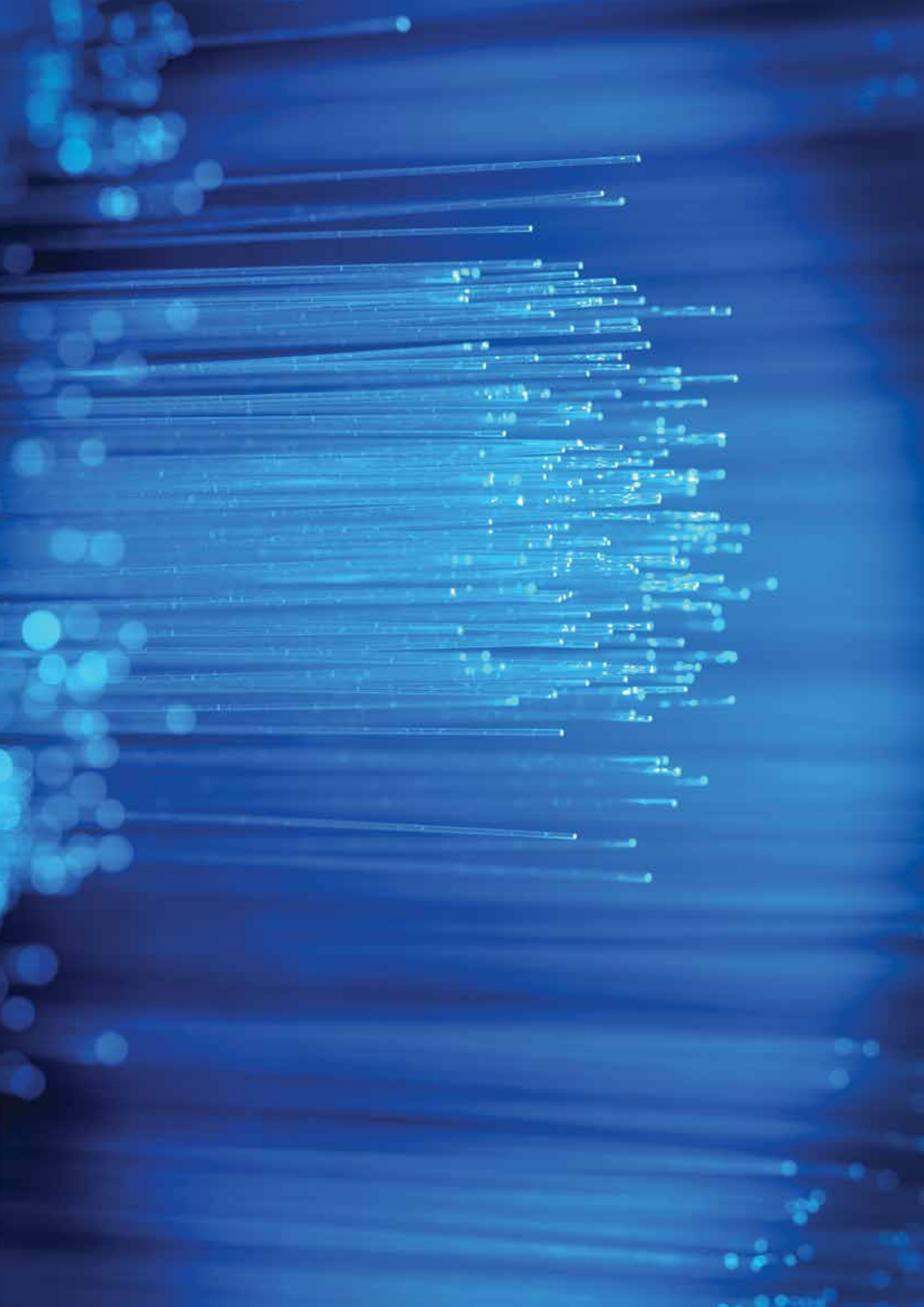




# ANNUAL REPORT

## 2017-18





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# reports

## president's report



ray dyer  
*President*

**1 in 5 people in Australia have a disability. 1 in 3 people, now supported by an NDIS plan, had not previously had any service to support them. Even though there have been a lot of teething issues with the NDIS, the program has delivered on its promise to have more equitable access to services.**

From a personal point of view, my involvement in a café staffed by people with a disability has shown me how many young people who are quite capable of work have not previously been given the opportunity. It's services like these and NADO that are bringing an awareness that we can all play a role in making our community a fairer place.

Our overall focus for the last year was to stabilise, take stock of what was working and what wasn't working, consider what our opportunities were and go forward with our plans and strategies. We had numerous conversations that showed the balancing of our views between budget and service quality, the latter always

outweighing the former.

Having said that we also realise that sustainability is crucial to our future viability, and so we sought efficiencies via technology whilst developing depth and skills for future leadership roles. It is exciting to see a new generation of young people taking on leadership roles at NADO.

We also ensure a culture of high ethical and responsible behaviour. Our governance framework is critical, and upholds our Mission, Values and Code of Conduct, together with our principles of ensuring high service quality. The skills that each Director brings to NADO ensures appropriate oversight of human resources, financial management and client services – 3 pillars of strength that this Board offers.

Safety and compliance is also a key responsibility of the Board, with layers of processes, checks and balances to ensure a safe and healthy workplace. Although continuous improvement is just that, continuous, I feel assured that NADO is doing everything possible to manage and mitigate risks as they arise.

I'd like to thank NADO's Board of Directors; Percy Madon - Vice President, Rhonda Burke - Secretary, Anil Puri - Treasurer, Owen Rogers - Director, Bernadette Curryer - Director and Dr Samuel Arnold - Director for the role they are fulfilling at NADO and undertaking their responsibilities with equal measures of seriousness and humour. It's a Board we are all contributing to and learning from. On behalf of the Board I also extend our thanks to Denise Heath, CEO and her team who have worked hard to make this year another success.

Finally, I would like to thank our Friends of NADO and supporters, our participants and their families, and employees for their continuous engagement and trust. Without you, our success today and tomorrow would not be possible.



# chief executive officer's report



denise heath  
*Chief Executive Officer*

The 2017-2018 year was a positive and stable year for NADO with much to be pleased and proud of.

After a period of adapting to the NDIS environment our full focus this year returned to our core purpose of serving our participant's needs. As such I would describe the past year as stable, with appropriate processes and great people getting on with what they do best. As a result NADO achieved its Quality Audit with flying colours.

For me, it is important that NADO is a great company to work for and that as an organisation, its people find purpose and meaning in their roles. I am constantly impressed by the positive feedback from participants and their families, as staff apply themselves to a range of needs, finding solutions to problems, helping people try new things and sometimes helping people out of dark places.

NADO has a solid foundation to build upon with skilled, experienced staff and tremendous community support that is described in greater detail throughout this report. The touchpoints of these relationships makes a difference every day; the people we do business with, the people that support events, benefactors and the people cheering us on the sidelines. We value the relationships we have with this community and we thank you.

Our agility and ability to make small improvements every day is also key to our success. Planning has been a great strength to NADO, starting from an overall strategic plan, set and annually revisited by the board, to the annual business plans falling from those high level strategies. My team know what is expected and have clear goals to work to. That's why we keep going forward. My team, Narendra Charan – CFO, Brooke Wilkie – General Manager, Joshie Hwang – Marketing Director, Julia Tierney – Human Resources Manager and Linda Wilson – Communications Manager

continue to demonstrate a high level of dedication and professionalism to their challenging roles; they motivate me to do better. Sam Samra, previous Human Resources Manager left NADO mid-year, however, we appreciated her significant achievements in employee recruitment at a time of growth.

In a traditionally non-technological sector, both staff and participants have been challenged at times as we move toward on-line bookings, more sophisticated internal systems of communication and reporting and greater website interactivity. Such work will further add to the value we provide to our customers, while continuing to support growth opportunities.

We are also continuing to build the right conditions for delivering the best possible service, fostering good leaders, developing our staff team and bringing the expertise to deliver new service offerings such as with our new clinical psychology service, led by Aleksandra Cimburovska.

Financially, NADO remains strong and poised for new opportunities. We invested significantly back into our organisation this year with considerable training and systems development. Despite this, we maintained an end of year surplus position that supports the company to not only maintain and enrich our quality of services, but to continue to grow and remain relevant to our community's needs.

I want to thank Ray Dyer, President of NADO and the Board of Directors for their considerable investment of personal time, their contribution of professional expertise and their belief in me, to lead NADO into the future.

# treasurer's report



anil puri

Treasurer

## **NADO experienced continued growth of 12.5% from FY2017 to achieve Total Income of \$11,405,440 for FY2018.**

This is the fourth year of growth in double digits (30.4% for FY2017, 19.3% for FY2016 and 16.5% for FY2015). Over the same period, total expenses increased by 16.9% from FY2017, resulting in a reduced surplus of \$133,044 for the year.

The pace of growth slowed during the year and was at a more normal level which reflected continued growth in our core services, especially in the range of accommodation services now being offered by NADO. The previous year experienced out-of-the-ordinary growth because of the full year income benefit of the Nepean Independent Living Committee (NILC) merger.

It was encouraging to see that NADO's excellent standing in the community allowed it to continue to attract new participants as part of the NDIS and we continue to get excellent feedback from our participants. This is despite the continuing administrative challenges that we, and other providers in the sector, faced as part of the full transition to the NDIS. Our entire team needs to be recognised for their continuing positive and participant-focused approach to their roles.

This year was the first full year of the new NDIS regime for NADO and it did bring with it some administrative and financial challenges. As mentioned in the opening of this report, our growth in expenses out-paced our growth in income. However, it is encouraging to note that our combined administration overheads (including occupancy, IT and depreciation) were actually lower than in the previous year as a percentage of total income, dropping to 11.6% of income this year (12.5% in FY2017).

The out-paced growth in Total Expenses has been entirely in participant-facing labour costs and associated co-ordinator costs. Total employee expenses grew to 84% of income, up from 78% in FY2017. This is due to an effective reduction in the rate that NADO receives for the provision of services under the NDIS. This means that we get paid less for providing our services and some services are now being provided as a substantial loss to ensure that our participants continue to receive quality services to support their needs. We are hopeful that this will be rectified in the new year as we adjust our service model and also as NDIS rates are reviewed and adjusted.

In addition to the impact that the NDIS regime has had on our expense ratios and Operating Surplus, the new administrative processes and teething issues has meant a reduction in our overall cash position. Cash held reduced by \$577,656 over the year despite a surplus of \$133,044. Some of this related to investments in IT to improve service delivery and operational efficiency and also an investment in the office to cater for new services and staffing needs. However, the major impact to our cash position was a sharp increase in our accounts receivable position, with the balance growing by \$502,567 during the year to \$925,403 (\$426,795 in FY2017). This is money that is owed to NADO and reflects the new administrative processes that NADO (and other providers) need to follow to receive payment for services provided. It is fortunate that NADO was in a strong financial position during the transition to the NDIS to weather these administrative and financial challenges.

While it has been a somewhat challenging year financially for NADO, we are still in a very strong position both financially and in a broader organisational sense. We have a very committed team that is providing excellent levels of service to our

participants and we continue to be seen as a quality provider that cares for our participants and the wider community. We are investing in new technology and new services and we continue to be innovative in our approach. We also have a strong management team and Board and I am confident that the future looks bright as NADO continues to serve our participants and be a positive contributor to the disability sector.



narendra charan

Chief Financial Officer

We are proud of this year's progress at NADO and energised by the work ahead.

The demand on finance and administration services is always evolving, particularly as we seek to find efficient, scalable systems to improve our productivity for NDIS processes.

To keep pace, NADO recognised the need for an integrated solution that incorporates rostering, time and attendance, client management system, payroll and financials. After an exhaustive search of numerous software suppliers, Shiftcare and MYOB EXO Payroll and MYOB EXO Business (financials) were selected.

Many staff have been involved in the process of data transfer and set-up, in particular Brigitta Sirocic and Lisa Devery who deserve a special thanks for their continuing efforts and commitment to the implementation.

I would also like to thank Ann Schmitz who is well known to NADO staff and participants alike for her welcoming and helpful approach to enquiries and her assistance in helping people adapt to the new on-line booking system.

I'd also like to thank Stephen Rose for addressing his day to day work, maintaining vehicles, property and IT, working through trouble shooting and the odd surprise issue to a good result.

Well done team and keep up the positive attitude and never let enthusiasm fade away despite all the hurdles encountered.



# governance board



President **Ray Dyer**, commenced on the Board in 2010 and became President of NADO in 2014. Ray has been a long-time NADO supporter, bringing a well-rounded background of relevant professional experience in human resources, management, worker's compensation and training together with a personal interest in supporting people with disabilities to be included as valued members of our community.



Vice-president **Percy Madon**, commenced on the Board in 2013, specialises in business leadership and management. Percy has worked with multinationals including IBM, PWC and E&Y and holds a Masters in Business Administration (MBA). He brings commercial experience and a personal passion to supporting people with disabilities and providing them with the same opportunities as anyone else in the community. Percy's commercial experience assists NADO's transformation into a market driven model under the NDIS.



Treasurer **Anil Puri**, commenced on the Board in 2014, specialises in business development, financial management, organisational systems and team development. Anil has run his own business consulting firm since 2005 and has a broad range of experience helping small and medium-sized businesses develop. He is a trained accountant with a Masters of Management and has many years of experience working in corporate businesses in Australia and overseas. Anil is passionate about helping individuals develop personally and professionally and is committed to assisting NADO adapt and grow in a changing environment.



Secretary **Rhonda Burke**, commenced on the Board in 2000 and specialises in disability and carers' needs. Rhonda is a parent and carer of an adult son with a disability. In 2012, Rhonda received a Carer's Award and is an active member of the St Marys Carer's group. Rhonda is dedicated to helping NADO thrive in supporting people with a disability. Rhonda is a strong advocate for people with a disability and carers, ensuring that their voices are heard.



Director **Owen Rogers**, commenced on the Board in 2011, specialises in business development, finance, community engagement and leadership, having developed and run businesses in the local region. Owen has a range of experiences in banking, accounting, business strategy, relationships and mentor building and is invested in creating awareness of people with disabilities in our area, while making sure that access issues are solved in future directions for the CBD, adopting and analysing the NDIS objectives, especially implementation for our participants and NADO, while advancing partnerships and opportunities for people living with a disability in our region.



Director **Bernadette Curryer** returned to the Board in 2015, having served as a Board member and past president from 2004-2009. She brings a perspective to issues involving disability based on a range of lived experiences, including parenting an adult daughter with an intellectual disability, and 12 years working in the disability sector, primarily in the fields of self-advocacy and adult education. Bernadette has a Masters of Health Science (Developmental Disability) and is currently undertaking a PhD at the University of Sydney, researching self-determination within the family context. She is particularly interested in how services can support the rights of people with disability, enabling adults with disability to have increased control of their life whilst recognising and nurturing positive, supportive family relationships.



Director **Sam Arnold** commenced on the board in 2017. He is a registered psychologist, and works as a Postdoctoral Research Fellow in Program 3 of the Cooperative Research Centre for Living with Autism Spectrum Disorders (Autism CRC), the world's first national, cooperative research effort focused on Autism. He is based at the University of New South Wales in the Department of Developmental Disability Neuropsychiatry (3DN), and formerly worked as a researcher and psychologist at the Centre for Disability Studies University of Sydney. He is also a Casual Academic at the University of Western Sydney. Sam is passionate about the empowerment of people with disability to pursue a chosen valued life.



# service delivery report



brooke wilkie

General Manager

**2017/18 has been a strong year, stabilising as a team, roles properly established and systems helping us to run more smoothly. Despite a feeling of stability, we have steadily increased our service delivery across Supported Independent Living, Short-Term Accommodation, Plan Management, and Social Programs.**

Our accommodation services grew by 91%, almost doubling from the previous year. Headed up by Vanessa Vella, who has risen through the challenges of SIL quoting and the establishment of group home teams, I'd like to acknowledge her efforts and the outcomes that it has brought to the residents. From long-term group homes to the set-up of new shared living, the leadership of 24 hour services, 52 weeks per year provides a constant stream of tasks, challenges and rewards. As well, Vanessa oversees the short-term accommodation, previously called respite cottage. The cottage is ably coordinated by Lesley Johnson, Coordinator and Wendy Scott, Team Leader. During the year, there has been a number of long term residents who have or are in the process of transitioning to their permanent home. Some of these people have had challenging circumstances requiring a supportive team effort, and I'm proud of the difference that this team has made to those people's lives. They've provided stability, social support, routine, a place to call home and people they learn to trust and depend on during a time of transition and at times traumatic change. NADO receives the highest number of enquiries per month for short-term accommodation, which I put down to our reputation for providing such a caring service.

The team at NADO Connect, working in the two Penrith offices as a self-directed team, have settled, stabilised and grown. They work independently to achieve their caseloads, helping each other and running two offices. Jacki Long and Meg Hayes coordinate 1 to 1 services for people who need assistance from our staff for the everyday things they need to do and to achieve their goals. They are currently working at their maximum participant numbers. Amy Hudson, Tara Kelton and Tabatha

Burt have managed their caseloads collaboratively, particularly during Tara's maternity leave period, and like Vanessa they have also been challenged by new NDIS systems such as supporting participants through the process of attaining Specialist Disability Accommodation funding. Sharon Mason and Yusdi Maksum have seen an increase in participation in NADO Social Club (NSC), Weekend Social Group, School Holiday Programs and supported holidays through Tours4U. Not to leave anyone without a challenge, NADO implemented an on-line booking system for our participants which provides a more convenient way to book activities for many of our participants and families. Like all IT systems, it has taken a bit of getting used to.

At the Connect office, Trudy Smith provides reception and administrative support to the Connect team and I'd like to thank her for her contribution to the team's efforts.

People who can adapt to different challenges are always appreciated at NADO, one of those being Vanessa Santucci. She has been a fantastic support to me, across the many administrative needs we have on a day to day basis. She also heads up our Plan Management working closely with Lisa Devery, Bookkeeper, to achieve Plan Management services for around 50 participants. She regularly supports front of house services, working closely with Ann Schmitz to ensure phone calls and enquiries are handled efficiently.

NADO's Day Programs have been stable across the year, with strong growth mostly in the Macquarie Ave and NADO by the River services. The programs continue to deliver creative, educational and social programs, providing outcomes of independence and personal growth across the board. Suzanne Giordano,

Blue Mountains Coordinator achieved her 20 year employment milestone at NADO this year which was a great achievement. Marilyn White, Joy Lockyer, Tina Khalifeh and Gity Shariati are also long term, experienced, well connected leaders at NADO who are respected for the excellent programming and support they bring to these valued services.

Our new venture this year was to start a Clinical Service. We were very fortunate to be able to on-board Aleksandra Cimburovska, Psychologist who brings to NADO a wealth of relevant psychological services, with an emphasis on intellectual disability. She is already demonstrating how she is able to make a positive difference to how people who see her are feeling, as well as being able to provide assessments and behaviour support services as required.

Thank you to all of my Coordinators and their teams, it's been a huge year and without your continued support and dedication, the year we have achieved would not be possible.

Also, my own special project, Touch Footy is now celebrating 5 years with more than 70 players in the general competition. I'd like to thank my 2017 Bundy Cup Sponsors – Elite Sand & Soil, Reozone and St Marys Leagues Club.

Lastly I'd like to thank our CEO, Denise Heath. We continue to work strongly together and I feel our combined strengths that together with Narendra Charan, Joshie Hwang, Linda Wilson and Julia Tierney will continue to make NADO go from strength to strength.



# human resources report



julia tierney

Human Resources Manager

**Our people and participants are the key ingredients in making NADO a successful organisation. Our people ensure our participants receive the necessary care and deliver on the goals of their NDIS plan. Combining these two together, it creates the powerhouse that we are. This is why the HR team is focused and committed on delivering meaningful projects which support our people to be enabled, engaged, safe and motivated to do the best job they can.**

**Together we will transform the lives of people with a disability...**

The above words sing true when it comes to NADO's people and culture. The HR function partners with NADO to ensure our workforce is equipped with the right tools and education to deliver excellence of service in supporting the participants to achieve their goals and live fulfilled and rewarding lives.

How do we do this? By creating an environment where employees feel comfortable coming to and feeling proud working for NADO.

There are a lot of exciting things about to happen within the HR space with the key focus being our people and how we can work together in making their time more rewarding and valuable.

Over the coming months, we will be delivering some exciting and rewarding programs, such as the introduction of an Employee Excellence Award initiative, where employees are appreciated and recognised for demonstrating the values of NADO.

We will also be introducing a voice for employees to speak up in confidence if they feel something is not right within the workplace. It is extremely important to provide our staff an avenue to speak up with constructive insights and/or concerns they may have.

The future continues to look positive as we work on our time and attendance system which will provide accurate data and reducing the impact of administration tasks, providing more participant contact time.

We will streamline our paper based Health and Safety documentation to an online Health and Safety System. The system will introduce efficiencies and provide accurate data for reporting purposes and ensuring we understand the key safety risks so these can be managed if not eliminated to ensure a safe work environment for all.

Another initiative to be introduced is our revised Performance Appraisal system - M.A.P.S. This system will align our workforce to achieve NADO's strategy where we have meaningful two-way conversations with our people to understand where they want to be and how we can best support them to achieve their goals. It's about our people feeling part of and contributing towards the goals of NADO.

I wanted to take the opportunity to thank Brooke Forde who plays a key part to the HR team. She provides great support to our recruitment process, data management and system enquires.

We look forward to the year ahead as we roll out these initiatives – creating a workforce that feels supported, engaged and loyal, and are enabled to deliver on our promise of great outcomes.

# accommodation report



vanessa vella-adams

Accommodation Manager

**2018 has seen the opening of a new Supported Independent Living Accommodation based in Penrith - with participants Hayley and Samantha.**

Hayley and Samantha both had the goal to live in their own homes and to be as independent as possible. Hayley and Samantha have known each other since they were young girls and even though they are very different in more ways than one, they enjoy living together and becoming independent young women.

Hayley enjoys being out in the community, playing football and attending NSC activities.

Samantha enjoys watching her beloved Panthers play on the TV at home and quiet nights in relaxing.

Both Hayley and Samantha with the support of Team Leader Jessica Spiteri and our Support Staff, were able to move into their own home in April 2018. Both ladies are learning to become more independent and are becoming more confident each day and their individual personalities are beginning to show. Hayley and Samantha have come along leaps and bounds and we look forward to watching them both grow.

Thank you to Jessica and team for your dedication and support helping Hayley and Samantha achieve their goal of living independently. (read more about Hayley and Samantha's journey on page 20).

Supported Independent Living Accommodation

saw a lot of changes, overcoming challenges which definitely gave them times to reflect on. I would like to take this opportunity to thank our Team Leaders in accommodation who have supported our participants ensuring that goals are being achieved and our participants are empowered and valued.

Thank you - Annette Hofmeier, Donna Newton, Michelle Felstead, Jessica Spiteri, Aimee Hancock and Kylie Loadsman. Without your support and dedication our participants would not have the opportunity to achieve their goals and just the added value to each and every one of their lives is a huge credit to you all.

I would also like to thank all of our support staff - your energy and enthusiasm, dedication and hard work has not gone un-noticed - thank you.

The Short-term Accommodation Cottage located in St Marys continues to receive daily enquires and return bookings, as well as new participant bookings. This is certainly a reflection of the quality of service being provided and the ability of the staff to provide these supports.

Short-term accommodation has seen the most growth in the past 12 months, as a result of participants and families utilising the short-term accommodation through their NDIS Plans. The Cottage is running at full capacity with booking into 2019. Short-term accommodation also provides accommodation for participants who may require longer stays as they transition to suitable permanent accommodation.

Thank you to Lesley Johnson, Short-term Accommodation Coordinator and Wendy Scott, Short-term Accommodation Team Leader, who have undoubtedly been the back bone to the Cottage. Without your dedication to our participants and their families, we would not be able to provide the service we do.

I would also like to acknowledge and thank the support staff who work tirelessly supporting our participants in what we know can be very challenging and ever changing environment.



# marketing report



**joshie hwang**  
*Marketing Director*

**This year, we have been busy creating and extending our digital presence.**

**With more than 80% of consumers doing their research online and on their mobile devices, digital presence is more important than ever before.**

Reinforcing NADO's digital presence helps increase digital inclusion for our participants.

A lot of my time over the past 12 months has been researching, building and implementing systems to better accommodate our ever growing sector and NADO's needs. It was quickly discovered that our digital presence needed a makeover. I was able to create a CRM system which was built for our needs. By customising these systems, it has enabled us to have complete control over our systems and the ability to address any road blocks in a faster and more efficient time frame.

The main digital presence is of course, our virtual office, the website. This is why we have created a better, stronger, easier to access site that is integrated with many amazing engines and systems. Our new virtual office is a completely in-house system that has been created from scratch according to our needs. Building this I have kept a lot of things in mind to ensure it works best for us and this means that there are a lot of strengths to having this new site.

Building a customised website not only for NADO's needs and requirements, but also for our participants and their families and/or carers, ensures our new website will be easy to access and to navigate through our services and information with many call to action buttons to reach out to NADO. We have created a few videos and implemented these in our site. Our homepage will now include a NADO profile video which encapsulates our services, our people, why we do what we do and our community connection. The video is a powerful communication tool for search engines. We have also created an animation video for kids and teen services that is also targeted towards our parents and families. The content includes our child safety policy,

how NADO staff are qualified and how our staff build relationships and trust with families and parents, our social activities and services and the guidelines that help kids to have fun in a safe environment. Our new career page will now include a testimonial section with words and the video from our staff talking about their experiences and why they enjoy working at NADO, as well as a new job vacancy link that will integrate with our recruitment system directly.

A new highlight will be our newly created blog which is informative and educational, but it is also an interactive place to give comments and feedback to the many important issues facing our community of people with disability and their carers'. Brendan Murphy who is an experienced writer with personal experience of raising a child with autism and the NDIS journey is a big part of this. Our aim will be to publish a new article every two weeks on topics that will cover subjects such as:

- Housing for People with Disabilities
- Sensory Processing Disorders
- NDIS Journey and Service Providers
- Assistive Technology
- Caring for our Carers

To increase quality of customer service, we have also implemented the 'livechat' system in our website. 7 days a week, after or before business hours, even holidays, when we are not available to receive calls, we have the livechat service team which helps us proactively allocate the enquiry to the right person and respond to our consumers.

Our brand new in-house donation system will allow people to donate as a one-off, as well as recurring

donation. Donors can also check their donation history and download receipts from the site.

In terms of event booking and management, we have created a new system that has been integrated into our website. It is a booking and payment system with participant profiles, customer feedback, as well as the fact that it generates data for us to know what our participants want and what they need. Having this system in our workplace helps our staff work more efficiently, but also it is a part of digital inclusion that increases accessibility for our participants which helps them participate in the modern world.

We are also in the process of starting a new exciting journey of selling sensory items and looking at launching our SensoryStore in September. Sensorystore will be an ecommerce site which is also an in-house system that has been built from scratch according to our customers' needs. We will have five categories in our product range that helps people with processing sensory disorders and mental health. In terms of our payment system, we will cater for NDIS payments as well as Paypal, credit and direct bank transfer.

The online presence is never finished. It is constantly growing, changing and evolving. Making sure we stay engaged, answer questions, upgrade engines and systems constantly, expanding our digital presence and engaging frequently with our audience. Through last year, NADO brand's digital presence has grown predominantly via search engine optimization, google campaigns and this is just the beginning. I am looking forward to seeing how NADO grows, as well with the Sensorystore through next year. This is an exciting time, please get involved and enjoy our new digital presence and systems.



# communications report



**linda wilson**

*Communications Manager*

**Over the past 12 months, I have been given the opportunity to speak with our local business community at various networking events on how we support people with disability.**

It always makes it so much easier to talk about an organisation which you love to work for and who do wonderful things supporting not only people with disability, but their families/carers as well.

By speaking at events or just attending events, we have been able to secure a number of new supporters whether it be a new Friend of NADO or NADO VIP Partner (see pages 31 and 32-33 for our partner details).

We continue to strengthen the relationship between NADO and local businesses and by doing that, we continue to strengthen the bond between people with disabilities and their communities.

We have had a huge amount of support through our Friends of NADO and NADO VIP Card initiatives, as well as donations in particular a very generous donation from the Sydney Brick Show which was held for the first time in Penrith in April this year (see page 29) as well as in-kind donations.

We pride ourselves when partnering with businesses, that it is not just about NADO and that we partner together where our partnership is beneficial for both and it's not always about donating money.

Most recently Elite Sand & Soil who is a Friend of NADO and a NADO VIP Partner have kindly agreed to be proud supporters of our first upcoming **Friends of NADO Charity Golf Day** which will be held later in the year at Twin Creeks Golf Club. I would like to say thank you to Warren Marshall, General Manager and Jason Roberts, Owner of Elite Sand & Soil for your support. Warren and Jason through their business networks, have played an integral part of securing sponsors for this event. I look forward to reporting on this event in next year's annual report.

Our **Friends of NADO** partners continue to grow and is an important fundraising initiative. With the increased demand for another Friends of NADO wheelchair accessible vehicle, we are pleased to advise that with our Friends of NADO funds, we will be looking at purchasing a new vehicle in the new financial year. Since we purchased our first vehicle, it has been booked out 7 days per week and the demand is overwhelming.

Our **NADO VIP Partners** continue to grow with over 850 VIP Cardholders and 29 partners. By partnering with NADO, our VIP Partners are giving "a little extra" to our participants, staff and volunteers.

We say thank you to all our partners for your continued support.

I would like to acknowledge and thank my colleagues on the Fundraising Committee, Denise Heath, Brooke Wilkie and Joshie Hwang, as well as Deborah Smolen for your time and effort. I look forward to the year ahead and working on all of the wonderful ideas we have for the coming 12-18 months in particular our Friends of NADO Charity Golf Day in December.

Our Community Newsletter and Social Media continues to be a great resource to share our stories, as well as thank our supporters/partners. Facebook continues to grow and we thank everyone who likes and shares our post. Your continued support simply by liking and sharing our posts, promoting NADO throughout your networks and we are grateful for this. We now also have a LinkedIn profile which we encourage you to follow us Nepean Area Disability Organisation (NADO) and again like and share our posts.

Supporting NADO is not always about donations, it's also about helping to share our stories as this helps us to get our message out and by doing this, it might be just one person that you don't know about that we may be able to support and in-turn help transform their life. You never know who amongst your friends or their friends, who may need our help and support. The more people we can reach through social media the more chance we have of helping someone with a disability to achieve their goals.

Volunteering to help out at local events, festivals, expo's and/or open days are vital in promoting our name within our community. This financial year we have participated in a number of different events some of which included the St Marys Festival and Penrith Festival where we were a part of both annual parades. Thank you to everyone who have volunteered their time to support NADO at these events.

Lastly, I would like to thank the management team, in particular Denise Heath, CEO and Joshie Hwang, Marketing Director who I have worked closely with over the past 12 months. It's been a joy working with you both and we have accomplished some wonderful things, which in the long run will benefit NADO going forward.





# programs + stories

## bikezone workshop



July 2017 saw some changes to our BikeZone Workshop held at our St Marys Community Day Program every Tuesday afternoon. With new staff coming on board to work on this project and with their new found skills and confidence gained already over the years, the participants are now able to be more hands on and learning more advanced skills including sanding, using tools safely and spray painting.

BikeZone continues to be a success with participants from our St Marys Community Day Program, as well as attendees from our other services.

This workshop is all about being hands on and learning about how to pull a bike a part and rebuilding it to then on-sell. Skills being learnt may include: pulling each bike a part, sanding back the frames, spray-painting each piece and then reassembling them and putting on the pedals, hand grips and bells, as well as any general repairs if needed.

To date, we are pleased to say we have successfully completed and sold a number of bikes with another bike very close to being finished. Everyone thoroughly enjoys learning these new skills as they spend time together and are always eager to get in and start working on the latest project, with full participation from the group every Tuesday.

Through the sale of two of these bikes, where our participants personally delivered them to a local preschool, we have now been approached by an after school care centre to repair some of the bikes used in their vacation care – four in total, with the centre giving the BikeZone Workshop a fifth bike to repair and sell for themselves.



BikeZone Workshop staff and participants also had a visit with 99 Bikes in Penrith. Staff took the time to show us new techniques to remove hand grips. Andrew, Manager at 99 Bikes Penrith, kindly offered the support of his staff to give us professional assistance on our projects which will include: a qualified bike mechanic coming to our St Marys Community Day Program for 9 hours a year to assist in the workshops, teach us more advanced techniques such as gears and brakes, as well as free safety checks for all our completed bikes as well as a discount on parts for each bike project. They will also do minor adjustments to any completed bike, prior to selling for free. This will ensure all bikes sold through our BikeZone Workshop is at a safety standard.

Thank you Andrew and team at 99 Bikes. We are all very excited for this partnership to go ahead, as the benefits to our participants and our BikeZone project will all be positive.



# hayley and samantha



## achieving goals and living independently

One of the things we love about what we do at NADO is supporting our participants achieve their dreams and goals.

For most of us, living independently is just a given. Most of us learn as we get a bit older the skills of running our own home, paying bills, cooking meals, along with general hygiene and cleaning, while living a fulfilling life and to achieve this is a satisfying accomplishment.

Well this is no different for our participants, but they may just need a little more help and support, but we are finding this goal is getting ticked more and more.

Hayley and Samantha are a perfect example of this.

Hayley and Samantha have been friends for over 10 years, both sharing the same goal of being able to live independently.

After a bit of a search, both ladies agreed on a suitable home for themselves and with the help from their families and NADO, they successfully gained themselves their first home – a place they could call their own.

Both Hayley and Samantha had fun going out shopping for furniture and items for their new home and after a few anxious weeks of waiting, their furniture arrived and unpacking began - the young women finally moved in to their first home where they would be supported by a wonderful team of NADO employees.

Moving out of home was always a dream for Hayley and Samantha and now they are here living in a beautiful home and learning new skills each day.

With the help of the support staff they are both building their independence around their home and within their community.

Each night both Hayley and Samantha are cooking meals and throughout the week they are budgeting, planning their meals and scheduling their own appointments into their busy schedules. They also enjoy having their friend Maryanne stay over and having a girl's night in.

With working and keeping in touch with their families and friends they have both managed to still find time to build skills and keep their home sparkling and clean. Now that they are settled, they have agreed that their current place is maybe a little too small for them and are excited about the opportunity to move into a bigger property where they can continue to develop their skills and put what they have learnt into practise.

# rebecca mcandrew's story



NADO is just not about supporting our participants achieve their goals and living a fulfilling life, but also supporting our families and carers.

We understand that the NDIS process can be confusing and if you haven't had supports as such previously, overwhelming to say the least.

Too many times we hear from families who just don't know where to start and our staff have been able to support our participants and their families/carers through this process and achieving the best possible outcome for everyone.

## Here is Rebecca McAndrew's Story:

In July 2017 Rebecca was seeking support for her twin boys Jacob and Joshua who were 16 years old at the time and in desperate need of help.

Rebecca came into our NADO Connect office located in Penrith and met Jacki Long. Jacki spent time talking with Rebecca and listening to her needs and what supports both Jacob and Joshua required.

Jacki then accompanied Rebecca and went over to the Penrith NDIS office and learnt both boys did in fact have NDIS numbers. After getting copies of the Access Forms required, Jacki and Rebecca then went back to NADO Connect and had a look over what support information was needed to go with the access forms.

With Jacki's help, many emails went back and forth with NDIS to ensure we had the correct information required – once the information was collated together, then both Jacki and Rebecca headed back down to the Penrith NDIS Office and submitted the forms.

The next steps for Rebecca, Jacob and Joshua was a meeting with a Planner where NADO was also in attendance. Five months later in December, 2017 Rebecca was thrilled to have received Joshua's NDIS plan and his services commenced. Unfortunately having received only Joshua's plan at this stage and Joshua receiving support only, lead to behaviour issues with Jacob.

Finally in February, 2018 Jacob also received his NDIS plan and Jacob was able to commence with his services and both Jacob and Joshua haven't looked back.

Our dedicated staff supporting both Jacob and Joshua has been a huge relief for Rebecca. A huge shout out to Aaron Woodland, Tom Moore, Joshua Banayad and Julie Vazquez affectionately known as Mary Poppins.

**"I have been blessed with such wonderful and committed NADO staff Julie Vazquez, Aaron Woodland, Joshua Banayad and Tom Moore".**

**Rebecca McAndrew  
Parent**



# multicultural working party



## Earlier this year Gity Shariati, Co-ordinator was asked to sit on the Multicultural Working Party.

The aim for the Multicultural Working Party is to provide advice to Council on issues relating to Multiculturalism and the wellbeing of residents from Culturally and Linguistically Diverse (CALD) backgrounds in Penrith City.

The objective is to provide the following:

1. Provide advice on the relevant Council policies and procedures
2. Promote Penrith as a City that respects Multiculturalism as a means to contribute to social inclusion
3. To provide a forum where community members from a multicultural background and representatives from social services can raise issues of concern
4. To assist Council in identifying strategies to improve access and social inclusion for people from multicultural backgrounds
5. To support Council in providing leadership and advocacy for the broader community to achieve social inclusion for people from multicultural backgrounds.

It is an honour and a privilege to be on the Multicultural Working Party. Since I've been on the working party, I've seen and been a part of some amazing events. As a working party, we meet and discuss up-coming events that aims to bring together Multicultural engagements for events such as Harmony Day, Day of Peace and other events throughout the year.

This gives me the opportunity to share with my colleagues and business networks and invite them to events such as: Spicy Penrith Restaurant event day which is a wonderful event full of dancing, music and food. Harmony Day was also another big event run by Penrith City Council. I was so proud of Matthew Cummings one of our participants at our Macquarie Avenue Community Day Program, where he was able to read a poem on Inclusion and Diversity. Not only was this a joyous moment for Matthew personally, but he received an overwhelming response from the crowd with cheers and clapping.

Being a part of the Multicultural Working Party has given me a platform to advocate for NADO and people living with a disability and the diversity of people we are connected to. The networking has been extremely positive and many new connections have been made.

I have had the privilege to meet many inspiring individuals from the working party and learning about the wonderful work they are involved in to assist the quality of inclusion for people from non-speaking English backgrounds to connect into the wider community.

Before joining, the working party was not aware of the impact that NADO has made with our Friendship Day, which we have held over the past few years and our passion for bringing the different facets of our community together. Not only has the working party learnt more about NADO and the work that we do, I have also learnt about different services that are available to people from non-speaking English backgrounds that I was not aware existed and I am now able to bring that knowledge to NADO to assist with communication needs.

I've had the privilege to meet Clr. Karen McKeown, a person who shows genuine interest in the community and someone who I have learnt a lot from. She is a great supporter of NADO and in particular our quarterly Friendship Day.

I look forward to continuing on the Multicultural Working Party and sharing the wonderful event coming up with my colleagues and networks.

## driving to independence:



## Maddeson McGee

For young people, a major "rite of passage" is learning to drive. Driving signals independence, social life, and just feeling accepted by peers.

When you can't drive yourself, you can't go where you want, when you want. As a result, people often report feeling dependent on others to get around, or "stuck" in the house.

For Maddeson, it was important to have the independence of being able to drive herself around.

Over the next 12 months with the help and support from Charlotte, NADO Support Worker, Maddeson studied hard for her L's and earlier this year, success was hers.

Maddeson has now started driving lessons with a driving school. Her current NADO Support Worker Taliah goes with Maddeson and sits in the back to offer any support and encouragement as needed.

Maddeson now has her own car and her Mum has also put her hand up to help teach her and take her out for lessons.

Maddeson is going great with her driving and hoping to have her P's soon. Well done Maddeson!

# financials

FINANCE

## financial report

Nepean Area Disabilities Organisation Limited  
ABN: 83 188 045 596

### STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2018

Notes	2018	2017
<b>INCOME</b>		
Sales Revenue	11,375,543	10,122,910
Profit from Sale of Asset	29,739	10,418
Miscellaneous Income	158	4,247
<b>TOTAL INCOME</b>	<b>11,405,440</b>	<b>10,137,575</b>
<b>LESS: EXPENSES</b>		
Employee Expenses	9,619,088	7,895,552
Client-Activities	331,565	486,003
Occupancy	516,741	463,471
Communication and IT Expenses	146,136	142,081
Depreciation Expenses	157,109	152,904
Other Administrative Expenses	501,757	506,282
<b>TOTAL EXPENSES</b>	<b>11,272,396</b>	<b>9,646,293</b>
<b>OPERATING SURPLUS</b>	<b>133,044</b>	<b>491,282</b>
<b>Other Comprehensive Income:</b>		
	-	-
<b>TOTAL COMPREHENSIVE INCOME</b>	<b>133,044</b>	<b>491,282</b>



# financial report

Nepean Area Disabilities Organisation Limited  
ABN: 83 188 045 596

## STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2018

	Notes	2018	2017
<b>ASSETS</b>			
<b>CURRENT</b>			
Cash and Cash Equivalents		2,594,259	3,171,915
Accounts and Other receivables		925,403	426,795
Prepayments		81,167	60,153
Other Assets		7,810	9,453
<b>TOTAL CURRENT ASSETS</b>		<b>3,608,639</b>	<b>3,668,316</b>
<b>NON-CURRENT</b>			
Property, Plant and Equipment		372,664	423,770
Other Financial Asset		17,700	18,200
<b>TOTAL NON-CURRENT ASSETS</b>		<b>390,364</b>	<b>441,970</b>
<b>TOTAL ASSETS</b>		<b>3,999,003</b>	<b>4,110,286</b>
<b>LIABILITIES</b>			
<b>CURRENT</b>			
Trade Creditors and Other Payables		693,477	931,465
Employee Benefits		492,204	439,269
Other Provisions		117,950	175,082
<b>TOTAL CURRENT LIABILITIES</b>		<b>1,303,631</b>	<b>1,545,816</b>
<b>NON CURRENT</b>			
Other Provisions		103,200	103,200
Employee Benefits		117,834	119,976
<b>TOTAL NON CURRENT LIABILITIES</b>		<b>221,034</b>	<b>223,176</b>
<b>TOTAL LIABILITIES</b>		<b>1,524,665</b>	<b>1,768,992</b>
<b>NET ASSETS</b>		<b>2,474,338</b>	<b>2,341,294</b>
<b>EQUITY</b>			
Accumulated Funds Prior Year		2,341,294	1,850,012
Surplus for the Year		133,044	491,282
<b>TOTAL EQUITY</b>		<b>2,474,338</b>	<b>2,341,294</b>

Nepean Area Disabilities Organisation Limited  
ABN: 83 188 045 596

## STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2018

	Notes	2018	2017
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Funding from Commonwealth and State		10,418,184	8,904,578
Funding from others		1,611,988	1,472,637
Payments for supplies and employees		(12,618,996)	(10,196,063)
Donations and Fundraising		34,771	62,071
Interest received		52,662	53,959
<b>Net cash provided by operating activities</b>		<b>(501,391)</b>	<b>297,182</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Proceeds from sale of property, plant and equipment		60,347	69,643
Purchase of property, plant and equipment		(136,612)	(268,288)
<b>Net cash (used in) provided by investing activities</b>		<b>(76,265)</b>	<b>(198,645)</b>
Net increase in cash held		(577,656)	98,537
Cash and cash equivalents at beginning of financial year		3,171,915	3,073,378
<b>Cash and cash equivalents at end of financial year</b>		<b>2,594,259</b>	<b>3,171,915</b>



# community

## fundraising and donations



### Fundraising:

2017/18 proved to be a successful year for both fundraising, as well as receiving donations.

2017 saw our first major Raffle, with a trip for two to Hawaii as first prize and a 55" curved TV as second prize which was kindly donated by Hosted Network. We were able to find a platform to sell tickets online as well as sell paper tickets, and after an initial launch and a few hiccups, tickets started to sell. The success of the raffle, raising over \$4,000 will now become an annual event.

We held a trivia night at The Village in Penrith for our Touch Football team to travel to Bundaberg, and participate in the 2017 Bundy Cup. Raising over \$1500, the proceeds helped with the costs of this exciting tour for 40 football players.

Our Annual Christmas Stocking Filler Online Auction which is held in December each year, again was a lot of fun. This was our 3rd online auction and is now a much anticipated event raising over \$1,000.

### Donations:

#### Tree of Hope, Penrith Panthers

NADO was thrilled to be invited by Jason Stone, CEO at Penrith Panthers to participate in their 2017 Tree of Hope.

Nine charities were invited to decorate a Christmas tree that were displayed in the foyer at Penrith Panthers over the festive season. Members, Directors and Staff then voted for their favourite tree, with the winners receiving cash donations.

NADO was chosen as the Directors choice and received \$3,000. We thank Penrith Panthers for the

opportunity to participate – it was a lot of fun and we hope to participate again next year.

Thank you Penrith Panthers, for inviting us to take part and for our donation of \$3,000.

#### Sydney Brick Show

The success of the Sydney Brick Show held at Panthers in April this year, led to a massive crowd on both days with attendees being amazed at the Lego builds, from replica cars to robots to major cities with all of the detail you could imagine.

The exhibition showcased the creations of talented Lego builders from Greater Sydney and across Australia for viewing by the general public. Known as AFOLs, Adult Fans of Lego, their passion is to create wondrous designs made from the little brick for you to enjoy.

The exhibitors from Sydney Brick Show set themselves apart from other fan events in offering not only Australia's premium displays, but a hands-on experience for all visitors. Each year they endeavour to bring fresh ideas for the enjoyment of patrons

Sydney Brick Show kindly donated their proceeds from this event to NADO, with a very generous donation of \$22,657.

Donations are vital to NADO, with the extra funds assisting with the purchase of wheelchair accessible vehicles, sensory resources, sports equipment and technology that supports communication for people with a disability.

We thank the Sydney Brick Show committee and exhibitors for choosing NADO as your charity for 2018.



# fundraising and donations



## Staff Thank You Dinner

Our staff are our greatest asset. We have a great team at NADO and it is heart-warming when our community acknowledges their efforts.

Aaron Hadfield, Managing Director of Reozone offered to support a "Thank you" dinner for all our staff. We organised a dinner for staff at St Marys Leagues Club, where staff got to sit back and relax and had a great time.

On behalf of all our staff at NADO, we say thank you Reozone, it was lovely to have someone within our business community recognise the great work our staff do, day in and day out.

## Touch Football Sponsorships

Our Touch Football teams have been going from strength to strength each year. We have had a lot of support with various organisations donating either money or items to auction off at our Touch Football Trivia Night.

We would like to say thank you to St Marys Leagues Club, Reozone and Elite Sand & Soil for your continued support and sponsorship towards our teams travelling to Bundaberg for the Bundy Cup.

## In-kind Donations:

Supporting NADO is not always about donating money. The team at ReachLocal have been working closely with our Marketing Director, Joshie Hwang on marketing strategies for our google adwords and providing invaluable knowledge and resources. Not only have they given NADO a significant discount, but staff have worked above and beyond to help cement NADO as a leading Disability Service Provider within Western Sydney.

We would like to thank Melina and team for their continued support.

Wet'n'Wild's Community Fun Day has become a much anticipated event over the last few years, where Wet'n'Wild generously donate tickets to local community organisations.

NADO has been fortunate enough to be invited and last September received 85 tickets for our participants and staff.

Thank you Wet'n'Wild, as always, everyone had a wonderful day.

## Grants:

October each year we celebrate Carer's Week. We like to do something a little different each year and this year on Friday 20th October we took our Carers on another fun filled day out.

We met at NADO's head office in St Marys for morning tea with Councillor Karen McKeown before heading off to Parramatta Park for a tour of Old Government House and then Lunch at Lachlan's Restaurant. Unfortunately the sky's opened up, however, the rain didn't hold us back and everyone thoroughly enjoyed themselves.

A big thank you to Modified Mafia - Katherine Mead, Dylan McGlinn, Joel Salvadorena and David Shan for volunteering your time to drive our carers to Parramatta Park and back and to Kyle Howlett for organising the drivers with Katherine and a big shout out to Carers NSW for your \$250 grant which enables us to give our Carers a fun and relaxing day out.

**Through our fundraising and donations, we were able to raise \$57,428.**

# friends of nado

## Together we can transform lives...

Donations we receive through the Friends of NADO program, help us to better equip our programs with resources to support participants achieve their goals.

We were thrilled to welcome our new Friends of NADO for the 2017/18 Financial Year – 1000 Mile Travel Group, Ema Finance and Signace. They join an "elite" group of businesses and take us to 18 Friends of NADO.

## We say thank you to:



The funds raised will support the purchase of another Friends of NADO wheel chair accessible vehicle in the new Financial Year for 2018/19.

# nado vip partners

Our aim for our NADO VIP Card is to give our participants and staff “a little something extra” and with over 850 VIP Cardholders and 29 businesses partnering with us, this helps to strengthen our relationship with our local businesses community.

At no cost to our partners, other than their nominated discount should a Cardholder purchase or use their services, this gives a great avenue to promote their business.

We aim to launch our App later in the year which will be another great platform to promote our NADO VIP Partners and their offers.

We thank our NADO VIP Partners for 2017/18:



# nado vip partners







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