2008 and is one of two 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.

Bob Emanuel

Bob was elected to the CoM in November 2009. Prior to retiring in 2009, Bob was a teacher in Engineering trades at TAFE NSW, Hunter Institute. Bob brings to the CoM 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 ConnectAbility.

Elizabeth Harper

Liz joined the CoM in 2006 as a consumer representative. As a long term user of ConnectAbility services, Liz brings a valuable consumer perspective to discussions. Liz was also a very dedicated and vocal member of the Port Stephens Council Access Committee.

Our thanks to Kerry Dally (elected 2007) and Dr Peter Wong (elected 2008) who did not stand for re-election at the 2010 November Annual General Meeting.



Left to Right: Bob Emanuel; Julie Brell; Frank Bates; Laurel Lambert; Toni Lawler; Joan Gatt; David Bate.
Not pictured: Vickie Douglas and Elizabeth Harper.

our people

staff, volunteers and management team

ConnectAbility Australia 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.

Staffing profile

Details regarding our staffing profile appear on the next page. As can be seen our profile remained similar to the previous year, with a slight increase in the number of casual staff employed. This was as a result of a deliberate effort to supplement our casual pool of staff to provide better coverage during leave periods.

Achievements against 09/10 future directions

Professional Development

One of our goals for the year was to develop and implement our professional development calendar. Providing effective and cost effective training to our diverse and mostly part time workforce continues to be a challenge. In 10/11 we modified our structure to reduce the number of organisation wide development days from five to three. This enabled us to increase the frequency of staff meetings to bi monthly and also to commence rolling out PART (formerly Professional Assault Response Training) to all staff. Over the year over 55 (73%) of staff have received PART.

We commenced 2011 with a planning day during which we reviewed the Community Support Worker position description in preparation for the introduction of classifications under the new award system, and undertook a session on communication.

Other topics that were covered throughout the year included person centred planning, manual handling and working with families and carers.

Recruitment

In 2010 we were fortunate to be part of the

Corporate Partners for Change project, coordinated by the Cerebral Palsy Alliance, which provides traineeships for people to work in the disability field. Through our involvement we were able to employ 6 new staff and have committed to be a partner in this program again in 2011.

Staff survey

One of the goals identified in our last Annual Report was to undertake a staff survey program. Staff were surveyed across a number of domains in September 2010 with the results being used to develop our 2011 professional development calendar and to review our current system of daily support reporting. This will be an annual initiative.

Performance Development Framework

Following on from the work of the CoM who developed key performance indicators for the General Manager in 2010, key performance indicators for all existing positions have been developed in consultation with relevant staff. These indicators will be used to develop annual performance measures and goals which will form the basis of our annual performance review and development process. Implementing this process throughout the organisation will be our major staffing goal for 11/12.

Future Directions 11/12

- Continue to roll out performance review and development system.
- All staff to have undertaken PART by June 2012.
- Work with Volunteer and Fundraising CoM working party to increase our number of volunteers.

connecting to... our community

ConnectAbility assists the residents of Hunter Residences, Stockton to continue to maintain connections with their communities. The staff from Hunter Residences have been particularly proactive in articulating these requests on behalf of the residents so that maximum outcomes can be achieved. We are proud to be able to facilitate these outings which often occur on weekends or at night.



Robert loves his Rugby League and as this picture shows is a passionate Knights supporter. We have been able to support Robert attend games where he has made friends with other die hard fans. Robert's next goal is to attend the Rugby League World Cup.

Staff profile

	08/09	09/10	10/11	Difference	
Total staff	79	78	77	-1	
Female	61	54	56	+2	
Male	18	21	21	0	
Full time	8	8	8	0	
Part time	41	64	62	-2	
Casual	30	3	6	+3	
Staff Turnover	5	10	6	-4	
Volunteers	9	5	8	+3	
No. of volunteer hours	N.A*	N.A*	630	N.A	* Data was not kept

Staff list

Administration

Di Allen
 Fran Bills
 Peta Bradley
 Anthony Brown
 Ashleigh Gough
 Geraldine Gough
 Scott Harvey
 Peter Lawrence
 Ken Mitchell
 Karen Stace
 Margaret Taylor
 Lynette Williams
 Jillian Woollard

Community support workers

Florence Acland,
 Jordan Belevski
 Risa Belevski
 Lisa Blanch
 Yola Bowman
 John Bramble
 Karen Bridger
 Emma Buskin
 Anne Cargill

Jennifer Cooper
 Janette Cowan
 Trish Crawford
 Lorri Cummings
 Megan Deans
 Kerrie Delaney
 Gary Dempsey
 Michael Doherty
 Sharon Dwyer
 Deborah Franklin
 Chris Gowie
 Cathy Heaton
 Joanne Hennessey
 Bruce Hopkins
 Andrew Hocking
 Mike Hughes
 Rohan Iles
 Laura Johnson
 Elizabeth Jones
 Ian Kimbley
 Tracy Kinchin
 Janenne Ling
 Mark McDonald
 Tammy McNamara
 Alex McPherson
 Mary Micevska

Michael Middleton
 Honor Minchin
 Jean Morgan
 Lee Munro
 Josh Murphy
 Joanne Nolan
 Cathy Oakley
 Ann Porter
 Justin Procter
 Stephen Ryan
 Phil Scanes
 Sybella Sleishman
 Dorothy Soaki
 Kerriane Standen
 Michelle Tucker
 Neville Upton
 Elizabeth Vittali-Ross
 Wendy Watson
 Allan Webber
 Damien Whitson
 Margaret Wilkinson
 Kerri-Ann Wilks
 Natalie Williams
 Graham Wilson
 Sandra Wilson
 Jan Winchester

Donna Winterton

Art and music

Cole Bussey
 Meghan Gillard
 Susan Porteous

Student placements

Karen Reynolds

Volunteers

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

Kay Davidson
 Donna Dorn
 Joan Gatt
 Pat Gourley
 Paige Green
 Jenny McDowell
 Robyn Mock
 Ellen Wright



management team

The management team is delegated to manage ConnectAbility Australia's day to day operations.

Karen Stace: General Manager

Karen commenced with ConnectAbility 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: Operations Manager

Scott commenced with ConnectAbility 15 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.

Diana Allan: Team Leader, Community Participation/Life Choices

Starting her working career as a nurse, Diana has spent the last 32 years working in disabilities in respite, accommodation and day programs before joining ConnectAbility in 2010. Diana has a Diploma in Community Services (Welfare), Diploma in Disability Work and Statement of Attainment in Advanced Diploma Community Services Management.

Fran Bills: Team Leader, Day Programs

Fran has worked with ConnectAbility for 15 years, and as a team leader for 5. Prior to this she taught in Western NSW, Western Sydney and Canberra. Fran has a Diploma of Teaching, is an Assistant in Nursing and completed a Certificate IV in Front Line Management in 2009.

Peta Bradley: Team Leader, Group and Community Access

Peta has a Bachelor of Teaching (Primary and Special Education) and has worked in special education and general teaching. Joining ConnectAbility in 2008 as a Community Support Worker, Peta has acted in team leading roles both in the Building Community Connections and Community Participation programs before her current role in January 2011.

Anthony Brown: Team Leader, Post School Options

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

Ken Mitchell: Team Leader, Brokerage/ Building Community Connections

Ken has been employed in the Disability Sector for over 26 years, working primarily with children and young people within the education system and in disability services within the Hunter region. Ken joined ConnectAbility 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 /Active Ageing

Jillian completed a Bachelor of Social Science-Welfare in 1992 and commenced her career assisting individuals in group settings to access services and facilities within the community. She has worked with ConnectAbility for 17 years, and as a team leader since 2005. Jillian also co-ordinates ConnectAbility's return to work program and has completed training to improve her knowledge and skills in this area. Jillian completed a Certificate in Front Line Management in 2008.

Geraldine Gough: Senior Support Worker

Before making the transition to disability services in 1993, Geraldine spent 11 years working in retail management. Geraldine commenced with ConnectAbility in 2007 as a community support worker and acted as Community Participation Team Leader from October 2008 until she took up her current role in January 2011. Geraldine has a Certificate IV in Community and Disability Work.

connecting to... employment

In 2011, through the Person Centred Planning process, two service users who are part of our Community Participation program identified that they would like to have a job. ConnectAbility Australia worked together with them and their families to identify how we could implement their goal. Both are now working in supported employment business services two days a week.



Wendy and Nathan have both had to learn new skills to gain and maintain their employment. These include learning how to get to work (and to make sure they are on time), being reliable and how to follow direction from their supervisors. Nathan and Wendy both love their jobs and gain immense satisfaction from the positive feedback they receive at work.



connecting to.. independence

For people with late onset disabilities or those that worsen over time, maintaining their independence is often one of their main goals. It can be very difficult to not be able to do things that came easily before and to now have to ask for assistance. ConnectAbility provides support in ways that enable people to achieve the highest level of independence that they are able reach



Kevin lives at home with his trusty companion, Lulu, his dog. Due to his health, Kevin was increasingly finding it difficult provide Lulu with the exercise that they both loved and was putting his safety at risk by exercising Lulu on his own. Since receiving support through the NCA program, Kevin and Lulu are welcome regulars at their favourite café where they all have a much needed drink after a long walk along the beach.

health and wellbeing

supporting safety

ConnectAbility has a comprehensive Occupational Health and Safety (OH&S) system, and remains dedicated to providing a safe and healthy working environment in accordance with the OH&S Act (2000) and OH&S Regulation (2001).

2010/2011 saw continuing commitment to the fundamentals of occupational health and safety, along with the introduction of a number of safety awareness initiatives across the organisation.

Achievements against future directions 10/11

- Hosting a core strengthening session followed by a healthy breakfast for staff as part of Safe Work Week.
- Maintaining close links and development of industry network with the NDS Disability Safe Project and Shared Return to Work coordinator trial.
- Participation in NDS OHS Online software trial.
- Implementation of organisation wide Manual Handling training.

Fire Evacuation Service User DVD

One of our most exciting achievements was the development of a DVD outlining the fire/emergency evacuation process for our service user's. The brain child of Graeme Wilson, who devoted many hours to planning and developing the script for the project, the DVD was filmed and edited by the Newcastle Video Movie Makers. This DVD has proved invaluable to the development of fire evacuation awareness for ConnectAbility service users and support staff.

Smoke Free Workplace

From 1st January 2011 ConnectAbility became a smoke free workplace. Staff have been very supportive of this initiative to keep staff and service users safe from the effects of passive smoking.

Committee Membership

The role of consultation in ensuring a workplace that is safe and without risk to health is of utmost importance. ConnectAbility's approach to employee consultation occurs via our OH&S committee, comprising nine representatives. Committee members are elected by their peers and provide assistance and advice to management on a range of matters pertaining to the health, safety and wellbeing of employees in the workplace. The OH&S Committee meets bi monthly. Our thanks to those staff who served on the committee in 2010/2011:

Jo Foote (Chairperson)
Ken Mitchell (Deputy Chair)
Lee Munro (Secretary)
Scott Harvey (Management Representative)
Kerrie Delaney
Grahame Wilson
Neville Upton
Lorri Cummings
Jillian Woollard (RTW Co-Ordinator)

Return to Work

ConnectAbility's return to work program is co-ordinated by Jillian Woollard with assistance from Anthony Brown. The return to work coordinators work closely with the OH&S committee, managers and staff to ensure that a holistic and supportive return to work program is developed. In 10/11 Jillian and Anthony attended regular return to work coordinator meetings hosted by Health and Safety Solutions and other training to develop their skills in assisting injured workers return to work and developing strategies aimed at preventing workplace injury.

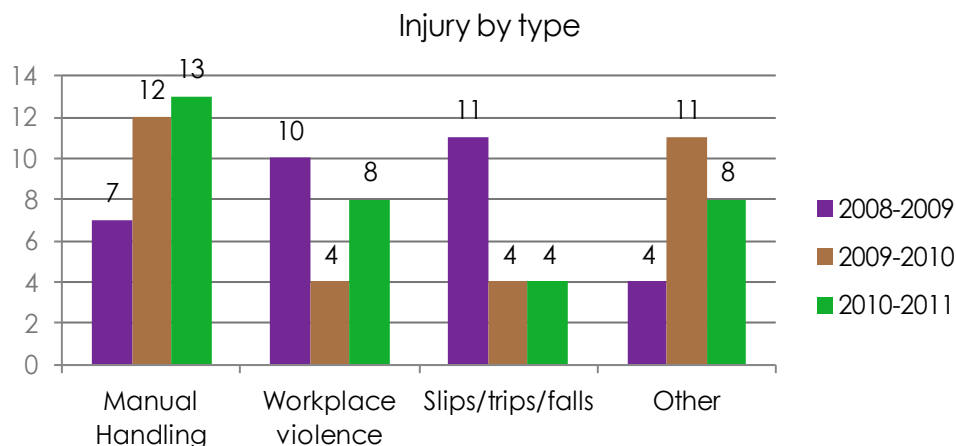
Future Directions

In addition to continuing our review of policies and procedures and maintaining our return to work and workplace rehabilitation system, the following key activities are planned for the next 12 months:

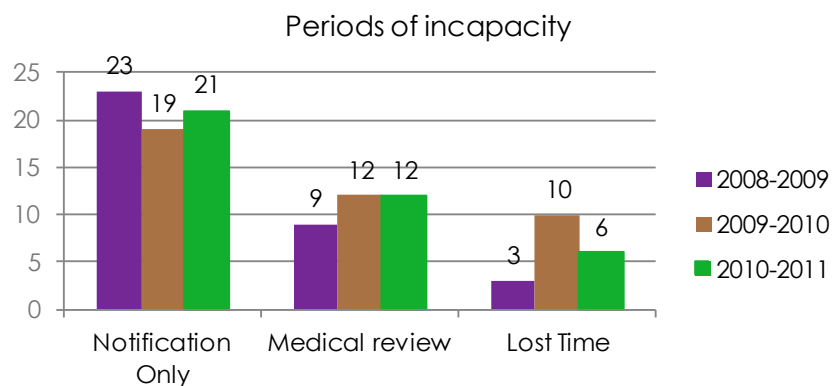
- Review and evaluation of NDS OH&S Online software program as a future tool to monitor and manage our OH&S system.
- Ensuring ConnectAbility complies with the new nationally uniform Work, Health and Safety Legislative Framework that will take full effect from 1st January, 2012.
- Implementation of a Safer Driver program and training for ConnectAbility staff.
- Review and redevelopment of ConnectAbility's OH&S Constitution.
- Better capture and analyse critical incident data.

Injury statistics

The graph below indicates the number and type of injuries reported during the year. Overall slightly more injuries were reported this year compared to last year (33 and 31 respectively). This is due in part to implementing strategies to ensure that staff report all injuries, however minor for notification. Manual handling continues to be a major source of injury, other sources of injuries include car accidents, minor cuts and abrasions.



The graph below shows the breakdown between injuries that required notification only, injuries that resulted in medical review and those that required staff to have time away from the workplace. In 10/11 17% (6) of injuries resulted in lost time compared to 32% (10) in the previous reporting period. This is a pleasing result and indicates that our return to work policy and procedures are supporting injured staff to remain at work.



connecting to...

new experiences

In 10/11 ConnectAbility supported our service users' to connect to new experiences. Day trips to the Reptile Park, the Shark and Ray Centre, Hunter Valley Gardens as well as trips to the Newcastle Art Gallery, the Young People's Theatre and the rugby league all provided opportunities for people to make new friends (human and animal), develop and maintain their social skills and engage in sensory stimulation.



During the year thirty four service user's including Penny, (pictured here with a baby crocodile) plus sixteen staff ventured to the Australian Reptile Park at Somersby. Service user's were able to see a variety of animals including snakes, lizards, frogs, turtles, koalas, kangaroos, dingoes, alligators and crocodiles. The highlight of the day was the reptile show where everyone got to pat snakes and lizards. Comments from our service users included "I had a good day", "I'm glad I came" and "I saw lots of things".

connecting to.. healthy lifestyles

Maintaining a healthy lifestyle is important for everyone. In 10/11 our service user's connected to many opportunities to improve and maintain their physical fitness. Service user's participated in regular gym workouts, swimming, walking and Tenpin bowling. We were also involved in a series of soccer sports days arranged by Northern NSW football. These days involved service users meeting up with old friends, making new ones and it was great to see the skills and proficiency of those involved develop and improve over time.



Back row L to R: James, Noel, Gary.

Front row L to R: Peta, Patrick, Jamie, Nickie, Luke and Nathan.

treasurer's

report

It is with great pleasure that I present the Treasurer's report on behalf of ConnectAbility Australia's Committee of Management for the 10/11 financial year.

The year has ended with a surplus from trading of \$230,156, made up of a surplus from underlying trading operations of \$102,884, and a funding grant from the Newcastle Permanent Building Society of \$127,272 received for the Brighter Futures sensory playground project at Hamilton South Public School.

Our surplus from operations is a very pleasing result given that it has allowed us to increase our cash reserves, upgrade our computer system and complete improvements on the building. This expenditure was not large and our cash reserves have not yet met their target but we are moving closer to the desired position.

As with every year, a careful monitoring of expenditure was necessary and a detailed and well-based budget essential. With the experience of the last two years we are confident in our budget and strategies employed to monitor costs. With so little room for error, having well founded information tools is vital. Thanks to the team for their diligent use of the tools and the subsequent results.

In addition to the grant received from the Newcastle Permanent Foundation referred to above, grants of \$29,256.00 from the nib Foundation and \$11,586.00 from the Newcastle Coal Infrastructure Group were received for the Sport and More: Wheelchair Rugby League program.

New name, new look, same values

ConnectAbility Australia may look and sound different but we are still determined to bring a service that is flexible, ...and as individual as the people we serve. Just the packaging has changed. Our new name and image has allowed us to project a corporate image consistent with our efforts to attract fundraising

dollars and other support from corporations, individuals and organisations.

Our new branding could not have occurred without TAFE NSW, Hunter Institute staff and students and Kent Woodcock, who fostered this relationship and worked closely with Karen Stace and the students. The development of a new image including web design is a costly process and, even though necessary in this era, was not a cost we could have incurred at that time.

Finance, Risk and Opportunities Committee

In February 2011 the CoM expanded the functioning and terms of reference of the Finance Committee to provide increased support to the organisation and management staff in the areas of more general risk management, and to aid in the identification and leveraging of opportunities to diversify funding and grow services. The Finance, Risk and Opportunities (FRO) Committee is now a standing subcommittee of the CoM. It's work, scope and authority is governed by terms of reference and the Constitution. In 10-11 membership was made up of

- David Bate (Chair from April)
- Toni Lawler (Treasurer, Chair till April)
- Peter Coughlan (Business Development Consultant)
- Laurel Lambert (ex officio)

Staff:

- Karen Stace (General Manager)
- Scott Harvey (Operations Manager)
- Lyn Williams (Administration Officer)

The FRO Committee has achieved the following during the year:

- Set targets for reserves and the desired ratio of direct to indirect costs
- Established a Risk Management Framework based on the Australian standard.
- Established a Fundraising and Volunteer working party. This working party will commence meeting in July 2011.

Future plans include:

- Developing and implementing a fundraising and marketing plan.
- Increasing our volunteer base by improving our volunteer support and recruitment processes.
- Developing strategies to increase our reserves to meet targets identified.

Fundraising

Garage Sale

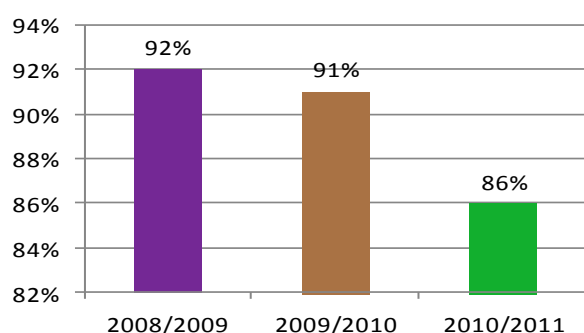
Once again our Garage/Market Day held in November, 2010 was a success and generated \$3000 towards our service user and family Christmas Party. There was an enormous effort by all involved, including giving up a Saturday with a very early start. Thank you for your enthusiasm and generosity.

Dine out for Disability

As highlighted on page 12 of this report, a very successful partnership between ConnectAbility Australia and the Newcastle and Hunter Australian Hotels Association (AHA) saw the launch of Dine out for Disability, with enough funds being raised to allow the purchase of a new bus. Our thanks to Chris Gowie for his creativity and introductions to the Newcastle and Hunter AHA, who have pledged to continue their support in the foreseeable future. In 2011 our wish is for a new kitchen that better meets the needs of our service users'.

As with previous years, sources of income have remained relatively stable, with the majority of income still coming from ADHC. The reduction in the percentage of total income received from ADHC, compared to previous years, is due to the increase in grants received from other sources.

%age of total funding received from ADHC



The success of Dine out for Disability has opened many doors for the organisation and created opportunities to forge new relationships within our community. Not only did we benefit financially, but as part of a campaign that was perceived as being clever, innovative and very well executed, our image has been enhanced. This in turn, should make it easier for us to attract volunteers, supporters and the fundraising dollar all with the aim of better supporting the people who use our service.

To our supporters, keep the weekend of 2nd to 4th December 2011 in mind, and if eating out, think of a hotel.

Conclusion

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 on page 52 of this Annual Report.

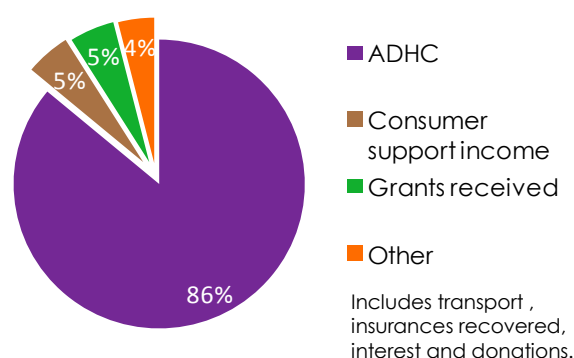
The Auditor's Report and statements as well as a full copy of the financial returns for the year ended 30th June, 2011 are included in the Annual Report.

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 CoM member other than for reimbursement of out of pocket expenses incurred in the course of carrying out their function as elected CoM members.

Funding sources 10/11



**CONNECTABILITY AUSTRALIA INC.
93 056 378 299**

**FINANCIAL REPORT
FOR THE YEAR ENDED
30 JUNE 2011**

**Liability limited by a scheme approved under
Professional Standards Legislation**

Director: ERMINIO ADORANTI B.Com. CPA

Level 1 Merton House
142 Union Street,
The Junction N.S.W. 2291
Australia

Postal Address
P.O. Box 374
The Junction N.S.W. 2291
www.adoranti.com.au

Telephone: (02) 4962 2440
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Liability limited by a
scheme approved under
Professional Standards
Legislation

CONNECTABILITY AUSTRALIA INC
93 056 378 299
CASH FLOW STATEMENT

FOR THE YEAR ENDED 30 JUNE 2011

	2011 \$	2010 \$
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts from customers	3,149,382.06	3,091,159.07
Payments to suppliers and employees	(2,810,720.22)	(2,895,508.22)
Interest received	33,581.34	17,524.90
Finance costs	(8,143.98)	(10,125.45)
Net cash provided by (used in) operating activities	<u>364,099.20</u>	<u>203,050.30</u>
CASH FLOWS FROM INVESTING ACTIVITIES		
Payments for property, plant and equipment	(116,936.12)	(21,408.53)
Other assets	27,076.33	(29,777.46)
Other liabilities	184,505.74	(123,029.00)
Net cash provided by (used in) investing activities	<u>94,645.95</u>	<u>(174,214.99)</u>
 Net increase (decrease) in cash held	 458,745.15	 28,835.31
Cash at beginning of year	<u>310,187.53</u>	<u>281,352.22</u>
Cash at end of year	<u><u>768,932.68</u></u>	<u><u>310,187.53</u></u>

The accompanying notes form part of these financial statements.

CONNECTABILITY AUSTRALIA INC.
93 056 378 299

INCOME STATEMENT
FOR THE YEAR ENDED 30 JUNE 2011

	Note	2011 \$	2010 \$
INCOME			
Grants - ADHC - Recurrent		2,729,877.94	2,830,243.00
Consumer Support Income		178,919.71	182,063.42
Consumer Transport Fees Income		43,818.71	53,190.91
Brokerage Fees		36.36	-
		<u>2,952,652.72</u>	<u>3,065,497.33</u>
OTHER INCOME			
Interest Received		33,581.34	17,524.90
Insurance Recoveries		16,698.99	14,367.28
Donations		20,465.17	-
Other Income		3,036.45	11,294.46
Grants Received		156,528.73	-
		<u>230,310.68</u>	<u>43,186.64</u>
		<u>3,182,963.40</u>	<u>3,108,683.97</u>

The accompanying notes form part of these financial statements.

CONNECTABILITY AUSTRALIA INC.
93 056 378 299

INCOME STATEMENT
FOR THE YEAR ENDED 30 JUNE 2011

	Note	2011 \$	2010 \$
EXPENDITURE			
Administration Costs		874,967.29	-
Advertising		11,113.14	180.91
Auditor's Remuneration		3,100.00	3,000.00
Bank Charges		2,937.42	2,060.65
Cleaning & Laundry		11,767.94	14,020.00
Client related expenses		16,498.71	13,295.32
Client support expenses		33,748.53	33,030.25
Computer Supplies		15,934.75	19,221.65
Consultancy Fees		7,264.54	6,507.07
Depreciation		153,640.99	160,666.11
Fees & Charges		1,165.19	-
Freight & Cartage		81.81	-
General Expenses		765.78	2,152.60
Holiday Pay		(12,470.67)	(12,896.91)
Insurance		134,670.23	193,458.63
Interest Paid		13,388.05	263.02
Lease - Equipment		8,143.98	10,125.45
Light & Power		8,510.27	7,217.59
Long Service Leave		1,482.90	17,529.36
Loss on disposal of non current assets		3,759.73	3,196.30
Meeting Expenses		2,588.75	1,503.45
Motor Vehicle Expenses		224,633.80	254,278.62
Office Expense		1,971.70	4,377.87
Postage		2,055.85	1,888.83
Printing & Stationery		17,316.07	14,105.76
Rent		90,007.32	90,007.32
Repairs & Maintenance		5,698.03	339.27
Staff Training & Welfare		72.73	20,793.21
Subscriptions		2,491.07	1,930.99
Superannuation Contributions		172,753.98	173,436.39
Support Expenses		1,465.48	-
Telephone		9,299.36	9,241.58
Volunteer's Expenses		-	1,563.64
Wages		1,131,981.76	2,014,736.69
		<u>2,952,806.48</u>	<u>3,061,231.62</u>
Profit for the year		230,156.92	47,452.35

The accompanying notes form part of these financial statements.

CONNECTABILITY AUSTRALIA INC.
93 056 378 299

INCOME STATEMENT
FOR THE YEAR ENDED 30 JUNE 2011

	Note	2011 \$	2010 \$
Retained earnings at the beginning of the financial year		719,096.30	688,299.34
Retained earnings at the end of the financial year		949,253.22	735,751.69

The accompanying notes form part of these financial statements.

CONNECTABILITY AUSTRALIA INC.
93 056 378 299

BALANCE SHEET
AS AT 30 JUNE 2011

	Note	2011 \$	2010 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents		768,932.68	310,187.53
Trade and other receivables	2	20,678.21	47,754.54
Rental Bond		22,500.00	22,500.00
TOTAL CURRENT ASSETS		<u>812,110.89</u>	<u>380,442.07</u>
NON-CURRENT ASSETS			
Property, plant and equipment	3	658,636.21	702,475.01
TOTAL NON-CURRENT ASSETS		<u>658,636.21</u>	<u>702,475.01</u>
TOTAL ASSETS		<u>1,470,747.10</u>	<u>1,082,917.08</u>
LIABILITIES			
CURRENT LIABILITIES			
Trade Creditors		67,643.44	-
Other Creditors		22,420.00	-
GST Payable		73,010.96	42,199.13
Provision for Annual Leave		113,676.33	126,147.00
Employee benefits	4	128,014.14	126,531.24
TOTAL CURRENT LIABILITIES		<u>404,764.87</u>	<u>294,877.37</u>
NON-CURRENT LIABILITIES			
MV Loan - Hyundai iMax 1		34,927.60	42,113.20
Less Unexpired Interest		(6,886.52)	(9,825.18)
MV Loan - Camry 1		24,325.54	-
Less Unexpired Interest		(5,182.68)	-
MV Loan - Camry 2		24,325.54	-
Less Unexpired Interest		(5,182.68)	-
MV Loan - Hyundai iMax 2		38,385.38	-
Less Unexpired Interest		(7,983.17)	-
Employee benefits	4	20,000.00	20,000.00
TOTAL NON-CURRENT LIABILITIES		<u>116,729.01</u>	<u>52,288.02</u>
TOTAL LIABILITIES		<u>521,493.88</u>	<u>347,165.39</u>
NET ASSETS		<u>949,253.22</u>	<u>735,751.69</u>
MEMBERS' FUNDS			
Retained earnings	5	949,253.22	735,751.69
TOTAL MEMBERS' FUNDS		<u>949,253.22</u>	<u>735,751.69</u>

The accompanying notes form part of these financial statements

CONNECTABILITY AUSTRALIA INC.
93 056 378 299

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2011

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

Income Tax

No provision for income tax has been raised as the entity is exempt from income tax under division 50 of the *Income Tax Assessment Act 1997*.

Property

Freehold land and buildings are shown at their fair value (being the amount for which an asset could be exchanged between knowledgeable willing parties in an arm's length transaction), based on periodic, but at least triennial, valuations by external independent valuers, less subsequent depreciation.

Property, Plant and Equipment (PPE)

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

The depreciable amount of all PPE is 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.

Depreciation

The depreciation method and useful life used for items of property, plant and equipment (excluding freehold land) reflects the pattern in which their future economic benefits are expected to be consumed by the association. Depreciation commences from the time the asset is held ready for use. Leasehold improvements are depreciated over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements. The depreciation method and useful life of assets is reviewed annually to ensure they are still appropriate.

CONNECTABILITY AUSTRALIA INC.
93 056 378 299

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2011

Impairment of Assets

At the end of each reporting period, the association reviews the carrying values of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, is compared to the asset's carrying value. Any excess of the asset's carrying value over its recoverable amount is recognised immediately in the income and expenditure statement.

Employee Benefits

Provision is made for the company's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee benefits have been measured at the amounts expected to be paid when the liability is settled, plus related on-costs.

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.

Provisions recognised represent the best estimate of the amounts required to settle the obligation at the end of the reporting period.

Cash and Cash Equivalents

Cash and cash equivalents include cash on hand, deposits held at-call with banks, other short-term highly liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities on the balance sheet.

Goods and Services Tax

Revenue, expenses and assets are recognised net of the amount of goods and services tax (GST), except where the amount of GST incurred is not recoverable from the taxation authority. In these circumstances, the GST is recognised as part of the cost of acquisition of the asset or as part of the expense.

Receivables and payables are stated with the amount of GST included. The net amount of GST recoverable from, or payable to, the ATO is included as a current asset or liability in the balance sheet.

CONNECTABILITY AUSTRALIA INC.
93 056 378 299

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2011

Revenue and Other Income

Revenue is measured at the fair value of the consideration received or receivable after taking into account any trade discounts and volume rebates allowed. For this purpose, deferred consideration is not discounted to present values when recognising revenue.

Interest revenue is recognised using the effective interest rate method, which for floating rate financial assets is the rate inherent in the instrument.

Revenue recognition relating to the provision of services is determined with reference to the stage of completion of the transaction at the end of the reporting period and where outcome of the contract can be estimated reliably. Stage of completion is determined with reference to the services performed to date as a percentage of total anticipated services to be performed. Where the outcome cannot be estimated reliably, revenue is recognised only to the extent that related expenditure is recoverable.

Prior Period Adjustments

An error has been identified in the financial statements which relates to the Goods and Services Tax (GST) of a prior period. As a result of this prior period error an adjustment of \$16,220.39 has been made from GST Liability to Retained Earnings as at 1 July 2010. This adjustment has a NIL effect on the profit of the organisation.

The GST liabilities have been restated from \$56,790.57 (payable to the ATO) to \$73,010.96 (payable to the ATO) to correct this prior period error. Had this adjustment not been made then the GST Liability would have been understated for the current year.

CONNECTABILITY AUSTRALIA INC.
93 056 378 299

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2011

	2011 \$	2010 \$
2 Trade and Other Receivables		
Current		
Trade Debtors	20,678.21	47,754.54
3 Property, Plant and Equipment		
Land and Buildings		
Lease Improvements	322,067.09	271,250.00
Less: Accumulated Amortisation	(31,873.00)	(24,559.00)
	290,194.09	246,691.00
Total Land and Buildings	290,194.09	246,691.00
Plant & Equipment		
Plant & Equipment	17,513.64	17,260.91
Less: Accumulated Depreciation	(14,519.00)	(12,566.00)
	2,994.64	4,694.91
Motor Vehicles	706,018.00	694,382.73
Less: Accumulated Depreciation	(372,385.00)	(270,649.00)
	333,633.00	423,733.73
Office Furniture & Equipment	110,103.48	103,244.66
Less: Accumulated Depreciation	(85,587.28)	(77,328.56)
	24,516.20	25,916.10
Computer Equipment	119,928.84	112,471.56
Less: Accumulated Depreciation	(112,630.56)	(111,032.29)
	7,298.28	1,439.27
Total Plant and Equipment	368,442.12	455,784.01
Total Property, Plant and Equipment	658,636.21	702,475.01
4 Employee Benefits		
Current		
Provision for Long Service Leave	128,014.14	126,531.24
Non-Current		
Provision for Long Service Leave	20,000.00	20,000.00

CONNECTABILITY AUSTRALIA INC.
93 056 378 299

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2011

	2011 \$	2010 \$
<hr/>		
5 Retained Earnings		
Retained earnings at the beginning of the financial year	735,751.69	688,299.34
Prior period adjustments	<u>(16,655.39)</u>	<u>-</u>
Adjusted retained earnings at the beginning of the financial year	719,096.30	688,299.34
Net profit attributable to the association	<u>230,156.92</u>	<u>47,452.35</u>
Retained earnings at the end of the financial year	<u>949,253.22</u>	<u>735,751.69</u>

CONNECTABILITY AUSTRALIA 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 statements as set out on pages 2 to 11:

1. Presents a true and fair view of the financial position of CONNECTABILITY AUSTRALIA INC. as at 30 June 2011 and its performance for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that CONNECTABILITY AUSTRALIA 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: _____

Member: _____

Dated this day of 1st November, 2011

**INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF CONNECTABILITY AUSTRALIA INC.
93 056 378 299**

Report on the Financial Report

We have audited the accompanying financial report, being a special purpose financial report, of CONNECTABILITY AUSTRALIA INC. (the association), which comprises the balance sheet as at 30 June 2011, and the income statement, a summary of significant accounting policies, other explanatory information and the statement by members of the committee.

Committee's Responsibility for the Financial Report

The committee of CONNECTABILITY AUSTRALIA INC. is responsible for the preparation of the financial report, and has determined that the basis of preparation described in Note 1 is appropriate to meet the requirements of the Associations Incorporation Act NSW 1984 and is appropriate to meet the needs of the members. The committee's responsibility also includes such internal control as the committee determines is necessary to enable the preparation of a financial report that is free from material misstatement, whether due to fraud or error.

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.

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 CONNECTABILITY AUSTRALIA INC.
93 056 378 299**

Auditors' Opinion

In our opinion, the financial report of CONNECTABILITY AUSTRALIA INC. presents fairly, in all material respects the financial position of CONNECTABILITY AUSTRALIA INC. as of 30 June 2011 and of its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements, and the Associations Incorporation Act NSW 1984.

Basis of Accounting and Restriction on Distribution

Without modifying our opinion, we draw attention to Note 1 of the financial report, which describes the basis of accounting. The financial report has been prepared to assist the association to meet the requirements of the Associations Incorporation Act NSW. As a result, the financial report may not be suitable for another purpose.

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

Name of Partner:


Erminio Adoranti

Address: 142 Union Street, THE JUNCTION

Dated this day of 2nd November 2011

our supporters

friends and partners

ConnectAbility Australia would like to acknowledge the contribution that our community members and other stakeholders have made to the organisation during the year. We would like to thank you all for your generous support of our service users', their families and carers.

Aloojz and Margaret Novak
Andrew Beatie - Lawler Partners
Andrew Bull—Turnbull Hill Lawyers
Australian Services Union
Biada Enterprises Pty Ltd (formerly Barter Enterprises Pty Ltd)
Bob Purser
Broadmeadow Basketball Stadium
Charlestown Bowling Club
Coast Star Motors
Danielle Tiedman
Department of Family and Community Services—Ageing, Disability and Home Care
Disability Network Hunter
Dom Osborn
Hunter Day Program Forum
TAFE NSW, Hunter Institute
Hunter Residences, Stockton, Management and staff
Ian Dempsey
Jess Irwin and Nathan Pritchard
Jarrad Stevenson - St George Bank
Kent Woodcock, Kent Woodcock Creative Solutions
Lake Macquarie City Council
Meg McNaughton

Mike Chapman
NBN Television
Newcastle and Hunter and NSW Australian Hotels Association
Newcastle City Council
Newcastle Coal Infrastructure Group
Newcastle District Tennis Club
Newcastle Herald
Newcastle Knights Management and Players
Newcastle Movie Makers
Newcastle Permanent Foundation
NEWFM
nibFoundation
Nicholas Stabler, Nimble Creative
Northern NSW Football
NSW Communities, Sport and Recreation
Paul Daly
Peter Coughlan
Richard Norton
Rodney Lear and Debbie Strickleton –Westpac
Terry Lawler and Lawler Partners management and staff
The Spastic Centre, NSW
Tim Osborn—Osborn Jensen Solicitors
Tip Top Bakeries
West's Group

.....and all those individuals who donated goods for our Garage Sale and helped on the day.



farewells

During the year ConnectAbility said goodbye to some dear friends who we all miss greatly:

Ronald Gray

Sharon Long

Sean McCloghry

Gary De Silva

about this report

This report reviews ConnectAbility Australia Inc's operations and activities over the 10/11 financial year. It is designed to inform stakeholders about our organisation and provide some 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.

It is also a celebration of the achievements of the individuals who use our services and we thank all of them for allowing us to use their photos and share their stories in this report.

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

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

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Dine out for DISABILITY

Help people with a disability
build a new kitchen

Friday 2nd to Sunday 4th December



Newcastle and Hunter Region Australian Hotels Association members
are proud to support people with a disability in our community.



www.dineoutfordisability.org.au



connect
ABILITY
AUSTRALIA

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