



ANNUAL REPORT

2018-19





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reports

president's report



percy madon
President

"So many of our dreams at first seem impossible, then they seem improbable, and then, when we summon the will, they soon become inevitable."

– Christopher Reeve

We at NADO believe in making this a reality for our participants. It has been an interesting 12 months for the organisation and one in which we have learned and grown with our participants. It has also been a period where we have consolidated our processes, as well as our fiscal position under a changing paradigm driven by the NDIS reforms. I am proud to say that as an organisation, we are now uniquely positioned to capitalise on the opportunities that a rapidly changing industry will offer to both participants and service organisations like NADO.

Standing still has never been something in our ethos and the last few years have seen us executing on our mid-term strategy set out in 2015/16 of branching out into newer domains like accommodation and clinical services successfully. This has provided our staff and our management teams greater opportunities for professional development, whilst also giving our participants more options. All of this has been brought to life through the leadership provided by our CEO Denise Heath and her talented and dedicated leadership team, who strive relentlessly to provide services that respond to the needs of our valued participants.

The coming few years will be both an exciting and challenging period for organisations like NADO, as participants begin to experience the choices and options that a nation changing initiative like the NDIS brings. Over the next few months, the board will spend some time in defining the long term direction for NADO, to ensure that we invest in skills, people and technologies that support and enable our participants to turn what might have seemed impossible just a few years back into an inevitability that delights them and enhances their lives.

All of this would not be possible without a board that is made up of people that are balanced, dedicated and exceptional humans, and for that I would like to thank my fellow directors in Ray Dyer, Anil Puri, Rhonda Burke, Samuel Arnold, Lauren Hughes and Owen Rogers (resigned 24/1/19).

I believe that NADO is well positioned to continue to grow and provide relevant services and support that assist in transforming the lives and wellbeing of our participants.

chief executive officer's report



denise heath

Chief Executive Officer

NADO seeks to be a model organisation, helping to create a society where people with a disability are respected, valued and empowered to live a life of fulfilment, choice and purpose.

We are a mission based organisation that is committed to providing services and supports that respond to the needs and personal goals of people with a disability, their families and carers within the context of their home, work and community life.

The National Disability Insurance Scheme offers participants of the scheme the opportunity to purchase services that fulfil present needs as well as the freedom to re-imagine the future and tailor supports to underpin new and bolder goals in life. It is a game changer that fits perfectly with NADO's Vision.

Five years ago, as we prepared ourselves and our organisation for the big changes ahead, our team was overwhelmingly optimistic about NADO's ability to survive and thrive in the new paradigm.

This confidence and optimism generated the energy to support the first of the participants and families through what was a rocky start as well as learn and adapt to new systems both internally and externally.

Since then, NADO doubled in size in financial terms as well as doubled in staff numbers. We are still growing and now broadening our suite of services to include allied health, so that we continue to meet the needs of our community.

We believe we are best suited at this point to remain a local service, close to our community, ensuring our staff and service culture is knitted tightly, that our connections into community, health and business remain strong and that we as an organisation continue as a valued, respected arm of the community that can be easily reached and absolutely relied upon.

Our service support team are everywhere in our community, side by side with participants, fulfilling a role that facilitates personal goals being met and exceeded. We are very proud to have such a large, skilled and diverse team that can respond effectively to our participant's requirements.

Our administrative team has grown because of the increased administration required of the NDIS, but the efficiencies are still there and greater skills have been developed to accommodate the new systems we have implemented, a big adjustment was needed, and they absolutely rose to the challenge.



As a growing organisation, I am so impressed by the leadership team who have also taken up new challenges and have become respected leaders in their roles. They have many responsibilities to ensure compliance, deliver services, support family relationships and manage staff, underpinning the quality and reputation of our service.

I'd like to thank my fantastic team for all that they do and bring to NADO, Narendra Charan - Chief Financial Officer, Brooke Wilkie - General Manager, Julia Tierney - Human Resources Manager, Deborah Ferreira - Marketing Manager and Linda Wilson - Community Engagement and Sponsorship Manager.

I'd also like to acknowledge and thank NADO's Board of Directors; Percy Madon, Ray Dyer, Anil Puri, Rhonda Burke, Samuel Arnold, Lauren Hughes and Owen Rogers who continue to set challenging, worthwhile goals, take a deep interest in the welfare of participants and staff, and bring short, medium and long term thinking to NADO's strategic direction.

The team of NADO have contributed to a very successful year at NADO. We can proudly point to many achievements for people we support and look forward to new and exciting horizons ahead.



treasurer's report



anil puri

Treasurer

NADO experienced a strong year with continued growth in income, being 16.2% up on FY2018 to achieve Total Income of \$13,250,985 for FY2019, plus an improved surplus position of \$632,284 (up from \$133,044 in FY2018).

This is the fifth year of growth in double digits (12.5% for FY2018, 30.4% for FY2017, 19.3% for FY2016 and 16.5% for FY2015). The rate of growth is consistent with previous years and is a combination of growth in participant numbers and an increase in the NDIS pricing rates on 1st July 2018. The increase in rates is welcome and now makes all of NADO's services viable and sustainable. This was a concern in FY2018, being the first full year of the NDIS, where certain services were not sustainable and needed to be supported by other service areas and hence the slim margins in the FY2018 year.

However, more important than revenue growth is the strong surplus that we have delivered this year, with a surplus of \$632,284 (up from \$133,044 in FY2018). The Operating margin for FY2019 is 4.8% which is a healthier and more sustainable position than the tight margin of less than 1.2% in FY2018. This improved margin allows NADO to weather hiccups in operating cash-flow, provides us with more capacity to offer a wider range of services and allows for investment in our people, our systems and future infrastructure and resources.

Our income growth was broadly based with positive contributions from all service categories including growth in our new Clinical (Psychology) service and the NADO Sensory Store. We experienced particularly strong growth in our Day Programs and Accommodation services helped by the NDIS price increase on 1st July and continued demand for these services. It is particularly good to see NADO maintain its excellent reputation as a provider of caring, quality services during the full transition to NDIS. Our frontline team and supervisors should be highly commended for their dedication to our participants and carers despite many challenges and changes to processes.

Our expenses have also been well controlled and managed this year which has contributed to the improved surplus and operating margin. Both labour and non-labour expenses have dropped as a percentage of income despite investments in upgraded software systems. These improved systems will help us to streamline processes, create efficiencies, make things easier for our people, plus allow us to refine and improve our service delivery further.

During the year NADO also purchased its first residential premises to be converted for use as a group home. This is an important investment for NADO and will complement our existing leased accommodation premises. The investment was partially bank financed, and was only made possible because of the accumulated surpluses over many years. This investment allows NADO to provide for a stable and secure accommodation option for participants in need of long-term housing. This investment can be seen in our balance sheet as an increase in assets, partially offset by a new liability item reflecting the bank loan.

The good surplus for FY2019 and the more stable debtors situation has meant that cash holdings were at similar levels at the end of FY2019 as they were at the end of FY2018, even after the purchase of the house. However, debtor levels at the end of FY2019 are still higher than we would like because of delays in payments being processed by the NDIA. We continue to work closely with the NDIA to clear outstanding amounts and to keep the debtors balance as low as possible.

Having completed the second full year of the NDIS regime, it is pleasing to see that NADO has settled well into the new system. Despite ongoing administration bottlenecks and payment delays by the NDIA, the NADO team has embraced the move to NDIS and the additional services and benefits available to our participants and the wider market. NADO has a strong brand in the local area and continues to receive positive feedback from participants, carers and our team of committed people. Our frontline team, supervisors, managers and the Board are all working very well together and we are looking forward to continued growth and in the coming year and beyond.



narendra charan

Chief Financial Officer

Narendra Charan CFO heads up a skilled team who have worked hard to implement new systems to improve NADO's efficiencies. Narendra's team, Brigitte Sirocic – Bookkeeper, Lisa Devery – Accounts Officer, Bhaumika Patel – Finance Officer and Stephen Rose – Property Officer continue to work with passion and dedication.

Well done for your continued hard work throughout the year.

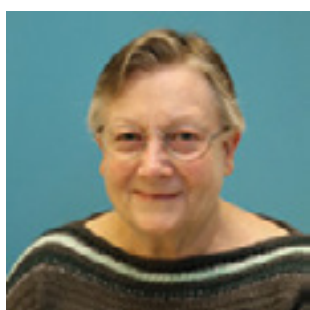
governance board



President **Percy Madon**, commenced on the Board in 2013, and became President of NADO in 2018. Percy 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.



Vice-President/Secretary **Ray Dyer**, commenced on the Board in 2010 and became President of NADO in 2014 to 2018. 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.



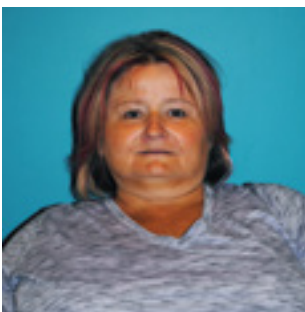
Director **Rhonda Burke**, commenced on the Board in 2000 and specialises in disability and carers' needs. Rhonda is a parent and carer of an adult son with a disability. Rhonda is a strong advocate for people with a disability and carers, ensuring that their voices are heard.



Director **Samuel 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. Sam is passionate about the empowerment of people with disability to pursue a chosen valued life.



Treasurer **Anil Puri**, commenced on the Board in 2014 and 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.



Director **Lauren Hughes**, commenced on the Board in 2018. Lauren brings a lived experience of disability to NADO's Board. Lauren is an active member of the Penrith community and a keen advocate for an accessible community and she recently sat on the Nepean Disability Expo committee.



Director **Owen Rogers**, commenced on the Board in 2011 and 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. Resigned 21 January, 2019.

service delivery report



brooke wilkie

General Manager

As General Manager of NADO's services, there is a high level of activity ensuring participants are receiving the best quality of service that we can provide. I'm fortunate to have such a great leadership team that I know I can rely on to lead, mentor and train our growing team of support staff to deliver high quality services.

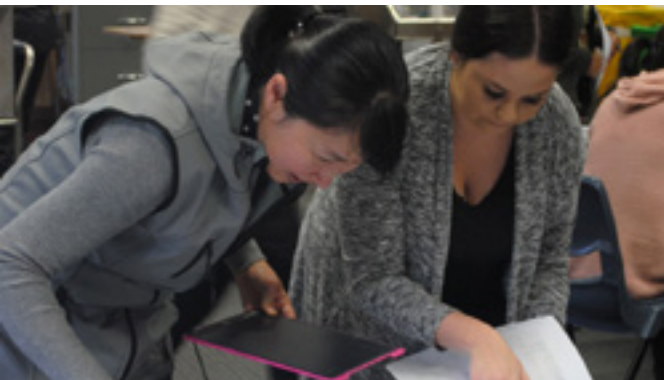
As well as our day to day services, as an organisation we are changing and trying new things.

Our goal of branching into psychological services came to fruition, with Aleksandra Cimburovska and Shagufta Alam commencing a range of services including, counselling, assessments and art therapy. Given the benefits to our participants our aim is to now grow that service into a multi-disciplinary team with the addition of other allied health professionals.

Our Penrith Centre Based Day Program closed this year after a long period of unsuccessfully trying to find a suitable alternative premises to replace a centre that was very run down and earmarked by Council for future re-development. Some participants joined with other existing programs and some moved on to other service providers. The team were redeployed across NADO services, although Joy Lockyer, coordinator decided to leave at the closure of the program. It is never easy to make decisions that involve the break-up of teams or create changes for participants and their families, but we moved through our options carefully and we are pleased that all participants have experienced positive outcomes.

After a review of the coordination structure of two other Day Programs, we decided to combine both under one coordinator to increase efficiencies and better utilise our resources. Marilyn White, coordinator of the St Marys centre, decided on a move to retirement and Gity Shariati now oversees both the Macquarie Avenue and St Marys Day Programs.

This change reflects the successful transition of our two mountains Day Programs, overseen by Suzanne Giordano and the benefits of sharing staff and vehicles across two programs, as well as the diversity of program options that participants can be part of.



NADO by the River, coordinated by Tina Khalifeh has grown with the addition of participants from the High Street centre, and as with her peer coordinators, has risen to the challenge demonstrating high level team management skills and strives for quality services.

The accommodation services also expanded during the year, requiring a substantial change to the management structure with a new layer of coordinators to ensure participants receive quality and appropriate staff supervision. We recruited a number of new positions, filling roles with existing staff, as well as new applicants. The team headed by Vanessa Vella-Adams are settling well and enjoying their new roles and responsibilities.

Our Support Coordination team had some movement throughout the year, with some role changes to develop new skills. By the end of the year Yel Lorenzo joined Sharon Mason and Tara Kelton as the team providing Support Coordination from our office in Henry St, Penrith. They find their roles to be rewarding and challenging and its great to see their expertise and knowledge growing to benefit the often complex needs of their clientele.

Amy Hudson moved from Support Coordination with a desire to coordinate Children's Services. She has excelled in this area, providing safe and enjoyable school holiday activities and one to one services for children, with plans to develop group activities at other times to support families with other weekday options.

Yusdi Maksum has had a busy year coordinating weekend group activities, managing NADO's Social Club and organising trips away with Tours4U. The activities can be booked through an on-line booking platform, increasing our efficiencies and reducing time on manual tasks. His activities are very well attended and remain a popular choice for many who have developed strong friendships through the group activities.

At our NADO Connect office, Jacki Long and Megan Hayes, with assistance from Trudy Smith, Customer Service Officer, their roles comprises of coordinating and matching staff to their client group who request community or in-home supports to meet their goals. They also have first access to our growing fleet of wheelchair accessible sedans for an easy transport solution for their customers. The vehicles have all been purchased through the kind donation of our Friends of NADO Partners and The Great Walk Foundation.

Lastly in my team, Vanessa Santucci has undergone some changes in her role as well over the year, taking on the role of fulfilling orders and managing stocktake for the SensoryStore, overseeing Plan Management Services and performing various administrative functions which is a great help to both me personally and the organisation.

I'd like to thank all of my team for their service to the community, our participants and to NADO. I would also like to thank the management team who drive and support the changes and initiatives, including the Finance Team, Human Resources Team, Marketing and Fundraising – we simply couldn't do what we do without such a skilled and professional team.

human resources report



julia tierney

Human Resources Manager

"Wow! It has been a year already. We have had some exciting progress within the Human Resources space, where do we start?"

A year ago, our focus was to deliver meaningful projects to support our people to be enabled, engaged, safe and motivated to do the best they can in providing the best quality service to our participants. How have we achieved this in the last year?"

Commitment to Training and Development

The majority of our workforce support participants with a disability. The participants are our primary focus and require the upmost support, skill and care. Failing to provide the right support poses potential risk. To minimise risk, the leadership team spent time on analysing each position to understand what education and/or training is required in order for the team to be equipped in performing their role to a high standard and in a safe manner.

This exercise led the team to develop an identified skill set for each position. Taking the requirements of the skill sets on board, we partnered with TAFE NSW who have commenced in delivering the training to the team bridging the skills gap. To ensure the skill sets are consistent across our workforce, we have re-designed our On Boarding Program which ensures all new staff are captured within the identified skill sets training. So far the feedback has been overwhelmingly positive in respects to the TAFE training as well as our on boarding program.

Workplace Health and Safety

The introduction of "NADO Incidents", an online reporting and application based system where

employees have the ability to lodge all incidents via the app and/or portal which eliminates paper based forms. This delivers efficiencies, accurate data and reporting and ensuring corrective actions are managed to minimise health and safety risks within the workplace. It further creates a safe working environment for all employees. A safe workplace has been proven to support a more engaged, committed and loyal workforce.

Performance and Development System

A refined performance and development system named M.A.P.S has been introduced for all supervisory positions. The system enables accountability amongst the supervisory team to ensure NADO's leadership team are leading their teams along the journey in supporting NADO's strategy. M.A.P.S also builds the leader's capability, ensuring support, trust and a positive environment is created for our people, participants and within the community as a whole.

Employee Recognition Initiative

We were excited to have introduced our Employee Recognition initiative, where our workforce got involved by nominating one of their work colleagues to be in the running to receive this award, with a winner being selected each quarter. The recognition does not stop there as the four employees who receive the Employee Recognition Award where then put forward again to the workforce where their peers vote one of the nominees to take out the big one – Employee of the Year. Employees have appreciated this initiative as they feel a sense of belonging, are included and are valued.

The nominees that are being put forward for Employee of the Year 2019 include: Qtr 1 Julie Attard, Qtr 2 Julie Vanquez, Qtr 3 Lee Merryweather and Qtr 4 Victor Santos. The Employee of the Year will be announced at our Staff Conference in August.

As we head into the new financial year, our key focus remains in building a strong enabled workforce where the team feel valued and included within the areas of training and development, health and safety, reward and recognition and improved systems.

Before I close off, I wanted to take the opportunity to thank the Leadership team for their ongoing support. To Brooke Forde who continues to deliver a positive contribution to the HR function. To Ann Schmitz who has become part of the HR team whilst still focusing on providing quality customer service, thank you for supporting the HR function.

I look forward to continuing in rolling out great initiatives to best support our workforce and look forward to continuing to work with the team.

accommodation report



vanessa vella-adams

Accommodation Manager

This year, Robert and Samantha achieved their personal goals of living independently and in Samantha's case, living on her own.

In May 2019 Robert, who had been temporarily residing in our short-term accommodation Cottage, received approval for his Supported Independent Living (SIL) funding in his NDIS plan. Robert was thrilled and with pure excitement, packed his bags to move into his home.

Robert came to NADO back in 2018 under unfortunate circumstances and faced daily challenges that restricted him from living a fulfilling life. Robert moved into his new home and has been working incredibly hard to build his independence and is enjoying reconnecting with his community.

I would like to thank Lesley Johnson and Wendy Scott, as well as their staff at the cottage who have supported Robert to work towards achieving his goals and the transition to his own home. I would also like to acknowledge Jessica Spiteri and her staff who now support Robert in his home environment.

Robert says that he loves his new independent life and says he is very grateful to have NADO staff supporting him to achieve his goals.

Samantha had been residing in a shared living situation for just over 18 months, but she really wanted to live on her own. With the support of Jessica Spiteri and Tara Kelton, Samantha was able to privately rent a granny flat and live on her own with drop in supports.

Samantha enjoys her independence and continues to work on her routines and skills so that she can become as independent as possible.

Our goal is to help people with disability find and transition to their ideal home environment. This, however, doesn't come without challenges and barriers, but a combination of networks, negotiation and enthusiasm usually wins the day!

Thank you to the leadership of Supported Independent Living – Annette Hofmeier, Donna Newton, Kylie Loadsmen, Jessica Spiteri, Michelle Felstead and Aga Rogoz.

I would also like to thank all of our support staff who work across accommodation - your passion and dedication shows through every participant you support. Their success in life is dependent on those around them who believe anything is possible and for this, I truly thank you for.

NADO's Short-term Accommodation Cottage located in St Marys, continues to receive daily enquires and return bookings, along with new participant bookings, reflecting the quality of service being provided and the ability of the staff to provide these supports.

Short-term Accommodation not only has participants booking in for short stays, but we also support those who need long-term supports until suitable permanent accommodation is found.

I would like to thank Lesley Johnson, Short-term Accommodation Co-ordinator and Wendy Scott, Short-term Accommodation Team Leader, for all their hard work and dedication to ensure that each participant is supported and feels at home. To my team of staff - you do an incredible job, thank you for all your hard work.

In closing I would like to acknowledge the partnership within NADO from the Support Co-ordination team, our General Manager in Operations and finally our Clinical team who collaboratively support participants in supported independent living to develop, and be successful in life. I look forward to our continued partnership and what 2019/2020 will bring to accommodation.

marketing report



deborah ferreira

Marketing Manager

As trends and innovations continue to evolve, NADO will develop a new sense of brand professionalism and continue to enhance its digital presence whilst growing and embedding connections into our target audience and across the wider community.

The term marketing can have a broad spectrum of different meanings, however in simple terms, marketing is one of the many key components to the success of an organisation.

Channels of marketing can include research components, advertising, branding, publicity, pricing, strategy, online marketing, public relations, social media, direct marketing and sales.

Marketing is a relatively new frontier for NADO and one of which will continue to grow and strengthen. In the previous year marketing had a focus on streamlining technologies, advancing software systems and planning an initial strategy into the world of digital marketing.

Over the past 12 months a new CRM, event booking and live chat system was implemented in addition to a custom built website for NADO that improved online ranking and created a positive customer experience via its navigation features. In addition to this, various online videos were created to showcase NADO in a professional sense involving our staff and services available as well as an ongoing Google Adwords grant that aids NADO in a higher ranking and attracting more web traffic.

This period also initiated the launch of the retail arm of the organisation - the SensoryStore, which provides a range of quality therapeutic products designed to help support people living with disabilities or sensory needs. The physical placement of the store is located at the NADO Head Office in St Marys as well as having an online shop available for people to purchase nationwide. A new and refreshed website for the sensory store will go live in the latter part of 2019 that will greatly improve customer navigation, increase site speed and incorporate new features like a search tool,



news feature and inbuilt SEO components with an overall aim to grow our online sales and extend on products.

Social media has also been a major component of the NADO marketing and all of our current platforms (including Facebook, LinkedIn, Twitter and YouTube) were reviewed and tested for their content and functionality purposes. NADO also launched on the Instagram platform in June of this year in order to capture varying age groups, interests and demographics. According to the stats of May 2019 the top three social media channels are Facebook, YouTube and Instagram with WhatsApp, Snapchat and LinkedIn following behind. Marketing will continue to track the ongoing and ever changing trends regarding social media and recognises that it is a major component relating to brand awareness, public relations and a direct and open communication point to our current and prospective participants, their carers and families.

Marketing has also spent time installing tracking methods and analytical tools into its online systems to ensure we know what is (and isn't) working for the organisation. This will give us a blueprint for the direction moving forward year on year and help us in planning and forming a strategy for long term marketing plans. In addition to this we have changed our blog topic articles to represent the inside workings of NADO, allowing people to have more insight into all of the great things that both NADO staff and its participants achieve.

A new highlight that NADO has commenced this year is a brand update which involves collating all pieces of collateral and online components to refresh the design of the brand, which will feature NADO in a

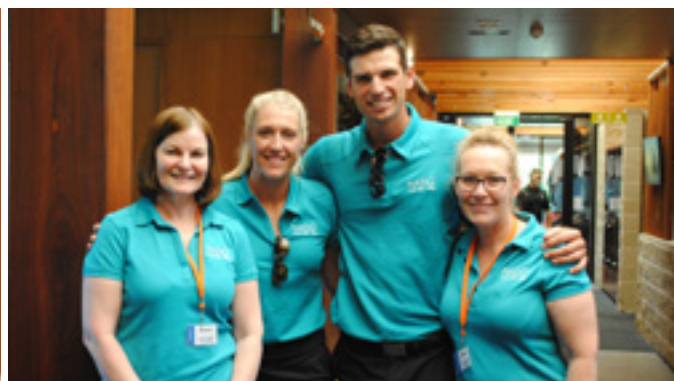
new, modern and professional sense. This will cover items such as brochures, posters, booklets, corporate stationery, signage, mobile advertising, websites, emails and all items across both a digital and print platform. As part of the brand update, a professional photoshoot was executed in June which will now allow NADO to use original and quality images that reflect the heart and passion of the organisation.

An additional component that marketing has initiated and supported was the submission for various grants that can financially contribute to NADO to allow us to re-invest in various programs that will continue to benefit our participants. An example this year was the Westfield Penrith Local Hero in which Brooke Wilkie was proudly one of the six finalists with results pending later in the year. If successful Brooke will use the \$10,000 Grant for the NADO Touch Football team to confirm entry into the Nationals 2020 which will be a pinnacle achievement for the team.

Another positive item this year was the re-alignment and re-structure of the roles between Marketing and Community Engagement and Sponsorship. This will allow these sectors of the business to focus on its individual goals as well as working and supporting each other across the entirety of the brand and aligning relevant campaigns to achieve the most successful outcome.

Marketing has some exciting new things on the horizon for 2019/20 and will continuously endeavor to evolve within new and current trends to ensure that NADO is at the forefront of the disability sector in a professional and polished sense.

community engagement and sp



linda wilson

Community Engagement and Sponsorship Manager

2018/19 became our best year to date for raising funds and awareness about NADO and what we do. I'm thrilled that we received almost \$100,000 in donations and sponsorships that has enabled the purchase of two accessible vehicles as well as contributing to the renovations of our new short-term accommodation property in Winmalee.

The support we have received from our local business community has been amazing with a record 20 businesses supporting us through our **Friends of NADO Program** and 26 businesses through our **NADO VIP Program** (see pages 32 to 35 for Partner details).

We also had fun at our first **Friends of NADO Charity Golf Day**, proudly supported by Elite Sand & Soil and with special guest, up and coming Pro-Golfer – Jordan Zunic. This event was a huge success and it could not have happened without the support of Warren Marshall and Elite Sand & Soil's owner, Jason Roberts, who helped us attain a full complement of sponsorships for the day (see page 30-31).

We were also fortunate to be the Charity of choice again at this year's Sydney Brick Show in April and overwhelmed with another amazing donation from the Sydney Brick Show Committee (see page 29).

Some of the exhibitors from the Sydney Brick Show were also a part of the 175th Penrith Show celebration in August 2018 displaying some of their work in the Paceways Sky-Lounge leading to a further donation from the Penrith Show via the Sydney Brick Show.

As mentioned over the years, we pride ourselves on being an organisation well respected within our community and through one of our local connections, we were introduced to Jonathan Green – founder of the Great Walk Foundation who along with his committee members very generously donated another wheelchair accessible vehicle, a Toyota Rukus (see page 36).

Sponsorship report



This year we introduced our Fundraising with Entertainment. The Entertainment Book is celebrating 25th years with over \$20,000 worth of discounts, not only for dining out, but also retail and local services, shopping, arts, sports and attractions, travel and leisure as well as hotels and car hire.

A highlight for our participants and staff each year are our Friendship Days which are now held 3 times a year and continues to grow with support from our local MP's and Council members, local businesses such as Elite Sand & Soil who cook our BBQ's, our community fire fighters, participants from other service providers and their families. We were thrilled to have held our biggest event with approximately 220 people attending.

The Fundraising Committee meets throughout the year, I would like to acknowledge and thank my colleagues, Denise Heath and Brooke Wilkie for your time and effort. The year ahead looks promising and I look forward to working on all of the wonderful ideas we have for the coming 12-18 months.

I always enjoy working on our Community Newsletter and Social Media as this gives us the opportunity to share our participant's achievements through their stories. We have had many personal goals achieved this year and it's wonderful to see our participants living a fulfilling life and one that is of their own choosing.

This financial year we have participated in a number of different events some of which included the Nepean Disability Expo, St Marys Festival as well as other smaller community events. Thank you to everyone who have volunteered their time to support NADO at these events.

Lastly, I would like to acknowledge the management team - Narendra, Brooke, Julia and Deborah in the amazing work they do and in particular Denise Heath, CEO thank you for your leadership and support over the past 12 months, it's always a joy working with you all.



programs
+
stories

speak out group

October 2018, NADO started its first Governance Group lead by Yvette Proud an independent facilitator to support our participants.

"This group is independently facilitated and focuses on developing group members' capacity to speak up to NADO governance about what is important to people with disability.

Meeting off site enables members to speak freely and with confidence if they do want to talk about their services.

They explore things people feel strongly about and empower people to promote good ideas and practices. They also talk through ways that troubling situations might be addressed.

There is an emphasis on both the individual and the broader peer view – what do other people who use NADO services care about? How do they prepare for direct conversation with the Board who oversee NADO and are responsible for many things, including making big plans for the organisation? How do they help people develop their leadership skills? The voices of people with disability, representing themselves, is vital.

The overall aim is to promote independent thinking and speech for members of this group.

Earlier in the year James Cobban presented to the Board to give an update on what the group is doing and what is important to them.

James gave an overview of his background, spoke about his grandfather and how proud he is of his Aboriginal heritage.

As a group they got to know each other better, they made their own group agreements, share their strengths, spoke up about things like bullying, talked about leadership and enjoyed some delicious morning teas together.

For James, a leader is someone who is responsible and passionate.

As a group they decided they wanted to make a video, run a Speak-Out Fun Day for other participants who use NADO services and make a book.

For their first project they sat down and set out their "Speak-Out Fun Day" goals and decided on the following: To achieve great things; to encourage people to have no fear of speaking out and finally to be role models for speaking up. On the day, they held small group discussions, they each did a talk and



spoke out and finally having fun while busting a move on the dance floor.

Within their small group discussions, they discussed "What Is Important To Me". Most participants said things like – to have all kinds of relationships, getting out and about, being treated fairly, getting a job and having responsibility, while having a variety of ways to express themselves.

Participants were asked what makes them feel strong and powerful and they responded with; doing and completing jobs and responsibilities, when I have friends around and I am included, using my body and voice to dance, song, sport and in nature and expressing my strong emotions like anger.

For a bit of fun, the group asked participants "What Would You Do If You Were The Boss For A Day" - be free to try more new things, far away, at all hours, more friends and nice people in my life, no more rudeness, I can make the world better for others – smiles, giving, helping and finally - I want a job at NADO!

What's next for the Governance Group – they have more money to keep the group going, grow the group and continuing to speak at the NADO Board meetings.

Unfortunately Yvette will be moving on, so the group will be looking for a new facilitator. A huge shout-out to Yvette Proud for the amazing work you have done to get this group up and running and building the trust and confidence of those in the group. Your approach to welcome the group members as fellow adults and create a culture of equality, shared power, responsibility and interpersonal safety was definitely achieved. You will be sorely missed.

romeo's story



a true inspiration

June this year saw a very excited Romeo return to the Philippines to visit his family. Romeo had previously thought that he would never see his native country and family again as, five years ago Romeo's family, fearing for his welfare through lack of support, had sent Romeo back to Australia following the death of his parents. The fact that Romeo was now returning to the Philippines on a holiday he had chosen, helped plan, and worked hard to save for, is a testament both to Romeo and the support NADO has provided to Romeo since 2017.

Romeo is a 58 year old man who was born in the Philippines without disability. After he finished school Romeo went on to study a Bachelor of Marine Biology and upon attainment of his Bachelor Degree, migrated to Australia in 1992. Romeo worked various jobs in Australia and in 2001 was working as a security guard at a bank in Kings Cross, Sydney. It was here that Romeo was viciously assaulted while at work which left Romeo with an Acquired Brain Injury (ABI). Following his ABI, Romeo had no short-term memory, suffered paranoia, psychosis, and severe depression.

Romeo was no longer able to work or look after himself and went back to the Philippines to be taken care of by his parents. Following their deaths, Romeo's brother Ronaldo brought him back to Australia and in 2015, a psychiatrist diagnosed Romeo with schizophrenia and noting that Romeo was unable to perform basic activities of daily living, could not follow simple directives, and was living his life closed off to the world giving one word answers only when spoken to.

Unable to provide the support that Romeo required and highly concerned about Romeo's quality of life, his brother Ronaldo reached out to NADO to enquire about the support we could provide to his brother.

Romeo commenced at NADO by the River in Penrith and attended the community day program 5 days per week. At the same time, NADO was opening a new Group Home within the Nepean region and Romeo's family was very happy when a place became available for Romeo to move into.

Upon moving into the house, Romeo isolated himself to his room leaving only to come to the table to eat silently with his housemates and then returning back to his room. Staff supported Romeo 1:1 for all activities of daily living. When offered choices, Romeo would not



make one opting only to say 'Yes' to all questions as though not wanting to rock the boat.

In 2018 it was decided to match Romeo with a support worker, Victor, who was also from the Philippines and spoke Romeo's native language, Tagalog. Victor also understood Romeo's cultural and social norms and was able to educate the staff in the best and most polite ways to support Romeo. Victor also took Romeo out on his 1:1 support days to Blacktown where a large Filipino culture resided and Romeo immersed himself in this for the day. On the way back they would stop at a market and purchase large amounts of ingredients to prepare a Filipino meal for Romeo's housemates and lunches for Romeo for the next week.

Romeo began to open up. He became interested in clothes, personal hygiene, and learning how to do skills independently. Romeo purchased a whole new wardrobe, got a handsome haircut and started walking around with his shoulders back, proud when people noted the change in his appearance.

In October 2018, Romeo spoke about how he used to work and make money and that it had made him happy. When it was suggested he could still work, Romeo was adamant this was no longer possible.

Staff supported Romeo to give working a go by doing a trial at Endeavour Industries, if it didn't work out, Romeo could continue as he had been. Happily, Romeo continues to this day to work at Endeavour Industries, earning employee of the month twice and getting a recent promotion.

Today Romeo, without prompting performs many activities of daily living independently including: personal hygiene, washing, his house duties and maintaining of his room. He engages in an active social

life, both at work and within his day program, as well as with his Men's Recreation Group on Saturdays and with his housemates. Romeo makes all the choices and decisions regarding his life and his family are so very happy with the change they have witnessed in Romeo. Most importantly, Romeo says he is happy and is proud of the life he has created.

Romeo has made plans of the things he wants to complete this year. The first was the Philippines, then a Snow Trip, and at the end of the year, a Cruise, all paid for with money he has earned through working. The best thing is, Romeo now knows and believes he will do these things as NADO will support him to achieve anything and everything he aspires to in his life.

For his recent holiday Romeo's brother, Ronaldo, asked NADO not to tell his family in the Philippines that Romeo was returning. Ronaldo stated that he wanted to surprise them with the independent, curious, well-dressed and empowered man Romeo had become.

Romeo is a true testament to the quality support NADO provides to its participants and the remarkable improvement to quality of life that results."

"I would like to thank NADO specially Kylie for giving me the experience and to being able to travel independently. It's a whole new experience for me travelling without relatives and making my own decisions. I now understand and enjoying how to be independent"

- Romeo

nepean disability expo



real choice...

September 2018, our biggest and best Disability Expo for the Nepean/Hawkesbury and Blue Mountains Region to-date.

Since our last Disability Expo in 2016, the **National Disability Insurance Scheme** has been fully rolled out. This has seen thousands of Nepean, Hawkesbury and Blue Mountains residents with disabilities gain greater control over their lives and the services and products they need to live their lives to the fullest.

The Nepean Disability Expo Committee (NDE) is comprised of a number of service providers within the Nepean, Hawkesbury and Blue Mountains regions, which included: NADO, NDCO, NSW Government, AFFORD, Uniting, Thorndale Foundation, Beyond Abilities, NDIS, Penrith City Council and a local community representative.

As the lead disability service provider on the NDE Committee, NADO works closely with Social Impact Institute as our event organisers.

As a committee, our aim for this Expo was to offer opportunities:

- for people with a disability to find out about the latest products, services, technology, aids and equipment
- for product and service providers to connect with people with a disability, their families and carers
- for service providers to build networks with other providers, organisations and agencies in the region

With free entry, a variety of exhibiting service and product providers from the Nepean, Hawkesbury and Blue Mountains regions, speakers and presentations from the NDIS, government agencies and leading disability organisations, as well as kids entertainment and live performances from disability groups this event is a must to attend with the family to find out what services you can receive and what is new within the sector.

Carol Brown, former Shadow Minister for Disability and Carers (2016-2019) and our 2018 Ambassador Ben Felton – World Speed Guinness World Record Holder for 2018 at our opening ceremony were special guests at the event.

Ben spoke about his 2018 World Speed Trials Australia event where Ben and his team set his best result of 266.685 km/h average speed for a two way run, beating the Guinness World Record by a total of 1.355 km/h.

He also spoke about “In Sight of Dreams”, a program which inspires and enables people who live with an acquired disability to prepare for life and achieve their dreams through programs aimed at personal and professional development, life planning, skills acquisition and training.

A huge shout-out to our wonderful staff who attended and looked after our booth – thank you Tina Khalifeh, Sharon Mason, Yusdi Maksum, Vanessa Vella-Adams, Tara Kelton, Gity Shariati, Vanessa Santucci, Les Johnson, Jacki Long, Amy Hudson, Aimee Hancock and Kylie Loadman.

Our next Nepean Disability Expo will be held in September, 2020.

SensoryStore

quality sensory products for people of all ages

The SensoryStore was initially launched in September 2018 at the Nepean Disability Expo. It is predominately an online platform with an in-store location available at 28 Gidley Street, St Marys NSW.

We started by sourcing quality products that would help engage, sooth, relax and calm both adults and children, especially those with sensory needs, autism, learning difficulties or those whom have high anxiety levels or are sensitive to light and sound.

Our range of products have been chosen for their various features including textural, aural, visual, feeling and movement. Sensory products are also excellent fidget toys and can improve concentration and focus in both children and adults who need to keep their hands busy to listen and stay attentive.

Over the past year, our product range has gradually been extended in response to requests and enquiries together with input from clinical staff.

Favourites tend to include spinning or light-up products, cuddly, stretchy, slimy or squishy toys as well as weighted blankets and snuggles for the ultimate in relaxation.

This new venture for NADO is providing an opportunity to engage with a wider audience and bring solutions to help improve the wellbeing of people with sensory needs.



A close-up photograph of a person's hand holding a blue pen, writing on a document. The person is wearing a dark pinstriped suit jacket and a blue and yellow striped tie. The document has a grid pattern and some faint text. The word "financials" is overlaid in blue text across the middle of the image.

financials

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 2019

	Notes	2019	2018
INCOME			
Sales Revenue		13,251,825	11,375,543
Profit/(Loss) from Sale of Asset		(1,158)	29,739
Miscellaneous Income		318	158
TOTAL INCOME		13,250,985	11,405,440
LESS: EXPENSES			
Employee Expenses		10,845,546	9,619,088
Client-Activities		254,340	331,565
Occupancy		547,634	516,741
Communication and IT Expenses		186,910	146,136
Depreciation Expenses		136,179	157,109
Other Administrative Expenses		648,092	501,757
TOTAL EXPENSES		12,618,701	11,272,396
OPERATING SURPLUS		632,284	133,044
Other Comprehensive Income:		-	-
TOTAL COMPREHENSIVE INCOME		632,284	133,044

financial report

Nepean Area Disabilities Organisation Limited
ABN: 83 188 045 596

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2019

	Notes	2019	2018
ASSETS			
CURRENT			
Cash and Cash Equivalents		2,556,466	2,594,259
Accounts and Other receivables		1,023,270	925,403
Prepayments		58,669	81,167
Other Assets		98,178	7,810
TOTAL CURRENT ASSETS		3,736,583	3,608,639
NON-CURRENT			
Property, Plant and Equipment		1,301,533	372,664
Other Financial Asset		18,100	17,700
TOTAL NON-CURRENT ASSETS		1,319,633	390,364
TOTAL ASSETS		5,056,216	3,999,003
LIABILITIES			
CURRENT			
Trade Creditors and Other Payables		625,852	693,477
Other Bank Loan		33,999	
Employee Benefits		574,913	492,204
Other Provisions		97,687	117,950
TOTAL CURRENT LIABILITIES		1,332,451	1,303,631
NON CURRENT			
Other Provisions		103,200	103,200
Other Bank Loan		377,126	
Employee Benefits		136,817	117,834
TOTAL NON CURRENT LIABILITIES		617,143	221,034
TOTAL LIABILITIES		1,949,594	1,524,665
NET ASSETS		3,106,622	2,474,338
EQUITY			
Accumulated Funds Prior Year		2,474,338	2,341,294
Surplus for the Year		632,284	133,044
TOTAL EQUITY		3,106,622	2,474,338

Nepean Area Disabilities Organisation Limited
ABN: 83 188 045 596

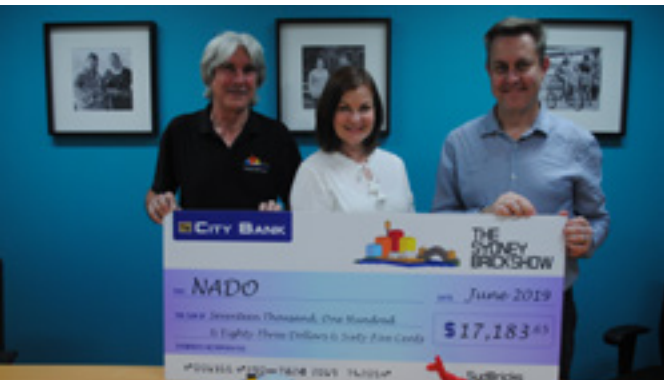
**STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2019**

	Notes	2019	2018
CASH FLOWS FROM OPERATING ACTIVITIES			
Funding from Commonwealth and State		11,759,272	10,418,184
Funding from others		2,525,700	1,611,988
Payments for supplies and employees		(13,764,298)	(12,618,996)
Donations and Fundraising		48,868	34,771
Interest received		48,048	52,662
Net cash provided by operating activities		617,590	(501,391)
CASH FLOWS FROM INVESTING ACTIVITIES			
Proceeds from sale of property, plant and equipment			60,347
Purchase of property, plant and equipment		(1,066,508)	(136,612)
Net cash (used in) provided by investing activities		(1,066,508)	(76,265)
CASH FLOWS FROM FINANCING ACTIVITIES			
Proceeds from Loan		425,000	
Payment of Loan		(13,875)	
Net cash (used in) provided by financing activities		411,125	
Net increase in cash held		(37,793)	(577,656)
Cash and cash equivalents at beginning of financial year		2,594,259	3,171,915
Cash and cash equivalents at end of financial year		2,556,466	2,594,259



community

sydney brick show



April 2019 saw the Sydney Brick Show back in Penrith for its 2nd year at the Penrith Panthers Exhibition Marquee. This event is an annual exhibition of unique and original LEGO® creations, built and displayed by adult Australian Lego fans and collectors known as AFOLs (Adult Fans of Lego).

There was over 100 exhibitors from Australia and New Zealand showcasing their MOCs (My Own Creations) for visitors to enjoy and that, they certainly did.

Visitors viewed original builds and displays of traditional Lego themes that certainly impressed and definitely inspired kids of all ages, showcasing Cities, Star Wars, Trains, Superheroes, Castle, Technic, Friends and many more, plus unique pop-culture, nostalgia, sci-fi and 'geekery' builds, and vintage displays.

The Sydney Brick Show is presented by SydBricks Incorporated, a not-for-profit entity.

Since 2012, the Sydney Brick Show has raised over \$110,000 for 5 charities around Sydney and NADO was excited to be partnering with them once again, this year raising \$17,183 for NADO - and an amazing \$39,840 over two years.

Exhibitors from the Sydney Brick Show also showcased their amazing talent at the 175th Penrith Show last year in August, 2018 and through their participation, we received a further \$2,000 donation from the Penrith Show.

Thank you to Robb and Leigh McGowen, Tim Gallagher, Kimberley Degenhardt and Stewart Schmidt and to all of the exhibitors on the day. Your support is so greatly appreciated.

Congratulations on another amazing event and thank you again for your continued support.

friends of nado charity golf d



together we are
transforming lives...

On Friday 7th December, 2018 we held our first Friends of NADO Charity Golf Day at Twin Creeks Golf & Country Club.

Elite Sand & Soil proudly supported our Friends of NADO Charity Golf day, and between us, we successfully on-boarded 18 wonderful sponsors, including: MACK Trucks, Evergreen Turf, Allotrac, Drummond Golf, Sloanbuilt Trailers, ZAC Homes, Gallagher, Simtronics and Underground and Civil Solutions; Friends of NADO - Puzzle Box Finance, ABCOE, Signace, One Agency Reeves Properties, Clickmedia Digital Printers, Mitronics and Reozone, who also introduced us to LCI Partners and Alpha One Advisory.

Aaron Hadfield from Reozone introduced us to Jordan Zunic, an up and coming Pro-Golfer who had been touring around the Europe circuit. Jordan won the 2018 Isuzu Queensland Open just weeks before our event and we were delighted to have him there to help support our day. His attendance was made even better with a hole-in-one for our Gold Sponsor Allotrac. Thank you Jordan and Olivia for coming along and making time out of your busy schedules to be a part of our day. We loved having you there and hearing about your journey.

Richie Callendar brought the house down as our MC for the day and with the help of Richie's fast talking, all of our Auction Items were sold. Thank you Richie for MCing our event, I'm sure people walked away with it to be an event to remember.

We were truly overwhelmed by everyone's support and commitment to our day and thrilled to raise nearly \$40,000. The funds raised will go toward renovations of our new Short-Term Accommodation house which NADO recently purchased in Winmalee.

Thank you to all our Sponsors and everyone who attended on the day. Warren Marshall and Elite Sand & Soil's owner, Jason Roberts – your help, support and advice was truly appreciated and our event would not have been the success that it was without you partnering with us. I look forward to working with you for our 2019 event.

PARTNERING SPONSOR



PLATINUM

GOLD



SILVER



BRONZE



friends of nado



Our Friends of NADO partners continue to grow. This year we had 20 businesses support NADO and through their monthly donations we were able to raise an amazing \$20,000 through our Friends of NADO initiative.

Through the support of our partners, we were able to purchase another wheelchair accessible vehicle – a Kia Solo.

We were thrilled to welcome our new Friends of NADO for the 2018/19 Financial Year – St Marys Town Centre and Skin Essentials. They join an “Elite” group of businesses and taking us to 20 Friends of NADO.

We say thank you to our Friends of NADO Partners for your continued support:



McDonald's Bondi Beach





nado vip partners

Our VIP Card was introduced in 2016 as a way of giving “a little extra” to our staff and participants. We currently have over 900 VIP cardholders and over 26 local businesses giving back to our staff and participants. By doing this, businesses are helping to strengthen our relationship between local businesses and our participants and staff.

This is a simple way for local businesses to give back and get involved with their community and local charities.

We say thank you to our VIP Partners for your continued support:





The Pest Control
Shop



ELITE
SAND & SOIL
PTY LTD



iFLY
DOWNUNDER



imb
BANK

inspire
Electrical Solutions

Evolution
Medical Care



DIGITAL AGE
LAWYERS



Evogue
collection



The Jade
Healing Centre



nutricraft[®]
NUTRITION IN EVERY MEAL

KEEP ROLLING
MOBILE MECHANICS

METWEST
CARPET CARE & CLEANING

the great walk foundation



The Great Walk Foundation was established 12 years ago by a group of mates living in the Penrith and Blue Mountains area who now annually trek 170 km's from Bathurst to Blaxland to raise money for local charities. This years' walk was 21-25 May, 2019.

The Foundation's mission is to focus on the greater community needs within the Penrith/Blue Mountains/Hawkesbury region.

NADO currently has two wheelchair accessible vehicles through our Friends of NADO initiative, and a third vehicle was much needed and definitely welcomed.

We were delighted to be selected as their charity for 2019, with the purchase of a customised Toyota Rukus to support our community with wheelchair accessible transport. A huge shout out to all the sponsors who supported The Great Walk Foundation, as always without the support of sponsors, events like this are not possible.

Thank you to Jonathan Green and the rest of the team for a great effort and for thinking of NADO and purchasing us our latest edition to our fleet of accessible vehicles – a Toyota Rukus.







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