Cootharinga North Queensland

ANNUAL REPORT 2011



















COOTHARINGA MILESTONES

- 1<u>95</u>1

of the North Queensland Society for Crippled Children

-01984

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

2001

Quality Assurance ISO 9001:2000 accreditation achieved



-□ 2004

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

-□ 2007

Respite Service in Townsville and Mackay

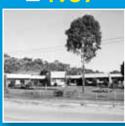
-2009

- Opening of the Activity & Respite Centre
- Walk With Me.
- Secured funding for developments at Leila Avenue. Greenslope (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)



-□ 1<mark>990 - 1992</mark>

- 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

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

2010

Opening of Leila

Street (Cairns) and

Avenue. Little

Meadow Street

(Mackay)



Content

COOTHARINGA MILESTONES	INSIDE FRONT COVER
BOARD OF DIRECTORS	2
REPORT FROM THE PRESIDENT AND CEO	3
ORGANISATIONAL CHART - JUNE 2011	4
SUPPORT AND ACCOMMODATION SERVICES	5-6
RESPITE	7-8
INDIVIDUAL SUPPORT SERVICE	9
COMMUNITY ACCESS	10
THERAPY	11
REHABILITATION TECHNOLOGY SERVICE	11
AUTISM SERVICES	12
VOLUNTEERS	13
HUMAN RESOURCES / QUALITY AND PROPERTY	14
TRAINING	15
SUMMARISED FINANCIAL REPORT	16
Directors' Report	16-18
Auditor's Independence Declaration	18
Statement of Comprehensive Income	19
Statement of Recognised Income and Expend Balance Sheet	
Cash Flow Statement	20 21
Notes to the Cash Flow Statement	92
Notes to the Summarised Financial Report	22-24
Directors' Declaration	24
Independent Auditor's Report to the Member	
The Cootharinga Society of North Queensland	
Summary of 2011 Income	26
Summary of 2011 Expenses	26
MARKETING AND PUBLIC RELATIONS	27
PRODUCTIVE AND POSITIVE PARTNERSHIPS	28
MAJOR DONORS AND CONTRIBUTORS	29
MEMBERS	29
BEQUESTS AND PLANNED GIVING	30
OUR WONDERFUL SPONSORS	31
EVENTS PHOTOGRAPHS	32 - INSIDE BACK COVER





Mr Rob Grant President



Mr Colin Harkness Vice President



Mr Alan Parry Treasurer Resigned 28 June 2011



Mr Ian Featherstone Honarary Secretary



Mr Jim Young



Ms Diane Catley Resigned 28 June 2011



Mr Scott Keft Resigned 28 June 2011



Ms Anna Nicholls



Ms Renee Bennett

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 2010 to June 2011. 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.

Board of Directors	Executive Committee	Client Services Committee	Community Relations & Fundraising Committee	Finance & Resources Committee
6 of 6	1 of 1	2 of 2	4 of 4	6 of 6
3 of 6	1 of 1		3 of 4	
6 of 6	1 of 1			5 of 6
4 of 6	1 of 1	2 of 2		6 of 6
5 of 6				6 of 6
5 of 6		2 of 2		2 of 3
4 of 6		2 of 2		
3 of 6		1 of 2		
3 of 6			4 of 4	
	Directors 6 of 6 3 of 6 6 of 6 4 of 6 5 of 6 4 of 6 5 of 6 4 of 6 3 of 6	Directors Committee 6 of 6 1 of 1 3 of 6 1 of 1 6 of 6 1 of 1 4 of 6 1 of 1 5 of 6 5 of 6 4 of 6 3 of 6	Board of Directors Executive Committee Services Committee 6 of 6 1 of 1 2 of 2 3 of 6 1 of 1 4 of 2 4 of 6 1 of 1 2 of 2 5 of 6 2 of 2 4 of 6 2 of 2 3 of 6 1 of 2	Board of Directors Executive Committee Client Services Services Committee Relations & Fundraising Committee 6 of 6 1 of 1 2 of 2 4 of 4 3 of 6 1 of 1 3 of 4 6 of 6 1 of 1 3 of 4 6 of 6 1 of 1 2 of 2 5 of 6 2 of 2 4 of 6 2 of 2 4 of 6 2 of 2 3 of 6 1 of 2

REPORT FROM PRESIDENT AND CEO

Upon our 60th anniversary, it is a suitable time to step back and reflect upon the progress and the enviable achievements we have made in the last six decades. We also take time to focus on the changes we have made in the last twelve months.

- 1950's: When Cootharinga started, children with disability from polio were living inside the Townsville general Hospital. Through the energy and enthusiasm of the Committee of Management, and many generous fundraisers and supporters, a nursing home was opened in 1957
- 1960's: We extended our services by expanding our roles in therapy and providing more education services, including a registered school. Our preschool teachers earned £7.10.0d per week. In 1961, our wages bill for our 30 staff was £1413 per month!
- Late 1970's and into the 80's: The organisation moved away from supporting people with disability in larger institutional buildings in Townsville, to supporting them in smaller, suburban sized homes right across North Queensland, including Cairns and Mackay, hopefully in the communities with their families. On Christmas eve, 1971, Cyclone Althea struck causing \$18,000 damage to our properties.
- 1990's: We commenced supporting people in their own homes.
- Early 2000's: Cootharinga began supporting family carers by giving them a well earned break. With this 'respite' assistance, many carers are able to continue caring for their family member with a disability.
- **Today:** We now provide early intervention services for children with a disability, including those with autism and related conditions. We also have developed a variety of exciting models for innovative accommodation options. These focus on accessibility and sustainability, as well as opportunities for independence and community inclusion. With expansion of services, as well as new services, in the last three years we have grown from 145 to over 240 staff. Our annual turnover has grown from \$7.5m to over \$13m

Through our strategic planning over the last three years, the Board and staff have been actively pursuing a carefully planned agenda for positive change. This last year has been a period of consolidation and completion for a range of projects and initiatives that commenced up to three years ago. These have been achieved through the energy, enthusiasm and talents of our staff and volunteers, those we assist and their families, and with the leadership of the Board of Directors. We also gratefully acknowledge our continually expanding number of businesses and community groups that support our important work.

Over this period we have a list of significant achievements for which we can all be justifiably proud:

- Completed four accessible and sustainable housing developments across North Queensland, including one where we assisted the Catholic Diocese of Townsville
- Expanded our partnership with the Department of Communities who fund the majority of services we deliver for people with disability
- Commenced new services for early intervention for children with disability including autism. This is in partnership with the Australian Government.
- We have continued to a be a positive, generous and influential player in the disability sector in North Queensland, and across Australia
- We have strengthened our commitment to building a positive work environment and culture within the organisation.
- We have sharpened our focus on person centred approaches, including a review of our planning processes for those we assist, their families and carers
- We have increased the number of business and community supporters, and increased the depth of the relationship with existing supporters. It is pleasing to report that we are now being approached by organisations and businesses that bring ideas and ways that they can support us.

With a strong past, and many recent achievements, the Board and the staff look forward to a bright future. The development of the National Disability Insurance Scheme gives us optimism for the future. We also look forward to developing new services and embracing assistive technology that will further enhance the quality of life for many people living with a disability.

We would like to thank our Board Directors, our staff, our many volunteers, our valued business, government and community partners. We are also pleased to thank the people we assist and their families and carers. It is a privilege to work alongside so many positive people and organisations that are actively engaged in our vision of "Building a better world with people of all abilities".



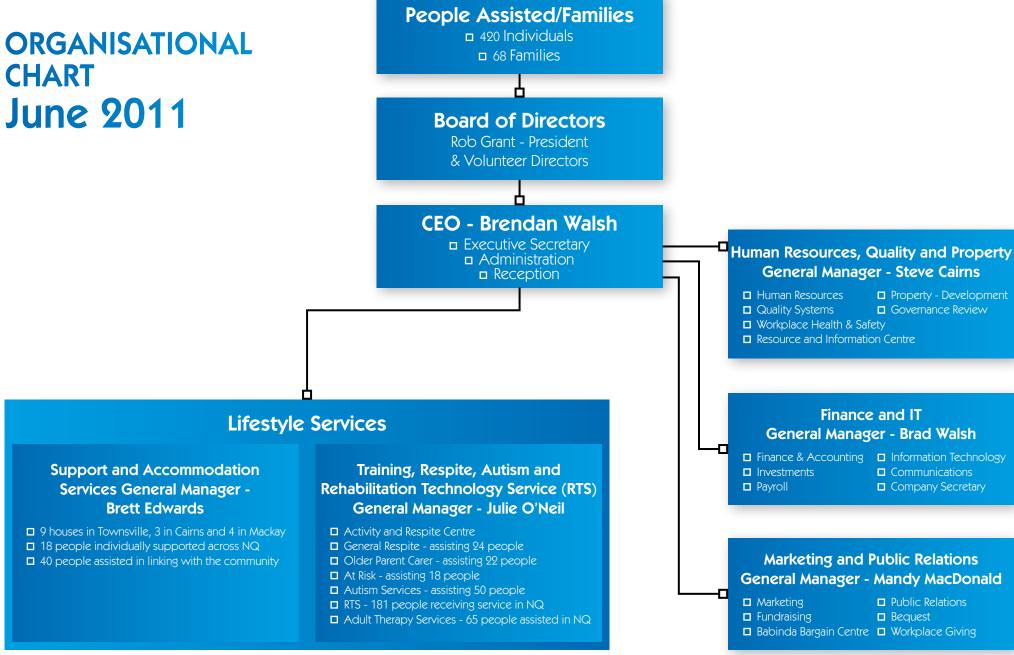
Mr Rob Grant President



Breedwall

Mr Brendan Walsh CEO

CHART



SUPPORT AND ACCOMMODATION SERVICES

Cootharinga's Support and Accommodation program supports a total of 82 people with disabilities, with 64 people being supported in 24 hour community homes, and 18 people supported in their own homes and units. Our support for each person is tailored to meet the individuals' needs and range from domestic assistance, budgeting, skill building, relationship building, and support to gain full involvement with the community.

Cootharinga is committed to ensuring people with disabilities receive the supports they need to live a full, active and meaningful life. We work alongside families also to ensure that the needs of the individual are met.

Over the past 12 months Cootharinga has extended services to more people with disabilities and their families through the development of new community homes in Cairns, Mackay and Townsville. The homes we have opened are fully accessible homes which allow individuals to live in an environment which best meets their needs. Homes are shared with other people with disabilities and supports are provided to each individual within their home setting and in the community.



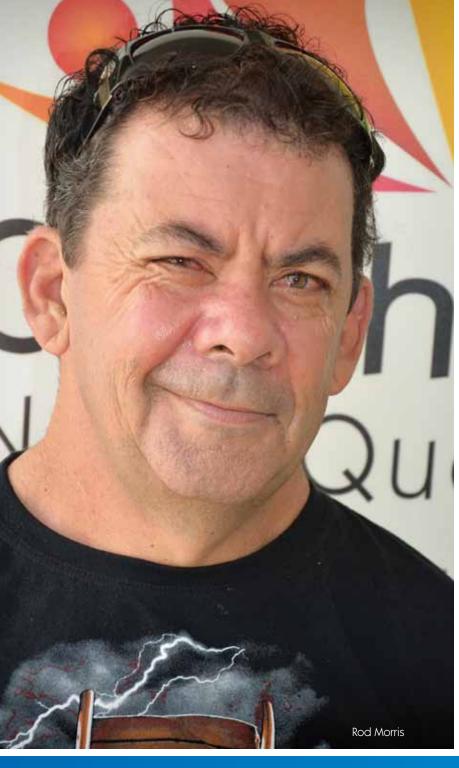
JEWELL MORRISON'S STORY

In November 1982, Jewell moved into the Cootharinga home-villas with 12 others as a thirteen year old teenager and lived there for eight years. Then in May 1990 Jewell moved into a home in Winifred Street with four friends.

With assistance from Cootharinga and Capabilities Services in 1993 Jewell commenced work at Australia Post in the Mail Sorting Room. Jewell successfully maintained employment for 5 years before moving across to a new position with St Pauls Day Care Centre where she still works today. At the Centre Jewell helps with meal and bed preparations for the children and says she "loves the children and people she works with". Jewell also completes a paper run in her local community two days a week. She loves this role as it allows her to get out in the sunshine and get to know her neighbours. She is well known in the area as she loves to stop and have a chat to neighbours and friends in the area!

Jewell is a gregarious and caring lady. She is always concerned about the well being of her friends, house mates and family and obviously has been very successful in building strong employment relations and her long tenure of employment is testament to this. She is very conscious of being connected to the local community and loves getting involved. She was recently heard to ask a staff member "would you like to go visit the new Townsville Hospital Emergency Rooms – they have just been renovated and I would like to take them a card to congratulate them on the opening". She also quickly added that she might also get a chance to say hello to the Ambulance Officers!

Jewell is a very independent and capable young woman who enjoys catching the bus by herself to work or the shops. She particularly likes going to Stockland by herself to window shop and wonder around. Jewell also likes going for walks in the neighbourhood, and when there is an activity at Sheriffs Park, Jewell will be there checking it out.



A NEW HOME - A NEW BEGINNING!

Since birth Rod Morris lived at home with his parents and two sisters. The two girls eventually moved out of home. Due to an acquired brain injury Rod remained at home living with his parents. For many years Rod worked at the Endeavour Workshop, five days a week, giving his mum and dad relief from the demands of caring for a son with a disability. As Rod's parents aged and their medical conditions became more challenging, caring for Rod became more difficult. Living at home with aging parents also limited Rod's interactions with people of his own age, impacting on his social skills and ability to care for himself.

Then 12 months ago Rod was offered the opportunity to move out of the family home and into supported accommodation, with four other people supported by Cootharinga. This has been a great relief for the family, knowing that Rod was cared for in his own home. Rod has thrived in his new home forming friendships with his housemates and others in the community while learning the responsibilities of living on his own. Rod is expected to do his own chores and actively participates in the running of the household; responsibilities he takes very seriously.

Rod's family have been amazed with the changes they have seen in Rod's personality and social skills as his confidence has grown with his new found independence. Although 12 months ago Rod's family had concerns about his future, to now know he is settled, safe and happy has brought great relief and happiness to them.

(The above is a copy of a letter received by Cootharinga, which was written by Rod's sisters and used with their permission.)









RESPITE

For many, the challenges of caring for a loved one are part of daily life. Care giving is a demanding, difficult job and no one is equipped to do it alone. Getting help is essential for your health, and your resilience is critical for your loved one.

Respite Services provides short term breaks that relieves stress, restores energy, and promotes balance in your life. Working with family members or friends may be difficult, but there are many respite options and strategies that the Cootharinga Respite Service has provided since its inception in 2007.

Respite can take many different forms according to the needs of individual families and the services available. Respite can be planned or happen in response to a crisis or an emergency situation.

- respite can happen at a regular time each week or at regular intervals or can be arranged only
 as required
- respite can last a few hours, overnight or for several days
- respite can happen in a family home, in a centre base respite facility or in the community

The Respite Service provides four types of respite services

- General respite in the Townsville region
- "At Risk" respite throughout Far North Queensland
- Respite for Older Parent Carers within the Townsville and Mackay region
- Centre based respite

General Respite

General Respite has supported 24 families this year in their homes or within the community to assist with the development of increasing skills, abilities and building relationships. The focus is on maximising the potential of a person to achieve their goals and aspirations.

At Risk Respite

The Respite Service provides emergency support to families in the North Queensland region through the "At Risk" program. Support is provided to families in unplanned or emergency situations when a family member/carer requires immediate assistance. 18 families have accessed emergency respite over the past year.

Activity and Respite Centre

The Activity and Respite Centre is an amazing facility that offers an ideal meeting place for people to foster positive and proactive partnerships and build better communities that meet the needs of the people we support. The Centre is about responding to the identified needs of people in our community and coming together to offer flexible, dynamic and proactive respite.

The Centre operates from Thursday to Monday and provides an opportunity for guests to have a time away from their families, either for the day or an overnight stay. A large range of activities are offered including, arts and crafts, games and sports, theme days, outings to events, cooking classes and much more.

The Activity and Respite centre caters for up to ten guests per day and five overnight and offers specific weekends during the month for groups, such as the younger boys' weekend.

RESPITE FOR OLDER PARENT CARERS

The Respite for Older Parent Carers project has a new name and is now known as Older Carers Initiative. The objectives of the initiative are:

- to provide flexible respite to older carers
- assist older carers to plan for the future of their family member with a disability
- refer family members of older carers to suitable accommodation support options

Over the last year the initiative has offered flexible respite to 18 families in Townsville and in Mackay 4 families have been provided with direct support with another 18 families being guided with future planning.

Depending on the needs of the people we support and their family, flexible respite options could be in home support, centre based respite, or community access.

The initiative engages older carers in transition planning for their family member when they can no longer continue in their caring role due to failing health, reduced energy and exhaustion.

It has been an exciting year: five people we support moved into supported accommodation and one individual moved into a unit in Townsville and three people moving into a newly renovated home in Mackay.

Cootharinga secured Government funding in 2009 to undertake major renovations to an existing home in Meadow Street Mackay. Once completed the house was to be occupied by people with disabilities who were being cared for by parents over the age of 65.

Kim Bowerman, Nathan Johnson and Michael Argent were the first three residents chosen. They were all part of the Older Carer Initiative and had been going out together every second Saturday for approximately 18 months. During this time they became firm friends and were very excited when they were told they would be

moving in together once the house was finished. They had to be very patient though because an exceptionally wet season delayed the completion date and it wasn't until Sunday 27 March 2011 that they were finally able to realise their dream of moving in to their own home.

Paul Ruddell was later identified as the fourth resident and he moved in on Sunday 3 July after getting to know Kim, Nathan and Michael during regular visits to the house and outings together.

The house has been renovated beautifully and the guys are very proud of their new home. They have a thriving vegetable garden which was provided as part of a garden makeover donated by Bunning's Mackay. Their staff members worked tirelessly to transform the neglected garden with plants, pots and garden supplies. They were assisted in this project by hard working volunteers from the Iona West Men's Shed. Chris's Landscaping donated river pebbles for the garden beds and Dulux donated paint to brighten up a previously dull retaining wall. Bunning's staff member and talented artist, Shelley Miers painted four large canvasses which look absolutely stunning on the walls of the living area and hallway of the house. The guys all have busy lives and when they aren't working or attending TAFE cooking classes they help out with all the household chores assisted by Cootharinga support staff. In their leisure time they have many and varied interests such as playing pool, basketball, bicycle riding, drama classes, playing computer games, gardening and dancing.

The parents of Kim, Nathan, Michael and Paul are all relieved to see their sons happily settled in their new home while they are still able to assist with the transition. All have played a huge part in helping to have the house ready for moving day by setting up their son's bedrooms and helping in numerous other ways. They visit often and when all the families get together at the house it's an instant party!



INDIVIDUAL SUPPORT SERVICE

Cootharinga's Individual Support Service provide's assistance to individuals who live independently in the community and to families caring for a family member with a disability. The support provided is flexible and tailored to best suit the needs of the individual or family. While retaining our supportive approaches, Cootharinga continues to build and celebrate the autonomy of people living with a disability and their families.

Jason Rosendale has been living independently in the community supported by Cootharinga after leaving school. He is a well-known face around Cairns and is always the life and soul of any party as he enjoys meeting new people and having a go at anything new. He enjoys a very busy social life which includes catching up with friends for a game of tenpin bowling, horse-riding on the Atherton Tablelands, swimming and attending local sporting events. Jason has a "can do" attitude for everything he decides to have a go at. Jason is also a valued employee at Endeavour Industries attending five days a week where he packs ear phones for Qantas.





Donna Smith moved to Townsville and into the Cootharinga Nursing Home as a young girl of seven. Donna had been living in foster care in Brisbane, but due to her disability, her needs required the specialised support North Queensland Society for Crippled Children could provide. Of her time in the Nursing Home, Donna describes life as being "slow".

As an adult, Donna moved into a house in the community with four other ladies with disabilities, with 24hour support . When asked what it was like living in the house, Donna stated "We used to fight a lot, but we were good friends". The friendships made in this time were so significant to Donna that she continues to keep in regular contact with her former housemates and speaks of them often.

Approximately nine years ago, Donna moved into a flat with one of her housemates, further increasing her independence and integration into the community. After two years, Donna and her housemate went their separate ways and began living independently in the community, but to this day remain close friends. Donna describes her new home as being "cool" and having "lots of space".

Donna currently still receives support from Cootharinga, but has come a long way since moving into the Nursing Home as a child. In her time with Cootharinga, Donna has achieved a great deal, from her participation in the New Zealand Paralympics – Australian Bowling Team, to her gaining employment at a florist for seven years. Donna has travelled extensively and met interesting people including Sarah Ferguson.

COMMUNITY ACCESS

Cootharinga has a strong belief in the importance of services being more than the provision of day to day care.

We believe individuals need to be involved in their community. While banking, shopping and personal appointments are a necessity, staff also assist the people we support to access social and recreational activities of their choice. Through our community access program we provide support to people to build relationships, connect with their community and pursue their chosen social endeavours.

Rebecca Harrison was born in Mackay in 1977. Rebecca was born with Cerebral Palsy. As Rebecca's home town of Mackay could not provide Rebecca or her family with the support they required at the time, Rebecca moved to Townsville and lived at the Cootharinga Nursing Home from a very early age until the age of 14.

With the focus moving from disability to ability and from institutionalised settings to community based environments, Cootharinga received Government funding which enabled them to purpose build a house in Mackay to accommodate people with disabilities. This gave Rebecca and her family the opportunity to realise their dream to have Rebecca once again live in Mackay close to her family. In 1992 the Meadow Street house was opened and at the age of 14 Rebecca moved into supported accommodation in Mackay. Rebecca was one of four people who shared the house in Meadow Street for 15 years.

In 1997 Rebecca moved to a house owned by Queensland Housing which she now shares with two housemates Daniel and Shirley. Rebecca continues to be supported by Cootharinga North Queensland support staff who assists her to live and participate in her local community as independently as possible. Rebecca enjoys participating in all the many activities that keep her household running smoothly, from the grocery shopping, to helping with the housework and taking her turn with the cooking. In her leisure time Rebecca loves going to pottery classes where she creates beautiful pieces of art and makes many gifts for her friends and family. Some of Rebecca's many other interests include going for drives, shopping, listening to music, hosting morning teas, going to the cinema's, having a night out and attending discos where her wheelchair dancing skills are quite spectacular.

Living in Mackay has enabled Rebecca to enjoy weekly visits with her mother and to be able to celebrate Christmas, Easter and significant family events with her family. Rebecca has also been able to share her daily life closely with her family as they are just a brief drive away.



THERAPY

The Cootharinga Therapy Team continues to provide support to individuals receiving accommodation and support services from Cootharinga. The team has evolved from a paediatric team supporting children diagnosed with cerebral palsy and polio like diagnoses, to a team providing support to adults with varied physical and intellectual disabilities. Many of the children once supported by the therapy team are now the adults we provide services to. Our caseload had grown with the organisation, now supporting 16 accommodation services, individual support services, family support services and limited consultation with the respite services across Townsville, Mackay and Cairns regions.

The therapy team is a community based service currently consisting of 2

full time occupational therapists, 1 full time speech pathologist, part time speech pathologist and contracted physiotherapy services. The team continues to work closely with the Rehabilitation Technology Service, community health, community organisations and James Cook University.

Through a holistic and person centred approach the team aims to maintain and improve skills of individuals and improve quality of life. The team continues to educate and support individual's families, support workers and managers.

We look forward to the expansion of our therapy team to further accommodate the changing needs of the individuals supported by Cootharinga. In keeping with the times and our professional standards we have performed Quality Improvement Projects to review our service delivery. To modernise our service we look forward to changing our name to the Cootharinga Allied Health Team.





REHABILITATION TECHNOLOGY SERVICE (RTS)

As Cootharinga celebrates its 60th year, the Rehabilitation and Technology Service (RTS) looks back to its inception in 1992 with the initial part time employment of Dr Lloyd Walker, a bio-medical engineer, who persuaded the board to fund this much needed community service for North Queensland. His first task was to employ staff to assist him in providing this service. Margaret Kratzmann, who was originally employed as a seamstress at Cootharinga was the first staff member to be hired as the RTS Upholsterer. Then in March 1993 Don Wanchap was employed as the first RTS Fitter. On November 8th 1993, Phil Gordon moved from the Capabilities Employment Service, where he was a Workshop Foreman, over to the RTS service as the second RTS Fitter. Sandra Garvey (Orthotic Technician) and Wendy Nicholls (RTS Clerk) were recruited in January 1994. This was the initial RTS team. Two of the original staff members are still working with the RTS team today, Phil Gordon and Margaret Kratzmann. When Lloyd Walker and Sandra Garvey left in the mid 90's, the team evolved into the present day service. In 1993, RTS was providing services to approximately 90 clients with most being residents of a Cootharinga service. This number has increased to almost 300 today which include people within the whole community across Far North Queensland.

In July of 1997 Cootharinga received recurrent funding from the state government through D.S.Q. for RTS to continue to operate. This was a very significant time for RTS as up to this point Cootharinga had fully funded all the labour costs for R.T.S. and could no longer continue to do so. Without this funding Cootharinga would have had no other option other than to shut down the RTS service in August of 1997.

RTS has enjoyed another successful and busy year serving the community in Far North Queensland. Situated at Cootharinga's Head Office in Keane Street RTS has provided on-site seating and modification services to the local Townsville community and surrounding areas. The service has also travelled to Cairns and Mackay for seating assessments on three occasions each during this year.

RTS employs a Manager/Seating Technician, an Upholsterer, two Fitters and an Administrative Assistant. The demand for the RTS has increased again this year. The team has completed 173 Assessments, 80 Modifications and 109 repairs to wheelchairs, seating and equipment.

Funding for wheelchair seating modifications is provided by Medical Aids Subsidy Scheme, community groups and grants. A large number of clients also fund their own repairs and modifications.

RTS looks forward to another productive year. The RTS team is a dedicated group of individuals who are passionate about providing a quality and professional service to the community in North Queensland.

Luke Wheeler

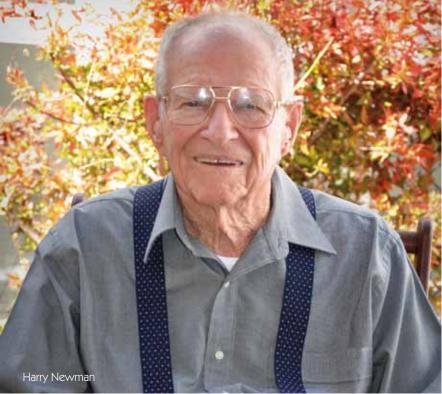
AUTISM SERVICES

Autism, also known as Autistic Spectrum Disorder (ASD), is a lifelong condition characterised by difficulties with communication, behaviour and social interactions. It affects four times more boys than girls. Figures on how many people do have the disorder are increasing. For a city the size of Townsville, conservatively about 250 children under the age of 15 may have some form of ASD.

In its 60th year, Cootharinga is returning to its roots by supporting children with disabilities across North Queensland. As a result, the autism service has seen a dramatic growth over the past 12 months. Our team now includes two occupational therapists, a speech pathologist and an autism service assistant. We provide occupational therapy and speech pathology services to children aged 0-18. Our aim is to promote independence and quality of life for children. We continue to be a panel provider for Helping Children with Autism, and families can utilize \$12000 of funding to access our service. We are currently awaiting confirmation of becoming a panel provider for the Australian Government's Better Start Early Intervention Initiative. This will allow us to provide services to a wider range of children with special needs.

In January 2011, we commenced outreach services to Charters Towers. This has now widened to providing services to children based in Ayr. It is anticipated that our outreach service will continue to grow to include as far north as Cairns and as far south as Rockhampton.

We are now settled at Cootharinga Head Office and are currently utilising three rooms for individual therapy sessions. In addition, we have established a Family Connect office aimed at linking families to current community services, resources and networks. Thanks to St George Bank funding grant, our children can now access a playground area at Head Office to support therapy. We continue to work towards promoting the service within the community and are striving to provide quality therapy services to over 50 clients.





VOLUNTEERS

Over the sixty years that Cootharinga has been providing support to people with disabilities in North Queensland, we are extremely grateful to have had the vast number of generous individuals that have supported Cootharinga through volunteering. The people who have volunteered have done so for many different reasons and in different ways. Some have volunteered for years while others volunteer for one off events or for short periods.

In the early days, Cootharinga (then known as The North Queensland Society for Crippled Children) had a strong band of volunteers who supported the Miss Australia Quest and the Mini Quest (year 9,10 & 11) school student entrants. Ena and Harry Newman were two of the many people who travelled around North Queensland supporting and fundraising for entrants and their families. Although Ena was employed part time in a fundraising capacity, she and Harry spent many extra hours taking the Lucky Number Trailer around to school fetes and the local show from Mackay to Cairns.

Sadly, Ena passed away several years ago, but not before both Harry and Ena were recognised for their solid efforts and tireless work by being rewarded as Life Governors of Cootharinga in 1983. I recently had the pleasure of running into Harry at a morning tea and was entertained by his recount of some of his fundraising endeavours. Harry detailed the many nights after local shows when he'd be sitting in a caravan counting money until 2am in the morning and the thousands of cakes and slices Ena used to make, which they would sell at different locations to raise further funds. When I complimented Harry on his amazing efforts, he was very humble, but quick to add, that there were many other people who volunteered their time and helped out with fundraising saying that "everyone did a great job for the kids".

Since 1951 Board members have also been a strong group of volunteers from across North Queensland. They have willingly given their time, setting the strategic direction, approving budgets, monitoring and auditing Cootharinga's progress. Alan Parry is one of these people. After joining the Cootharinga Board in December 1988 Alan was appointed Cootharinga's Treasurer in 1991, a position he held until his retirement this year. Not only did Alan volunteer on the Board he has been a strong supporter in fundraising events including the Miss Australia Quest and more recently the Charity Race Day.

One of our newest volunteers is Daniel Staunton, who commenced in May with our Marketing and Fundraising department. Although Daniel has a disability resulting from a stroke as a teenager he is keen to help out where ever he can and was happy to be one of Ambassadors for this year's Walk With Me Event in September. Not only is Daniel enthusiastic about fundraising and promoting Cootharinga he is a man with a joke for every occasion and has quickly won the admiration of all.

Regardless of what our volunteers do or the length of time they have volunteered, each and every one of our volunteers are greatly appreciated by staff, the people we support and their families. Over the past 60 years, volunteers have played an integral part in the good work Cootharinga has achieved, in the past, the present, and will continue into the future. Our continued work would not be possible without them. Thank you!

Carron Bullock first commenced as a volunteer with Cootharinga in 1977 whilst she was still at High School. Carron was provided the opportunity to work as an Assistant Nurse in 1980 and worked part time 4.00 to 6.00 pm every afternoon. Due to Carron's husband moving with the Army, Carron departed Townsville and Cootharinga however returned as a Support Worker in the mid 1980's.

Carron continued in the role as Support Worker until 1991 when she was offered the position of Supervisor, Lanark St.



Since that time Carron has managed most of the houses in Townsville as well as some of the services Cootharinga has provided over the last twenty years.

Carron says that one of the highlights over her time with Cootharinga was moving our final clients out of old Nursing home and into Douglas St.

"I have seen many changes during my time with Cootharinga. It was very hard work as an assistant nurse and the pay was lousy. I have however seen many positive changes over the years, and it has been great to see the kids grow up and now living in houses or independently and making their own decisions.



Margaret Kratzmann joined Cootharinga in May 1974 and has given over 37 year's loyal service during that time. Margaret started working as a Domestic staff member, assisting with cleaning and laundry duties in the old Nursing home.

Margaret states "the pay was really lousy and it was very hard work but we all had lots of fun and it was great helping the nurses supporting the kids."

Margaret goes on to say that "we worked from 6.00 am to 6.00 pm, 5 days a week, and this included some weekend work. We didn't work night shifts."

In the late 1980's, Margaret was then offered the position of seamstress and worked there until the new

Rehabilitation Technology Service was established in the early 90's. Margaret has been the Upholsterer at RTS since that time.

Margaret has grown up with many of the people Cootharinga supports, and says "the biggest change I have seen, is the move from the old Nursing Home to where our clients now live independently and have many more choices with their life ambitions and directions."

"Overall, staff have better working conditions, better hours and better facilities. Most importantly everything is much better for our clients. It used to be very difficult to give much time to the clients but that has all changed."

HUMAN RESOURCES/QUALITY AND PROPERTY - 60 YEARS ON

How times have changed. Recently, we sat down and spent some very interesting time with two of our long standing staff members, Margaret Kratzmann and Carron Bullock. Even though we have known both Margaret and Carron for over 15 years, it has only been just recently that we really had a chance to listen to their Cootharinga stories. Margaret has worked for Cootharinga for 37 years and Carron for over 20 years (not including her early volunteer work).

Their stories have provided us with an insight on where Human Resources stood 40 years ago and where we have come since then.

During the early years of Cootharinga, staff worked only at the Nursing Home and their conditions of service revolved around current Nursing/Domestic awards and conditions of service.

In 1995, the Cootharinga Society of North Queensland (Enterprise) Award was introduced and since that time we have seen the emergence of Enterprise Bargaining Agreements, Certified Agreement, Union Collective Agreement and our current Enterprise Agreement.

Staff involvement in the Awards/Agreements have differed over the years, however it is interesting to note that through the hard work of the Staff representatives, the supportive nature of the Australian Worker's Union representatives and Cootharinga management, the consultation processes have improved dramatically and we believe we have been able to achieve positive outcomes for both staff and the Cootharinga Board/Management team.

We have seen a huge change in Cootharinga over the last sixty years, but especially the last twenty years. At times it has been difficult for HR to keep abreast of the ever changing world of Industrial Relations/Workplace Health and Safety and relevant HR Legislative requirements. Over the last decade, the Board was focussed on consolidation and ensuring our financial viability into the future. Whereas more recently we have seen the expansion of current services and the introduction of new services.

Cootharinga's staff numbers have grown by nearly 60% over the last three years and will to continue to grow in the near future.

The introduction of a Quality Assurance system nine years ago also pointed Cootharinga in a different direction. The QA system is continually being refined to best suit our needs but still meeting the requirements of the ISO and DSQS standards.

In this report last year we spoke about the opening of Cootharinga's new house at Leila St Rasmussen. This year we have also seen the renovating of Cootharinga's old Bingo Hall in Cairns into a lovely five bedroom home, as well an additional two independent living areas for people with limited support requirements. Renovations have also been completed on the Meadow St house in Mackay and this is has been occupied for nearly three months. Cootharinga is keen to continue to look for new and innovative ideas for housing and we would hope that more funding will become available next year to assist us in building specialised housing for those we support.



TRAINING

Cootharinga's training and development has made some significant contributions to up-skilling of people working within the disability sector. We are now delivering various training programs to a range of external organisations on a regular basis. As well, we have increased the delivery of training and development programs to new and current employees. For example, our Pre-requisite and Orientation training increased from five days a week in 2002, to a full fourteen days in 2011.

Over the past year the training team has delivered comprehensive Pre-requisite, Orientation and Refresher training to 170 employees. We have also delivered additional internal training on various subjects to 275 staff.

Cootharinga continues to deliver and source effective training and development that focuses on the transference of skills to the workplace and encourages staff to pursue appropriate professional development for their roles. As such, 2011 has seen Cootharinga join once again in partnership with Directions Australia in delivering accredited training to our staff in Certificate III and IV in Disability. This has allowed current staff to formally recognise their work experience and the training they have received from our internal training.

A major highlight to our training calendar was the Cootharinga 2nd Annual Staff Conference. This event was a great success with the program tailored to current trends in disability services, a greater focus of developing teams and the annual staff recognition awards.

THE COOTHARINGA SOCIETY OF NORTH QUEENSLAND

SUMMARISED FINANCIAL REPORT FOR THE FINANCIAL YEAR ENDED 2011

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 this summarised financial report is consistent with the full financial report.

The summarised 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 2011 full Financial Report, including the independent audit report, is available to all members, and will be sent to shareholders without charge upon request or can be downloaded from our website.

DIRECTORS' REPORT

Your Directors present the following report for the financial year ended 30 June 2011.

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 16 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 providing services to people living with disability, and their families.

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

DIRECTORS' REPORT - Cont...

Short and Long Term Objectives of the Entity

The long term objectives for the organisation are guided strongly by our organisational Constitution. These are supported by our long term Vision Statement which reads "Building a better world with people of all abilities". Short term objectives are articulated in the document entitled "3 Year Strategic Plan 2008 to 2011".

The five key Strategic Directions that applied for this reporting period were:

- (1) Ensure effective HR service delivery and increase staffing levels
- (2) Create a positive culture
- (3) Develop image and branding
- (4) Ensure business growth is sustainable
- (5) Develop and enhance partnerships right across North Queensland

Measurement of Performance

The organisation closely monitors its performance against the agreed Strategic Directions. This occurs through aligning all reports of General Managers and The CEO to the agreed Strategic Directions. All reports are presented to the members of the Executive Leadership team and the Board of Directors and Board Subcommittees. Key final measures and indicators in relation to financial matters are in place and they are regularly monitored by the General Manager Finance and IT, in association with the Board Finance and Resources Subcommittee.

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, 2011 was \$1,808,015.

The surplus was mainly as a result of the recognition of capital housing project funding of \$2,063,830 relating to the development of three community housing projects.

The financial result for the financial year ending 30 June, 2011 excluding this one off capital funding was a net deficit of \$255,815. This result was in line with the plan endorsed by the Board for the financial year.

Dividends

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

Review of Operations and Results of Operations

The Cootharinga Society of North Queensland's overall financial result for the year ended 30 June 2011 was a surplus of \$1,808,015. This represents a \$1,333,692 increase in profit after tax from 2010. For the regular operations (operations excluding investment revaluations, bequest income and capital works) of the company the result was an operating deficit of \$270,061.

The main factors contributing to this result were as follows:

Income

Total operating income has increased by \$3,061,405. This is as a result of the following:

- Government funding Income has increased by \$3,149,294 being:
- Capital housing projects funding of \$2,063,830 as follows:
 - Little St Cairns of \$740,000 funded by Queensland Disability Services,
 - Meadow St Mackay of \$254,218 funded by Queensland Disability Services; and
 - Leila Avenue Townsville of \$1,069,612 funded under the Nation Building Economic Stimulus Plan – Social Housing Initiative - Federal funding program - administered through Queensland – Department of Communities.
- Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA)
 Helping Children with Autism Funding of \$34,007, and
- Queensland Government, Department of Communities Disability Services (DS) funding
 of \$1,051,456 relating to wages supplementation, funded services including Supported
 Accommodation, Individual Support and Community Access.
- Fundraising income has decreased by \$138,525;
- Investing Income has increased by \$29,092; and
- Service charges have increased by \$9,790.

Expenses

Total expenses have increased by \$1,727,714 as a result of increases in operating costs of \$1,716,112 and investment revaluations expenses of \$12,096.

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

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 18 of this report.

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

...... Directo
Rob Grant (President)

lan Featherstone (Treasurer)

Dated at Townsville this 29th day of September 2011.

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 2011, 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.

I.D. Jessup

(Registered Company Auditor)

Dated this 29th day of September 2011 19 Stanley Street TOWNSVILLE QLD 4810

STATEMENT OF COMPREHENSIVE INCOME	2011	2010
FOR THE FINANCIAL YEAR ENDED 30 JUNE 2011	\$	\$
Revenues from Continuing Operations		
Revenues from service activities	10,473,592	9,341,253
Other Revenues from continuing operations	2,864,966	935,900
Total Revenue from Continuing Operations	13,338,558	10,277,153
Expenses from Continuing Operations		
Supported Accommodation Service expenses	7,112,785	5,628,882
Community Linking expenses	7,112,783	5,026,662
Support Service expenses	1,047,028	892,323
Therapy Service expenses	300,952	285,174
Rehabilitation Technology Service expenses	504,494	492,232
Respite Service	1,418,407	1,391,581
Other Services expenses	397,204	107,371
Other expenses from continuing operations	749,673	488,111
Total Expenses from Continuing Operations	11,530,543	9,802,830
4 4 3 ., 3 .,		.,,
Profit (loss) from Continuing Operations before income tax expense (income tax revenue)	1,808,015	474,323
Income tax revenue (income tax expense) relating to continuing operations		
Profit (loss) from Continuing Operations after income tax expense (income tax revenue)	1,808,015	474,323
Other Comprehensive Income		
Net Value Gain/(Loss) on Available-For-Sale Financial Assets	36,609	132,444
Total Other Comprehensive Income	36,609	132,444
Total Comprehensive Income	1,844,624	606,767
Profit (loss) Attributable to Members of the Entity	<u> 1,808,015</u>	474,323
Total Comprehensive Income Attributable to Members of the Entity	1,844,624	606,767

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

STATEMENT OF RECOGNISED INCOME AND EXPENDITURE FOR THE FINANCIAL YEAR ENDED 30 JUNE 2011	Retained Earnings (Accumulated Losses) \$	Available- For-Sale Financial Assets \$	Total \$
Balance at 30 June 2009	6,947,140	158,462	7,105,602
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
Balance at 30 June 2010	7,421,463	278,068	7,699,531
Gains (losses) from measuring available-for-sale financial assets to fair value:			
Recognised during period		36,609	36,609
Removed and recognised in profit/loss			
Profit (loss) attributable to members	1,808,015		1,808,015
Balance at 30 June 2011	9,229,478	<u>314,677</u>	9,544,155
The above Statement of Recognised Income and Expenditure is to be read in conjunc	tion with the attached notes.		

BALANCE SHEET	2011	2010
AS AT 30 JUNE 2011	\$\$	\$
Current Assets		
Cash and cash equivalen	ts 1,238,614	2,700,626
Trade and other receivab		221,844
Other financial assets	3,295,327	1,998,743
Total Current Assets	4,911,771	4,921,213
		 _
Non-Current Assets		
Other financial assets	1,687,373	1,740,919
Property, plant and equip		4,598,675
Other	92,500	92,500
Total Non-Current Asse	7,831,073	6,432,094
Total Assets	<u>12,742,844</u>	11,353,307
Current Liabilities		
Trade and other payable		1,181,397
Other financial liabilities	171,970	
Short term provisions	1,651,861	2,372,032
Total Current Liabilities	3,132,721	3,553,429
Non Coment Linkilities		
Non-Current Liabilities Long term provisions	65,968	100,346
Total Non-Current Liabi		100,346
Total Non-Current Llaoi	03,700	100,340
Total Liabilities	3,198,689	3,653,775
Total Eldollides		
Net Assets	9,544,155	7,699,531
1.007.000.0	<u> </u>	
Equity		
Retained earnings	9,229,478	7,421,463
Available-for-sale financi		278,068
Total Equity	9,544,155	7,699,531
The above Balance Sheet	t is to be read in conjunction with the attached notes.	

CASH FLOW STATEMENT	2011	2010
FOR THE FINANCIAL YEAR ENDED 30 JUNE 2011	\$	\$
Cash flows from operating activities:		
Government Funding	12,410,161	11,395,927
Fundraising	174,268	181,410
Interest Received	150,348	97,150
Dividends Received	63,377	51,469
Legacies Received	32,655	171,074
Other Receipts	544,106	561,715
Payments to Suppliers and Employees	(11,882,404)	(10,446,519)
Net cash provided by/(used in) Operating activities	1,492,511	2,012,226
Cash flows from investing activities:		
Return of Capital on Units in Unit Trust	127,918	32,792
Proceeds from:		00.501
Disposal of Property, Plant and Equipment	200 000	22,501
Redemption of Interest Bearing Deposits	390,000	1,845,000
Payments for: Property Plant and equipment	(1,894,716)	(552,564)
Work in Progress	(1,094,710)	(875,727)
Shares	(19,695)	(19,695)
Interest Bearing Deposits	(1,730,000)	(17,075)
Net cash provided by/(used in) investing activities	(3,126,493)	452,307
net cash provided by/(asea iii) iii/esaiis acavides	(3/123/173)	
Cash flows from financing activities:		
Proceeds from Borrowings		
Repayment of Borrowings		
Net cash provided by/(used in) financing activities		
Net increase (decrease) in cash held	(1,633,982)	2,464,533
Cash at the beginning of the year	2,700,626	236,093
Cash at the end of the year	1,066,644	2,700,626
The above Cash Flow Statement is to be read in conjunction with the attached notes.		

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

NOTES TO THE CASH FLOW STATEMENT

1. RECONCILIATION OF CASH

For the purposes of the statement of cash flows, cash includes cash on hand and in banks and investments in money market instruments with terms of less than 90 days, net of outstanding bank overdrafts. Cash at the end of the year as shown in the statement of cash flows is reconciled to the related items in the balance sheet as follows:

2011 \$	2010 \$
1,238,614	2,700,626
(171,970)	
1,066,644	2,700,626
	\$ 1,238,614 (171,970)

2. RECONCILIATION OF NET CASH PROVIDED BY/(USED IN) OPERATING ACTIVITIES TO OPERATING PROFIT/(LOSS):

Net Profit/(Loss) after Tax	1,808,015	474,323
Depreciation	310,490	296,358
Loss on Disposal – Plant and Equipment	1,445	18,355
Loss on Disposal of Shares	25,386	26,279
Impairment Loss/(Gain)		(29,877)
Unrealised Loss/(Gain) on Investments	(6,978)	(12,837)
Gain on Disposal of Fixed Assets		(386)
Accrued Interest Income	(826)	(46,167)
Reinvestment of interest in Interest Bearing Deposits	(2,048)	(1,440)
Changes in Assets and Liabilities:		
(Increase)/Decrease in Trade Debtors	(19,467)	9,149
(Increase)/Decrease in other Debtors	(147,216)	(44,183)
Increase/(Decrease) in Prepaid Expenses	12,937	5
Increase/(Decrease) in Accounts Payable	(34,619)	36,219
Increase/(Decrease) in other Creditors	(82,224)	53,170
Increase/(Decrease) in Employee Entitlements	141,444	31,012
Increase/(Decrease) in Accruals	(513,828)	1,202,246
Net Cash provided by/(used in) Operating Activities	1,492,511	2,012,226

NOTES TO THE SUMMARISED FINANCIAL REPORT

1. BASIS OF PREPARATION OF THE SUMMARISED FINANCIAL REPORT

The summarised financial report is an extract for the full financial report for the year ended 30 June 2011.

The financial statements, specific disclosures and other information included in the summarised financial report are derived from and are consistent with the full financial report of The Cootharinga Society of North Queensland. The summarised 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 summarised financial report is Australian dollars.

2. REVENUE

Operating Revenue:	2011 \$	2010 \$
Dividends	87,879	70,100
Movement in Market Value of Marketable Shares	20,808	44,449
Fundraising	335,320	335,426
Sales	283,222	222,108
Government Funding - Services	9,899,229	8,954,153
Government Funding – Capital Housing Projects	2,063,830	
Other government funding and Allowances	111,379	5,000
Transport	95,097	84,246
Rent	137,446	172,229
Sundry	69,446	51,840
Interest Received	199,104	164,149
Gain on Disposal of Non-Current Assets		386
Equipment Income	3,143	1,993
Legacies	32,655	171,074
Total Revenue	13,338,558	10,277,153

3. PROFIT (LOSS) FROM ORDINARY ACTIVITIES

	2011	2010
a) Expenses	\$	\$
Included in expenses are the following items:		
Depreciation of Property, Plant and Equipment	310,490	294,921
Employee Benefits Expense	8,040,853	6,772,280
Fair Value/Impairment Losses of Non-Current Investments	13,830	1,735

b) Significant Revenue and Expenses

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

Government Funding Income – Capital Housing Projects 2,063,830 --

Collateralised Debt Obligations

Further to the notes contained in the 2010 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 Supreme Court upheld noteholder priority following an appeal by LBSF in July 2011 confirming noteholders priority. The ruling of the Supreme Court cannot be appealed further.

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. This situation remains current. There is currently a stay on adversary proceedings, until April 2012, to challenge the US ruling.

In summary: At the opening of the 2010/2011 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 88 and 92 cents in the dollar respectively. It should be noted the organisation issuing this valuation also made a disclaimer that the valuations provided varied from a market price which has developed to some extent for the LBSF affected CDO's, of approximately 40 cents in the dollar. 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 \$854,500. During 2010/2011 the CDO Blue Gum defaulted and the carrying amount of \$57 was written off entirely.

There is a possibility that the outcome of US legal proceedings are not successful and in a worst case scenario the investments are found to be valueless, resulting in the carrying amount of \$854,500 to be written off in its entirety.

CDO SUMMARY:

	Face Value	2010 Carrying Amount Valuation	2011 Carrying Amount Valuation	2011 Revaluation	2011 Carrying Amount
CDO HELD:	\$	c/\$	c/\$	\$	\$
Kakadu Restructured	1,400,000	0.4000	0.4000		560,000
Merimbula Blue Gum	1,000,000 70,000	0.2945 0.0001	0.2945 0.0000	(57)	294,500
Total	2,470,000				854,500

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

Number of Directors of the chief entity

2011 2010 9

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

Mrs D. Catley (resigned 28 June 2011); Mr I. Featherstone; Mr R. Grant; Mr C. Harkness; Mr S. Keft (resigned 28 June 2011); Mr A. Parry (resigned 28 June 2011); Mr J. Young; Ms A. Nicholls; Ms R. Bennett

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 10,559 (2010 - 10,377) 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 \$7,623 (2010 - \$6,919) 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 summarised financial report of The Cootharinga Society of North Queensland for the financial year ended 30 June 2011, as set out on the previous pages is an extract from the full financial report for the year ended 30 June 2011 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.

Milly Director

b Grant (President) Ian Featherstone (Treasurer)

Dated at Townsville this 29th day of September 2011.

INDEPENDENT AUDITOR'S REPORT

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

Report on the Summarised Financial Report

I have audited the summarised financial report of The Cootharinga Society of North Queensland, which comprises the balance sheet as at 30 June 2011, 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 2011, and the discussion and analysis. The Summarised financial report does not contain all the disclosures required by the Australian Accounting Standards.

Directors' responsibility for the summarised financial report

The directors are responsible for the preparation and presentation of the summarised financial report. This responsibility includes establishing and maintaining internal control relevant to the preparation of the summarised 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 summarised 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 2011. My audit report was signed on the 29th September 2011 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 summarised financial report included testing that the information in the summarised 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 financial report is free from material misstatement.

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 29th September 2011, 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 summarised financial report including the discussion and analysis of The Cootharinga Society of North Queensland for the year ended 30 June 2011 is free from material misstatement.

Significant Uncertainty regarding Valuation of Investments

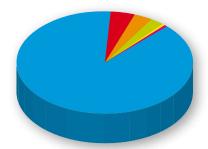
Without qualification to the opinion expressed above, we draw attention to Note 3b to the financial statements. There is significant uncertainty in regards the valuation of floating rate notes held for trading. The notes are currently subject to court proceedings to unwind and return the collateral to 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 29th day of September 2011 19 Stanley Street TOWNSVILLE QLD 4810

SUMMARY OF 2011 INCOME

TOTAL INCOME



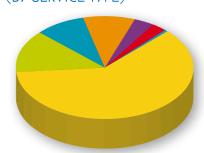
Government Funding	88.89
Service Charges	4.4%
Fundraising	3.3%
Investment Income	2.7%
Other	0.5%
Commercial Ventures	0.4%

SOURCE OF GOVERNMENT FUNDING



Disability Services 99.0%
Queensland Health 1.0%

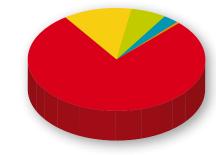
DEPARTMENT OF COMMUNITIES DISABILITY SERVICES FUNDING (BY SERVICE TYPE)



Supported	
Accommodation Services	61.1%
Respite Services	13.3%
Community Access	9.4%
Support Services	9.2%
Rehabilitation	
Technology Service	3.6%
Therapy	3.0%
Community Partnerships	0.3%

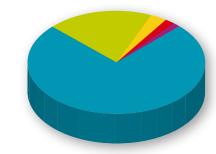
SUMMARY OF 2011 EXPENSES

TOTAL EXPENSES



Wage Costs77.9%Other12.4%Outsourced Service Costs6.5%Depreciation2.7%Investing Operations0.4%

EXPENSES BY COST CENTRE



Lifestyle Services 74.7%
Administration 19.2%
Fundraising 3.2%
Other 1.8%
Commercial Ventures 0.6%
Investing Operations 0.4%

EXPENSES BY FUNDED SERVICE TYPE (LIFESTYLE SERVICES)



Supported Accommodation Services 56.6% Respite Services 13.4% **Community Access** 11.7% **Support Services** 8.6% Rehabilitation **Technology Service** 4.7% 2.8% Therapy Services **Autism Services** 2.3%

MARKETING AND PUBLIC RELATIONS

We celebrated Cootharinga's 60th anniversary this year which involved the marketing team organizing a High Tea at Jupiters. More than 200 clients, volunteers and past employees attended to celebrate this incredible milestone and reminisce over the amazing work Cootharinga has achieved over the past sixty years. Forty volunteers from the Babinda Bargain Centre, Cootharinga's second-hand furniture and clothing store, traveled to the event to present Cootharinga's CEO Brendan Walsh with an impressive \$110,000 cheque which the Centre had raised over the past year.

How Marketing and fundraising has evolved over the years

The Babinda Bargain Centre has been raising funds for people with disabilities in North Queensland for nearly forty years. In the 1950's The Miss Australia Quest was the major form of fundraising with the goal being to raise funds for the Townsville Nursing home, which supported the needs of children with poliomyelitis which stemmed from the post war epidemic. At that time the Crippled Children Society encouraged the formation of a network of sub committees in towns throughout North Queensland to raise funds to support the Crippled Children's nursing home in Townsville, which provided care, treatment and accommodation and education for children suffering the effects of polio. The Babinda Bargain Centre was one of these sub committees which today is the only one still standing.

The first fundraising activity organised by the Babinda subcommittee, was a white elephant stall, which after a great deal of hard work, raised \$26.00. The committee realised that too much hard work had gone into organising this stall for little return, however recognised the opportunity for a second hand clothing and furniture store in Babinda. This evolved from its initial one morning a week at a community hall or under someone's house, to the business which is now operating in two shops, six and a half days a week today. Babinda Bargain Centre's growth over the past two decades is due to the incredible willingness of generous people who work hard volunteering their time and successfully encouraging others over the years to do likewise.

The Babinda Bargain Centre is an essential element of Cootharinga's fund raising. Today there are 44 elderly volunteers who, on a rostered basis, ensure the smooth and efficient running of the

centre. With an amazing \$360,000 being raised by the Babinda Bargin Centre over the last three years.

The Marketing and fundraising portfolio today consists of new branding driven by a futuristic vision statement, several fundraising programs including Workplace Giving and Bequests, income derived from a second hand clothing and furniture store, the production of a quarterly newsletter 'On The Move', grants, donations and sponsorships of four very successful fundraising events. This is all supported by a user friendly, clear and impressive website that details the value and quality services Cootharinga today has to offer.

This Year's Highlights

Our fundraising events continue to attract wonderful community support. We aim to revitalize and refresh our events with new concepts to bring exciting new experiences to our guests who attend each year.

Charity Golf Day

Held on the 25th March we changed the day from a Sunday to a Friday and the time, from an early morning start ending with a presentation luncheon to a lunch time start ending with a dinner presentation. To create further interest we promoted the event with a bottle of Penfolds Grange Hermitage as our lucky door prize at the dinner. We were thrilled by the results and the support of the Golf Day with the fundraising efforts increasing by 25% on last year.

The Charity Cocktail Party was revitalized by introducing our exciting "Wine Tree" fundraising concept! Theming the entire event around wine, we invited our guests to donate a premium bottle of wine from their private cellars and auctioned the full amount at the event. From this alone, we raised an incredible \$6,800! To add further excitement we invited a special guest from Yalumba – Jane Ferrari who entertained us enormously and promoted the cellar door in great style. In total Cootharinga raised approx \$36K from this event!

Charity Race day

The Race Day welcomed a new major sponsor on board with Townsville RSL donating \$7k towards the cost of the major prize of a car. The other 50% of the car was donated by Parry Nissan, which was won by Lion Nathan in the Bonanza Tipping Competition. This event captures community participation with Barrier Reef TAFE international hospitality students, once again catering and volunteers from Townsville Grammar, JCU, friends, staff and family all lending a hand. The Tipping competition featured in this event is unique to North Queensland and generates a great deal of competitive hype amongst local corporate companies. This was a very successful event in every aspect raising a further \$20K for fundraising events.

Walk With Me

Walk With Me is a sponsored walk along the Strand promoting the powerful message of inclusion and equality. Here we have people of all abilities walking side by side to represent our message. Able bodied people, people in wheel chairs or on crutches walk together raising much needed funds for people with disabilities. Partnering with the Umbrella Network assisted us with vital resources to implement the event resulting in \$10K of funds raised.

Thank you to Supporters!

We would like to give a huge Thank You to Townsville Golf Club, A Touch of Salt Restaurant and The Townsville Turf Club who provide the venues for our successful events. We would also like to thank the many sponsors and supporters from the community who continue to support us with everything we do.

Fundraising Programs – Bequests and Planned Giving.

It's been an exciting and educational year of developing our new workplace giving and bequest programs. We would especially like to thank the many people with disabilities we support who have been very involved with photo shoots and awareness building. Several have become the 'stars' of our brochures and marketing campaigns.

Townsville businesses and their employees have revealed a generous social spirit. By donating regularly to Cootharinga through a workplace giving program they are making a real difference to the lives of people with disabilities in our community.

The most wonderful thing about these programs is the opportunity for us to reconnect with the people of North Queensland. Some are just getting to know us and others have kindly shared precious memories and stories of their past history with Cootharinga.

We are privileged and so very thankful to have received two generous bequests this year. These wonderful 'Living Gifts' will live on to change the world for people living with disabilities for generations to come.

Our vision statement has continued to provide inspiration and direction over the year, complimented by our new look website, which has greatly added to Cootharinga's professional and successful image in the community.

Thank you to Staff!

Lastly I'd like to thank the marketing team, Megan Leese, Sharon Smith and Ross Williams. Not only for their commitment and dedication, but their team spirit and enthusiasm, their positive attitudes and their tireless efforts to do whatever needs to be done to get the job done! I look forward to another exciting year in 2012!

PRODUCTIVE AND POSITIVE PARTNERSHIPS



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

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

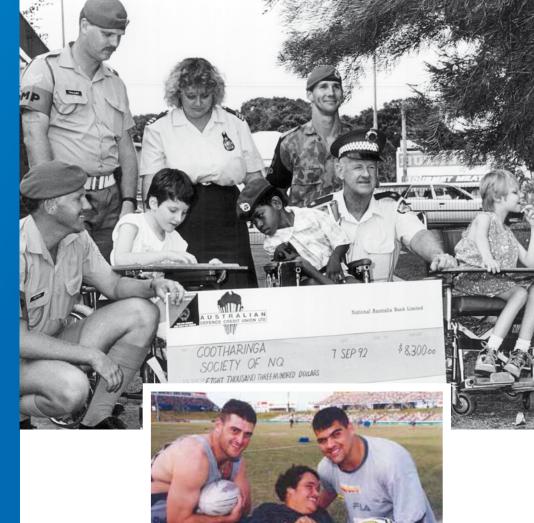
Member organisations now offer an impressive profile of services, supporting an estimated 126,000 Australians with a disability and their families nationwide. A combined workforce of over 3,900 employees and annual combined operating costs in excess of \$183 million are needed to support the complex 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.



Ruth Kimmins









MAJOR DONORS AND CONTRIBUTORS

Charitable Trusts/Major Donors

- Breakwater Island Community Casino
- Fred P Archer Charitable Trusts
- Gambling Community Benefit Fund
- Judith Leicester Webster
- M I Neilson
- Perpetual Trustees
- St George Foundation
- The E Robert Hayles & Alison Hayles Charitable Trust
- William Norman Brown
- William Rueben Galer
- ABI Group
- Davey Constructions

Major Payroll Deductions Contributors

- Bundaberg Sugar
- Cairns Slipways
- Sugar Australia
- Australia Post
- Tully Sugar
- Mackay Sugar
- Transfield Services
- Telstra
- Townsville City Council
- Mackay Regional Council
- Bell & Moir Corporation
- Flinders Shire Council
- Cassowary Coast Regional Council
- Sucrogen
- Allinks Services
- Parry Nissan
- Tony Ireland
- Many employees of Cootharinga North Queensland



Duncan Clauson Cootharinga Volunteer



Troy Brown Ambassador for our Planned Giving Brochure

MEMBERS

Life Governors

Mr A. J. Cheetham

Mr D. Denny

Mr G. Douglas

Dr K. King

Mr R. Lee

Mr H. Newman

Mr A. Parry

Mr R. Pope

Dr.S. Previtera

Mr J.S.B. Prior

Mr B. Staer

Life Members

Mr J. Allingham

Mrs H. Appleton

Mrs F. Archer

Mr R. Badland

Mrs C. Ballerino

Mrs G. Beck

Mr T. Booth

Mr. A. Brendecke

Mr D.T. Buchanan

Mrs V. Caltabiano

Mr C. Cappler

Mrs R. Cappler

Mr J. Catlan

Mrs A. Catlan

Ms D. Catley

Mr R. Davis

Mrs V. Dewis

Mr R.F. Entriken

Mrs L.C. Entriken

Mr T. Finch

Mrs T. Finch

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 S. Harwood

Mrs J.R. Henderson

Miss P. Hobsaon

Mrs M. Jago

Mr H.E. Jones

Mrs M. Pask

Mr K.H. Power

Mr J. Joyce

Mrs Judge

Mr S. Keft

Mr M.A. Kenny

Mr D. Keoghan

Mrs B. Kurkowski

Mr B. Lloyd

Mrs M. Lloyd

Mr M. Marrinon

Mrs E. Martinod

Mrs B. McArthur

Mr A. McClymont

Mrs C. McKeller Mrs M. Moller

Mr A. Moncur

Mr P. Moncur

Mr I. Newman

Mr K. O'Shea

Mrs Raleigh

Mrs Rock

Mr W. L. 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 K.E. Walker

Mrs V.B. Walker

Mrs E. Withers

Mr J. Young

Mrs M. Young

BEQUESTS AND PLANNED GIVING

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If you would like to obtain one of our Living Gift Packs or wish to contact us, please call Sharon Smith on $4759\ 2032$.



OUR WONDERFUL SPONSORS!

















DENTISTS















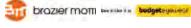




























































































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City Oasis

























KITCHEN APPLIANCE STUDIC

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