

BUILDING A SUSTAINABLE FUTURE



ANNUAL REPORT

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

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, Greenslope (Cairns) and Meadow Street (Mackay)



2011

- Our recently established Autism Service expands to children with all types of disabilities

- 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

- Opening of Leila Avenue, Little Street (Cairns) and Meadow Street (Mackay)



2010

- Purchase of land at North Shore for accommodation projects
- Support for school leavers commences



2012

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POPPY, 2011 WALK WITH ME



THE HON JENNY MAKLIN &
SENATOR JAN MCLUCAS, WITH ADAM



Mr Rob Grant
President



Mr Colin Harkness
Vice President



Mr Ian Featherstone
Treasurer



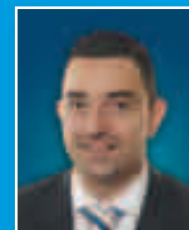
Mr Jim Young



Ms Anna Nicholls
Honorary Secretary



Ms Renee Bennett



Mr Ryan Combe
Commenced
26 October 2011



Ms Roslyn Baker
Commenced
08 May 2012

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 2011 to June 2012. 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.

DIRECTORS	Board of Directors	Executive Committee	Lifestyle Services Governance & Practice Committee	Community Relations & Fundraising Committee	Finance & Resource Committee
Rob Grant	5 of 6	1 of 1	2 of 4	3 of 3	6 of 7
Colin Harkness	6 of 6	1 of 1		3 of 3	
Ian Featherstone	5 of 6	1 of 1	4 of 4		7 of 7
Anna Nicholls	3 of 6		4 of 4		
Renee Bennett	4 of 6			3 of 3	
Jim Young	4 of 6				5 of 7
Ryan Combe	3 of 4				
Roslyn Baker	1 of 1				

REPORT FROM PRESIDENT & CEO

Our online friends at Wikipedia define Sustainability as “the capacity to endure”. This last year for Cootharinga has been a period of consolidation after several years of solid growth. Our strategic directions for the last three years have been successfully implemented, and we now have a solid base from which to move in the coming years.

Over this last year, considerable effort has been made to ensure we have enhanced staffing arrangements which will meet the needs of the people we assist. We have also spent considerable time and effort during the last year in creating a positive culture within our workforce. Through enhanced morale, as well as additional training for staff in all levels in the organisation, we are now recognised by many as “an employer of choice” in the area of disability support.

During the year, we have enhanced our service delivery to children with a disability, and we have commenced new services for young adults with a disability who are leaving school. In addition to these new services, we have had several individuals and families choose to move their services from other organisations across to us at Cootharinga. With the impending introduction of the National Disability Insurance Scheme (NDIS), we are already laying the groundwork for a sustainable future. In the near future families will be able to choose where they wish to spend their funding. We are already positioning ourselves to be the primary choice for individuals and families across North Queensland. It is most pleasing to see individuals and families are now selecting us for their services.

Cootharinga has been an active and generous participant in networks right across Australia. We have been examining our partnerships with a view to ensuring sustainability for ourselves and those partnerships in the new world that will arise under the NDIS.

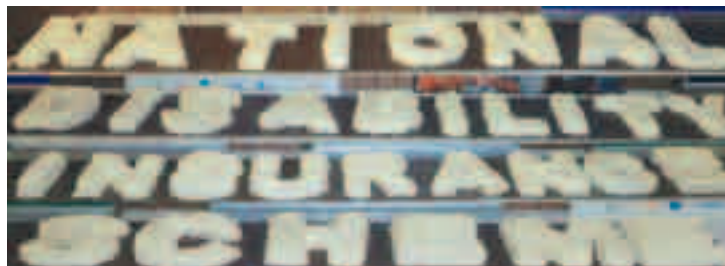
During the year, we have made significant advances in the number of organisations and businesses that choose to support Cootharinga. As well as increasing the number of supporters, we have increased the range of connections and depth of our relationships with these businesses. This enhanced support helps to build a sustainable future for Cootharinga.

With the potential introduction of the NDIS, we are fully expecting there will be dramatic changes to the way in which funding is made available to provide disability support. We are already adjusting our accounting and management systems to accommodate personal choice, individualised

funding, and a significant increase in fee for service work. For organisations to succeed and thrive in coming years, it will be essential that organisations can adequately respond to these new arrangements. During this last year, Cootharinga has made substantial progress in accommodating individual choice and funding controlled by individuals and families. This all bodes well for a strong future for Cootharinga under the NDIS.

During the year, Cootharinga has negotiated for funding for some exciting new accommodation projects that will be undertaken at North Shore, near Townsville. This new accommodation will be “smarter”, greener and fully accessible for people with different levels of abilities. These exciting projects add to our future sustainability through broadening the investment base of the organisation, namely through the addition of several residential housing investments.

As Board President and CEO, we are certainly proud of the achievements of all of the staff and volunteers, including our wonderful, volunteer Directors of our Board. The successes of Cootharinga can only be achieved through the combined effort of all of these people, alongside those we support, their families and the communities where we work. We heartily congratulate all of the individuals and businesses who support our important work. And finally, we would also like to thank our ever-helpful colleagues in the (Queensland) Department of Communities, Disability Services, as well as our colleagues in the Australian Government.



NDIS CAKE



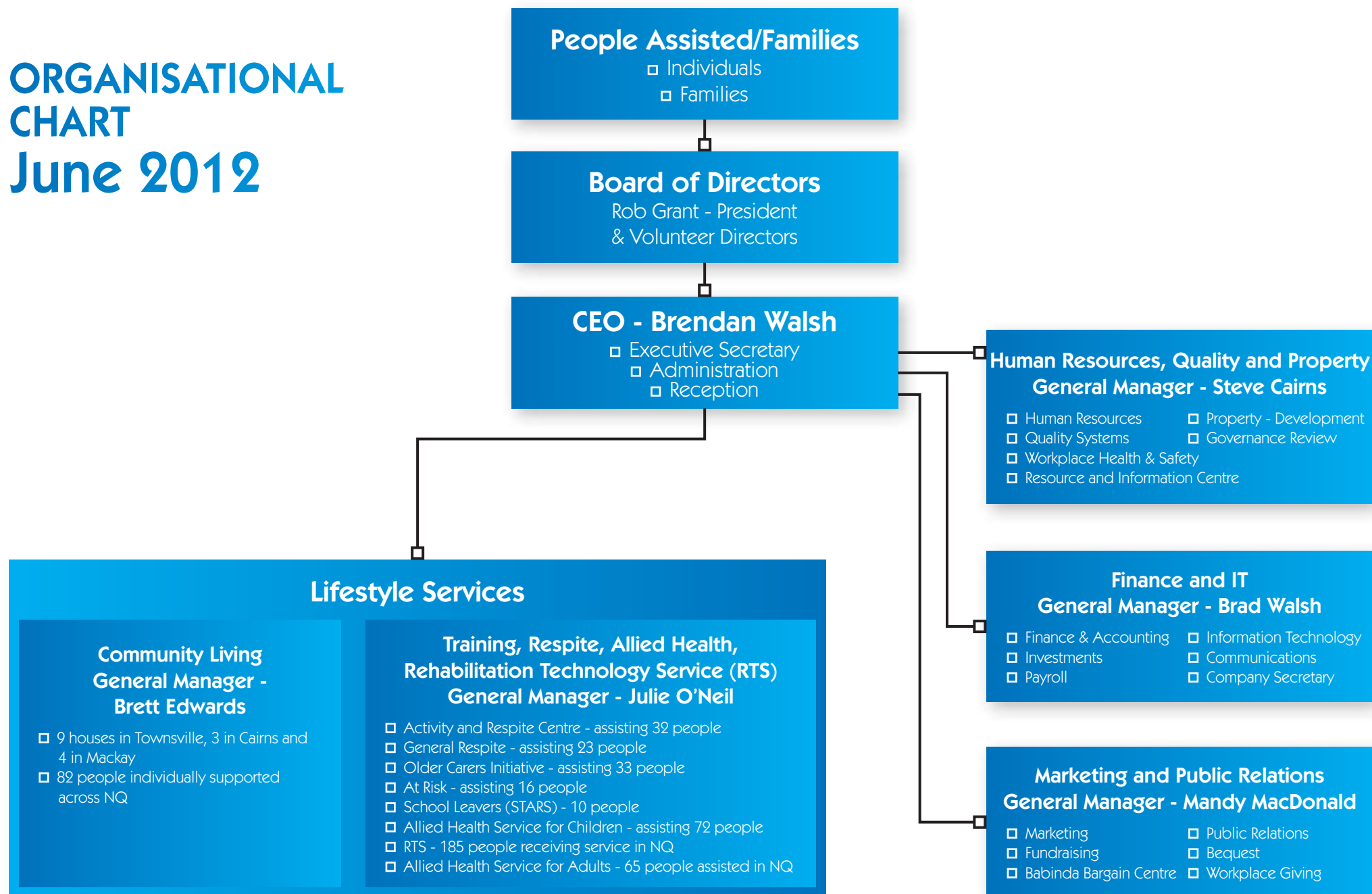
Mr Rob Grant
President



Mr Brendan Walsh
CEO

ORGANISATIONAL CHART

June 2012



COMMUNITY LIVING

On 30 March 2007, Australia signed the United Nations Convention on the Rights of Persons With Disabilities. This is the first comprehensive human rights treaty of the 21st century. The Convention follows decades of work by the United Nations to change attitudes and approaches to persons with disabilities. The Convention clarifies and qualifies how all categories of rights apply to people with disabilities and identifies areas where adaptations have to be made for people with disabilities to effectively exercise their rights and areas where their rights have been violated, and where protection of rights must be reinforced.

Cootharinga's Community Living service continue to support the Convention's intention of upholding the right of all persons with disabilities to live in the community, with choices equal to others, and shall take effective and appropriate measures to facilitate full enjoyment by people with disabilities of this right and their full inclusion and participation in the community.

Cootharinga supports 82 people living in the community across Townsville, Mareeba, Cairns, Mackay, and Proserpine. 61 people are supported in shared living arrangements with 24 hour support and 21 people receive drop in supports in their own home. Each person is assisted to develop their own lifestyle plan each year that outlines their personal and life goals and aspirations. This plan then helps us to deliver services that will enable and empower people to achieve their own goals.

The supports delivered to each person are unique and based around their personal needs and life goals. The support we provide can include:

- assistance finding a job
- assistance with study at TAFE, university or a college
- support to access the community and become involved in local events and organisations
- assistance with personal care or medication
- support to build independence with cooking, cleaning and other domestic responsibilities
- support to create a home
- support to build and maintain friendships and relationships

In order to truly achieve social inclusion, Cootharinga deliver tailored supports to each person we assist to not only access and participate in the community, but more importantly to connect with the community in meaningful ways.

Each and every one of us has a range of interests that we develop over a lifetime and foster through observing friends and family, and we develop through social activities and events. Cootharinga provides personalised support to allow each person to identify their passions and interests, and then works with them to develop this passion into ways that will help them engage with their community.

Through this targeted support everyone that we support has explored new or additional interests in sports, the arts, further education and others have been extending their development to take up paid employment or volunteering opportunities. The options for people we support are limited only by their imagination and willingness to keep trying new things!

Over the last twelve months, the Community Living service has been reviewing the way we manage and deliver our services in order to lay foundations for the new world with a National Disability Insurance Scheme to ensure we remain flexible and responsive. We have recruited new Managers to the team and have also expanded our management structure to include Assistant Managers in Cairns and Mackay allowing us to effectively respond to significant growth in those regions.

We have also had an increase in the individuals seeking support in their own home either through fee-for-service or individual government grants. We believe this is indicative of the style of growth we may experience over the coming years as the NDIS rolls out across Australia.

In order to support this growth we have expanded our Support Worker base significantly. We now employ 116 Full Time and Part Time staff and another 64 Casual staff working across North Queensland in our Community Living service.

All rosters continue to be reviewed to ensure that we are meeting the requests of people we support, whilst remaining flexible and responsive to changing needs. This has meant that our staff are being trained in more areas so we can broaden their experience and skill set. This is incredibly important as we take on the supports for new individuals and improve our ability to respond promptly to individual requests.

Property improvement and renovation has also been high on our agenda. Over the last few years we have developed new properties which are innovative, modern and accessible. We were also awarded \$840,450 from the Federal Government on 4 March this year. This was the result of our submission for funds under the Supported Accommodation Innovation Fund. In the year ahead we will be working with people we support and families to build new homes in the North Shore precinct. These property projects will set new benchmarks for providing accessible and innovative housing for people with disability in North Queensland.

We have also seen continued improvements across many of the shared living homes. Some improvements have included bathroom renovations, garden makeovers and the installation of shade sails to add livable outdoor areas to help people we support cope with the harsh North Queensland heat whilst enjoying their backyards. We have had great support from people we assist, families and community business in these projects but our work is not done yet. The year ahead will hopefully see further great outcomes in this area.



KAREN AT HER NEW HOME

KAREN

Karen's relocation to Cairns in January 2012 was a welcomed move for her and her family; parents, Di and Peter, and siblings, Maree and Peter, who reside in Mareeba approximately 40 minutes from Cairns.

Karen has been supported by Cootharinga since May 1990 at one of our community living houses in Townsville. This always felt a long distance for Karen's family to travel and visits were not as often as everyone would have liked.

When the opportunity arose for Karen to relocate to Cairns everyone jumped at the idea. Di and Peter drove Karen from Townsville to her new home at Little Street and everyone felt she would settle in easily.

Karen has quickly developed good relations with Shani and Micheal, her housemates and found her bearings in Cairns, her new home town.

Karen and her family now get together regularly. Karen visits her family in Mareeba and her family drop in at Karen's, they also often get out and about together, meeting up for lunch or walks at The Lakes and visiting extended family in Cairns. Di and Peter are delighted with the situation and feel Karen is brighter and happier since the move.

All involved feel it has been a success story at bringing family closer together in a situation where, at times, people's address can be dictated by support options.



MARGARET WITH MICHEAL AND SHANI

MICHEAL & SHANI

For any parent or guardian the decision for your loved ones to move into residential care is one that cannot be made easily. For Margaret Jarvis, who has opened her doors to over 184 young people over the years, she is well used to people coming and going.

However having Micheal in her care for 20 years and Shani for 16 made the decision more overwhelming. Margaret's concern was that if something would happen to her who would care for Micheal and Shani. It was an extremely hard choice for Margaret but one that she has no regrets about making.

Margaret explains the decision was made a lot easier with the help and support of Cootharinga. In the beginning it was extremely overwhelming and took time for her to adapt to the changes that would occur in her own life. Once the wheels were in motion, Margaret started explaining to Micheal and Shani

about the move to prepare them for the new and exciting experience of moving out of home. Support workers visited Micheal and Shani before moving, so that stepping stones could be formed and relationships created.

Initially it was very tough for Margaret to leave them behind but as time went on and they settled into their new home Margaret knew she had made the right choice. Margaret's one bit of advice is 'to stick it out'.

Micheal and Shani now enjoy their new home with housemate Karen and are developing new relationships with other people we assist. These relationships and those developed with Cootharinga support staff, has seen Shani and Micheal develop positive personal relations other than with Margaret and set them in good stead for whatever the future may bring.

FIONA

Hi my name is Fiona; some of you may recognise me from Hungry Jacks if you've called in to buy a burger lately. I'm the very attractive, shy, single one with the cute smile.

I live with two other housemates in a house in the Community. I basically run my own house and tell staff what to do, (I hope they don't read this). I get assistance from staff for the stuff I still have to learn, but I choose what to do and when to do it.

I am so excited, soon I will be moving into my own home with one other housemate. I get to choose my own colors and paint and everything like the colour of the roof and the walls. I'm gunna get my family to help me paint the walls with aboriginal art, it's going to look awesome. Today I went and checked out the block of land that my new home is going to be built on, the neighbourhood looks great and there is lots of bush

and trees, so I am hoping there might be some wildlife on the land. I love taking photos so this will be a great opportunity for me to practice my skills.

One of my goals in life is to get my license and buy a car. Not just any car, it has to be pink, with mags and I want to hang pink fluffy dice from the mirror. I can see myself cruising The Strand. Anyway I know I have to keep working hard and save my money.

I work at Hungry Jacks three days a week. I have awesome people who support me to work at Hungry Jacks, the staff from Cootharinga who drive me to and from work, making sure I'm there on time and I look Good!!!!, the support I receive from Capabilities with work related stuff and the great team at Hungry Jacks who help me to train and learn my job. I keep telling everyone, "I'm gunna run that place one day".



FIONA AT HUNGRY JACKS

RESPITE & CARER SUPPORT

Cootharinga Respite and Carer Support Services can ensure you have peace of mind knowing that your loved one is in safe hands. Our support workers are friendly, respectful and appropriately skilled to provide a short break to you from your caring role. We recognise it's often the little things that make a big difference.

Our respite service provides help in your home, at the Activity and Respite Centre or in the community. Respite can be planned or happen in response to a crisis or an emergency situation. It can be delivered at a regular time each week or arranged only as required. Respite can last a few hours, overnight or for several days.

Respite and Carer support can assist with independent living skills, access to community activities and interests, personal care, household tasks, recreational or sporting activities. Our focus is the person we support and assisting them to achieve their needs, wants and desires.

Respite and Carer Support provides five types of respite services:

- Flexible Respite in the Townsville region
- "At Risk" respite throughout Far North Queensland
- Older Carers Initiative, respite for older carers within Townsville and Mackay region
- Centre based respite at the Activity and Respite Centre
- STARS – Skills, Training, Activities, Recreation and Surprises for school leavers

Flexible Respite

Flexible Respite has supported 27 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 'At Risk' service provided funding for 16 people requiring assistance due to emergency situations throughout the year. Support was provided to families for an unplanned or emergency situation when a family member/carer requires immediate support.

ACTIVITY & RESPITE CENTRE

In the last twelve months, the entire team at the Activity and Respite Centre has worked hard to make some great changes to the centre and the service we provide. Staff have been open to change and new ideas, and have contributed many ideas (and resources) into the growth of the centre. The following are some areas that have achieved positive change in the last 12 months;

APPEARANCE

While the Activity and Respite Centre may not look different from the outside, come within and you will find a plethora of hidden treasures!

- newly designed 'chill out room' with its sensory equipment and relaxing atmosphere,
- computer room with LAN gaming capabilities,
- Wall hangings and pictures showcasing activities

SERVICE DELIVERY

One of the most significant achievements of the centre in the last 12 months has certainly been in the way that service is being delivered to the people we support. Some changes include;

- Creative and exciting activities offered,
- Activities being delivered to encourage independence and personal growth for guests,
- Creation and trial of a new Opportunity Plan,
- Person centered, goal driven service to our guests, regardless of age or ability.

TEAM WORK

The last twelve months has seen a large change in staff at the ARC, with only one permanent staff member remaining from the original team. Even through staff shortages due to illness, leave and resignation, the team has consistently banded together to continue to provide the best possible service to the people we support. Additionally, the team has held itself together with good humor and fun and many comments have been made about the positive and uplifting atmosphere of the centre, which I firmly believe is a result of the team's hard work and exuberance.

FUNDRAISING

The Activity and Respite Centre has been very fortunate in the last twelve months with various opportunities to raise money for supplies, renovations and equipment etc. Fundraising results include;

- \$2,000 selling raffle tickets at The Cowboys Leagues Club
- \$2,000 to Cootharinga from Rotary, with half being given to the centre
- Five prints were hand picked and kindly donated by Probus Members
- \$5,000 from Queensland Country Credit Union for the creation of an accessible community garden.

OLDER CARERS INITIATIVE

TOWNSVILLE

Over the last year the initiative has offered support to 12 families in Townsville. Support is twofold: The provision of respite services to older carers; and assisting older carers to plan and prepare for the time when they can no longer continue in the caring role.

Respite can strengthen the ability of families to care for their family member with a disability.

Respite can be offered in many different ways:

- In home support which enables families to stay together longer. Support Staff assist with personal care and/or life skills.
- Centre based respite which enables the carer to take a well deserved break. Centre based respite provides opportunity to meet new people, make friends, and learn life skills.

- In the event of an emergency. The capacity of older carers can diminish over time as a result of failing health and reduced energy.
- Community access which enables their family member to be involved in social and recreational activities.

Over the past year a group of men, who call themselves the 'A.Team', have attended the Cowboy's home games. Sharing in the fun of going to the footy games has provided the men with the social role of Cowboy's Supporter and close friendships have formed. The men would like to move in to a supported accommodation service together.



SHIRLEY KENNY



KIMEON, PETER AND STEVEN WITH COWBOY'S MEMORABILIA

MACKAY

Shirley Kenny joined the Older Carer Initiative in September 2009. She was being cared for by her older sister Bev whose goal was to see Shirley settled in supported accommodation while she was still able to assist with the transition. In September 2011, Shirley was able to move into a house at Beaconsfield which she now shares with her housemates Rebecca and Daniel who are also supported by Cootharinga staff. Shirley enjoys participating in household chores, from assisting with grocery shopping to helping with the housework and cooking. She takes pride in keeping her bedroom tidy and has a wonderful collection of handbags and jewellery. In her leisure time Shirley likes to go to the movies, shopping, out for lunch or morning tea and regular visits to her sister, Bev. To keep fit she likes to go for walks and also attends water aerobics once a week. Shirley is very excited and looking forward to a holiday in Townsville which Cootharinga staff are assisting her to plan with her friend Karen.



PHIL GORDON



MARGARET KRATZMANN

REHABILITATION TECHNOLOGY SERVICE (RTS)

The Rehabilitation & Technology Service (RTS) is a unique service at Cootharinga and for far north Qld. After 20 years of operation the service is still providing modifications, maintenance and repairs to a wide range of mobility aids such as power wheelchairs, manual wheelchairs, walkers, communication devices or any other equipment that has been identified by a referring therapist or client/family.

One of the stand-out achievements for RTS this year has been our involvement with providing mobility for a young indigenous man from a far north Aboriginal community. RTS was contacted in late 2011 by a Cairns Base Hospital Occupational Therapist, requesting our service to provide a wheelchair and modifications for the young man living with severe disabilities. This young man has spent the past 3 years without an appropriate wheelchair or seating, which ultimately confined him to bed. This has had a major flow on effect, restricting his quality of life. This took away his ability to access his community, services and simple pleasures like eating, as he was reduced to being peg fed. RTS coordinated with the Cairns Base Hospital OT through 2012 and the young man received his wheelchair modifications on our trip to Cairns in May 2012.

The RTS team consists of a Manager/Seating Technician, an Upholsterer, two Fitters, and an Administrative Assistant. Six outreach trips, 3 to Mackay and 3 to Cairns, were conducted as well as other communities in between. Over the past 12 months, the number of clients RTS has provided a service to has increased. This includes a total of 157 Assessments, 196 Modifications and 144 Repairs completed.



IAN WITH TRENT ANDERSON (SEATING TECHNICIAN)
AND LAURA DOIG (OT)



IAN WITH THERAPIST
LAURA DOIG

ALLIED HEALTH SERVICE FOR ADULTS

This has been a busy period for the Allied Health Services for Adults Team at Cootharinga. Along with the day to day running of the service, there have been some staffing changes which has introduced new strengths and abilities to the team.

Working collaboratively and holistically with family members, support staff and individuals we support, allows us to provide the best opportunity to meet the needs and goals for each individual and reach their highest potential to participate in daily life. One of the exciting aspects of working within the team, is working closely with the Rehabilitation Technology Service to ensure that each individual receives the appropriate equipment and seeing firsthand, the difference we can make as a team to the life of someone with a disability.

As well as providing services to individuals in the Townsville area, therapists complete quarterly outreach and training trips to Cairns and Mackay.

Therapists within the service have worked hard to build networks within the Townsville, Cairns and Mackay areas through liaising with external service providers, equipment suppliers and support groups to enhance opportunities for the individuals we support at Cootharinga.

The team has been building up resources for the individuals we support and also attending external training to continue quality service delivery. The therapists also provide regular in house training and professional development to new and continuing staff members, and has now extended to therapists guest lecturing to undergraduate students at James Cook University.

ALLIED HEALTH SERVICE FOR CHILDREN

The Allied Health Service for Children (AHSC), formerly the Autism Service, continues to grow in the North Queensland region. We proudly now offer occupational therapy and speech pathology to more than 72 children in the region.

We are now panel providers for the Australian Government's Better Start Early Intervention Initiative, allowing us to provide services to a wider range of children with special needs that may have not been able to access our service earlier. This includes children with a confirmed diagnosis of Cerebral palsy, Deafblindness, Down syndrome, Fragile X syndrome and children whom have a hearing or visual impairment.

We continue to offer Outreach Services to Charters Towers and Ayr, and visit fortnightly. We are anticipating further growth in the far north and are hoping to extend services out as far as Ingham.

The AHSC aims to provide family centered and evidence based occupational therapy and speech pathology. Our Allied Health Professionals continue to maintain professional development portfolios; attending relevant training when possible, as well as offering their expertise for in-house training to the community.

The team recently facilitated a social skills group for children who struggle with understanding the complexity of social interactions, including following the unspoken rules of conversation. The service will continue to offer more group intervention in the upcoming year.

AHSC have been privileged to be the recipients of funding grants allowing the purchase much

needed assessments and resources. Thank you to Westpac and Townsville West Rotary Club for your support!

The multisensory environment is almost completed, which will be a fun filled alternative space for individual sessions. Local companies in the region provided "odd ends" to enable us to create a tactile wall and flooring. Xstrata have kindly provided support to purchase larger items. Thank you, without your support these projects would not have been possible.

A special thank you to Smedley Plumbing, who created a tactile panel for our new multisensory environment.



REILLY &
MATTHEW BULL



CHELSEA GOSBELL



LEFT TO RIGHT: JEROME DUMONTH, ASHLEY HAMMOND, PAUL TOWERS (SUPPORT WORKER), DANIEL MARSHALL



DANIEL MARSHALL

STARS

Skills, Training, Activities, Recreation and Surprises

(School Leavers) Program

STARS began with four participants in February this year. STARS operates from the Activity & Respite Centre from Monday to Wednesday each week. Currently there are 10 participants with a mixture of group and individual programs. The activities are catered to each participant with the focus on the development of learning and lifestyle skills.

Activities that have been enjoyed this year include:

Woodwork - the young men's group have worked on a large scale project (snake enclosure) that is nearly complete and smaller individual projects. Cooking has also been a popular activity with the participants increasing their cooking skills and culinary knowledge.

Electronics classes have seen the participants building robots to solar batteries. The group has learnt how electronic object's work by dismantling old pieces of equipment. The computer/gaming room has been developed with four computers networked together; STARS participants enjoy using the computers to develop their skills and playing various computer games.

STARS has been fortunate to have a local indigenous Artist volunteer his time to teach the group skills to complete Indigenous Art works and knowledge of Indigenous Culture

Photography & Digital Art has recently been offered as a STARS program. This has involved taking photographs and then manipulating the pictures using a digital art program.

Health and Fitness program - The young men have recently joined the PCYC and have started to attend the gym on a weekly basis under the guidance and supervision of two support workers.

In addition participants who have received individual support have been assisted to develop their skills in money recognition, domestic duties, use of public transport and one young man has been supported to attend local, inter regional and State wheelchair basketball competitions.



ABORIGINAL & TORRES STRAIT ISLANDER LIAISON OFFICER

The role of the Aboriginal and Torres Strait Islander Liaison Officer with Cootharinga provides support to staff and Individual Aboriginal and Torres Strait Islander Peoples with a disability. In order to assist the people we support reconnect and build relationships with families, culture and communities, a pathway of healing, persistence and adhering to cultural protocols is essential. This is an ongoing process that needs to be implemented with cultural sensitivity and patience.

Feedback from the Aboriginal and Torres Strait Islander families and community groups has seen some changes implemented by Cootharinga and how we deliver a culturally appropriate service.

Through the development and delivery of Cultural Awareness Training to Managers and Support Workers, we aim to improve the quality of service and relationships with families, community groups and especially to better assist Aboriginal and Torres Strait Islander peoples we support.

We are also working on Cultural Competency Standards to address how to use appropriate tools and practices that show cultural sensitivity in the workplace and to identify the need for cultural training of staff.

The development and implementation of staff induction processes that take into consideration an applicant of Aboriginal and Torres Strait Islander descent and how they may feel more comfortable in an interview. Also after gaining employment, how the individual can be better informed and prepared in the work environment whilst maintaining cultural sensitivity.

Through the liaison with Indigenous Traditional Owner groups and Elders, a working relationship has been formed to acknowledge and respect Traditional Owners groups and involve them in Cootharinga events, especially of a cultural nature.

Another project we are working on is the "Spirit Tree Profile" which is a culturally sensitive Individual Plan for the Aboriginal and Torres Strait Islander people we support, to discuss and share the individuals story, family history and connections to the environment and identity.

SYLVIA PRICE, ABORIGINAL & TORRES STRAIT ISLANDER LIAISON OFFICER AT INCLUSIVE COMMUNITIES FESTIVAL

VOLUNTEERS

Over the past year Cootharinga has again been fortunate to receive support from many volunteers, at the office, in the services, at various fundraising events, as a member on the Board and of course as part of the team at the Babinda Bargain Centre.

It is recognised that volunteering strengthens the community providing meaning, purpose and satisfaction in people's lives. For the individuals, volunteering brings health and wellbeing benefits increasing a person's longevity.

For the past six years Janece Rogers has been one such person benefiting from volunteering. Janece worked with Cootharinga as a support worker for 14 years before health issues forced her to retire. After a short break to get her health back, Janece returned and started volunteering with the people we support at Gardenia Avenue.

Janece said "It really brightens my day when I walk into the house and Winni gives me a big smile". Having worked in the industry for many years, Janece said she is well aware of the limited social friendships people with disabilities develop, and really enjoys being there to interact with the people we support she now calls her friends. House Manager, Nick Henningsen, said "Janece can always be counted on for her bright and happy personality" while staff member Marie Tamparong says that Winni looks forward to Janece's visits when they spend time scrapbooking and talking. Marie says Winni particularly enjoys it when Janece reads the Torres Strait Island Newspaper to her.

Without the support of Janece and all our volunteers, much of the good work Cootharinga does could not be achieved, for their help and support we are very grateful.



JANICE & WINNIE

HUMAN RESOURCES / QUALITY AND PROPERTY

Sustainable Workforce

HR / RECRUITMENT / WHS

The growth at Cootharinga has continued during the last twelve months. The figures outlined below show an increase of nearly 15% in staff figures during 2011 and nearly 60% in the last five years. It is expected that Cootharinga's staff numbers will reach 250 prior to the end of 2012. The challenge over the last twelve months, and for the future, is being able to sustain staff levels and continually adapt to the growing needs of the organisation. Recruitment of staff, especially Support Workers, has been highly successful and unlike previous years, competition to attract staff has not been as competitive. The Board continues to emphasise the need to attract and train highly skilled staff and this has proven to be a major focus for the HR team, in conjunction with the Community Living Training staff.

Like many other organisations throughout Australia, and certainly within our industry, retention of staff is also an area Cootharinga has concentrated a large amount of effort. The introduction of staff benefits, including pay increases as part the QIRC decision in 2010, has contributed to Cootharinga's retention figures being reduced over the last 12 months. Cootharinga promotes the organisation as a family friendly environment and allows flexibility in staff rosters which in turn supports staff's expectations of "quality time" with their families.

This year has also seen the introduction of an Employee of the Month Award. Each month is allocated a category (Emerging Achiever, Team Spirit, Innovation and Creativity etc) and the Award will culminate with the announcement of the Employee of the Year Award at the staff conference in December 2012.

Status	2008	2009	2010	2011	2012
Full time employees	33 (24%)	40 (22%)	40 (20%)	40 (19%)	51 (21%)
Part time employees	80 (57%)	104 (56%)	106 (56%)	106 (52%)	116 (49%)
Casual employees	26 (19%)	41 (22%)	40 (22%)	61 (29%)	69 (29%)
Total	139	185	186	207	236
Full time equivalent	100.59	124.4	124.76	143.64	153.47



TRACY RAU - RECIPIENT
OF THE FIRST 'EMPLOYEE
OF THE MONTH' AWARD

WHS/RISK MANAGEMENT

On 1 January, 2012, the introduction of new Workplace Health and Safety Legislation saw the harmonisation of State based legislation into a National Workplace Health and Safety Act, encompassing a new set of Regulations and ongoing development and improvement of Codes of Practice. While generally the new legislation is business as usual, a higher responsibility was put on Directors, People in Charge of a Business or Undertaking, (PCBU), Managers and Staff to act and work in a safe manner with higher penalties for non compliance. There is also an expectation that Directors and PCBU's will have a deep understanding of the safety concerns, risks, business and strategies of an organisation in relation to safety. To ensure compliance to the newly instated legislation, CNQ has established and demonstrated a visible commitment to safety and understands that safety encompasses wellbeing and health as well as physical safety in the workplace. To compliment WHS, Cootharinga are in the process of completing a more thorough and compliant Risk Assurance Continuity Framework. The aim of the Framework is again to ensure Cootharinga's sustainability into the future. Immediate and long term risks are being identified which will compliment the new Strategic Direction of Cootharinga.

PROPERTY

Cootharinga were successful in obtaining an \$840,450 grant through the Supported Accommodation Innovation Fund (SAIF). The project was submitted as "My Home is Smarter, Greener and Accessible". The houses will be built in a relatively new suburb of Townsville – North Shore. The Board has also provided approval for another house to be funded by Cootharinga and built in close proximity to the SAIF project. The future residents of the new houses are currently being supported by Cootharinga in private rental properties and these new houses will provide them and their families with secure accommodation support for many years ahead.





NEW RECRUITS 2011

TRAINING

During this year the Training department has supported learning and development as Cootharinga continually strives to be the leaders of person centered practice. Our main focus has been on what is important to someone now and in the future and aligning our training with their needs. Person Centered Practice was the focus of our Annual Staff Conference in December 2011, with a panel of guest speakers including Matthew Yau (JCU Professor), Ross Williams, Pam Spelling (Centacare counselor) and Dale Cordwell (Industry Auditor) and continued with in-house training from an expert in this field.

Reflecting the commitment Cootharinga has to the development and retention of highly trained staff, during 2012 the training team delivered comprehensive Pre-requisite, Orientation and Refresher training to 163 employees. Cootharinga join in partnership with a Registered Training Organisation Bridgeworks to deliver accredited training in Certificate IV in Disability to 11 support staff in Townsville. Through studying the Certificate, staff will be able to demonstrate and improve their knowledge and skills to provide quality services to people we support. The Certificate IV is a solid foundation to further study in the community services field and Cootharinga continues to encourage support workers to take advantage of the opportunities available.

THE COOTHARINGA SOCIETY OF NORTH QUEENSLAND

SUMMARISED FINANCIAL REPORT FOR THE FINANCIAL YEAR ENDED 2012

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 2012 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 2012.

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 17 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.

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 2012 to 2015".

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

- (1) Service Excellence Through Person Centred Approaches
- (2) Positive Workforce and Culture
- (3) Sustainability
- (4) Strategic Influence
- (5) Partnerships, Marketing and Branding

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 deficit of the company for the financial year ended 30th June, 2012 was \$177,339.

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 2012 was a deficit of \$177,339. This represents a \$1,985,353 reduction in profit from the year ended 30 June 2011 and \$78,476 reduction to the 2011 after tax loss, excluding one off capital funding. For the regular operations (operations excluding investment revaluations and bequest income) of the company the result was an operating deficit of \$224,766.

The main factors contributing to this result were as follows:

INCOME

Total operating income has decreased by \$429,026 mainly as a result of the following:

- Government funding income has decreased by \$480,552 as a result of:
- Queensland Government, Department of Communities - Disability Services (DS) funding increases of \$1,473,648 relating to wages supplementation, funded services including Supported Accommodation, Individual Support and Community Access;
- Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) Helping Children with Autism funding and Better Start funding increased \$109,630 to \$143,182, and
- The above increases were offset by the 2011 year including one off capital housing projects funding of \$2,063,830. There was no capital funding in 2012.
- Fundraising income including Bequests has decreased by \$9,611;
- Service charges increases of \$49,351.

EXPENSES

Total expenses have increased by \$ 1,556,328 mainly as a result of the following:

The operating costs increases relate to employee remuneration expenses, new services costings relating to the increases in government funding noted above, 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.


..... Director
Rob Grant (President)


..... Director
Ian Featherstone (Treasurer)

Dated at Townsville this 2nd day of October 2012.


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 2012, 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 2001 in relation to the audit; and
- ii. no contraventions of any applicable code of professional conduct in relation to the audit.

Jessups


..... Partner
Ian Jessup

Dated this 2nd day of October, 2012

19 Stanley Street
Townsville QLD 4810



STATEMENT OF COMPREHENSIVE INCOME
FOR THE FINANCIAL YEAR ENDED 30 JUNE 2012

	2012 \$	2011 \$
Revenues from Continuing Operations		
Revenues from service activities	12,152,214	10,473,592
Other Revenues from continuing operations	757,319	2,864,966
Total Revenue from Continuing Operations	12,909,533	13,338,558
Expenses from Continuing Operations		
Supported Accommodation Service expenses	8,340,676	7,112,785
Support Service expenses	1,313,111	1,047,028
Allied Health Service expenses	758,533	540,864
Rehabilitation Technology Service expenses	486,200	504,494
Respite Service	1,530,552	1,418,407
Other Services expenses	61,488	157,292
Other expenses from continuing operations	596,312	749,673
Total Expenses from Continuing Operations	13,086,872	11,530,543
Profit (loss) from Continuing Operations before income tax expense (income tax revenue)	(177,339)	1,808,015
Income tax revenue (income tax expense) relating to continuing operations	---	---
Profit (loss) from Continuing Operations after income tax expense (income tax revenue)	(177,339)	1,808,015
Other Comprehensive Income		
Net Value Gain/(Loss) on Available-For-Sale Financial Assets	(179,357)	36,609
Total Other Comprehensive Income	(179,357)	36,609
Total Comprehensive Income	(356,696)	1,844,624
Profit (loss) Attributable to Members of the Entity	(177,339)	1,808,015
Total Comprehensive Income Attributable to Members of the Entity	(356,696)	1,844,624

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 2012

	Retained Earnings (Accumulated Losses) \$	Available- For-Sale Financial Assets \$	Total \$
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	314,677	9,544,155
Gains (losses) from measuring available-for-sale financial assets to fair value:			
Recognised during period	---	(179,357)	(179,357)
Removed and recognised in profit/loss	---	---	---
Profit (loss) attributable to members	(177,339)	---	(177,339)
Balance at 30 June 2012	9,052,139	135,320	9,187,459

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

BALANCE SHEET
AS AT 30 JUNE 2012

	2012 \$	2011 \$
Current Assets		
Cash and cash equivalents	858,237	1,238,614
Trade and other receivables	434,987	377,830
Other financial assets	4,021,586	3,295,327
Total Current Assets	5,314,810	4,911,771
Non-Current Assets		
Other financial assets	1,358,045	1,687,373
Property, plant and equipment	6,741,582	6,051,200
Other	92,500	92,500
Total Non-Current Assets	8,192,127	7,831,073
Total Assets	13,506,937	12,742,844
Current Liabilities		
Trade and other payables	1,938,380	1,308,890
Other financial liabilities	543,564	171,970
Short term provisions	1,759,558	1,651,861
Total Current Liabilities	4,241,502	3,132,721
Non-Current Liabilities		
Long term provisions	77,976	65,968
Total Non-Current Liabilities	77,976	65,968
Total Liabilities	4,319,478	3,198,689
Net Assets	9,187,459	9,544,155
Equity		
Retained earnings	9,052,139	9,229,478
Available-for-sale financial assets reserve	135,320	314,677
Total Equity	9,187,459	9,544,155

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

CASH FLOW STATEMENT
FOR THE FINANCIAL YEAR ENDED 30 JUNE 2012

	2012 \$	2011 \$
Cash flows from operating activities:		
Government Funding	13,013,166	12,410,161
Fundraising	114,986	174,268
Interest Received	181,368	150,348
Dividends Received	61,249	63,377
Legacies Received	53,055	32,655
Other Receipts	649,124	544,106
Payments to Suppliers and Employees	(13,207,510)	(11,882,404)
Net cash provided by/(used in) Operating activities	865,438	1,492,511
Cash flows from investing activities:		
Return of Capital on Units in Unit Trust	194,417	127,918
Proceeds from:		
Disposal of Property, Plant and Equipment	23,478	---
Redemption of Interest Bearing Deposits	840,000	390,000
Payments for:		
Property Plant and equipment	(602,925)	(1,894,716)
Work in Progress	---	---
Shares	(23,815)	(19,695)
Interest Bearing Deposits	(1,505,000)	(1,730,000)
Net cash provided by/(used in) investing activities	(1,073,845)	(3,126,493)
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	(208,407)	(1,633,982)
Cash at the beginning of the year	1,066,644	2,700,626
Cash at the end of the year	858,237	1,066,644

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:

	2012	2011
	\$	\$
Cash at Bank and on hand	858,237	1,238,614
Bank Overdraft	---	(171,970)
	858,237	1,066,644

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

Net Profit/(Loss) after Tax	(177,339)	1,808,015
Depreciation	372,297	310,490
Loss on Disposal – Plant and Equipment	3,943	1,445
Loss on Disposal of Shares	39,348	25,386
Unrealised Loss/(Gain) on Investments	(33,720)	(6,978)
Gain on Disposal of Fixed Assets	(5,707)	---
Accrued Interest Income	(13,202)	(826)
Reinvestment of interest in Interest Bearing Deposits	(2,068)	(2,048)

Changes in Assets and Liabilities:

(Increase)/Decrease in Trade Debtors	(54,163)	(19,467)
(Increase)/Decrease in other Debtors	34,526	(147,216)
Increase/(Decrease) in Prepaid Expenses	29,740	12,937
Increase/(Decrease) in Accounts Payable	153,559	(34,619)
Increase/(Decrease) in other Creditors	14,177	(82,224)
Increase/(Decrease) in Employee Entitlements	140,930	141,444
Increase/(Decrease) in Accruals	363,117	(513,828)
Net Cash provided by/(used in) Operating Activities	865,438	1,492,511

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 2012.

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

	2012	2011
	\$	\$
Operating Revenue:		
Dividends	85,468	87,879
Financial Assets Fair Value and Impairment Gains	20,046	20,808
Fundraising	305,309	335,320
Sales	401,055	283,222
Government Funding - Services	11,483,257	9,899,229
Government Funding – Capital Housing Projects	---	2,063,830
Other government funding and Allowances	7,000	111,379
Transport	119,700	95,097
Rent	143,502	137,446
Sundry	87,996	69,446
Interest Received	196,638	199,104
Gain on Disposal of Non-Current Assets	5,707	---
Equipment Income	800	3,143
Legacies	53,055	32,655
Total Revenue	12,909,533	13,338,558

3. PROFIT (LOSS) FROM ORDINARY ACTIVITIES

	2012 \$	2011 \$
a) Expenses		
Included in expenses are the following items:		
Depreciation of Property, Plant and Equipment	372,297	310,490
Employee Benefits Expense	9,397,732	8,040,853
Fair Value/Impairment Losses of Non-Current Investments	(13,674)	13,830
Loss on Disposal of Non-Current Investments (Shares)	39,348	25,386

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 2011 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 January 2013, to challenge the US ruling.

In summary: At the opening of the 2011/2012 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 93 and 98 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 and 33 cents in the dollar respectively. 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.

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

b) Significant Revenue and Expenses – Collateralised Debt Obligations - cont...

Investments held with Lehman Bros have been reported as impaired assets and their book values were written down over previous financial years. A recent ruling by Federal Court Judge, Justice Steven Rares, (Wingecarribee Shire Council v Lehman Brothers Australia Ltd (in liq) [2012] FCA 1028 at 14) has found Lehman Bros to have breached its fiduciary duty and engaged in misleading and deceptive conduct. The value of our investments is expected to improve as a result of these findings; however no reliable information is available now as to the possible valuation of these investments. This will only become available upon settlement of the claims, or sale of the notes involved.

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 \$	2011 Carrying Amount Valuation c/\$	2012 Carrying Amount Valuation c/\$	2012 Revaluation \$	2012 Carrying Amount \$
CDO Held					
Kakadu Restructured	1,400,000	0.4000	0.4000	---	560,000
Merimbula	1,000,000	0.2945	0.2945	---	294,500
Total	2,400,000			---	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

	2012	2011
Number of Directors of the chief entity	8	9

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

Mr I. Featherstone; Mr R. Grant; Mr C. Harkness; Mr J. Young; Ms A. Nicholls; Ms R. Bennett; Mr R. Combe (appointed 01/11/2011); Mrs R. Baker (appointed 26/06/2012)

7. RELATED PARTY TRANSACTIONS

Transactions between related parties are on normal commercial terms and conditions no more favourable than those available to other persons unless otherwise stated.

A total of \$4,488 (2011 - \$10,559) was paid to Wilson Ryan Grose, Lawyers and Notary, for legal services provided to the Company. Ms R. Bennett, Director, was a Solicitor with Wilson Ryan Grose during the period covered by this report. An existing business relationship pre-dated Ms Bennett's appointment to the Board as a Director.

A total of \$8,976 (2011 - \$7,623) was paid to NQ Therapy Services for pre-employment functional assessments relative to the staff recruitment process of the Company. Ms A. Nicholls, Director, was a proprietor of NQ Therapy Services during the period covered by this report. An existing business relationship predated Ms Nicholls appointment to the Board as a Director.

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 2012, as set out on the previous pages is an extract from the full financial report for the year ended 30 June 2012 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

Ian Featherstone (Treasurer)

Dated at Townsville this 2nd day of October 2012.

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 2012, 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 2012, 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 2012. My audit report was signed on the 2nd October 2012 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 2nd October 2012, 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 2012 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



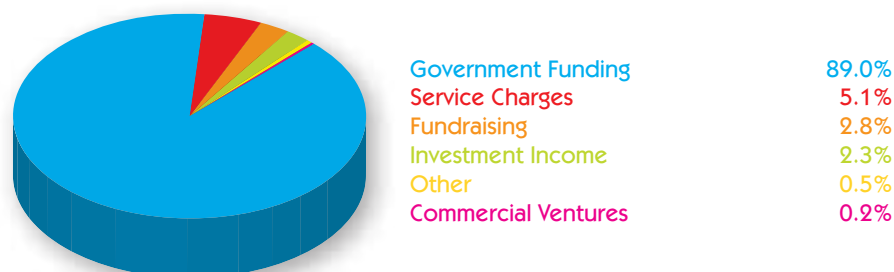
..... (Registered Company Auditor)

Dated this 2nd day of October, 2012

19 Stanley Street
Townsville QLD 4810

SUMMARY OF 2012 INCOME

TOTAL INCOME



SOURCE OF GOVERNMENT FUNDING

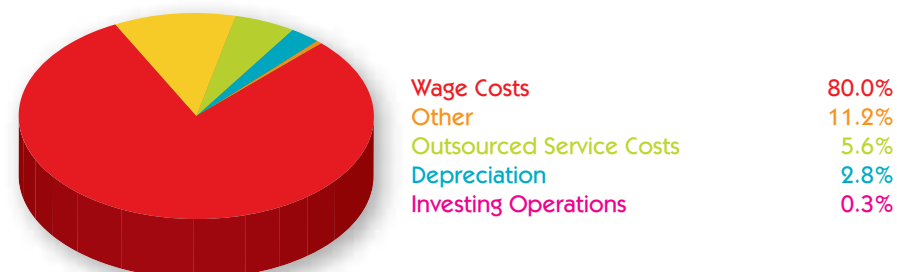


DISABILITY SERVICES FUNDING (BY SERVICE TYPE)



SUMMARY OF 2012 EXPENSES

TOTAL EXPENSES



EXPENSES BY COST CENTRE



EXPENSES BY FUNDED SERVICE TYPE (LIFESTYLE SERVICES)



BUILDING A SUSTAINABLE FUTURE in Marketing, Fundraising and Public Relations



WALK WITH ME 2011

Cootharinga's marketing, fundraising and public relations division focuses strongly on 3 important strategies:

- building relationships with organisations and people in the community;
- promoting awareness and positively profiling Cootharinga's brand; and
- valuing and adopting new and improved approaches to thank, acknowledge and appreciate everyone who supports us throughout the year.

With our fundraising events we have diverse target markets for the individual events we conduct annually. This has been purposely driven allowing us flexibility in different economic environments.

We run four major fundraising events, and two fundraising programs, annually with three objectives in mind:

- To raise funds and maximise our fundraising efforts;
- To broaden and increase the depth of new and current relationships within our supporter base for future sustainability;
- To profile Cootharinga by promoting understanding, inclusion and acceptance of people with disabilities and to break down barriers in community attitudes;

WALK WITH ME, SEPTEMBER 2011 DISABILITY ACTION WEEK

"Walk With Me" is an annual event that focuses on raising funds, awareness and celebrates the inclusion and acceptance of people with disabilities. This event raises much needed funds for early intervention services for children, respite and the improvement of housing and recreational opportunities for over 650 people we support across North Queensland.

The event is not a "fun run", nor a competitive fitness event but a recreational walk where able bodied people walk along side people with disabilities, sending a very powerful message of inclusion and acceptance.

The unique aspect of Walk With Me, is that it expands into three locations, Cairns, Townsville and Mackay. It is the first fundraising event that Cootharinga has been able to maximise in this way. In Cairns the walk was held along the Esplanade and flowed into the Cairns Inclusive Community Festival. The Townsville "Walk With Me", along the Strand, was very successful in its second year of operation and again flowed into the Inclusive Community Festival. Mackay's first ever Walk With Me raised \$3,164 and along with a donation of almost \$4K were able to have two shade sails erected at the back of one of the homes where we support individuals with disabilities.

In total we raised close to \$30K from all 3 Walk With Me events! I'd like to say a huge congratulations and enormous thanks to the staff in all three locations that organised the events, particularly in Cairns and Mackay who stepped up to the plate, to organise these events, with very little fundraising experience and at the same time volunteering extra hours on top of their duties as support and respite staff to the people we support. All proceeds raised from this event was allocated across the organisation back to the area where it was raised. It was extraordinary to have so many staff from across the organisation work together with the people we support to raise awareness, acceptance, and understanding of people with disabilities

while celebrating Disability Action Week 2011! This event has great potential for sustainability as it is across the 3 major regions that Cootharinga operates and has ability to expand significantly.



COOTHARINGA CHARITY
GOLF DAY - WONDERFUL
VOLUNTEERS

CHARITY RACE DAY; CHARITY GOLF DAY; AND CHARITY COCKTAIL PARTY

These three events grow increasingly successful over the years and last financial year was no exception. It is at these events where many community relationships are formed and developed. Our support base continues to grow as these events grow more successful. One of the highlights from these events in May 2012 was the wine tree fundraiser at our Charity Cocktail party. All guests are invited to donate a premium bottle of wine to the wine tree and it is then auctioned at the Cocktail party. 88 bottles of wine were donated with a collective estimated value of \$7,200.00. We raised \$7250.00 from the auction. Many new contacts were gained from the wine donations and the depth of our supporter relationships were strengthened through raffles, and auctions at all of our events.

CBA Golf Day

As our community relationships grow stronger, successful developments occur such as the CBA Golf Day. For the first time, the CBA organised an in-house golf day with the proceeds going to Cootharinga. This event raised \$7K in its first year, with the promise of future Golf Days in the coming years. We'd like to thank the CBA for their amazing support and pro active fundraising efforts.



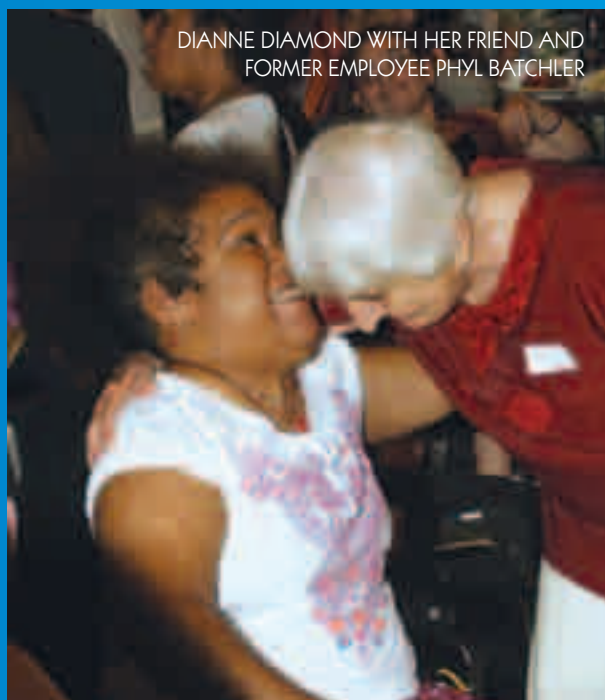
CHARITY COCKTAIL PARTY - WINE
TREE FUNDRAISER

Fundraising Programs

One of the most exciting things about our Workplace giving and Bequest Programs is the opportunity to reconnect with people from our North Queensland community. Thousands of connections have been made through bequest events; phone calls; donations; publications; visits to service clubs, seniors groups and corporate presentations. As an organisation we are passionate about what we do and recognise that there are many people in the community who feel the same and who would love to help us in some way. This past year we have focused on reaching out to these people, building strong and valuable relationships with seniors groups and senior individuals in the community. Many have visited our services and met the people we support – an enjoyable experience for all, especially when

there was coffee and cake involved! We greatly value these relationships and the interaction they bring: many seniors have volunteered to teach the people we support a new skill or made a visit to have a friendly chat, which is so important for people with limited access to the community. Some have made donations and pledged bequests, enabling us to further expand our services and plan into the future.

We have also developed strong relationships in the corporate sector, showcasing the power of regular workplace giving to employees of many businesses in the community. To further this message we have created a very strong and powerful Workplace Giving Campaign featuring a mum and one of the children who utilise the services of our Allied Health Service for Children.



DIANNE DIAMOND WITH HER FRIEND AND
FORMER EMPLOYEE PHYL BATCHLER

To Jo and Theo.....we thank you and are so very grateful for your co operation with and involvement with this campaign! Donations from the campaign give us the ability to rely on regular



JO AND THEO - ALLIED HEALTH
SERVICE FOR CHILDREN CAMPAIGN

income, which in the past year has greatly benefited our Allied Health Service for Children. We have been able to increase our services in this area with many more children achieving positive outcomes from our expanded Early Intervention programs.

The importance of developing relationships with our community in order to build a sustainable future for our organisation cannot be understated. To all in the community who are now part of our Cootharinga Family we say a heartfelt thank you. With your support we walk together into a confident future.








The Babinda Bargain Centre

A very significant and exciting change this year for the Babinda Bargain Centre was the employment of a part time Store Manager, Kylie Luce. Kylie Luce was brought in to assist our amazing team of elderly volunteers with the operation of the Centre, and in particular to further develop new technology and workplace health and safety compliance. Kylie has introduced new policies and procedures with cash handling and security measures. Plus new strategies and approaches in regard to furniture collection; rosters; recruitment, training, marketing, media and new volunteer programs. Cost efficiencies have also been implemented and several unique ideas to further increase fundraising revenue. This year the Babinda Bargain Centre raised an amazing \$115K. We sincerely thank all of our incredible Babinda volunteers and wish Kylie good luck and great success in sustaining the Babinda Bargain Centre will into the future.

PRODUCTIVE & POSITIVE PARTNERSHIPS

Cootharinga sees itself as a generous and positive partner with organisations across North Queensland, the rest of Queensland, around Australia, and beyond. Through a range of partnerships, Cootharinga is able to influence and support the development of services for people

with a disability. The focus of our partnerships is to help us to enhance the quality of our services, and share information and resources wherever possible. These alliances are part of our drive for efficiency and sustainability.

<p>ABILITY FIRST AUSTRALIA LTD</p> <p>As a founding member, Cootharinga has been active in supporting mission this National Alliance of leading disability support agencies. With representation in all states, Ability First Australian members are currently providing support to 90,000 individuals, through services totalling \$200,000,000. In addition, more than 5000 Australians kindly donate their time and expertise to assist the member organisations to achieve their goals. Cootharinga and Ability First Australia members have undertaken a series of fund raising and awareness raising walks known as "Walk With Me".</p>	
<p>EASTER SEALS (USA)</p> <p>Through our membership of Ability First Australia has developed a close association with our American colleagues in the of services known as Easter Seals. Operating in all states of the USA, Easter Seals delivers US\$1.6 billion of support annually.</p>	
<p>CEREBRAL PALSY AUSTRALIA LTD</p> <p>Cootharinga is a member of this vibrant and influential alliance of service providers that support people living with cerebral palsy. Through the active work of this alliance, Cootharinga and its colleague members contribute to significant policy discussions, as well as shaping and influencing the research agenda around cerebral palsy.</p>	
<p>AUSTRALASIAN DISABILITY PROFESSIONALS LTD</p> <p>Through the CEO of Cootharinga, we have been an active and founding member of this important national body. ADP is working towards the development of professional standards in the disability support sector. As well as developing codes of ethics and codes of conduct, ADP is working on developing standards and accreditation for disability support staff. As a significant provider in a regional centre, Cootharinga is adding a valuable, regional perspective to these developments.</p>	
<p>THE UMBRELLA NETWORK (TOWNSVILLE)</p> <p>Cootharinga is proud to actively support this small but highly effective group of parents of children disability. Cootharinga offers assistance with managing funding, reporting as well as payroll.</p>	
<p>QUEENSLAND GOVERNMENT</p> <p>Cootharinga works closely with the Department of Communities Disability Services to deliver services to people with disability living across North Queensland. We readily acknowledge the good work and support offered by the staff of the Department of Communities through their Townsville, Mackay and Cairns offices.</p>	<p>Funded by</p>  <p>Queensland Government Department of Communities</p>
<p>AUSTRALIAN GOVERNMENT</p> <p>Cootharinga acknowledges the support and funding made available through the Department of Families and Housing, Community Services and Indigenous Affairs. Their support has allowed us to develop our Allied Health Service for Children, and associated services.</p>	 <p>Australian Government Department of Families, Housing, Community Services and Indigenous Affairs</p>

MAJOR DONORS & CONTRIBUTORS

CHARITABLE TRUSTS / MAJOR DONORS

- Edith Lewis Estate Trust
- William Norman Brown

MAJOR PAYROLL DEDUCTIONS CONTRIBUTORS

- Bundaberg Sugar
- Cairns Slipways
- 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
- Parry Nissan
- Tony Ireland
- Many employees of Cootharinga North Queensland



WESTPAC FOUNDATION
GENEROUSLY DONATES \$10,000 TO
ALLIED HEALTH SERVICE FOR CHILDREN

MEMBERS

LIFE MEMBERS

Mr J. Allingham	Mr R. Davis	Mr R. Hartwig	Mr M. Lloyd	Mr W.J. Schwabe
Mrs H. Appleton	Mrs V. Dewis	Mr L. Hartwig	Mr M. Marrinon	Mr G. Sergeant
Mrs F. Archer	Mr R.E. Entriiken	Mrs S. Harwood	Mrs E. Martinod	Mr A.B. Sheppard
Mr R. Badland	Mrs L.C. Entriiken	Mrs J.R. Henderson	Mrs B. McArthur	Mr A.C. Shepherd
Mrs C. Ballerino	Mr T. Finch	Miss P. Hobsaon	Mr A. McClymont	Mr N.B. Sheridan
Mrs G. Beck	Mrs T. Finch	Mrs M. Jago	Mrs C. McKeller	Mrs D.E. Sibley
Mr T. Booth	Mrs P. Forsberg	Mr H.E. Jones	Mrs M. Moller	Mrs M. Smith
Mr A. Brendecke	Mr B. Franzmann	Mr K.H. Power	Mr A. Moncur	Mrs F. Sullivan
Mr D.T. Buchanan	Mr P. Franzmann	Mr J. Joyce	Mr P. Moncur	Mrs E.H. Suthers
Mrs V. Caltabiano	Dr R. Gibberd	Mrs Judge	Mrs G. Muzic	Mr K.E. Walker
Mr C. Cappler	Mr G. Gow	Mr S. Keft	Mrs M. Nash	Mrs E. Withers
Mrs R. Cappler	Mr J. Grantham	Mr M.A. Kenny	Mr L. Newman	Mr J. Young
Mr J. Catlan	Mrs V. Grima	Mr D. Keoghan	Mr K. O'Shea	Mrs M. Young
Mrs A. Catlan	Mr R. Grima	Mrs B. Kurkowski	Mrs Raleigh	
Mrs D. Catley	Mr K. Hamilton	Mr B. Lloyd	Mrs Rock	

LIFE GOVERNORS

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

OUR WONDERFUL SPONSORS!

PLATINUM



GOLD



SILVER



BRONZE







Future Sites of ACCOMMODATION PROJECTS AT NORTH SHORE, TOWNSVILLE

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Website: www.cootharinga.org.au



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