

2019-20

NADO  
**annual  
report**

**NADO**   
Live Your Way

*Celebrating  
40 Years*



1980 - 2020



WE'RE ALL IN THIS  
*together*

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# Business Report

A close-up photograph of a hand holding a silver pen, writing the words "Business Report" in a bold, serif font on a white spiral-bound notebook. The notebook is resting on a wooden surface. In the background, another spiral notebook is visible, showing a colorful bar chart and some text. The lighting is soft and natural, highlighting the texture of the paper and the wood.

A close-up photograph of a hand holding a silver pen, poised to write on a piece of paper. The hand is resting on a wooden desk. The image is partially obscured by a large blue rectangle on the right side of the page.

# reports

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# president's REPORT

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Percy Madon  
*President*

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"You should never view your challenges as a disadvantage. Instead, it's important for you to understand that your experience facing and overcoming adversity is actually one of your biggest advantages"

– Michelle Obama





The world has been challenged by the COVID pandemic, and as an equal part of this world people with disabilities faced an unequal challenge to their way of life. It has been an interesting last 6 months and as I write this I am extremely proud of the way the NADO family has responded to the needs and wants of our customers to ensure that we have provided the best care and solutions in these uncharted times. This coupled with an everchanging industry landscape with the NDIS maturing has meant lots of excitement and opportunity that we as an organisation continue to embrace and grow.

Our business model and the services we provide continue to evolve and accommodation has certainly become a major contributor. We made a decision as a board about 4 years ago to proactively invest in this space and it is heartening to note that the strategy is paying dividends in terms of the difference we are making to our customers quality of life as we extend out services.

It is also worth mentioning that Clinical services which is another area we have expanded into has started reaching critical mass and is making a difference to our participants and we look forward to this part of our business growing into a differentiated service to our customers.

I am equally excited to announce that your board has made a decision to invest our energies and some capital in a new venture that we believe will make a difference to our participants and I look forward to reporting back to you in 12 months around the difference this investment will be making to the lifestyles of our customers.

People, both our customers and our employees are the lifeblood of what NADO is and will be. It is pleasing to see the management team under the continued leadership of Denise Heath growing both as individuals and a team in meeting and in a lot of cases exceeding the expectations of our customers.

Your board continues to evolve and I would like to sincerely thank and appreciate Rhonda Burke who has contributed to NADO as a board member for the past 20 years. Rhonda will be stepping down at this AGM to focus on herself and her family and we will be sad to see her go. I would also like to acknowledge the contribution made by Lauren Hughes in her short time on the board.

Similarly, it gives me great pleasure in welcoming Vanessa Griffin to the board as our newest director. Finally let me thank my fellow directors in Ray Dyer, Anil Puri and Samuel Arnold who continue to invest their time and efforts in guiding NADO.

As we reset our lives in a new post pandemic era, I continue to be amazed by the difference that the NADO family makes in the lives of all that touch it. It is a privilege to serve in my capacity as the President and I am very thankful for it.

# chief executive officer's

## REPORT

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Denise Heath  
*Chief Executive Officer*

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The year started well and much progress occurred in our services and service planning, as well as preparations for the numerous events on our annual calendar, however, COVID-19 became the agenda for the last third of this reporting year, and because of its seriousness, the management of COVID-19 became the compelling theme for every part of our service.







Without previous experience of dealing with a pandemic, we kept abreast of Government advice, applying that to our service models and communicating to staff regularly. Our first measure was to cease group outings, events and immediately reduce capacity in day programs. Many day program staff willingly accessed their leave on a rolling basis to sustain the organisation at that time.

The management of staff was a critical task, with redeployment options, communications and on-going support needed and provided to a high level. I want to thank the leadership team for their dedication to making it all work and keeping everyone safe.

To keep the community and participants informed we maintained our website information about available services and how we were responding and Co-ordinators and Team Leaders maintained communication with their participants and families. Together with everyone's co-operation and a bit of luck, we had no positive cases arise.

We ran two staff COVID-19 check-in surveys over that time

which gave us a lot of comfort to see our staff reporting a sense of personal wellness (85%) and that they were overwhelmingly satisfied with the organisation's direction at that time (91%).

Having said that, I want to acknowledge the daily concerns leaders held (and are continuing to hold) with additional levels of responsibility for the health and safety of their staff and participants, as well as the employees who continued to work throughout the pandemic.

NADO became eligible for Jobkeeper in April which took a great deal of worry away in terms of maintaining jobs, allowing us to focus more on a safe return of the participants and programs. Our staff were provided with information and training in PPE and participants in group homes were kept informed and trained about safe infection control procedures.

Over this period we made some great achievements despite all that was happening, with the opening of our Allied Health Centre (see page 28) and Penrith Central Day Program (see page 29). The house at Winmalee destined

for short-term accommodation finally got the go-ahead from Council and work commenced on its renovations.

Our first major NDIS Quality and Safeguards audit report was achieved in August 2019 with zero non-conformities. On reflection, I recall we thought this was going to be the most difficult organisational process we would have to deal with in the year...

The test of COVID-19 has clearly shown me our capacity to consolidate as a team to work through the unexpected, demonstrating the tremendous potential we have to further build our service options, and deliver a positive impact to our community with a quality focus for our staff and our participants. Further, NADO's financial result shows positive growth of the company reflecting our planned growth and innovation.

I would sincerely like to thank my team for an amazing contribution this year; Brooke Wilkie, Narendra Charan, Julia Tierney, Linda Wilson and Deborah Ferreira.

I would also like to thank the Board of NADO for their continued support and direction.

# treasurer's

## REPORT

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Anil Puri  
*Treasurer*

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NADO experienced a strong year with continued growth in income, being 25.9% higher than FY2019, to achieve Total Income of \$16,684,197 for FY2020, plus a very healthy surplus position of \$2,193,551 (up from \$632,284 in FY2019).

It is extremely pleasing to see another year of growth in double digits, with the adverse effects of COVID-19 being offset by the Federal Government's JobKeeper support payments in the final quarter of this financial year. Prior to the impact of COVID-19 in April, the rate of growth was consistent with previous years and this continued during the COVID-19 impacted months of April, May and June with the help of the JobKeeper support payments. This allowed NADO to retain nearly all of our staff despite revenue drops in significant areas of the organisation.



NADO is actively formulating an investment policy to ensure that these funds are used to continue to provide quality, innovative services to our community of participants and their carers.

It has certainly been a challenging year, but the entire NADO team has shown their grit, flexibility and resilience and they should be commended for their response (and continuing flexibility) through the COVID-19 challenges. NADO is strongly placed to continue to invest in expanding its range of services and continue to provide quality, genuine care to participants and the community that we serve.

The last quarter of the financial year saw a significant drop in revenue in our Day Program and Connect areas. However, since these areas are now only around 50-60% of NADO's total income the impact was not as severe as it could have been if NADO hadn't grown its accommodation and allied health services over the last few years. As mentioned above, the government's JobKeeper support payments were able to replace much of the revenue drop in these affected areas which has contributed to the overall revenue and surplus growth.

Our operating revenue growth was mainly a result of growth in our accommodation and allied health service areas which were largely unaffected by COVID-19. In fact, the accommodation service grew as participants were more home-bound and required additional in-home support. Our allied health services continued to grow during the year with the appointment of a 2nd Psychologist and an Occupational Therapist, and more recently a Speech Pathologist.

Our expenses continue to be well controlled and managed this year which has contributed to the improved surplus and operating margin. Labour expenses have dropped as a percentage of income because of the shift in revenue to the less labour-intensive accommodation service. Non-labour costs as a percentage of income stayed at a similar level to last year despite significant investment in staff training and continued upgrades to the organisation's IT infrastructure.

The strong surplus of \$2.1m that we have delivered this year (up from \$632,284 in FY2019) was partly as a result of a shift in revenue to the higher margin accommodation service, cost savings in response to COVID-19 and the flow through benefit of the JobKeeper payments. The Operating Margin for FY2020 was 13.1%, which is higher than normal, and it is expected that we will return to something closer to last year's margin of 4.8% once operations return back to normal.

This surplus, together with an improvement in our trade debtor position, has contributed to the increase in cash holdings and



## Narendra Charan

*Chief Financial Officer*

Narendra Charan CFO heads up a skilled team who have worked hard to maintain process efficiencies.

His team; Brigitte Sirocic, Lisa Devery, Bhaumika Patel and Stephen Rose continue to work with passion and dedication.

Well done for your continued hard work throughout the year.

# governance

## BOARD

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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.



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.





Vice-President/Secretary **Ray Dyer**, commenced on the Board in 2010 and was President of NADO from 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.



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 **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.



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.  
(Resigned 20th April 2020)



Director **Vanessa Griffin** commenced on the Board in 2019. Vanessa practised as a Registered Building Surveyor for over 20 years prior to specialising in the field of access, which was her passion and interest and is now a registered Access Consultant with AACA. She brings a skill set and knowledge to ensure the built environment is accessible for all and inclusive. Vanessa is a parent to a child with a genetic disability.

# service delivery

## REPORT

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Brooke Wilkie  
*General Manager*

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I was humbled and overwhelmed with the support received by staff, colleagues and the wider community for the Westfield Local Hero Award. Winning the \$10,000 for the NADO touch football teams was an amazing result, as well as bringing awareness to our community members of people with a disability in mainstream sports. A portion of the winnings supported our participation in the first All Abilities National title held in March 2020.

There were two teams who travelled to Coffs Harbour to play in the first "All Abilities National Titles" a three day event - Sydney Mets Silver and Sydney Mets Navy, which was organised through Touch Football Australia (TFA). Representing Sydney Mets and playing on the main stadium in the Grand Final will be a memory they and I will never forget. Our Sydney Mets Silver team brought home the winning trophy. I would like to thank Sydney Mets for their support and kind donations, TFA and Graeme Clancy – Touch Football Specialised for this opportunity. To the enthusiastic and dedicated staff who assisted on this trip, thank you. This will go down in history.



The local demand for allied health, resulted in the expansion of our Allied Health Team this year, welcoming Senior Psychologist Steve Bailey to the team. In addition we branched out in Occupational Therapy and Speech Therapy welcoming Kimberly Thomas and Lou Finlayson.

The Allied Health Team now deliver services from Macquarie Avenue, Lemongrove, after we completed renovations on a beautiful heritage home previously set up as a NADO Day Program. The renovations have brought it back to life and it is now a warm and welcoming professional space for participants, carers and families and a lovely office for the team to work from. Sharon Morrison is now the Team Leader of the Support Co-ordination team; Bianca Xuerub, Jess Burnic and Morgan Carbone. Their individual and combined experience and knowledge assists in achieving positive outcomes to support the often complex needs of their clientele. Trudy Smith moved from NADO Connect as Customer Service Officer to support the Allied Health Team and we welcomed Xanthie Scott to our team also as Customer Service Officer working along-side Trudy.

Vanessa Santucci, Customer Service Engagement Officer, has continued to provide service excellence to Plan Management participants. She and Bhaumika Patel are now working together to ensure Plan Management and Sensory Store orders are managed efficiently and meeting customer expectations.

Penrith Central Day Program, formally located at Macquarie Avenue, moved to their new premises in Lethbridge Street, Penrith after we located and completely renovated the property to better suit the Day Program needs. The renovations of both Macquarie Avenue and Lethbridge Street properties occurred during the COVID-19 period, when we had much reduced attendance, a small positive in an otherwise stressful time. Participants began returning as restrictions were lifted to a more spacious and colourful atmosphere. The facilities are now more appropriate to their needs including a chill out/games room, art room, computer room and a larger kitchen for cooking programs.

We all faced many challenges this year with COVID-19. Closing programs including NADO Social

Club (NSC), weekend groups, children's service and minimal numbers across day programs and individualised services.

With little work in their own areas, some staff were happy to be redeployed including Yusdi Maksum and Amy Hudson, who accepted the challenge to develop skills and knowledge in the accommodation area. Other Co-ordinators; Jacki Long, Meg Hayes, Suzanne Giordano, Tina Khalifeh and Gity Shariati implemented new processes within their programs to keep everyone safe and innovative programs to keep up morale. Well done to all in such challenging circumstances.

Accommodation Manager, Vanessa Vella-Adams opened new group homes and continued to meet the needs of people for short-term accommodation services. She has had a busy year with new staff joining her team and lots of challenges and rewards involving properties, renovations and house moving along the way.

Overall, despite COVID-19, we have achieved all of our set goals and more for 2019-2020. This couldn't have been achieved without the amazing efforts of everyone in the team, Co-ordinators, Team Leaders and all of the dedicated Disability Support Workers who support people with a disability in our community each and every day of the year. I would especially like to congratulate Alex Stevens, our Employee of the Year and wish him well in his new role as Team Leader.

Thank you to my colleagues in the Human Resources team, Finance, Administration and Marketing and the support and guidance from Denise Heath this year.

# human resources

## REPORT

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Julia Tierney  
*Human Resources Manager*

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In what has been a different year, we have seen more challenges than most years before. The first thing that came to mind was COVID-19 and the year we have had. Like many, we were hit with what I would say was the most challenging mountain to climb on many different levels. We had to uplift our standards in creating a more safe and healthy workplace by implementing and managing the constant changes and updates by the NSW Health Department. But most of all, it was important to ensure our staff engagement was maintained and monitored in order to deliver a positive service across all programs.





Amongst the challenges COVID-19 presented, we glued together as a powerhouse to be reckoned with. We soldiered on and continued to roll out great initiatives, whilst continuing to support the team and participants in the best way we could.

So where are we at within the human resources and work health and safety space?

We have successfully rolled out NADO's e-learning platform where we have had 96% of courses completed. The e-learning platform will become NADO's centralised hub where all mandatory training and policies and procedures will be stored, which enables a strong maintenance of records and compliance.

Upskilling and developing our people is an important part to our success at NADO as it builds greater capabilities within the team which broadens the services NADO can provide to our participants. It builds confidence with the participants families that the services received is by competent staff, therefore the continuation of rolling out courses and providing professional development will be a key focus.

Stabilising and building strength around our rosters is a work in progress for NADO, with a goal to create opportunities for our casuals to become permanent employees. We have successfully transitioned 14% of our casuals into permanent lines. NADO has shifted its employment ratio from 46 / 54 to 65 / 35. A great effort from all involved.

Workplace Health and Safety has consisted predominantly around COVID-19 procedures to deliver a safe and hygienic work environment for staff and a safe place for the participants whether on or off the premises. We wanted to understand from the workforce how effective NADO has been in supporting work health and safety for both our employees and participants, therefore we carried out a COVID-19 check-in survey through The Voice Project. As Denise mentioned, the survey returned positive results of 85% for staff wellbeing and support and a result of 91% for NADOs performance and continuity in response to COVID-19. These responses show that our team feel safe and supported by the business and that workplace health and

safety is keeping in line with the extra COVID-19 guidelines, while ensuring all other elements of WHS remain in place and focus.

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 and to Ann Schmitz who worked endlessly to ensure the HR department became paperless, a great achievement Ann, well done. Thank you to you both for your ongoing support.

I look forward to continuing to roll out great initiatives to best support our workforce for greater business alignment.

# accommodation

## REPORT

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Vanessa Vella-Adams  
*Accommodation Manager*

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**The Supported Independent Living (SIL) Services at NADO continues to grow and find appropriate options for people looking to live a more independent life.**

This year we supported 5 women into new SIL accommodation, continued to support 28 people in residential care in another 8 locations, provide drop in support to 5 people living in the community and provide services to 46 people who have utilised our short-term accommodation facility in St Marys over the year.

Lena and Bronte met when they were staying in our short-term accommodation house. Despite an age difference, they struck up a friendship and decided they wanted to share a home together.

With family support they moved into a villa in October 2019. Lena said she had never been happier when she moved in and had goals to find work and day programs. They resided together happily until May 2020 when Lena passed away a short time after a terminal diagnosis.

I would like to thank Michelle Felstead and Kylie Loadsman for all their assistance with setting-up and settling Bronte and Lena into their



new home, as well as their support with Lena's medical appointments and especially during her last days.

Thank you to all the support staff for the caring and kindness shown to Lena and supports to Bronte in the grieving process. This is a true testament to your care and dedication of our participants.

Bronte has been fortunate to have a lovely new house mate, who even though will never replace Lena has definitely made a positive impact to Bronte's life as she embarks on her adult life.

In March 2020, three young women decided to move out of home and start their own lives in a SIL setting. We were fortunate to find a beautiful and spacious home for Sarah, Alirra and Taylah where they could live supported, but have plenty of space to call their own.

Unfortunately the very next day COVID-19 restrictions were implemented and life as they knew it, was all about to change. No day program, no work and they could only access the community for exercise or essential purposes. This caused anxiety and changes they were not ready for.

Moving into a new home was a big life change in itself, but to also have COVID-19 restrictions in place created unexpected challenges. With the support of Aga Rogoz – Accommodation Co-ordinator, the ladies were encouraged to think of new ways of doing things while at home, including new routines and keeping themselves busy. They discovered new activities to do, exercise routines and making the best of the unknown.

I would like to say a big thank you to Aga and our staff. Moving into a SIL home is a path of self-discovery as each person settles into their new routine individually and together. To then add a global pandemic, well, it was never going to be an easy path. Your support and guidance to Sarah, Alirra and Taylah is very much appreciated.

NADO Short-term Accommodation (STA) Cottage located in St Marys, continues to receive daily enquiries and return bookings, as well as new participant bookings. This is certainly a reflection of the quality of service being provided and the capability of the staff, even throughout COVID-19, we still continued to be as busy as ever.

Over the past year, the Cottage has supported a number of participants who have needed temporary accommodation whilst looking for permanent housing. I would like to thank Lesley Johnson, Aga Rogoz and Wendy Scott for supporting participants during their transition process. This at times can be challenging and keeps everyone busy, but your dedication to our participants truly shows through the supports provided.

Finding ways to keep positive during COVID, include undertaking home renovations, introducing exercise programs, developing cooking programs and encouraged creativity in the kitchen. Having fun, finding something to look forward to and changing routines with people who are generally resistant to change has been a great challenge.

Thank you to the Accommodation Leadership Team - Victor Santos, Carey Tidyman, Donna Newton, Annette Hofmeier, Jessica Spiteri, Michelle Felstead, Karen Daly, Taliah Fuimaono and Christie McGrath and the Accommodation Coordinators – Aga Rogoz, Kylie Loadman, Lesley Johnson and Yusdi Maksum.

I would also like to thank all of our support staff who work across NADO's accommodation sites, for your passion and dedication to each and every participant, ensuring goals are being worked towards and each participant is building independence. Working together as a team through these very difficult times, is truly appreciated. Thank you again for all that you do.



# marketing

## REPORT

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Deborah Ferreira  
*Marketing Manager*

It's been a busy time on the marketing front this financial year. With unforeseen impacts, challenges and ever-changing trends across the industry, NADO has not only evolved but continues to strengthen its brand presence across a multitude of growing platforms.







There is no doubt that with the increasing speed that technology is advancing, so does the requirement that each organisation needs to keep pace. This past year really did show the importance of staying technically agile in an ever changing world when in-person contacts becomes limited.

For NADO, digital marketing continues to grow and is now a major component within the marketing space. In May 2020, NADO launched its new website that features a clean and fresh design together with an interface that enables easier functionality and navigation.

The power of Google (SEO & PPC) remains quite strong and our data shows a high amount of online traffic is regularly received via this channel. NADO continues to benefit from opportunities such as the Google Ad grant that is available for nonprofit organisations, in addition to relevant monthly content to organically boost SEO. Marketing will continue to leverage this platform in alliance with other digital channels including social, video, email and content for a multi-faceted approach.

Social Media marketing also played a big part over the last 12 months, with marketing driving a consistent presence across the major channels. Having the ability to share with the broader community all the great things that NADO participants do and how the staff support them to reach their goals, is a proud and fulfilling factor for marketing.

From an offline perspective, NADO undertook the major project of updating its promotional material including service brochures, posters, corporate stationery, activity programs and building signage. The fresh re-design offers a clean, modern and professional look which is a flow-on from the online platform.

A proud supporter of NSW Carers Week 2019, NADO promoted a local competition in which Carers submitted their most inspiring quote. The winning quotes were then used as part of a custom designed calendar and distributed out in the community. All entries were invited to share in the Carers Australia Brunch with the aim to recognise and support Carers.

Online content is an important factor to NADO, and feature articles spread across our website and social platforms have been consistent over the last 12 months, with topics including Participant Inclusion, Reaching Goals, Mental Health during COVID-19 and supporting World Autism Day.

During the COVID-19 period of isolation, the importance of online communication became even more important, and NADO created a social media campaign for the opportunity for one lucky winner to receive a "Care in Isolation" Hamper that consisted of a range of goodies and handy items.

Throughout the last 12 months, Marketing also undertook projects to promote our new Day Program Centre and our Allied Health Team that was established at the new premises in Lemongrove, May 2020.

Progressing into the next financial year of 2020/21, marketing will be focusing on various elements for NADO Chatbot systems, promotional videos to showcase our range of services and working on new advances via our online event booking system.



# community engagement and sponsorship REPORT

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Linda Wilson  
*Community Engagement and  
Sponsorship Manager*

As the Community Engagement and Sponsorship Manager, my role entails networking with local businesses and promoting NADO's services and the amazing work we do supporting people living with disability to our local business community. I am also the key contact for our Friends of NADO donation program, NADO's VIP Partners, Sponsorships and Business Community Partners, as well as organising corporate and community events and internal meetings.





The FY2019/20 started off strong, enabling us to raise approximately \$70,000 – we had great support from our Friends of NADO partners, our very own Brooke Wilkie, General Manager was one of three Westfield Local Hero Award winners of \$10,000 (see pages 40-41) and November saw us host our second Friends of NADO Charity Golf Day at Stonecutters Ridge Golf Club which was another huge success (see pages 42-43).

We had a number of donations throughout the year including donations from PM Flooring, Grilled Penrith, Penrith Panthers, Penrith Plaza and Reozone, as well Penrith Panthers Fishing Club, who kindly continues to donate their proceeds to NADO from their annual Fishfest event.

Attending and participating in local events including the St Marys Spring Festival and the Greater Western Sydney Careers Market Expo is a great way of bringing brand awareness to our community about what we do and how we can support you or a loved one, as well as promote the benefits of working for NADO. We attended the first Sydney Disability Expo located at Homebush where we were able to

promote our NADO Sensory Store to the wider community. Over the two days, we were inundated with enquiries and purchases.

We had a number of events we were either hosting or attending this year, however, due to COVID-19, these events were either cancelled or postponed.

This year we hit a huge milestone and are celebrating 40 years supporting people with disability within the Nepean region. Founded in 1980 by local families, we pride ourselves on being an organisation with knowledge and connections across the local community. From humble beginnings of families meeting together to now boasting 800 + participants and 220 + staff, we certainly have something to celebrate.

This event was due to be held in June, however, like many events around the world, we have had to postpone our celebration until next year. We are hoping we can report on this next year and share our festivities with you.

The last three months of FY2020, events for everyone were put on hold or cancelled, some of which included the Penrith Festival and

Sydney Brick Show, as well as other events going into FY20/21. While getting out and networking and talking to local businesses ceased over this time, I was able to help support Human Resources in managing our staffing over this critical time.

I was thrilled to be invited and elected to sit on the Board of Penrith Valley Chamber of Commerce, an organisation that is active in support of and addressing issues relevant to local businesses. It has been a great learning experience to be a part of an organisation that plays a significant role in major community projects, while making a significant contribution across the board, but especially to the business community of the Penrith Valley, as we move forward in challenging times.

I would like to thank our staff who have volunteered their time to man our stands at various events throughout the year. Their professionalism is always second to none.

Lastly, I would like to acknowledge the management team for your ongoing support throughout the year, in particular Denise Heath and Julia Tierney. Your leadership throughout these unprecedented times has been unwavering.









# program and stories

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## NADO's COVID-19 Response



**In the current extraordinary times, NADO and all businesses and organisations had to evolve fast to keep within the guidelines of the Australia Government and health authorities relating to the new Coronavirus (COVID-19).**

With this new virus causing havoc around the world and testing the boundaries of hospital and health systems in various countries. NADO continues to be committed to our part of “curving the line” in the aim to stop the spread of this disease and to keep people safe.

At the peak of the pandemic, we paused our social activity programs for both adults and children with disability and abided by all social distancing rules and regulations to keep both our participants and staff safe in the services that remain in operation.

Whilst we continue through this unusual period, we are so proud to see how strong the spark of positivity is in these trying times. One thing that self-isolation has in its favour is the ability to finally have the time to get to those little

projects around the home. In some of our Group Homes, we have seen time taken in furniture restoration, creative potting, healthy food preparation, indoor singing, dancing and fitness, getting out in the back garden for some vitamin D and additional spring cleaning both inside and around the home.

With NADO staff coming to collaboratively work together we've been able to have an informative and streamlined transition into the new rules surrounding isolation, taking this as an opportunity to continue to build on enjoyable and educational independent living skills for the participants.

NADO Support Worker Carey commented *“The changes in routines and daily life has been handled with such a positive outlook, a lot of reassurance, support and explanation from all the staff as to what's happening in the world and in their home has helped the participants handle the transition well... together we'll get through this and come out stronger than ever.”*

## Sensory Store NADO



**The Sensory Store NADO is now in its 3rd year of trade and has seen some major highlights and growth over the last 12 months.**

A new website was launched in September 2019, with the aim to enhance customer experience via ease of navigation, the implementation of a search tool, clear product placing and an enhanced new modern look.

The product range has increased substantially across the six categories, with input from NADO staff and the Allied Health team being an insightful contributor relating to new products.

Being a co-exhibitor at the 2019 Sydney Disability Expo also proved to be a successful event that extended the brand exposure out in the greater community. Marketing designed this year's exhibitor stall and many attendees visited the stand with interest across the broad range of sensory products available.

Magazine and print advertising were also a component of this years marketing mix and featured advertisements within Source Kids – Australia's first (and only) magazine for parents and carers of children with disability requirements.

Social media was a channel that Marketing used to engage and grow its relevant audience. New products and content articles were posted regularly over the 12-month period. A Facebook campaign was also launched in May 2020 and featured a Promotional Giveaway that reached over 16,448 people. The winner of the sensory support pack was an 8-year-old girl whom was born with Edwards Syndrome. Both her and her family were ecstatic to receive the prize.

Moving into the next financial year, the Sensory Store NADO has some very exciting projects coming up including a "Giving Program", online promotional videos, feature giveaways and a continued effort to extend the growing product range.



## Investing in a Healthy Education

With more than 200 staff, NADO is well known within our local community of Penrith and greater Western Sydney as a provider of professional services that families know and trust.

With the introduction of the National Disability Insurance Scheme (NDIS), NADO is seeing an increased interest in people seeking housing support options as the possibility of living more independently becomes a reality under this scheme.

Currently NADO support a substantial amount of participants living within a shared living or group home environment that requires round the clock support.

A majority of these participants have similar chronic health issues as to which the broader community is currently experiencing, for example, obesity, diabetes, high cholesterol and mental illness – however our participants have additional complexities due to their intellectual and physical disabilities.

Given that Western Sydney and Nepean Blue Mountains Private Health Networks (PHN) areas have the highest proportion of obesity in NSW with 64.7% and 66.9% respectively\*, NADO see it as an important responsibility of the organisation to provide a healthy lifestyle including education in healthy eating, as well as the provision of healthy meal choices.

It is through this lens, NADO is committed to a program of healthy eating that addresses food choices, cooking processes, portion sizes, as well as implementing broader lifestyle improvements.

As such, NADO has teamed up with 'The Cooks Workshop' whom also shares this passion for teaching people how to cook for health and particularly to address chronic health issues in our community.

The Cooks Workshop is a unique provider located in Sydney that has supplied our team of staff a customised health and nutrition training program. This customised workshop teaches our employees the important skills that will enable NADO to provide and guide our participants to enjoy a modern range of healthy culinary options.

NADO is proud to be leading the way in providing a consistent approach to healthy eating for people with a disability living in shared living and group homes.

In celebration of completion of this program, Cooking For Life provided healthy cooking packs for each of the shared living and group homes. Thank you to all the kind sponsors that generously provided support.

*\*Source:  
<https://www.aihw.gov.au/reports/overweight-obesity/a-picture-of-overweight-and-obesity-in-australia/contents/table-of-contents>*





## NADO Expands Disability Accommodation Services

**At NADO, we offer a wide range of flexible support services that allow people with disability to build independence, participate in the community and maintain good communication with families, friends and circles of support.**



Our Supported Independent Living (SIL) in a shared home environment provides our Participants the opportunity to live the way they want as independently as possible.

NADO currently provides eight SIL housing accommodation across the Penrith region and is excited to announce the opening of our ninth group home which recently became available in Kingswood.

Female residents of the new home had both previously resided in NADO's Short-term Accommodation whilst awaiting their NDIS funding to move into their own house which enabled them to get to know each other and decide if they were compatible for living together long term.

Since moving into the new premises, the two ladies have been busy working on their independent living skills which includes learning how to cook, doing general household chores, purchasing groceries, budgeting monies and taking responsibility whilst also making decisions which surround the daily running of their home.

Both ladies have been supported to choose activities they would like to participate in and staff have supported them to attend these. With this, they have expanded their interests and social circles as they try new activities and experiences both in group settings and individually.

*"I really like our new home and the things we get to do, I feel very safe and content here"* commented one of the female residents.

The two new tenants of the home are very happy to be living in their own house where they will continue to be supported by NADO to live fulfilled lives according to their individual aspirations and life choices.

All of the SIL houses managed by NADO are made to be comfortable and secure where residents can enjoy their own privacy and freedom, whilst being involved in daily household decisions and activities allowing them to grow and develop the skills they need to live independently.

NADO will continue to develop opportunities within the Penrith and Blue Mountain areas regarding SIL accommodation.

## New Allied Health and Disability Services Centre opens in Penrith

**"We are very proud to be able to provide a range of allied health and disability services to the community of Penrith in one central location."**

Denise Heath,  
NADO Chief Executive Officer



In June, NADO was thrilled to announce the opening of our new Allied Health and Disability Services centre! Situated conveniently in Penrith in a wonderfully refurbished heritage building known as "Lemongrove", the centre promotes a wide range of services to the Nepean, Blacktown and Blue Mountains community.

The centre is open to people of all ages and abilities and offers services including Psychology, Occupational Therapy, Speech Pathology and Support Co-ordination from an experienced and professional team.

The multi-disciplinary team at the NADO Allied Health and Disability Services centre are dedicated to providing quality assessment techniques in order to develop the most suitable treatment and management plan for each individual. By offering a collaborative range of health and disability services all under the one roof, the team can offer comprehensive quality of care in a supported and safe environment.

Services include:

**Psychology** – support and counselling for people to help improve their mental health, well-being and quality of life. Some examples include behaviour, anxiety, trauma or cognitive and adaptive functioning.

**Occupational Therapy** – assists people to achieve their goals by building their knowledge and skills, finding new ways to do activities or making changes to the environment, tasks or equipment to suit their individual needs.

**Speech Pathology** – support that can be provided to people who have communication disorders and/or swallowing difficulties that develop in childhood or are acquired as a result of age, injury or illness, such as a stroke or brain injury.

**Support Co-ordination** – information, guidance and support about how NDIS funds can be utilised across both mainstream and NDIS registered supports.

## New Penrith Centre Now Open for People with Disability

The purpose of day programs is to provide young adults and mature aged people with disability the opportunity to gain living and communication skills, as well as to support access to a broad range of social and recreational activities both in-centre and out in the community.



At NADO we provide community day programs across various locations including St Marys, Penrith and the Blue Mountains. We are excited to announce our latest opening of the 'NADO Penrith Central Day Program' conveniently situated in the heart of the Penrith CBD.

The new centre has been re-furbished to provide participants a bright, modern, safe and enjoyable environment in which people can learn new skills, build on social aspects and engage in an assortment of recreational activities.

It boasts features such as a fully accessible spacious bathroom equipped with adult change table and ceiling hoist, where safety, sanitation and hygiene of each individual is always a priority.

The centre also offers an innovative games and entertainment room, with a large screen TV, gaming consoles and a wall size chalk board for colourful day to day artistic self-expression.

Participants will also have the opportunity to increase their tech and software skills via the new desktop computers or mobile tablet technology. Another fantastic feature of the NADO Penrith Central Day Program is the open art and creative space where participants can enjoy painting, drawing and building new craft projects.

This spacious area also enables interactive activities such as music, dance, art therapy and meditation to improve general health and well-being. There is also a "chill out" section where participants can go to relax and wind down.

Outside you will find a quaint gazebo area with large outdoor setting, where participants can mingle, chat and enjoy some fresh air and sunshine.

At NADO, our wide range of group-based day programs are aimed to provide new experiences, learn new skills, meet new friends, increase independence, achieve personal goals – and overall just have a great time as a valued and active member of the community.



## Kicking Goals with NADO Touch Football

In 2013 NADO Operations Manager, Brooke Wilke decided to put together a Penrith Touch Football team that offered people living with a disability the chance to join and represent their local area in a sporting and competitive team environment. Through her personal involvement in touch football she came to realise that young people with intellectual disability were avid football fans, but because of their disability hadn't been offered the opportunity of playing themselves.



This concept would provide new players the opportunity to build and form new friendships within a team environment whilst learning new skills, increasing their motivation, self-esteem and confidence – in addition to creating a sense of belonging, connection and social inclusion.

Brooke, team organiser comments *"At first, when I entered the team into the competition, I was asked if I wanted to start up a "special" comp. There were concerns that other teams would not want to play against a team of people with disability. However, on the contrary, we received an overwhelming wave of support and encouragement"*.

The Warriors were the first team to enter the competition and the new-found players were enthusiastic, excited and proud to be a part of a mainstream sport.

The training sessions included learning about teamwork, ball skills and personal development in dealing with both winning and losing. Some players have specific needs including poor visibility which requires the aid of a support worker to guide them on the field and everyone has a great time throughout the duration of the game.

Today, the NADO Penrith Touch Football program has three teams and has made a huge impact on the lives of more than 70 people who have taken their passion for football from the sidelines to centre field.

With growing experience, confidence and new found skills, the teams have also entered other comps such as the Vawdon Cup, Battle of the Border on the Gold Coast and the Bundy Cup in Bundaberg. Most recently bringing home the "All Abilities National Title" Trophy held in March at Coffs Harbour.









# financials

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# financial

## REPORT

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**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 2020**

	Notes	2020	2019
<b>INCOME</b>			
Sales Revenue		16,674,357	13,251,825
Profit/(Loss) from Sale of Asset		7,273	(1,158)
Miscellaneous Income		2,567	318
<b>TOTAL INCOME</b>		<b>16,684,197</b>	<b>13,250,985</b>
<b>LESS: EXPENSES</b>			
Employee Expenses		12,408,023	10,845,546
Client-Activities		321,085	254,340
Occupancy		602,492	547,634
Communication and IT Expenses		230,947	186,910
Depreciation Expenses		162,317	136,179
Other Administrative Expenses		765,782	648,092
<b>TOTAL EXPENSES</b>		<b>14,490,646</b>	<b>12,618,701</b>
<b>OPERATING SURPLUS</b>		<b>2,193,551</b>	<b>632,284</b>
<b>Other Comprehensive Income:</b>			
		-	-
<b>TOTAL COMPREHENSIVE INCOME</b>		<b>2,193,551</b>	<b>632,284</b>

**Nepean Area Disabilities Organisation Limited**  
ABN: 83 188 045 596

**STATEMENT OF FINANCIAL POSITION**  
**AS AT 30 JUNE 2020**

	Notes	2020	2019
<b>ASSETS</b>			
<b>CURRENT</b>			
Cash and Cash Equivalents		5,724,745	2,556,466
Accounts and Other receivables		1,092,827	1,023,270
Prepayments		83,077	58,669
Other Assets		3,933	98,178
<b>TOTAL CURRENT ASSETS</b>		<b>6,904,582</b>	<b>3,736,583</b>
<b>NON-CURRENT</b>			
Property, Plant and Equipment		1,460,433	1,301,533
Other Financial Asset		29,295	18,100
<b>TOTAL NON-CURRENT ASSETS</b>		<b>1,489,728</b>	<b>1,319,633</b>
<b>TOTAL ASSETS</b>		<b>8,394,310</b>	<b>5,056,216</b>
<b>LIABILITIES</b>			
<b>CURRENT</b>			
Trade Creditors and Other Payables		1,706,843	625,852
Other Bank Loan		33,999	33,999
Employee Benefits		705,338	574,913
Other Provisions		49,504	97,687
<b>TOTAL CURRENT LIABILITIES</b>		<b>2,495,684</b>	<b>1,332,451</b>
<b>NON CURRENT</b>			
Other Provisions		103,200	103,200
Other Bank Loan		340,124	377,126
Employee Benefits		155,129	136,817
<b>TOTAL NON CURRENT LIABILITIES</b>		<b>598,453</b>	<b>617,143</b>
<b>TOTAL LIABILITIES</b>		<b>3,094,137</b>	<b>1,949,594</b>
<b>NET ASSETS</b>		<b>5,300,173</b>	<b>3,106,622</b>
<b>EQUITY</b>			
Accumulated Funds Prior Year		3,106,622	2,474,338
Surplus for the Year		2,193,551	632,284
<b>TOTAL EQUITY</b>		<b>5,300,173</b>	<b>3,106,622</b>

**Nepean Area Disabilities Organisation Limited**  
ABN: 83 188 045 596

**STATEMENT OF CASH FLOWS  
FOR THE YEAR ENDED 30 JUNE 2020**

	Notes	2020	2019
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Funding from Commonwealth and State		16,672,333	11,759,272
Funding from others		3,406,428	2,525,700
Payments for supplies and employees		(16,616,753)	(13,764,298)
Donations and Fundraising		22,201	48,868
Interest received		35,014	48,048
<b>Net cash provided by operating activities</b>		<b>3,519,223</b>	<b>617,590</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Proceeds from sale of property, plant and equipment		7,273	-
Purchase of property, plant and equipment		(321,215)	(1,066,508)
<b>Net cash (used in) provided by investing activities</b>		<b>(313,942)</b>	<b>(1,066,508)</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>			
Proceeds from Loan			425,000
Payment of Loan		(37,002)	(13,875)
<b>Net cash (used in) provided by financing activities</b>		<b>(37,002)</b>	<b>411,125</b>
Net increase in cash held		3,168,279	(37,793)
Cash and cash equivalents at beginning of financial year		2,556,466	2,594,259
<b>Cash and cash equivalents at end of financial year</b>		<b>5,724,745</b>	<b>2,556,466</b>









# community

## Westfield Local Heroes Award

**"I'm so flattered and excited to be a local hero. This grant will enable the NADO Touch Football team entry into the Nationals and State Cup. The players will be absolutely ecstatic when they hear the news!"**

Brooke Wilkie,  
General Manager - NADO



Westfield Local Heroes is a community recognition and grants program, connecting and enriching local communities. Launched in 2018, the program spans 40 trade areas across Australia and New Zealand.

The Local Heroes are nominated and voted for by their communities, with the three top finalists per Westfield centre each awarded a \$10,000 grant for their affiliated organisation.

Our very own Brooke Wilkie was nominated for the 2019 Westfield Local Hero Award for her commitment in developing and managing our local Touch Football Teams. Brooke spent much of her own time setting up the teams after realising that many people who loved football were being relegated to the sidelines because of their disabilities.

Through Brooke's devoted support over the past six years, there are now seventy players with disability in the touch football teams, all enjoying an opportunity to experience the joy and tears of winning and losing, in addition to gaining ball skills and learning the importance of teamwork.

We were thrilled when it was announced that Brooke was one of the three successful local leaders within the community to receive the \$10,000 grant. The winners also included Christy Hartlage from the YAWN program and Nicole Celeban from Nepean Therapy Dogs.

Brooke and NADO would like to congratulate all of the nominees and winners of the Westfield Local Heroes Award 2019 and would like to thank the local community for all of their support.







## Friends of NADO Charity Golf Day

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The second Annual Friends of NADO Charity Golf Day was held on Friday 22nd November 2019 at the scenic Stonecutters Ridge Golf Club. Excitement had been building in the lead up to this event with NSW State of Origin Coach Brad "Freddy" Fittler showing his support together with our Supporting Partner Elite Sand & Soil and many of our great sponsors making this day a great success.



The day started off with an early 7am breakfast and then the 23 teams headed out onto the course soon after to start the competition in their teams of four.

A little additional competitive fun was brought into the event with Daryll McAuley taking out the Mystery Hole, Ian Davies winning the Nearest to the Pin on hole 6, Troy Norris winning Longest Drive, Ian Mundy Nearest to the Pin on hole 16, as well as Steve Gorry who won the Putting Competition overseen by Bow Lennon and Chris Torro two of NADO participants stationed on the green to record their results.

At the conclusion of the game, all players headed into the function room for a well-deserved drink and scrumptious luncheon provided by the professional chefs at Stonecutters Ridge. However the day did not stop there, as a live auction kicked off together with raffles, prizes and a silent auction with Peter Campbell from Gallagher walking away with \$1000 from our Golden Ticket Raffle Draw.

Big thanks to Brad Fittler for taking the time out of his busy schedule to play a round of golf and to support our event, as well as a live interview with MC of the day Troy Kennedy.

This year's winners of the Friends of NADO Charity Golf Day included Drummond Golf Penrith (first place), One Agency Reeves Properties (second place) and ABCOE (third place). Congratulations to these teams and well done to all of the players on the day!

Jason Roberts, Owner of Elite Sand & Soil and his team have been a huge support to this event for the past two years and this event would not be what it is today, without their help and guidance.

We would also like to sincerely thank all of our sponsors – for without their generous support this event would not be possible. All funds raised from this event go to help and support people with disability across the Penrith and Blue Mountain regions.





CHARITY GOLF DAY 2019

PROUDLY  
SUPPORTED BY



Platinum Sponsors



Gold Sponsor

DAIMLER TRUCKS HUNTINGWOOD



Silver Sponsors



Bronze Sponsors



Prize Sponsor





## Friends of NADO

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Since the launch of our Friends of NADO donation program in 2014, we have had over 26 local businesses supporting us as a Friend of NADO. Some have been with us from the very beginning and some more recently subscribing, with funds raised helping NADO meet the needs of our community.

With the support of these businesses, we have been able to raise in the order of \$100,000 over the past 6 years which has been a major contribution, enabling the purchase of two wheelchair accessible vehicles, along with other much needed resources for our community programs including white goods for a new group home.

Along with our Friends of NADO Charity Golf Day which commenced in 2018, our Friends of NADO donation program is an important fundraising program to us.

In 2019/20 we welcomed TerryWhite Chemmart Penrith and JB Party Hire to our "ELITE" group of businesses supporting our participants achieve their goals.

We have had to say goodbye to a few of our Friends of NADO Partners towards the end of this financial year, some who have been with us from the beginning due to COVID-19, so this will reflect slightly in the overall funds raised for this Financial Year.

**We would like to thank our 2019/20FY Friends of NADO for your continued support.**



## Friends of NADO



McDonald's Bondi Beach







## NADO VIP Business Partners

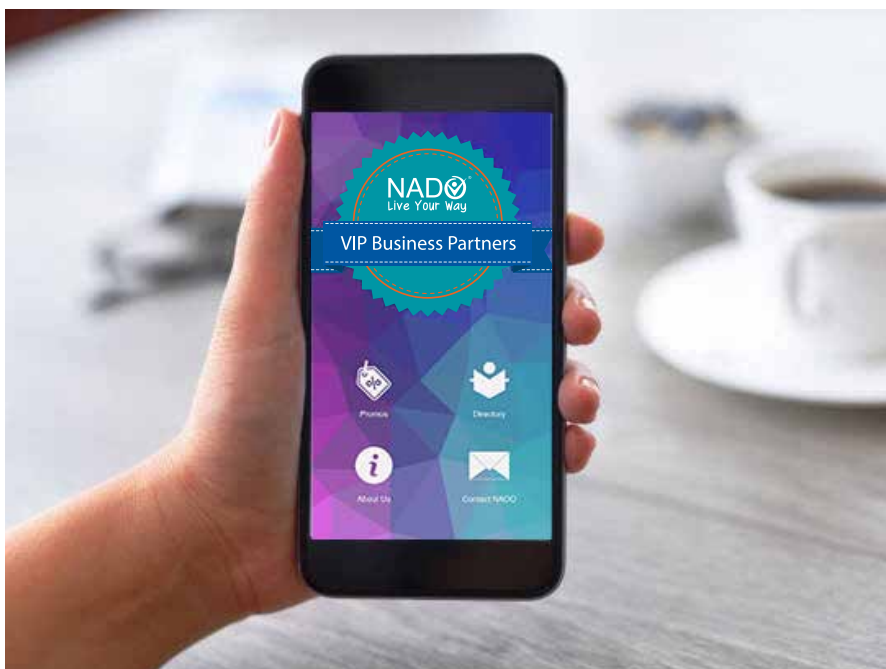
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NADO VIP was launched in 2016 with local businesses coming on board to give “a little extra” to show their support to our participants and staff members. With 1000 + members this is a great way of promoting local businesses to our NADO community.

We were thrilled to launch our much anticipated NADO VIP App February this year. It was a long time coming, and some offers were held back during COVID-19, but it is finally fully functional and a great tool to promote our current value added offers, where we can now send out push notifications and VIP Members can view all promotions at the push of a button.

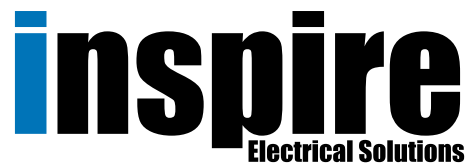
We have fantastic offers available for the whole NADO family thanks to our NADO VIP Partners.

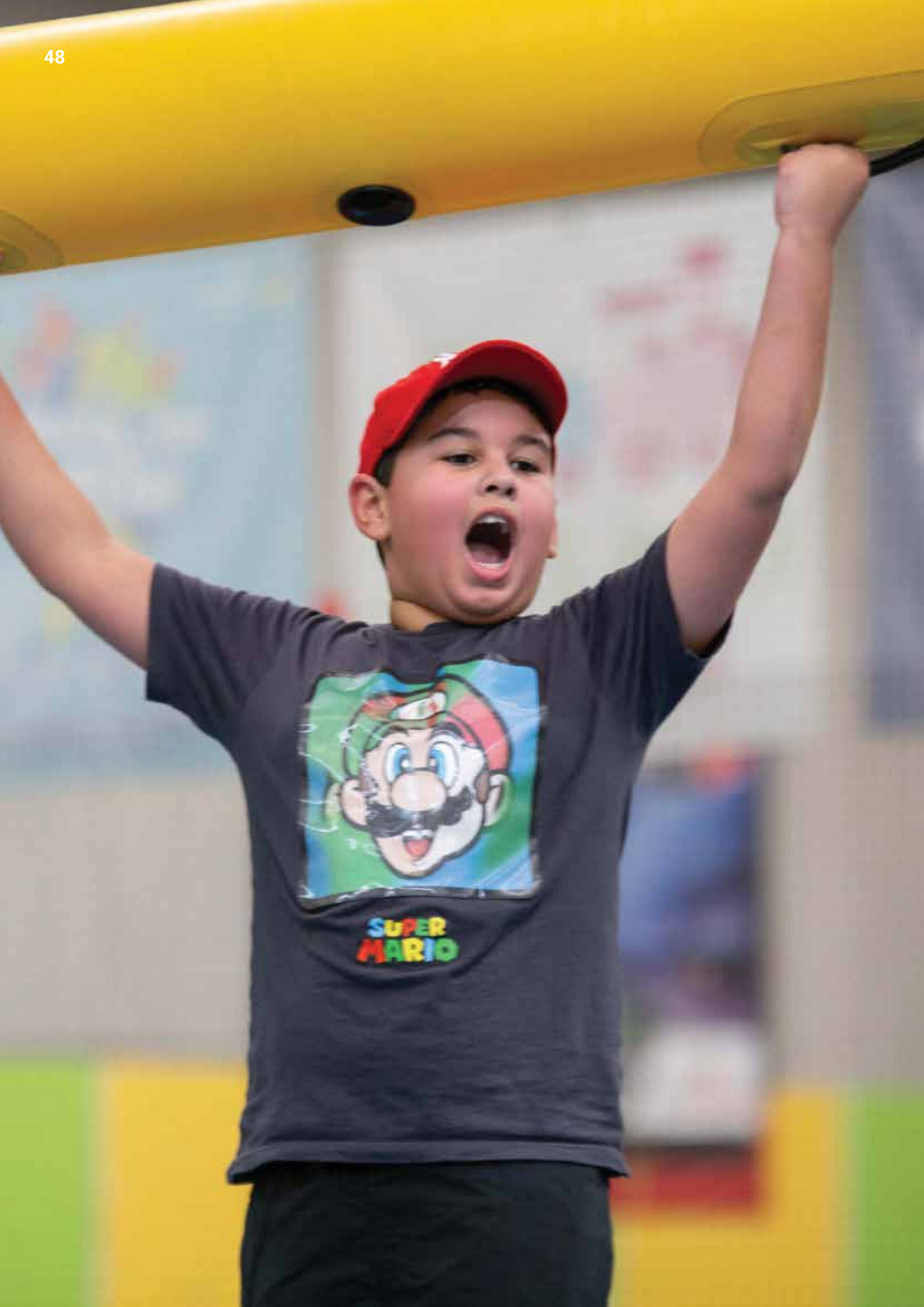
**Thank you to our NADO VIP Partners for your continued support.**





## NADO VIP Business Partners









*Helping people with disability to achieve their goals and live a more independent life*

1300 738 229 | [info@nado.org.au](mailto:info@nado.org.au) | [www.nado.org.au](http://www.nado.org.au)

