



# **ANNUAL REPORT 2010**

# COOTHARINGA MILESTONES

1951

Formation of the North Queensland Society for Crippled Children

1984

De-institutionalisation Commenced.  
- Building and opening of Casa Martinez, first purpose built house in the community



1993

Commenced Family Support Service.  
- Building and opening of house in Mount Isa

2001

Quality Assurance ISO 9001:2000 accreditation achieved



2004

Purchase of property at Keane Street, Currajong for Head Office and RTS operations

2007

Launch of Respite Service in Townsville and Mackay

2009

- Opening of the Activity & Respite Centre.  
- Walk With Me  
- Secured funding for developments at Leila Avenue, Little Street (Cairns) and Meadow Street (Mackay)



Cootharinga Nursing Home Official Opening on 22 June

1957



Further 3 purpose built houses opening in Townsville. As well as one in Cairns and one in Mackay

(1991) Change of name to the "Cootharinga Society of North Queensland"

(1992) Commenced Rehabilitation Technology Service (RTS)



1990 - 1992

- Closure of the Cootharinga Nursing Home and the completion of the move from a "medical" to a "community living" model

- Commenced the Individual Support Service (ISS)  
- Closure of Mount Isa house

1994 - 2000

abilityfirst AUSTRALIA

Membership of Ability First Australia

2002

- Clients at Casa Martinez moved to Gardenia Avenue  
- Child and Family Support Service launched  
- Affiliation with Easter Seals USA



2006

- 3 new Accommodation Services commenced in Townsville, supporting 13 new clients



2008



*Our vision: Building a better world with people of all abilities*

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## ABILITY FIRST AUSTRALIA

A national body of leading disability service organisations working together to achieve a fair go for Australians living with a disability.

[www.abilityfirstaustralia.com.au](http://www.abilityfirstaustralia.com.au)

## ABOUT US

Ability First Australia was incorporated in 2003 as a national company supporting six of Australia's oldest and most respected disability NGOs. All of its members were established from the early 1920s onwards as Societies for Crippled Children. At that time their charter was to support children affected by the polio epidemics of that era and their families.

## OUR FOUNDING ORGANISATIONS

Member organisations now offer an impressive profile of services, supporting an estimated 120,000 Australians with a disability and their families nationwide. A combined workforce of over 3,500 employees and annual combined operating costs in excess of \$167 million are needed to support the complex needs of the individuals who receive services from Ability First Australia members. In addition, more than 5,000 Australians volunteer their time and expertise each year to assist member organisations to achieve their goals.

## WALK WITH ME

Based on the success of the Easter Seals 'Walk With Me', Cootharinga and our AFA partners have undertaken our inaugural 'Walk With Me' fundraisers.

## EASTER SEALS

As a member of Ability First Australia, Cootharinga was one of the first organisations affiliated with Easter Seals Disability Services. Easter Seals is one of the top ten not for profit/charity organisations in the USA.



Mr Rob Grant  
President

Mr Colin Harkness  
Vice President

Mr Alan Parry  
Treasurer

Mr Ian Featherstone  
Honorary Secretary

Ms Pam Griffiths  
Resigned  
24 November, 2009

Mr Jim Young

Ms Diane Catley

Mr Scott Keft

Ms Anna Nicholls

Ms Renee Bennett  
Commenced  
24 November, 2009

# BOARD OF DIRECTORS

*We thank each of our Directors  
who so willingly and enthusiastically  
volunteer their time and skills*

## CORPORATE GOVERNANCE STATEMENT

The Cootharinga Board is responsible for setting the strategic direction for Cootharinga, approving budgets, monitoring, and auditing Cootharinga's affairs, on behalf of Cootharinga members by whom the Directors are elected and to whom they are accountable.

These activities are conducted in accordance with the Memorandum & Articles of Association of Cootharinga and relevant legislation. Activities are aimed at the delivery of quality services to people living with disabilities in North Queensland and ensuring that Cootharinga remains focussed on its Vision Statement.

All Directors are non-executive and act in a voluntary capacity.

The Board has delegated responsibility for day-to-day operations of Cootharinga to the Chief Executive Officer. The Chief Executive Officer reports to the Board through Cootharinga's President. In addition, Directors are members of a range of specialist "Board Committees", each of whom concentrates on specific areas and recommends action to the Board. The Board and each Board Committee has established:

- ❑ roles
- ❑ structure and composition
- ❑ terms of reference
- ❑ functions
- ❑ meeting and reporting requirements
- ❑ key performance indicators

## DIRECTORS' ATTENDANCE RECORD

The following is a record of the attendance by Cootharinga Directors at Board and Board Committee meetings held During the period July 2009 to June 2010. The figure on the right of each section indicates the number of meetings conducted, or that the Directors were expected to attend during the period each Director was a member of the Board or Board Committee, while the figure on the left is the number of meetings actually attended.

Director	Board of Directors	Executive Committee	Client Services Committee	Community Relations & Fundraising Committee	Finance & Resources Committee
Rob Grant	6 of 6	1 of 1	4 of 4	2 of 3	5 of 6
Colin Harkness	4 of 6	1 of 1		2 of 3	
Alan Parry	5 of 6	1 of 1			5 of 5
Ian Featherstone	4 of 6	1 of 1	4 of 4	2 of 2	3 of 3
Pam Griffiths	2 of 3			2 of 2	
Jim Young	3 of 5				6 of 9
Anna Nicholls	5 of 6		2 of 4		2 of 3
Diane Catley	4 of 6		3 of 4		
Scott Keft	5 of 6		1 of 4		
Renee Bennett	3 of 3			1 of 1	

# REPORT FROM PRESIDENT AND CEO

Once again, the financial year draws to a close and we take time out to review the year. 2009 / 2010 has been a significant period of consolidation for Cootharinga, supplemented by some exciting new developments.

All of our achievements are the result of a committed effort by a range of people working towards our Vision of "Building a better world with people of all abilities":

- **The people we assist and their families:** They are the reason we exist, and they are powerful partners in improving their lives, and in giving to others.
- **Businesses and communities:** Across North Queensland who supply valuable physical, financial and other resources to help us extend the important work we do. Over 80 businesses supported us during this financial year, offering well over \$100,000 worth of support.
- **Our funding bodies:** Particular thanks must go to the Department of Communities, Disability Services and we would like to show our appreciation to Patrick Sherry, Terry O'Connor, and all the other wonderful staff in the various offices of the Department across North Queensland. Their confidence in us and their generous and valuable support is much appreciated.
- **Our Partners:** We work alongside a range of people and organisations to achieve greater outcomes for people with disability. We congratulate and thank our colleagues in agencies right across North Queensland for their generosity and willingness to build a better world. We also would like to thank our partners across Australia, and into America through our association with Ability First Australia, Cerebral Palsy Australia, and Easters Seals (USA).
- **Our valuable volunteers:** They have contributed many thousands of hours of incredible support. A very big thank you must go to the volunteers who support the people we assist, as well as those who work in our offices and services. We would like to acknowledge the Board of Directors who so generously give their time and valuable skills to help guide and lead the organisation. Over 45 fabulous volunteers at Babinda have again stunned us by their efforts. They raised \$130,000 this financial year and presented a cheque, which will go towards supporting our work.

- **Our wonderful Staff:** We have around 200 staff, and they are working tirelessly toward making a positive difference in the lives of people with a disability. As the organisation expands, we have seen many staff step up in to new roles, and take on additional responsibilities. They have also embraced some significant changes including electronic records, least restrictive options, and a stronger focus on person centred planning. It is through the efforts of these wonderful staff that we are able to provide new and exciting opportunities for the people we assist.

Over the 2009 / 2010 financial year we are proud to put forward just some of the highlights of the year:

1. Implemented the new Vision, Branding, and Strategic Directions that were endorsed by the Board in Feb 2009.
2. Secured funding for the refurbishment and ongoing operation of a new Activity and Respite Centre which opened in August 2009. The centre operates from Thursday morning right through to Monday morning, a 'first' for Townsville and Queensland.
3. Secured funding and largely completed construction of accessible accommodation in Rasmussen, Townsville. This development is quite innovative as it offers 5 individual units which are serviced by a shared, communal area behind the units!
4. Secured funding to redevelop two of our buildings that were vacant or underutilised. Both will become housing for people with disabilities and will be ready in 2011.
5. Embraced a stronger focus on person centred planning, building on earlier work we have done on individual lifestyle planning.
6. Consolidated the organisation by careful expansion into new services, while keeping overheads and other costs under control.
7. Finally, it is exciting to report we delivered our very first services to families of children living with Autism Spectrum Disorders. This new initiative is funded by the Australian Government, and builds on our strategic direction to provide services to children with disability.

It should be clear to all readers that this impressive set of achievements is not possible without the coordinated and dedicated effort of a tremendous number of people. We thank you all for engaging with us and making a real difference to the lives of people living with a disability across North Queensland!



A handwritten signature in black ink, appearing to read 'Rob Grant'.

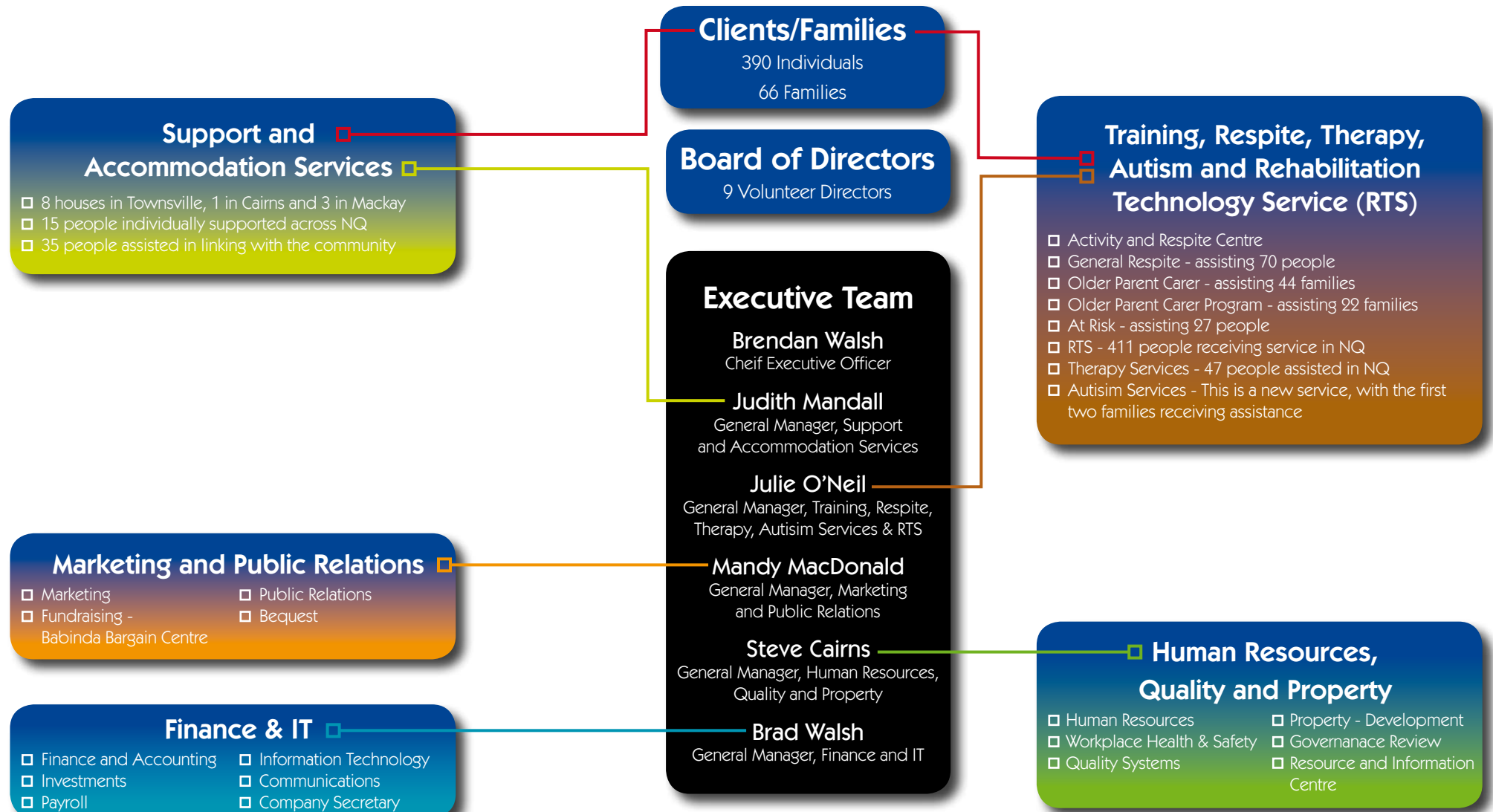
Mr Rob Grant  
President



A handwritten signature in black ink, appearing to read 'Brendan Walsh'.

Mr Brendan Walsh  
CEO

# ORGANISATIONAL CHART - FEBRUARY 2010



Atherton

Cairns

Townsville

Mackay



# LIST OF OUR SERVICES

## ATHERTON

**Support Service** – 2 people received service

**Rehabilitation Technology Service** - 2 people received service

**Therapy Service** - 2 people received service

## CAIRNS

**Supported Accommodation Service** - 5 people received service

**Support Service** - 1 person received service

**Rehabilitation Technology Service** - 21 people received service

**Community Linking Service** - 5 people received service

**Therapy Service** - 6 people received service

## TOWNSVILLE

**Supported Accommodation Service** - 35 people received service

**Support Service** - 11 people received service

**Respite Service** - 113 people received service

**Rehabilitation Technology Service** - 235 people received service

**Community Linking Service** - 24 people received service

**Therapy Service** - 48 people received service

## MACKAY

**Supported Accommodation Service** - 7 people received service

**Support Service** - 2 people received service

**Respite Service** - 18 people received service

**Rehabilitation Technology Service** - 68 people received service

**Community Linking Service** - 7 people received service

**Therapy Service** - 8 people received service



**Cootharinga**  
North Queensland  
**Ability First!**

# SUPPORT AND ACCOMMODATION SERVICES



*June cooking up a storm*

Cootharinga continues to have a strong commitment to increasing and improving our services in North Queensland.

- ▣ Our Support and Accommodation Services in Townsville, Cairns and Mackay is provided in 12 houses to 47 individuals.
- ▣ Our Individual and Family Support provides services to 17 individuals.
- ▣ Our Community Linking Service provides service to 37 clients.

Cootharinga continues to work towards improving the assistance our staff provides to the people we support with the opportunity to tailor their support needs to their individual wishes. In the last six months, all Cootharinga staff have attended training in person centred planning which is being implemented across all our services.

Person centred planning is a tightly focused plan for each person that responds to their individual needs, goals, aspirations and ambitions. This individualised approach means that flexible, responsive and innovative support options are developed for each person.

An important aspect of our service is to assist individuals to establish and maintain family contact. For many this is readily achievable as some individual's families live nearby, but there are a number of families who live outside of the local area. This year saw a number of the people we support visit their families for the first time in many years. Managers, support staff, therapists and our Workplace Health and Safety Officer work collectively to arrange transport, accommodation and support to enable plans to go smoothly and that an enjoyable time is had by all.



*Ruth and support worker Miranda*



Winnie with her family

*Winnie's Keyworker ...  
was only too happy to put  
in the hard yards to help*

## WINNIE AND HER FAMILY - THURSDAY ISLAND

Staying in touch with family is extremely important, but when family do not live close by it means that for some of the people we support this can be difficult. Knowing the importance of keeping in touch and visiting family our staff do all they can to organise family visits.

When Winifred (Winnie) David from Gardenia Avenue and her family wanted her to go home to Thursday Island for the unveiling of her mothers tombstone every effort was made by staff to make it possible. Winnie's Keyworker, Jan Burgess said she "was only too happy to put in the hard yards to help with organising and then to accompany Winnie on her holiday". As Jan said it was no easy feat but well worth the effort particularly seeing the enjoyment on Winnies face as she met with her family and friends she had not seen for many years.

Winnie and Jan spent five days on Thursday Island catching up with brothers, sisters, aunts, nieces and nephews. As well as attending the unveiling of her mothers tombstone, Winnie toured the island as she visited family and friends. Jan commented that everywhere Winnie went there always seemed to be children eager to be around and talk to her.

On the last evening on the Island, Winnie's family put on a wonderful meal which was followed by singing and dancing by the children. Her brother and sisters then sang a song to Winnie that her father sang to her whenever she left the island to return to the Cootharinga Nursing Home, bringing tears to Winnie's eyes.

Unfortunately the time flew too quickly and it wasn't long before Winnie and Jan were boarding the plane for the trip home with some lovely memories, photos, videos and gifts from the trip.



Winnie and her brother

# RESPITE

The Respite Service focuses on providing flexible respite options to families who have a family member with a disability, to assist them to maintain living arrangements and provide opportunities to build social relationships and move towards independence. Respite gives families and parent/carers the opportunity to take a break from the on-going responsibilities of their caring role, allowing them to manage the ordinary day-to-day tasks that people take for granted. Respite can assist carers to look after their own health and well being while their family member is being cared for. Respite can be in the home, the community, or in a centre base respite facility.

The Respite Service provides four types of respite services:

- ❑ General Respite in the Townsville region
- ❑ "At Risk" Respite throughout far North Queensland
- ❑ Older Parent Carer Respite within the Townsville and Mackay region.
- ❑ Centre-Based Respite

The General Respite Service has provided approximately 40 families with flexible respite in delivering in home or community access to their family member over the past twelve months.

The Respite Service provides emergency support to families in the North Queensland region through the "At Risk" program. Support is provided to families and carers in unplanned or emergency situations when a family member/carer requires immediate assistance. Currently around thirty families have accessed emergency respite over the past year.

The need for support, particularly respite support, increases as carers' age. Caring is often a 24 hour a day job that can be emotionally and physically exhausting for carers. Through the Older Parent Carers Projects in Townsville and Mackay respite can assist in building skills needed for independent living and provides opportunities for parent/carers to be involved in planning for future long-term living arrangements and supported accommodation options for their family member.

## ACTIVITY AND RESPITE CENTRE

The Respite Service further expanded its range of services with the opening of the Activity and Respite Centre in August, 2009. The Centre offers quality respite care, skills development and support to people with a disability aged 6-65 years. The Centre is currently funded for four days per week with the capacity to provide support for individuals over a seven day period if funded through another source for the balance of the week. Respite can be provided for short planned breaks, daytime, overnight and weekend and is also available in the event of an emergency.

The Activity & Respite Centre's day programs focus on enhancing the independent living skills and community connections for people with a disability. Programs available are flexible and based upon individual needs and can include arts and crafts, music, cooking, fishing, sports and social and recreational activities.



*Matthew and Brendan (CEO)*



*Kineon making his lunch*



## RESPITE FOR OLDER PARENT CARERS

Helen and her mother Elaine were referred to the Respite for Older Parent Carers (ROPC) Project in April 2007. The Project is able to provide some funding for respite for people over the age of 65 who are caring for a son or daughter with a disability at home. The ROPC Project Officer also assists families to plan for the future.

Helen is 38 years old and has an intellectual disability. Elaine has some major health issues so through the ROPC Project; Cootharinga was able to provide some regular respite while assisting with planning for the future. When Elaine can no longer care for Helen, the family have decided that Helen will live with one of her sisters. With this in mind, an application was made to Disability Services for recurrent funding to assist in that transition. This was successful and Helen is now becoming accustomed to having regular support from Cootharinga. Support staff assist Helen by teaching her the skills she needs to do her share of the housework, and she regularly cooks meals for the family as well as preparing her own lunch.

Helen now has the support required to access the community and has been enjoying card making classes, ten pin bowling, shopping and visiting friends. Helen goes out with a support worker once a fortnight to listen to live music and enjoys a meal at a local club. In the future Helen is hoping to be able to do some volunteer work with assistance from her Cootharinga carers.

For Elaine, having recurrent funding for Helen means that she now feels much less stressed, and has peace of mind and a sense of relief in knowing that there are plans in place for the future. Elaine is still adjusting to the realisation that she now has time to herself and the freedom to do the things that weren't always possible before. Now that Elaine and Helen spend so much more time apart they both agree that their relationship has improved immensely and they are now "much better friends" than they were before.

*Elaine now feels much less stressed, and has peace of mind and a sense of relief in knowing that there are plans in place for Helen in the future.*

# SUPPORT SERVICE

Cootharinga's Support Service plays a crucial role in assisting people living with a disability and their families to continue to live independently in the community. Staff encourage and support individuals to be physically and socially active in their community and to maintain contact with family members and friends.

Our Family Support Service provides families with a much needed break from caring for a family member with a disability. Services are tailored to suit the family and the person with a disability.

After many years of only having phone contact and the occasional letter from her family Dianne (Di) Diamond supported by Bernie Romer took the train to Port Douglas to catch up with her brothers, nieces and nephews. As the saying goes "even with the best laid plans of mice and men can go astray". The Tilt Train was delayed in Brisbane by six hours delaying the start of Di's holiday and resulting in the happy travellers not arriving in Port Douglas until 3.00am in the morning.

However, nothing could dampen Di's enthusiasm to enjoy her holiday, and after a good sleep in Di was ready to make the most of her holiday. First thing on the agenda was to take a trip up town to check out the shops and buy some souvenirs of the trip. Followed by visits to many of the art galleries, museums and tourist sites around Port Douglas. The afternoon found Di and Bernie hopping on board the Lady Douglas River Boat where they enjoyed the tranquillity of a leisurely boat ride up the river watching the many birds and the occasional crocodile along the way.

The following day Di's brothers Alfred and Eddie and some of their children met Di for a birthday morning tea at the park. However as is often the case it rained so the party was taken back to the hotel where they enjoyed a couple of hours of fun and laughter.

The final day of her holiday Di and Bernie hired a taxi to drive to Mossman where Di was able to spend more time with Alfred and Eddie and catch up with other family members. Di was also introduced to the newest member of the family, a fox terrier puppy, who was only too happy to curl up on Di's knees and lap up the attention.

*After many years of only having phone contact, Di was keen to see her family*



Dianne Diamond and her family

# COMMUNITY LINKING SERVICE

The Community Linking Service offers individuals with opportunities to build on and increase their connections and support networks in the community. Our Community Linking staff assists individuals to attend activities, such as their areas of interest and achieving their goals and aspirations as well as day to day banking, shopping, hairdressing appointments. Our service is tailored to meet the needs of individuals and to improve their quality of life by developing skills and abilities to enhance independence and social interactions in the community.

With funding from Townsville City Council through the Regional Arts Development Fund and with community support Cootharinga has been able to provide Culturally Inclusive Workshops and Arts and Craft workshops for the people we support and for others in the community.

Over the past 12 months participants have been enjoying activities including cooking, painting, beading, tile mosaic, music and dance from many of the different cultural groups represented in the Townsville community.

Supported by Community Linking Staff many of the people we support have enjoyed the fortnightly activity using it as a means to catch up with friends from other houses and other services and to make craft items for themselves or to give away as presents. Emma Mackle and Ruth Kimmins are just two of the people who attended on a regular basis.

When asked, Emma Mackle from Cabernet Court commented that she particularly liked the painting workshops because she “painted interesting pictures”. Others at the workshops would also say that Emma must have enjoyed the music workshops as she was always up with Matt – The Music Man being the life of the party. Emma also said she likes the workshops as she was able to “make stuff”, most of which is on display in her bedroom.

Ruth Kimmins from Lanark Street also said that she like the workshops as she could “talk to Susan Peters” our Aboriginal and Torres Strait Islander Officer at the workshops. Ruth also said she “liked the beading” and has made a number of pieces of jewellery that she proudly wears.



Salma in the 'centre' of the activities with friends



Ruth getting instructions on some intricate weaving



*Rebecca working on her communication skills*

## THERAPY

Many of the individuals supported by Cootharinga have continued to have access to the valuable therapy team, consisting of two full time Occupational Therapists, one full time and one contract Speech Pathologists and two contract Physiotherapists.

The therapists continue to work closely with individuals supported in Townsville and quarterly visits to Cairns and Mackay for an intensive week block of therapy.

The joy and excitement of assisting individuals to reach their desired goals and aspirations continues to keep the therapy team motivated and person centred. Through a holistic approach, Cootharinga's allied health team focus on all activities of daily living, from the speech pathologist assisting individuals to maintain

independence and safety in mealtime management and effectively communicating, through to chest and positioning physiotherapy for optimal musculoskeletal functioning and respiratory health. Occupational therapy enables individuals to be socially active within the community, and improve participation in home activities through suitable equipment prescription including modified wheelchairs and access to sensory stimulating activities. The occupational therapy role has expanded over the past year to include initial assessments for individuals accessing the activity and respite centre.

The therapy team continue to contribute to the knowledge and learning of support workers by facilitating training sessions on manual handling, mealtime management, communication, back care, hoist training, slide sheets, wheelchair maintenance and pressure care. These training sessions assist staff to maintain Cootharinga's high standard of care and best practice.

## REHABILITATION TECHNOLOGY SERVICE (RTS)

RTS is a unique service in Far North Queensland that has been operational as a Cootharinga service for over 18 years. It makes a significant difference to the lives of people who utilise wheelchair or other mobility equipment.

The goal of the service is to enhance individuals' lives through the provision of appropriate and timely modifications to equipment, primarily wheelchairs, commode chairs, wheelie walkers, as well as other types of mobility equipment that may require modifications and/or adjustments or repairs. RTS has annually provided three (3) mobile seating services to Cairns and Mackay and to communities in between, when time allows.

Over the years RTS has provided mobile seating services annually to Charters Towers and has had individuals access our Townsville services from as far away as Longreach and Mount Isa. Anyone can access the RTS service by a referral form from their therapy service. This year RTS provided 210 assessments, modified 108 pieces of equipment and completed 150 repairs between July 1st 2009 and June 30th 2010.



# AUTISM SERVICES

Autism is a developmental disorder. It impacts on an individual's ability to interact socially, communicate clearly and effectively, and behave appropriately. Autism is one of five disorders in a group known as Autism Spectrum Disorders (ASD). Other disorders include Asperger's Syndrome, Pervasive Developmental Disorder - Not Otherwise Specified, Childhood Disintegrative Disorder and Rhett's Syndrome.

Autism is more common in males compared to females, with four times more males being diagnosed to each girl. Recent research suggests that prevalence of ASD is increasing. Townsville is suggested to have around 250 children under the age of 15, who have been diagnosed with ASD.

Cootharinga's Autism Services is one of three approved Townsville services on the Early Intervention Service Provider panel. This allows families with eligible children to access \$12,000 funding through the Australian Government Helping Children with Autism program. Due to Townsville's regional location, eligible families may be able to access an additional \$2,000 to help them with travel expenses to access approved services.

The financial year 2009-10 has seen the development of the Autism Services. Building alterations are planned to begin to house the new service, including a therapy room. Recruitment of allied health professionals has commenced. Marketing and promotion of the service to the community has begun.

Building on Cootharinga's vision and values, Autism Services aim to increase awareness of people, in particular, children who have a diagnosis of autism throughout the North Queensland region. The service has a person-centered and self-directed framework. The positive framework that has been implemented allows parents to work in conjunction with therapists to develop a plan that meets both the parents, and their child's needs and goals.

In the new financial year, Cootharinga's Autism Services will offer an innovative range of services:



# VOLUNTEERS

Volunteers enrich our communities and help community organisations daily. Volunteers help to build strong, healthy and inclusive communities. It is estimated that the value of volunteering is worth billions to the economy, and that much of the good work that community organisations achieve would not be possible without the support of the volunteers.

People volunteer in all types of organisations, and in all sorts of ways. They volunteer for a range of reasons - to help others, for personal satisfaction, or to do something worthwhile. Everyone has their own personal story or reason for volunteering, and in doing so, they make new friends, develop new skills, improve their health, become job-ready or simply have fun.

Cootharinga's volunteers are no exception. In recent years our volunteer numbers have been on the rise, and this year we have seen approximately 120 people giving their time as Directors, at the Babinda Bargain Centre, at fundraising events, in the office and out in our services. Whether a person volunteers at one fundraising event a year or volunteers on a weekly basis, their assistance is very much appreciated and contributes to the quality service we provide to the people we support. We would like to take this opportunity to thank each and every one of them for their time and efforts.



Glen, Steven and Ian

*"Steven was of great assistance and they wouldn't know what to do without him. He is always willing to help out with whatever is asked of him."*

## STEVEN KOENIGER

Volunteering with Cootharinga since October 2003 Steven first volunteered at Lanark Street with Ruth, Patricia, Shairalee, and Karen going to Morning Melodies. In 2005 Steven transferred to Winifred Street and now is a regular helper taking Glen and Ian to workshops or to the bank and shops. Steven works well with the Winifred Team and has become good mates with Glen and Ian.

Service Manager Val Kirk, recently commented that "Steven was of great assistance and they would not know what to do without him. He is always willing to help out with whatever is asked of him".

Always one that can be relied on, Steven is happy chatting to the residents, assisting with house BBQ's, going out shopping or taking clients to workshops. Steven says "he really likes being at Winifred Street and likes going to the shops and having lunch with Glen and Ian".

# HUMAN RESOURCES/ QUALITY AND PROPERTY

## HUMAN RESOURCES/QUALITY AND ACCOMMODATION

### - CONTINUING GROWTH

The growth continues, and this year has seen a number of opportunities arise with the prospect of further future growth in the coming years. Our staffing numbers are closing in on 200, and with the introduction of new services in Cairns, Mareeba and Mackay, this figure will see Cootharinga moving towards 250 staff by this time next year. The figures outlined below show an increase of approximately 10% in staffing levels over the last financial year.

This year has shown a change in recruiting patterns from previous years and we have needed to look “outside the box” to ensure we were able to continue to recruit high quality staff to Cootharinga. It appears that with the resurgence of recruitment in the mining industry in North Queensland, the Disability Sector, like many other industries, is adversely affected in the recruitment of staff in this region. The competition to attract staff away from other Disability Sector organisations is also very apparent. It is not at all uncommon to see recruitment for Support Workers appearing in Saturday’s paper for anything up to 4 or 5 different organisations on the same weekend. On the positive side, it is good to see that there appears to be more and more additional support hours to North Queenslanders living with a disability.

Staff retention rates are very similar to those of last year, however this can still be improved upon, and Cootharinga are continually looking at new and innovative ideas to assist in the retention of staff. A staff perception survey was conducted this year and the results have recently been forwarded onto the Executive Leadership Team. The introduction of new Support Worker pay rates has seen increases of over 20% being introduced over a 24 month period. There has also been a renegotiation of the current Union Collective Agreement, which will provide additional benefits to staff. Even though retention is not all about better pay and conditions for staff, new and improved work conditions will certainly assist in the recruitment and retention process.

There were further organisational restructures at Cootharinga this year. These changes were not as major as last year, however quite significant in the overall operational direction of Cootharinga. An Autism Service has evolved and this is an exciting new direction in Cootharinga’s support to people with disabilities. The service is designed to provide support to children with autism between the ages of zero and seven. Cootharinga has been looking at moving into providing services to children for the last five or so years and this objective became achievable through the introduction of the new Autism Service.

The main focus for HR in the forthcoming twelve months, as determined in our Strategic Directions, will be the continuation of recruiting staff and, more importantly, the retention of current staff.

Status	2006	2007	2008	2009	2010
Full time employees	30 (20%)	35 (25%)	33 (24%)	40 (22%)	40 (22%)
Part time employees	89 (58%)	77 (52%)	80 (57%)	104 (56%)	106 (56%)
Casual employees	34 (22%)	34 (23%)	26 (19%)	41 (22%)	40 (22%)
<b>Total</b>	<b>153</b>	<b>146</b>	<b>139</b>	<b>185</b>	<b>186</b>
Full time equivalent	100.47	98.43	100.59	124.4	124.76

Property has been a major focus for the past 12 months. Cootharinga has been able to receive funding to support the building and renovation of three houses, one each in Townsville, Cairns and Mackay. Through the National Stimulus Plan, funding (\$1.1 million) was received to build a new and innovative house on Cootharinga property in Townsville. The house (design as shown below) was developed by Cootharinga staff with assistance from local Townsville architectural firm – Tippet Schrock Architects. The new house provides both an independent and inclusive design that allows the new residents to both live independently (each unit contains a bedroom, lounge room, bathroom and outdoor patio/entertainment area) or they can choose to socialise with the other residents in the communal kitchen, dining and lounge room areas.

Funding (\$280,000) has also been received from Disability Services to renovate a current Cootharinga owned house in Mackay. The property has been vacant for approximately six months and the new renovations will allow up to 4 new residents to be accommodated in the house. Disability Services have provided another \$750,000 to reconstruct a new house in an existing Cootharinga building (old bingo Hall) in Cairns. The building will be converted into a five bedroom house which will accommodate four new residents and a staff sleepover bedroom. Another building adjacent to the main hall will be converted into two independent one bedroom units. This again has been designed through the innovative ideas of Tippet Schrock Architects. Cootharinga would like to acknowledge both the Federal and State governments’ generous provision of funding for these three projects. These houses assist Cootharinga in achieving their vision of “building a better world with people of all abilities”.



# TRAINING

What another hectic year for the training team! With the introduction of a number of new services and individual support requirements, the training team has introduced numerous new and innovative training sessions to meet

the growth of Cootharinga. Over the past year, the training team has delivered comprehensive pre-requisite, orientation and refresher training to 77 employees. The team has also delivered additional internal training on various subjects to 726 staff attendances of our current employees. Cootharinga continue to encourage staff to obtain industry focused qualifications such as Certificate III /IV in Disability. Wherever possible, Cootharinga will financially support staff to achieve these qualifications.

No doubt, one of the highlights of the training year was the Annual Staff Conference. This was conducted on 4 December 2009 and 64 staff attended the conference. It was great to see staff from the Mackay and Cairns regions making the long trek to Townsville for the conference. They certainly

provided a great sense of unity and gave Townsville staff the opportunity to meet and greet with their counterparts and hear new and innovative ideas. A wide variety of training was provided on the day and the 'FISH' theme added to a very successful and thoroughly enjoyable day's training. The evening activities further enhanced the great day.

As with last year, the training modules are continuing focus on achieving Cootharinga's Strategic Direction. The Board has continued to follow through with the strong statement that "we have also reinforced our strong commitment to the training and development of all our staff" A major component of staff retention is ensuring the continual career progression of staff throughout the organisation. Opportunities of training in effective leadership skills, management and communication skills are provided to staff, especially those who wish to progress their careers both within Cootharinga and the industry in general.

The training team thanks the Board for their continuing financial and enthusiastic support in providing these training opportunities for staff.

# PERSON CENTRED PLANNING AND PRACTICE

Cootharinga has been a leader of providing support to people with a disability in the past, and will continue to be one. Now we are embarking on a major new challenge.

We are changing our focus on how we work with the people we assist and their support network. Traditionally the focus has been on professionals working with individuals and their family around the goals for each person. From this year (2010) Cootharinga is moving to a new model of service provision to the community, called the Self Directed Model.

This approach empowers the person to tell us what is important to them, and what we can do to best assist them achieve their goals and ambitions. For the lay reader that means we are moving away from our staff guiding the person step-by-step towards agreed goals. Now we are going to ask the person and their support network what goals they wish to achieve.

The initial action is to embrace Person Centred Planning & Practice or The Plan. The fundamental belief is that, by including the individual in the decision making process, you are creating opportunities for growth in the individual and, in the longer term, the wider community.

The Plan can help discover information that will be helpful in driving the support needs of the individual. Traditional models too often have focused on the negative, the deficit, the glass half full scenario. The Plan will focus on the fact that there is a glass (when someone else might have plastic) and it is half full of your favourite drink.

The Plan seeks out information relating to what is important to the client, then finds ways to make it happen.

This concept of self directed support is designed to give the client more control and direction over their own life and create a feeling of self worth.

On 12 April 2010, Jill Lane from Jill Lane Consultancy visited Cootharinga and provided training and consultation in person centred planning. The focus was on how we could improve our current practices regarding individual lifestyle planning and service delivery. The training and consultation consisted of:

- A working group of 7 Managers and 4 support workers identified our current strengths, as well as some changes which the group felt were necessary to improve our current practices.
- Two days of person centred planning and practice training were held with 25 staff from a range of service areas. This group provided information and ideas about current practices and made significant contributions to the implementation plan.
- Two information sessions were held with key workers and other staff. These sessions provided an overview of person centred planning and practice and the possible way forward for Cootharinga.

Between April and June 2010 additional training and information was provided to all staff and a person centred planning implementation group has been formed to further develop the process.

## THE COOTHARINGA SOCIETY OF NORTH QUEENSLAND

# CONCISE FINANCIAL REPORT FOR THE YEAR ENDED 2010

The financial statements and other specific disclosures are an extract of, and have been derived from the full financial report of The Cootharinga Society of North Queensland for the financial year. Other information included in the concise financial report is consistent with the full financial report.

The concise financial report does not, and cannot be expected to, provide as full an understanding of the financial performance, financial position and financing and investing activities of The Cootharinga Society of North Queensland as the full financial report.

A hard copy of the 30 June 2010 full Financial Report, including the independent audit report, is available to all members, and will be sent to shareholders without charge upon request.

### DIRECTORS' REPORT

Your Directors present the following report for the financial year ended 30 June 2010.

#### Directors

The details of the Directors of The Cootharinga Society of North Queensland in office at the date of this report; including name, qualifications, experience and special responsibilities, are shown on page 2 of the Annual Report.

There were 6 Directors' meetings held during the year.

Directors have been in office since the start of the financial year to the date of this report unless otherwise stated.

#### Meetings of Directors

Refer to Directors' Attendance Record on page 2 of the Annual Report.

#### Proceedings on Behalf of the Company

No person has applied for leave of court to bring proceedings on behalf of the company or intervene in any proceedings to which the company is a party for the purpose of taking responsibility on behalf of the company for all or any part of those proceedings.

The company was not a party to any such proceedings during the year.

#### Company Secretary

The following person held the position of Company Secretary at the end of the financial year:

Mr Brad Walsh – Bachelor of Commerce, Certified Practicing Accountant. Mr Walsh has worked

for The Cootharinga Society of North Queensland for the past 15 years. Mr Walsh was appointed Company Secretary on 6 October 1997.

#### Interests of Directors in Contracts with the Company

There were no material contracts involving Directors' interests at the end of the financial year or, if not then subsisting, entered into since the end of the previous financial year.

#### Principal Activities

The principal activities of the company have been human services.

There has been no significant change in the nature of these activities during the year.

#### Environmental Issues

The organisation's operations are not regulated by any significant environmental regulation under a law of the commonwealth or of a state or territory.

#### Result for the Year

The net surplus of the company for the financial year ended 30th June, 2010 was \$474,323. For the regular operations (operations excluding investment revaluations, bequest income and capital works) of the company an operating surplus of \$131,171 was achieved.

#### Dividends

The company is a non profit organisation and the payment of dividends is prohibited.

## THE COOTHARINGA SOCIETY OF NORTH QUEENSLAND

### DIRECTORS' REPORT (CONT.)

#### Review of Operations and Results of Operations

Cootharinga's overall financial result for the year ended 30 June 2010 was a surplus of \$474,323. This represents a \$863,466 decrease in loss after tax from 2009.

The main factors contributing to this result were as follows:

##### *Income*

Total operating income has increased by \$1,891,464. This is as a result of the following:

Government funding Income has increased by \$1,533,737 being receipt of Queensland Government, Department of Communities - Disability Services (DS) funding supplementation, the addition of funded services including the Activity and Respite Centre, Supported Accommodation, Family and Individual Support and Community Access; an increase in fundraising income of \$187,239; and additional service charges of \$195,121.

##### *Expenses*

Total expenses have increased by \$1,027,997 as a result of increases in operating costs of \$1,557,756; a reduction in investment revaluations of \$410,627; and a decrease in losses attributable to trading of financial assets (shares) of \$119,132.

The operating costs increases relate to employee benefits expenses, new services costings, and general inflationary cost increases.

The reduction in investment revaluation expenses to \$1,735 is a result of investment valuations at fair values remaining consistent with 2009 including Floating Rate Notes (refer to note 6), however continuing volatility within financial markets exists.

A review of operations and the results of those operations for the financial year are set out in the President's Report.

#### Significant After Balance Date Events

No matter or circumstance has arisen since the end of the financial year that has significantly affected or may significantly affect the operations of the company, the results of those operations or the state of affairs of the company in subsequent financial years.

#### Likely Future Developments and Expected Results

Major developments which may affect the operations of the company in subsequent financial years are referred to in the President's Report.

#### Indemnification

The organisation has arranged liability cover for the protection of the Association. The limit of indemnity being a combined single limit.

#### Directors' Benefits

Neither since the financial year nor during the financial year has a Director received or become entitled to receive a benefit (other than a benefit included in the aggregate amount of remuneration paid or payable to Directors as disclosed in Note 15 to the financial statements) by reason of a contract made with the Director, a firm of which the Director was a member, or an entity in which the Director has a substantial financial interest, by the company or an entity that the company controlled, or a body corporate that was related to the company when the contract was made or when the Director received or became entitled to receive the benefit.

#### Non-audit Services

There were no amounts paid to or are payable for non-audit services provided by the auditors.

#### Auditor's Independence Declaration

The auditor's independence declaration under section 307C is contained on page 19 of this report.

Signed in accordance with a resolution of the Board of Directors.



..... Director  
Rob Grant (President)



..... Director  
Alan Parry (Treasurer)

Dated at Townsville this 7th day of October 2010.

## THE COOTHARINGA SOCIETY OF NORTH QUEENSLAND

THE COOTHARINGA SOCIETY OF NORTH QUEENSLAND  
ACN 009 656 679

### AUDITOR'S INDEPENDENCE DECLARATION UNDER SECTION 307C OF THE CORPORATIONS ACT 2001 TO THE DIRECTORS OF THE COOTHARINGA SOCIETY OF NORTH QUEENSLAND

As lead engagement auditor for the audit of The Cootharinga Society of North Queensland for the year ended 30 June 2009, I declare that, to the best of my knowledge and belief, there have been:

- i. no contraventions of the independence requirements of the Corporations Act in relation to the audit; and
- ii. no contraventions of any applicable code of professional conduct in relation to the audit.

Jessups



Ian Jessup  
Partner

Dated this 7th day of October 2010  
19 Stanley Street  
Townsville QLD 4810

## DISCUSSION AND ANALYSIS OF THE FINANCIAL STATEMENTS

Information on The Cootharinga Society of North Queensland Concise Financial Report.

The discussion and analysis is provided to assist members in understanding the concise financial report. The discussion and analysis is based on The Cootharinga Society of North Queensland financial statements and the information contained in the concise financial report has been derived from the full 2010 Financial Report of The Cootharinga Society of North Queensland.

### Statement of Comprehensive Income

Cootharinga's overall financial result for the year ended 30 June 2010 was a surplus of \$474,323. This represents a \$863,466 decrease in loss after tax from 2009. A discussion on the result is contained within the Directors Report.

### Statement of Recognised Income and Expenditure

The statement of recognised income and expenditure shows an increase in the Available for Sale Financial Assets reserve of \$119,606 and incorporates the surplus result of \$474,323.

The increase in the Available for Sale Financial Assets reserve was a result of financial assets being measured at fair value and the result of continuing volatility within financial markets.

In total, Equity has increased by \$593,929 to \$7,699,531 (2009: \$7,105,602).

### Balance Sheet

Total Assets increased by \$1,905,860 to \$11,353,307 and total liabilities increased by \$1,311,930 to \$3,653,775.

Net assets increased by \$593,929 to \$7,699,531, mainly as a result of state and federal government funded capital housing projects increasing the value of Property Plant and Equipment.

The ratio of current assets to current liabilities was 1.38:1 (2009: 1.94:1). The ratio decrease occurred mainly as a result of an increase to Short Term Provisions.

### Cash Flow Statement

The cash flow statement discloses net cash inflows from operating activities of \$2,012,226 which is an increase of \$1,620,959 on the previous year mainly as a result of capital funding relating to community housing projects, recurrent funding relating to new services and the first year of funding relating to a three year government supplementation funding commitment to offset wage increases. Funding increases were used to pay for service delivery expenses such as employee benefits and suppliers and to invest in financial assets. Other payments for property plant and equipment and capital works/ community housing projects were funded from state and commonwealth capital funding, cash reserves and other financial assets.

There was an increase in cash held of \$2,464,533 which has resulted in \$2,700,626 in cash held at the end of the financial year.

## THE COOTHARINGA SOCIETY OF NORTH QUEENSLAND

### INCOME STATEMENT FOR THE FINANCIAL YEAR ENDED 30 JUNE 2010

	2010 \$	2009 \$
<b>Revenues from Continuing Operations</b>		
Revenues from service activities	9,341,253	7,577,627
Other Revenues from continuing operations	935,900	808,063
<b>Total Revenue from Continuing Operations</b>	<b>10,277,153</b>	<b>8,385,690</b>
<b>Expenses from Continuing Operations</b>		
Supported Accommodation Service expenses	5,628,882	4,569,176
Community Linking expenses	517,156	458,052
Support Service expenses	892,323	938,210
Therapy Service expenses	285,174	266,675
Rehabilitation Technology Service expenses	492,232	445,603
Respite Service expenses	1,391,581	937,559
Other Services expenses	107,371	27,504
Other expenses from continuing operations	488,111	1,132,053
<b>Total Expenses from Continuing Operations</b>	<b>9,802,830</b>	<b>8,774,832</b>
<b>Profit (loss) from Continuing Operations before income tax expense (income tax revenue)</b>	<b>474,323</b>	<b>(389,142)</b>
Income tax revenue (income tax expense) relating to continuing operations	---	---
<b>Profit (loss) from Continuing Operations after income tax expense (income tax revenue)</b>	<b>474,323</b>	<b>(389,142)</b>
<b>Other Comprehensive Income</b>		
Net Value Gain/(Loss) on Available-For-Sale Financial Assets	132,444	(112,679)
<b>Total Other Comprehensive Income</b>	<b>132,444</b>	<b>(112,679)</b>
<b>Total Comprehensive Income</b>	<b>606,767</b>	<b>(501,821)</b>
<b>Profit (loss) Attributable to Members of the Entity</b>	<b>474,323</b>	<b>(389,142)</b>
<b>Total Comprehensive Income Attributable to Members of the Entity</b>	<b>606,767</b>	<b>(501,821)</b>

The above Income Statement is to be read in conjunction with the attached notes.

### STATEMENT OF RECOGNISED INCOME AND EXPENDITURE FOR THE FINANCIAL YEAR ENDED 30 JUNE 2010

	Retained Earnings (Accumulated Losses) \$	Available-For-Sale Financial Assets \$	Total \$
<b>Balance at 30 June 2008</b>	<b>7,336,282</b>	<b>262,968</b>	<b>7,599,250</b>
Gains (losses) from measuring available-for-sale financial assets to fair value:			
Recognised during period		(112,679)	(112,679)
Removed and recognised in profit/loss		8,173	8,173
Profit (loss) attributable to members	(389,142)	---	(389,142)
<b>Balance at 30 June 2009</b>	<b>6,947,140</b>	<b>158,462</b>	<b>7,105,602</b>
Gains (losses) from measuring available-for-sale financial assets to fair value:			
Recognised during period		132,444	132,444
Removed and recognised in profit/loss		(12,838)	(12,838)
Profit (loss) attributable to members	474,323	---	474,323
<b>Balance at 30 June 2010</b>	<b>7,421,463</b>	<b>278,068</b>	<b>7,699,531</b>

The above Statement of Recognised Income and Expenditure is to be read in conjunction with the attached notes.

## THE COOTHARINGA SOCIETY OF NORTH QUEENSLAND

### BALANCE SHEET AS AT 30 JUNE 2010

	2010 \$	2009 \$
<b>Current Assets</b>		
Cash and cash equivalents	2,700,626	382,222
Trade and other receivables	221,844	159,115
Other financial assets	1,998,743	3,843,740
<b>Total Current Assets</b>	<b>4,921,213</b>	<b>4,385,077</b>
<b>Non-Current Assets</b>		
Other financial assets	1,740,919	1,596,209
Property, plant and equipment	4,598,675	3,373,661
Other	92,500	92,500
<b>Total Non-Current Assets</b>	<b>6,432,094</b>	<b>5,062,370</b>
<b>Total Assets</b>	<b>11,353,307</b>	<b>9,447,447</b>
<b>Current Liabilities</b>		
Trade and other payables	1,181,397	1,190,922
Other financial liabilities	---	146,129
Short term provisions	2,372,032	925,163
<b>Total Current Liabilities</b>	<b>3,553,429</b>	<b>2,262,214</b>
<b>Non-Current Liabilities</b>		
Long term provisions	100,346	79,631
<b>Total Non-Current Liabilities</b>	<b>100,346</b>	<b>79,631</b>
<b>Total Liabilities</b>	<b>3,653,775</b>	<b>2,341,845</b>
<b>Net Assets</b>	<b>7,699,531</b>	<b>7,105,602</b>
<b>Equity</b>		
Retained earnings	7,421,463	6,947,140
Available-for-sale financial assets reserve	278,068	158,462
<b>Total Equity</b>	<b>7,699,531</b>	<b>7,105,602</b>

The above Balance Sheet is to be read in conjunction with the attached notes.

## THE COOTHARINGA SOCIETY OF NORTH QUEENSLAND

### CASH FLOW STATEMENT FOR THE FINANCIAL YEAR ENDED 30 JUNE 2010

	2010 \$	2009 \$
<b>Cash flows from operating activities:</b>		
Government Funding	11,395,927	8,294,825
Fundraising	181,410	101,303
Interest Received	97,150	131,456
Dividends Received	51,469	61,055
Distributions from Managed Funds	---	28,603
Legacies Received	171,074	67,260
Other Receipts	561,715	441,852
Payments to Suppliers and Employees	(10,446,519)	(8,735,087)
<b>Net cash provided by/(used in) Operating activities</b>	<b>2,012,226</b>	<b>391,267</b>
<b>Cash flows from investing activities:</b>		
Return of Capital on Units in Unit Trust	32,792	101,476
Proceeds from:		
Disposal of Property, Plant and Equipment	22,501	29,100
Redemption of Interest Bearing Deposits	---	937,601
Payments for:		
Property Plant and equipment	(552,564)	(644,872)
Work in Progress	(875,727)	---
Shares	(19,695)	(23,565)
Unit Trusts	---	---
Interest Bearing Deposits	1,845,000	(1,869,208)
<b>Net cash provided by/(used in) investing activities</b>	<b>452,307</b>	<b>(1,469,468)</b>
<b>Cash flows from financing activities:</b>		
Proceeds from Borrowings	---	---
Repayment of Borrowings	---	---
<b>Net cash provided by/(used in) financing activities</b>	<b>---</b>	<b>---</b>
Net increase (decrease) in cash held	2,464,533	(1,078,201)
Cash at the beginning of the year	236,093	1,314,294
<b>Cash at the end of the year</b>	<b>2,700,626</b>	<b>236,093</b>

The above Cash Flow Statement is to be read in conjunction with the attached notes.

## THE COOTHARINGA SOCIETY OF NORTH QUEENSLAND

### NOTES TO THE CONCISE FINANCIAL REPORT

#### 1) BASIS OF PREPARATION OF THE CONCISE FINANCIAL REPORT

The concise financial report is an extract for the full financial report for the year ended 30 June 2010. The concise financial report has been prepared in accordance with Accounting Standard AASB 1039: Concise Financial Reports, and the Corporations Act 2001.

The financial statements, specific disclosures and other information included in the concise financial report are derived from and are consistent with the full financial report of The Cootharinga Society of North Queensland. The concise financial report cannot be expected to provide as detailed an understanding of the financial performance, financial position and financing and investing activities of The Cootharinga Society of North Queensland as the full financial report. A copy of the full financial report and auditor's report will be sent to any member, free of charge, upon request.

The financial report of The Cootharinga Society of North Queensland complies with all Australian equivalents to International Financial Reporting Standards (AIFRS) in their entirety. The presentation currency used in this concise financial report is Australian dollars.

#### 2) REVENUE

	2010 \$	2009 \$
<b>Operating Revenue:</b>		
Dividends	70,100	83,376
Movement in Market Value of Marketable Shares	44,449	---
Fundraising	335,426	249,033
Sales	222,108	80,763
Government Monies	8,954,153	7,425,416
Other government funding and Allowances	5,000	---
Transport	84,246	66,147
Rent	172,229	141,600
Sundry	51,840	42,559
Interest Received	164,149	194,895
Distributions from Managed Funds	---	28,603
Gain on Disposal of Non-Current Assets	386	3,070
Equipment Income	1,993	---
Equipment Charge Provision Offset	---	---
Charitable Trusts	---	2,968
Legacies	171,074	67,260
<b>Total Revenue</b>	<b>10,277,153</b>	<b>8,385,690</b>

#### 3) PROFIT (LOSS) FROM ORDINARY ACTIVITIES

	2010 \$	2009 \$
<b>a) Expenses</b>		
Included in expenses are the following items:		
Depreciation of Property, Plant and Equipment	294,921	206,594
Employee Benefits Expense	6,772,280	5,752,052
Fair Value/Impairment Losses of Non-Current Investments	1,735	151,740

#### b) Significant Revenue and Expenses

The following significant revenue and expense items are relevant in explaining the financial performance:

Unrealised Loss on Investments (Floating Rate Notes)	---	(260,621)
--	-----	-----------

Further to the notes contained in 2009 Annual Report; Cootharinga continues to hold Floating Rate Notes which are Collateralised Debt Obligation (CDO) products issued by Lehman Brothers International (Europe) (LBIE).

Noteholder priority litigation continues in the UK and US jurisdictions.

The UK position: The English Court of Appeal upheld noteholder priority in November 2009. Lehman Brothers Special Finance were granted the right to appeal this judgement to the English Supreme Court which is scheduled to be heard in March 2011.

The US Position: The US Bankruptcy Court ruled in January 2010 that the noteholder provision of the certain CDO series infringed certain aspects of the US Bankruptcy code and accordingly any distribution of collateral in accordance with noteholder priority would not be permissible under the Bankruptcy Code.

In summary: At the opening of the 2009/2010 period the Kakadu and Merimbula CDOs held by Cootharinga were valued in our accounts at the last known reliable valuation at September 2008 of 40 cents and 29 cents in the dollar of the initial investment value. Given the successful outcome of the UK proceedings we continue to have a high level of confidence that we are likely to achieve this figure or higher when the CDO investments are eventually unwound. We have received a valuation of Kakadu and Merimbula CDOs indicating that the underlying investments are valued at 78 and 83 cents in the dollar respectively. It should be noted the organisation issuing this valuation also made a significant disclaimer about the valuations because they assessed the market to be "highly illiquid". Therefore and adopting a conservative approach we recommend to members that we have retained the last known reliable valuations of September 2008 of 40 and 29 cents in the dollar respectively. The CDO investments are currently included at a valuation of \$854,557. If the appeal ruling is upheld, then a worst case scenario would be that the investments are found to be valueless and the carrying amount of \$854,557 has to be written off in its entirety.

## THE COOTHARINGA SOCIETY OF NORTH QUEENSLAND

### NOTES TO THE CONCISE FINANCIAL REPORT

#### 3) PROFIT (LOSS) FROM ORDINARY ACTIVITIES (CONT.)

##### b) Significant Revenue and Expenses – cont.

##### CDO SUMMARY

CDO Held	Face Value \$	2009 Carrying Amount Valuation c/\$	2010 Carrying Amount Valuation c/\$	2010 Revaluation \$	2010 Carrying Amount \$
Kakadu Restructured	1,400,000	0.4000	<b>0.4000</b>	---	<b>560,000</b>
Merimbula	1,000,000	0.2945	<b>0.2945</b>	---	<b>294,500</b>
Blue Gum	70,000	0.0001	<b>0.0001</b>	---	<b>57</b>
<b>Total</b>	<b>2,470,000</b>			<b>---</b>	<b>854,557</b>

#### 4) CRITICAL ACCOUNTING ESTIMATES AND JUDGMENTS

The directors evaluate estimates and judgments incorporated into the financial report based on historical knowledge and best available current information. Estimates assume a reasonable expectation of future events and are based on current trends and economic data, obtained both externally and within the group.

##### Key estimates - Impairment

The entity assesses impairment at each reporting date by evaluating conditions specific to the entity that may lead to impairment of assets. Where an impairment trigger exists, the recoverable amount of the asset is determined. Fair value less costs to sell or current replacement cost calculations performed in assessing recoverable amounts incorporate a number of key estimates.

#### 5) SEGMENT INFORMATION

- a) Industry Segments: The company provides services and facilities for people with disabilities.
- b) Geographic Segments: The company operates wholly in Australia.

#### 6) DIRECTORS' INCOME

Aggregate Income received or receivable by Directors including amounts received or receivable from controlled entities: NIL

	2010	2009
Number of Directors of the chief entity	9	9

Directors of the chief entity in office at any time during the year:

Mrs D. Catley; Mr I. Featherstone; Mr R. Grant; Mr C. Harkness; Mr S. Keft; Mr A. Parry; Mr J. Young; Ms A. Nicholls; Mrs P. Griffiths (resigned 24/11/09); Ms R. Bennett (appointed 24/11/2009).

#### 7) RELATED PARTY TRANSACTIONS

The following transactions with Directors are trivial or domestic in nature and occurred within a normal employee / customer / supplier relationship on terms and conditions no more favourable than those which it is reasonable to expect would have been adopted if dealing with the Director at arm's length in the same circumstances.

A total of \$10,377 (2009 - \$8,467) was paid to Wilson Ryan Grose, Lawyers and Notary, for legal services provided to the Company. Ms R. Bennett was a Solicitor with Wilson Ryan Grose during the period covered by this report.

A total of \$6,919 (2009 - \$5,973) was paid to NQ Therapy Services for pre-employment functional assessments relative to the staff recruitment process of the Company. Ms A. Nicholls was a proprietor of NQ Therapy Services during the period covered by this report.

### THE COOTHARINGA SOCIETY OF NORTH QUEENSLAND DIRECTORS' DECLARATION

The directors of The Cootharinga Society of North Queensland declare that the concise financial report of the Cootharinga Society of North Queensland for the financial year ended 30 June 2010, as set out on the previous pages:

- a) complies with Accounting Standard AASB 1039: Concise Financial Reports; and
- b) is an extract from the full financial report for the year ended 30 June 2010 and has been derived from and is consistent with the full financial report of The Cootharinga Society of North Queensland.

This declaration is made in accordance with a resolution of the Board of Directors.

  
..... Director  
Rob Grant (President)

  
..... Director  
Alan Parry (Treasurer)

Dated at Townsville this 7th day of October 2010.

## THE COOTHARINGA SOCIETY OF NORTH QUEENSLAND

### INDEPENDENT AUDITOR'S REPORT

To the members of The Cootharinga Society of North Queensland, ACN 009 656 679

#### Report on the Concise Financial Report

I have audited the concise financial report of The Cootharinga Society of North Queensland, which comprises the balance sheet as at 30 June 2010, the statement of comprehensive income, statement of recognised income and expenditure and cash flow statement for the year then ended and related notes, derived from the audited financial report of The Cootharinga Society of North Queensland for the year ended 30 June 2010, and the discussion and analysis. The concise financial report does not contain all the disclosures required by the Australian Accounting Standards.

#### *Directors' responsibility for the concise financial report*

The directors are responsible for the preparation and presentation of the concise financial report in accordance with Accounting Standard AASB 1039: Concise Financial Reports (including Australian Accounting Interpretations), statutory and other requirements. This responsibility includes establishing and maintaining internal control relevant to the preparation of the concise financial report; selecting and applying the appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

#### Auditor's responsibility

My responsibility is to express an opinion on the concise financial report based on our audit procedures. I have conducted an independent audit, in accordance with Australian Auditing Standards, of the financial report of The Cootharinga Society of North Queensland for the year ended 30 June 2010. My audit report was signed on the 7th October 2010 and was not subject to qualification. The Australian Auditing Standards require that I comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report for the year is free from material misstatement.

My procedures in respect of the concise financial report included testing that the information in the concise financial report is derived from, and is consistent with, the financial report for the year, and examination on a test basis, of evidence supporting the amounts, discussion and analysis, and other disclosures which were not directly derived from the financial report for the year. These procedures have been undertaken to form an opinion whether, in all material respects, the concise financial report complies with Accounting Standard AASB 1039: Concise Financial Reports and whether the discussion and analysis complies with the requirements laid down in AASB 1039: Concise Financial Reports.

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

#### Independence

In conducting our audit, I have complied with the independence requirements of Corporations Act 2001. I confirm that the independence declaration required by the Corporations Act 2001, provided to the directors of The Cootharinga Society of North Queensland on 7 October 2010, would be in the same terms if provided to the directors as at the date of this auditor's report.

#### Auditor's Opinion

In my opinion, the concise financial report including the discussion and analysis of The Cootharinga Society of North Queensland for the year ended 30 June 2010 complies with Accounting Standard AASB 1039: Concise Financial Reports.

#### Significant Uncertainty regarding Valuation of Investments

Without qualification to the opinion expressed above, we draw attention to Note 3b to the financial statements. There is significant uncertainty in regards the valuation of floating rate notes held for trading. The notes are currently subject to court proceedings to unwind and return the collateral to the note holders. The valuations in the financial statements are based upon the latest available independent valuations. Full details are contained in Note 3b to the financial statements.

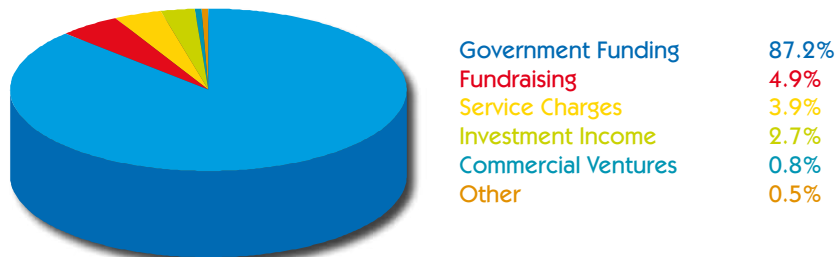


**I.D. Jessup**  
(Registered Company Auditor)

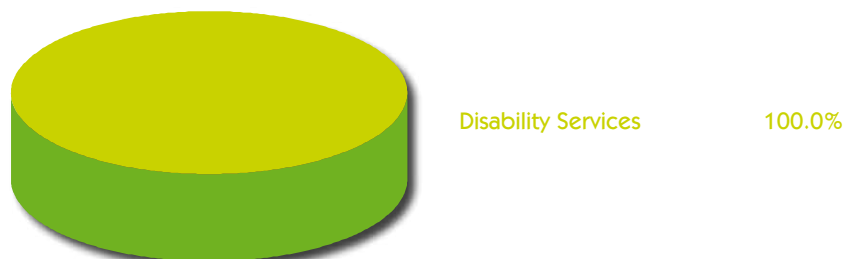
Dated this day the 7th of October 2010  
19 Stanley Street  
TOWNSVILLE QLD 4810

## SUMMARY OF 2010 INCOME

### TOTAL INCOME



### SOURCE OF GOVERNMENT FUNDING

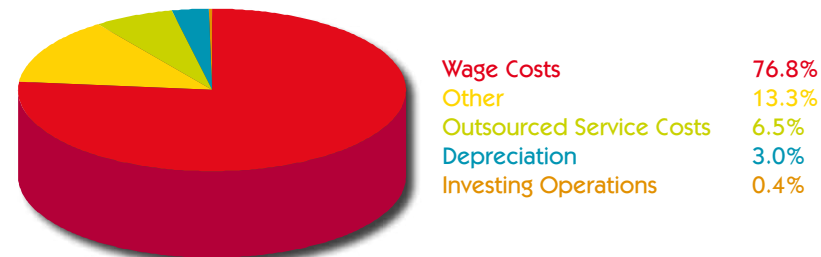


### DEPARTMENT OF COMMUNITIES DISABILITY SERVICES FUNDING (BY SERVICE TYPE)

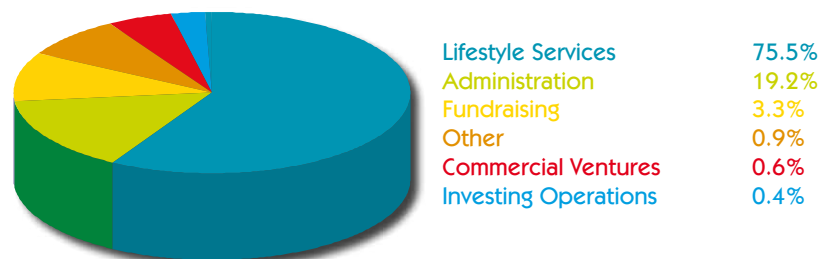


## SUMMARY OF 2010 EXPENSES

### TOTAL EXPENSES



### EXPENSES BY COST CENTRE



### EXPENSES BY FUNDED SERVICE TYPE (LIFESTYLE SERVICES)



# MARKETING AND PUBLIC RELATIONS



**General Manager Marketing and Public Relations (GMMPR)** - Mandy MacDonald was appointed GM Marketing and Public Relations on 4 July 2006. In that time Mandy has assisted in significantly raising Cootharinga's profile in the Community and developed new fund raising events and programs to further develop the fundraising and marketing arm of Cootharinga North Queensland. Cootharinga has recently been rebranded which resulted in the development of an exciting new logo and vision statement:



**Marketing & Public Relations Assistant** - Megan Leese commenced employment with Cootharinga as marketing and public relations assistance. Megan replaces Janelle Bulman who resigned this year. Megan holds a Bachelor of Business degree from JCU majoring in marketing. Megan is expanding and developing Cootharinga's event sponsorship potential and assists the GMMPR to reach the Marketing and Public Relations strategic goals.



**Planned Giving Officer** - Sharon Smith commenced in April in the role of Planned Giving Officer. Sharon has developed the Bequest (Living Gift) program and Workplace Giving Programs. The Board of Cootharinga felt it timely that Cootharinga approach the community in this regard to further enhance fundraising activities and achieve the Marketing and Public Relations strategic goals.



**Volunteer Editor** - Ross Williams has been volunteering for Cootharinga in the capacity of Editor of our quarterly newsletter On The Move since January 2007. Ross holds a Bachelor of Journalism from JCU and brings to the role invaluable life experience, a positive attitude and wonderful sense of humour. Ross is currently mentoring a final year Journalism Student from JCU who has undertaken an internship at Cootharinga.

## THE YEAR'S HIGHLIGHTS

**The Marketing Team** at Cootharinga provides essential services that raise the profile of Cootharinga in the community and raise vital funds to help Cootharinga continue to achieve its vision of building a better world with people of all abilities. Our goal is for Cootharinga to become a household name in North Queensland so we can foster increasing financial support and develop community relationships and partnerships.

**Fundraising Events:** We continued to work with event partners such as Townsville Golf Club, A Touch of Salt Restaurant; Townsville Turf Club; and many significant supporters to attract and leverage a diverse portfolio of successful community businesses. Raising \$170K across the board in the worst economic period in over 70 years was an amazing achievement.

**Planned Giving:** This year we received bequests, or as we are now calling them "living gifts" in the amount of \$170K. We arrived at the term "living gifts" as a gift we receive will live on through the quality support we provide to people with disabilities to reach their goals and develop their skills and abilities. We have employed a planned giving officer, Sharon Smith. Sharon has developed two very exciting programs for Bequests and Workplace giving and will forge ahead with these in the near future.

**Babinda Bargain Centre:** Our wonderful volunteers made their annual trek to Townsville in April and shocked us by presenting a cheque in the incredible sum of \$130K. The new shed and air conditioning contributed significantly to this success.

**Pharmacy Donation Bins:** To increase the supply of second hand clothing and in particular cotton rags we initiated a donation bin collection project with Townsville Pharmacies. This project has generated approx \$30K worth of sellable stock, and raised our profile in the community.

**Branding:** Our new logo and vision has been a wonderful guide and inspiration to us over the year. We have new signage at head office and Ross has worked wonders with our "new look" On The Move newsletter. A new look Website will be next on the agenda in future months.

**The Year Ahead:** Despite the uncertainty which invariably follows major periods of economic downturn, the marketing team's passion, commitment and focus remain determined to build on this foundation in the year ahead. It's exciting to lead this dynamic team and together we look forward to delivering the great outcomes Cootharinga and the people we support deserve.

# PRODUCTIVE AND POSITIVE PARTNERSHIPS

## THE POWER OF PARTNERSHIPS

By working closely with individuals and other agencies, we can harness the power of partnerships. It is also an acknowledgement that we can deliver better outcomes when we connect with, and support others in this important area of work.

In line with our Strategic Directions, 2009 / 2010, Cootharinga continued to expand its partnerships across the North Queensland region, and beyond:

- Continued to support The Umbrella Network, which is a successful and effective network of parents of children with a disability
- Assisted Deaf Services Queensland with a project to research what services may be required in the Townsville region. Cootharinga offered office space, meeting rooms, and a vehicle for their project officer. Since commencing services in Townsville, Cootharinga has assisted them with office and meeting spaces, as well as other supports.
- Supported the Catholic Diocese of Townsville by providing them assistance with architectural drawings, and developing a successful submission. They secured over \$1m funding for the Diocese to build five units for women with a disability

- Extended our constructive and successful partnerships with the Department of Communities. Several new services have commenced in supported accommodation, as well as opening an innovative respite service and centre.
- Cootharinga has begun work with agencies around Australia to support the development of Australasian Disability Professionals ([www.adp.org.au](http://www.adp.org.au)). This group will support and enhance the professionalisation of workers in the disability sector across Australia and New Zealand.
- Worked with James Cook University to develop proposals for enhanced clinical services, as well as improved opportunities for clinical education across the North Queensland region
- Strengthened and deepened our connections with our business and community supporters.
- Joined the Disability Advisory Committee of the Townsville City Council. Cootharinga offers insights and key strategic advice on issues relating to people with a disability living in the Townsville municipal area.

With the generous support of these entities and people, Cootharinga has been able to successfully extend the reach of its positive impact.



*Just move your hips...*

## CULTURAL WORKSHOPS

In partnership with the Townsville City Council, Townsville Multicultural Centre, The Townsville Cultural Centre and Disability Services, Cootharinga was able to provide Culturally Inclusive Workshops for the people we support and for those supported by other organisations including: Endeavour, Kith and Kin, Solas and Newway Agencies.

The Cultural workshops ran for ten weeks and were an opportunity for participants to learn more about some of the many cultures represented in our community. Cultures represented at the workshops included Fijian, African, Tokelau, Niue, Filipino, Chinese, Torres Strait and Aboriginal. Participants not only listened to the presenters talk about their way of life in their home countries but they were also shown traditional items of that country, learnt how to weave, made necklaces and bracelets, listened and danced to traditional music and tasted traditional foods.

# MAJOR DONORS AND CONTRIBUTORS

## CHARITABLE TRUSTS/MAJOR DONORS

Breakwater Island Community Casino  
Fred P Archer Charitable Trusts  
Gambling Community Benefit Fund  
M J Neilson  
Perpetual Trustees  
St George Foundation  
The E Robert Hayles & Alison Hayles  
Charitable Trust  
Davey Constructions

## MAJOR PAYROLL DEDUCTION CONTRIBUTORS

Australia Post  
Bell & Moir Corporation  
Bundaberg Sugar  
Cardwell Shire Council  
Sucrogen  
Flinders Shire Council  
Mackay City Council  
Mackay Sugar  
NQCC (Telstra)  
NQE Engineers & Shipbuilders  
Sugar Australia  
Townsville City Council  
Transfield Services  
Tully Sugar Mill

## REMEMBERING AND HONOURING OUR STAFF AND VOLUNTEERS

### Grace May Jones

- Volunteer at Babinda  
Bargain Centre

### Norm Withers

- Volunteer at Babinda Bargain  
Centre

### Jim Fremont

- Volunteer at Babinda  
Bargain Centre

### Sue Ohlsson

- Cootharinga staff member



# MEMBERS

## LIFE GOVERNORS

Mr A.J. Cheetham  
Mr D. Denny  
Mr G. Douglas  
Dr K. King  
Mr R. Lee  
Mr J. Nash  
Mr H. Newman  
Mr R. Pope  
Dr S. Previtera  
Mr J.S.B. Prior  
Mr A.J. Spence  
Mr B. Staer

## LIFE MEMBERS

Mr J. Allingham  
Mrs H. Appleton  
Mrs F. Archer  
Mr R. Badland  
Mrs G. Beck  
Mr T. Booth  
Mr A. Bredecke  
Mr D.T. Buchanan  
Mrs V. Caltabiano  
Mr C. Cappler  
Mrs R. Cappler  
Mr J. Catlan

Mrs A. Catlan  
Mr R. Davis  
Mrs V. Dewis  
Mr R.E. Enriken  
Mrs L.C. Enriken  
Mr T. Finch  
Mrs T. Finch  
Dr P.O. Flecker  
Mrs P. Forsberg  
Mr B. Franzmann  
Mr P. Franzmann  
Dr R. Gibberd  
Mr G. Gow

Mr J. Grantham  
Mrs V. Grima  
Mr R. Grima  
Mr K. Hamilton  
Mr R. Hartwig  
Mr L. Hartwig  
Mrs J.R. Henderson  
Miss P. Hobson  
Mrs M. Jago  
Mr H.E. Jones  
Mr J. Joyce  
Mrs Judge  
Mr M.A. Kenny

Mr D. Keoghan  
Mrs B. Kurkowski  
Mr B. Lloyd  
Mrs M. Lloyd  
Mr M. Marrinon  
Mrs B. McArthur  
Mr A. McClymont  
Mrs C. McKeller  
Mr A. Moncur  
Mr P. Moncur  
Mr L. Newman  
Mr K. O'Shea  
Mr A. Parry

Mrs M. Pask  
Mr K.H. Power  
Mrs Raleigh  
Mrs Rock  
Mr W.J. Schwabe  
Mr G. Sergeant  
Mr A.B. Sheppard  
Mr A.C. Shepherd  
Mr N.B. Sheridan  
Mrs D.E. Sibley  
Mrs M. Smith  
Mrs F. Sullivan  
Mrs E.H. Suthers

Mr A. Trotter  
Mr K.E. Walker  
Mrs V.B. Walker  
Mr N. Withers  
Mrs E. Withers  
Mr J. Young  
Mrs M. Young

# BEQUESTS



*Leaving a living gift to Cootharinga in your will.*

After you have provided for your loved ones, leaving a bequest to Cootharinga in your will is one of the simplest ways to help us make a difference to the lives of people living with disabilities. These wonderful 'Living Gifts' enable us to continue providing our much needed services, making sure people living with disabilities in our community are cared for well into the future.

In order to assist you with preparing a bequest, Cootharinga has developed special Living Gift Packs containing information on Cootharinga, making a will, types of bequests and correct wording. If you would like to obtain one of our Living Gift Packs please contact us.



Troy 1972



Troy today

*If you change  
the way you  
look at things,  
the things you  
look at change.*

*Ability, not Disability*

# OUR WONDERFUL SPONSORS!









**Cootharinga**  
North Queensland  
**Ability First!**

ACN 009 656 679

ABN 92 009 656 679

20 Keane Street, Currajong

Phone: 07 4759 2000

Website: [www.cootharinga.org.au](http://www.cootharinga.org.au)



*Patricia going for a strike!*

Funded by



**Queensland Government**  
Department of **Communities**

*Cootharinga would also like to acknowledge the Department of Communities Disability Services for the significant funding and support they have made available throughout the year. Many services would not be available without these resources.*



**Australian Government**  
Department of Families, Housing,  
Community Services and Indigenous Affairs

*Cootharinga appreciates the funding for respite initiatives that is made available by the department of the Australian Government known as Families and Housing, Community Services and Indigenous Affairs.*



**abilityfirst**  
AUSTRALIA

*Cootharinga would sincerely like to thank those people who have agreed to share their stories and photos in this Annual Report. Cover Photo - Thanks to Solomon Jobi and DJ at BBM 98.7FM Cairns Indigenous Radio*