



2014 ANNUAL REPORT

Enhancing Quality of Life for All Queenslanders

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



2001-2007

- Achieved accreditation ISO 9001:2000
- Became member of **abilityfirst AUSTRALIA**
- Purchased property at Keane Street for H/O & RTS
- Move from Casa Martinez to Gardenia Ave
- Affiliation with **Easter Seals**
- (2007) Launch of Respite Service in Townsville & Mackay



2009

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



2013

- Opening of 3 homes at North Shore



- Launch of Parent Connect Service Rockhampton & Townsville

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)
- (1993) Commenced Family Support Service.
- Building and opening of house in Mount Isa



1990 - 1993

- 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

- 3 new Homes 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

- Mount Isa services commenced
- Secured building in Mount Isa for School Leavers
- Completed National Research Project on Workforce under NDIS in partnership with Avana & Deakin University
- Commenced preparations for NDIS



2014

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*Welcome to Cootharinga
North Queensland!*



OUR RECEPTION TEAM - ELLEN & FIONA



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



Ms Roslyn Baker



Mr Peter Carey
Commenced
26 February 2014

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 Constitution 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 and staff teams. 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

BOARD APPROVED STRATEGIC DIRECTIONS 2014-2017

1. Excellent and Person Centred Supports

Quality supports that are person centred, flexible, responsive and value for money.

2. Positive Workforce and Culture

Drive a dynamic person centred and positive workplace, workforce and culture.

3. Sustainability

Drive sustainable growth while enhancing and protecting our reputation and profile.

4. Strategic Influence

Lead and influence industry, government and community to create inclusive communities.

5. Partnerships, Marketing and Branding

Build strong, deep and enduring partnerships.

OUR VISION

Building a better world with people of all abilities

OUR VALUES

- | | |
|----------------------------|--------------------------|
| 1. Valuing all abilities | 4. Respect |
| 2. Innovation & Creativity | 5. Integrity |
| 3. Team Spirit | 6. Positive Partnerships |

REPORT FROM PRESIDENT & CEO

Upon arriving in Townsville, many visitors quickly notice the fierce loyalty that North Queenslanders have for this wonderful part of the planet. Most are intensely proud of the location and the wonderful weather we experience up here. Recently, this was reinforced by a visiting international colleague. On arriving at Townsville Airport, his short trip in the taxi allowed the Taxi Driver to boldly spell out what a special quality of life we have up here. Our visitor felt that the Taxi Driver was genuinely proud of our lifestyle, our weather and our natural environment. It was clear the Taxi Driver would not tolerate any challenge on these matters.

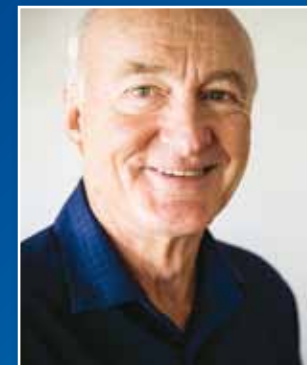
For more than sixty years, we have worked to enhance the lives of North Queenslanders living with disability. We strongly believe all people living with disability should enjoy the same, high standard of quality of life that most people up here can take for granted. This is what inspires us to continue to do the good work that we do. In the last year, there have been many achievements by the individuals we support, their families and friends, and by the talented staff teams we have right across the northern parts of Queensland.

We have recommenced support in Mount Isa, after a 20 year absence. We have begun supporting community access and inclusion for more than 20 individuals. We have also begun providing packages of support to people living with disability in the Mount Isa community. Without this support, the only choice would be to leave their home town and move to

Townsville or another regional centre. We would like to welcome and thank our new staff in Mount Isa. Thanks must also go to our long standing volunteer Board Director, Mr Jim Young who has generously supported our return to his home town. Thank you to all of the dedicated volunteer Board Directors, for their insights, direction and support throughout the year.

We have expanded our supports to individuals who have chosen us to deliver their support packages. This growth has been particularly reassuring. From July 2016, all individuals and families will choose their support provider under the National Disability Insurance Scheme. We have expanded our supports, with many more people assisted under Community Living, Your Life Your Choice and what is known as Mobile Attendant Care.

We are enthused about the opportunities under NDIS (National Disability Insurance Scheme) that will open up for people with disability, not only in sunny North Queensland, but right around Australia. With the continued support of the communities where we work, we are excited to be part of this long overdue social reform. We look forward to offering the support to people with disability that will ensure they can access the wonderful quality of life available to all North Queenslanders.



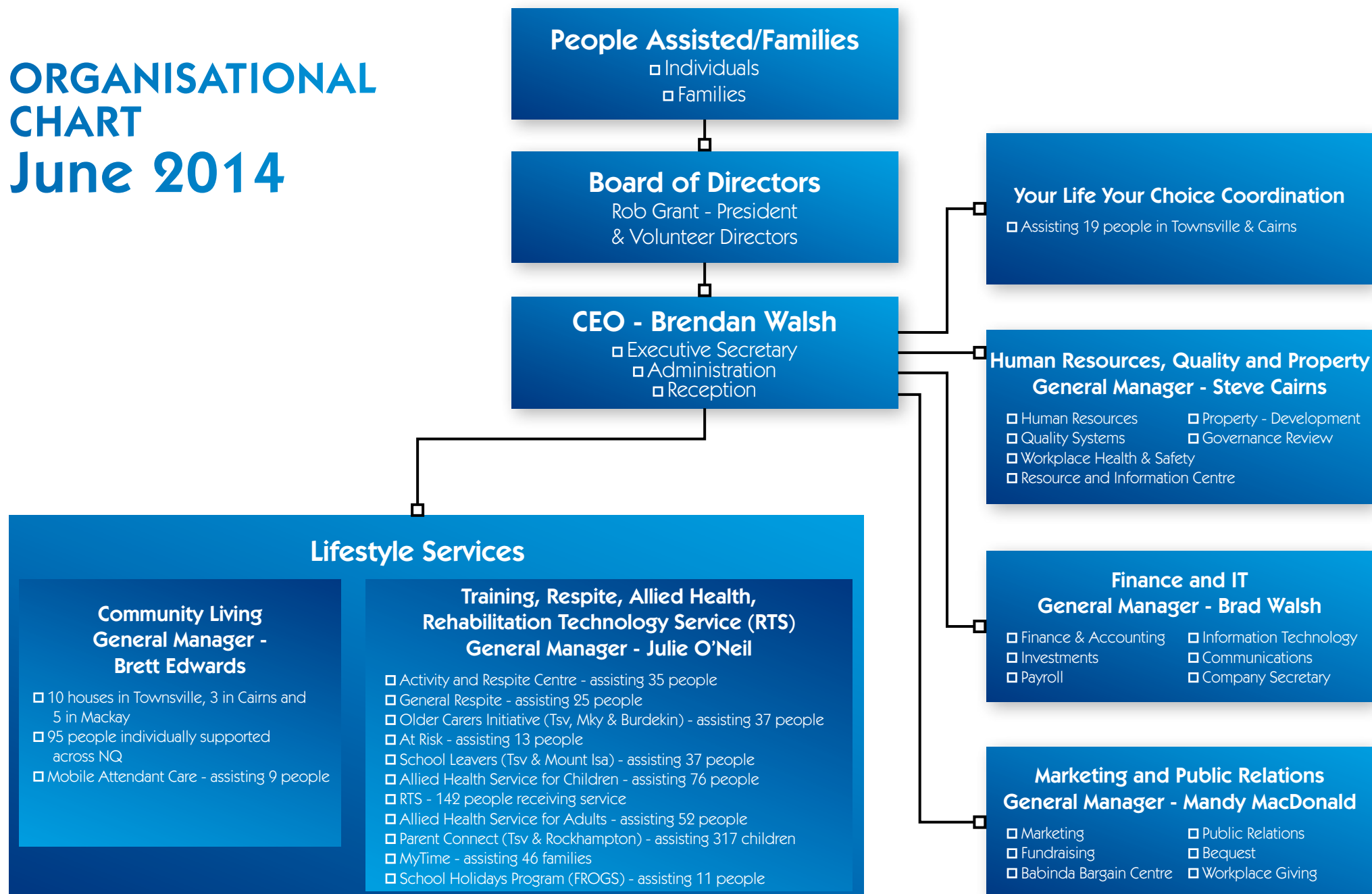
Mr Rob Grant
President



Mr Brendan Walsh
CEO

ORGANISATIONAL CHART

June 2014



COMMUNITY LIVING

Busy Year Preparing for the National Disability Insurance Scheme

Our Community Living team has been busy this year preparing for the National Disability Insurance Scheme to commence across Queensland in 2016. We have been ensuring our systems are flexible and responsive so that we can continue to tailor our supports to the needs of each individual we support. We are now delivering supports to more than 70 people in 24 hour supported accommodation arrangements and more than 20 people who receive supports in their own home so it is increasingly important that we have systems that enable us to respond to individual needs of people we are assisting.

The review of our internal systems is ongoing, and we must ensure we continue to look for innovative and efficient ways of maintaining and enhancing the quality of supports we provide. Two key systems we have enhanced this year include our Feedback Process and our communication to families. Both reviews have been aimed at strengthening our relationships with families of people we support, and enabling open communication between us and families. The new My Monthly Achievements report is person centred and aimed at being more transparent for families, but also helping them stay abreast of the key achievements and positive experiences of their son or daughter. This is a report that is completed by the Key Worker and then sent to families. Families have informed us that they are thrilled to be getting so much more information about the day to day events of their loved ones.

The other system we have now streamlined is the Feedback process. We wanted it to be easier for families and individuals provide us feedback, whether it is a complaint, compliments or constructive feedback – we value all forms of feedback! The approach we have taken is one form called the Feedback Form, and is used for any type of feedback. This is registered with the Executive Leadership Team and then support is provided to our managers and teams to respond sensitively and in a timely manner to the feedback.

This year we have engaged with a number of people we support, families and our staff to help them understand how the NDIS will work in Queensland and how it may affect them in the future. This year we held community Conversations across Cairns, Mackay and Townsville with more than 150 people we support, families and staff members attending to hear about the NDIS and other key initiatives across the organisation.

We have experienced another strong year for us in terms of recruitment. We have experienced steady growth in our staffing numbers, following growth in our services. It is pleasing to see that Cootharinga is very much an employer of choice which means we have the ability to deliver consistent staffing to families and people we support. This is critical for our success as we lead into the NDIS.

Once again, it has been exciting to see a range of new services commence over the last 12 months as we assist more people with disability and families to live independently and achieve personal goals. One major leap for our team has been our expansion of services back into the Mount Isa region. We previously delivered supports in this area for a year in 1993. We are very pleased to be back in the region again, this time delivering Post School Services and Community Living support in Mount Isa and Cloncurry.

Early in the year we opened two new community living shared support homes in North Shore, Townsville. Each home has 5 bedrooms allowing for 4 people to share with 24 hours support. The first home opened was purpose built by Ron Jones Homes and all bedrooms have accessible ensuites to enable each resident, four younger women in this case, the privacy and independence they are seeking. The second home we opened is also for four female friends. This home is a rental property however we are currently in the planning stages of building a new home and hope to see this work commence later in 2014. It is

fantastic to see and hear of the individual achievements of young people when they move into supported living arrangements and the joy they experience themselves. Several families have expressed how happy they are to see their loved one embracing independent living and building new skills to run a household.

Mackay has been a hive of activity this past year, with the opening of a new home in Mount Pleasant, supporting 3 young individuals to create a shared household. The commencement of new support arrangements is one that takes time to get to know the individuals and really understand their support needs. It is a time of great change for people we support and their families and one that we are privileged to assist with. More recently it has been great to see the team addressing initial concerns and working closely with each individual and family to ensure we could bring about positive outcomes for each person.

Creating a home and an environment that allows a person to thrive and continue to build and enhance living skills is so important for all of us. Our managers and Support Worker teams continue to work proactively with the people we support and families to identify new ways to improve our supports and enable a person to be more empowered and independent. It is important work and we are fortunate to have a strong committed person centred team across Community Living.

As always, we continue to seek ways to enhance how we provide supports. In the year ahead we will be furthering our move towards electronic documentation including time sheets and log in systems. We are also exploring new and innovative ways to support people to manage their finances whilst minimising risk to people we support. We will shortly be releasing a revised My Plan which will help us work with individuals and family to plan for the future. We look forward to working closely with families to implement new initiatives in the coming year.

COMMUNITY LIVING Townsville

Last year in May 2013 a new 5 bedroom home was opened in North shore. Emma, Hayley and Katelyn moved into this home and a year on have well and truly settled into their neighbourhood. In April this year Pamela moved in and joined the ladies as their previous housemate relocated to Tasmania to be with family. The ladies are similar in age and have similar likes and dislikes, but are all so very different.

Emma, Katelyn and Hayley enjoy weekly Zumba Classes and keeping fit. Emma enjoys going to the perfume gardens in the City on a Friday and watching the free concerts. Pamela is a mad Cowboys fan and has season tickets so attends every home game. Pamela also supports QLD and was lucky enough to attend the State of Origin game this year cheering on QLD when they played NSW. Pamela also enjoys Ten Pin Bowling and is in a league. Katelyn is the youngest housemate and enjoys having three housemates she can turn to for advice on makeup, hair, latest fashion and a friendly chat.

Pamela and Hayley are ambassadors for Walk with me and have been busy over the past few months selling raffle tickets; they are both looking forward to the walk and raising awareness

The ladies can be seen at the Townsville RSL Club monthly when they all catch up and have a meal out or at one on the many concerts Townsville has to offer. Earlier this year Pamela went to the Keith Urban concert, Emma to the Tina Arena concert and later this month the ladies are all off to see Casey Chambers in Concert.

The ladies are well known around Northshore which is helping them feel more at home. It is great to see the locals come up and say Hi. The coffee shop at North shore is another of their favourite hangout spots, being a short walk from home!

The ladies have big plans for their backyard and hope to build a chicken coop so they can have fresh eggs each morning. Other plans are to build some raised garden beds so they can grow some fresh vegetables and herbs! They would love support from any local businesses to help realise this dream!



(L-R): KATELYN, PAMELA, HAYLEY, EMMA AND SUPPORT WORKER ALYCE -WHAT A TEAM!



Carl, Anne [MACKAY] AND Samantha

OUR OUTLOOK

Excited, happy, nervous, are just a few words that Carl, Anne and Samantha used to describe their feelings that they experienced when merging together on their new adventure of independent living at Outlook Crescent.

Anne already used to having housemates previously, looked forward to new faces and new friendships.

Samantha was eager to have her own space and didn't look back, saying "bye Mum, bye Dad" leaving her parents somewhat in dismay.

Carl on the other hand, although excited about his new adventure and brand new room, was a little apprehensive, opting to take his time staying a couple nights a week at first until he was ready to merge full time.

Cootharinga staff along with parents worked together creating individual plans and goals for Carl, Anne and Samantha catering to their

individual and specific needs. This has given all three room to do their own thing and also brings them together as housemates for joint adventures.

With continued support from Cootharinga staff and the loving input from parents, Carl Samantha and Anne express their joy for independent living by continuing to develop new skills and social growth whilst building respect and harmony in their shared home.

Since being in their home Samantha, Anne and Carl have been kept busy, having family BBQ's, evenings out dining and dancing, movies, attending and holding birthday parties, a day trip to Airlie to attend Drift car racing and farm visits to name just a few activities they have shared together.

When asked how they like living together; Samantha's reply- "Awesome", Carl-"yeah Right" and Anne-"Yeah".



CARL, ANNE AND SAMANTHA IN THEIR NEW BACKYARD

Jason [CAIRNS]

Jason's infectious personality has been contributing to Cootharinga's services for what seems a lifetime.

Jason first accessed Cootharinga's services in Townsville, relocating to Cairns in the early 90s when Cootharinga built an accessible home in Cairns to assist those in Townsville to move closer to home and family. Jason's family is originally of Hopevale and his mother and many family members are still integral members of the community.

Jason made the move into his own unit to live independently and with good planning and Cootharinga's skilled support team this transition is a continued success. Jason accesses our Community Living services, where we provide flexible support to assist him to engage in his community as he wishes and Jason is an extremely active member of his community. Cootharinga currently assists Jason to engage in many regular activities such as getting ready for work, going horse riding and swimming, along with all of life's regular chores to maintain an active and healthy lifestyle, and yes Jason can even make grocery shopping and bill paying fun and enjoyable. Cootharinga supports Jason to attend concerts and movies, wildlife parks and nature walks; and on a personal note, to keep in touch with friends, including assisting with planning to meet up for a coffee

or attending or hosting social events. Cootharinga has also assisted Jason in sourcing, planning, budgeting and going on holidays to country and folk music festivals with friends, and he is always keen to get planning for the next holiday option.

Over the years Jason has always thrown himself into whatever activities and commitments he makes, and has developed numerous great relationships with people in his community, including his previous GP, who used to supply Jason with free tickets to Taipan's games when he was team doctor.

Cootharinga is proud to have been able to support Jason for such a long time to be able to so actively engage in his community and thank Jason for all the positivity and 'can do' attitude to life, which is infectious...



SKILLS, TRAINING, ACTIVITIES, RECREATION & SURPRISES

STARS

The School Leavers program at 30 June 2014 had ten regular support workers with twenty-three participants.

The School Leavers Program or STARS (as we are called) operate from the Activity & Respite Centre from Monday to Wednesday, where participants are given support, guidance and encouragement to develop skills, build independence, make friends and connect to the community. Each participant is given as much encouragement and guidance as possible to achieve chosen goals. We also have one to one support occurring on any day during the week (excluding public holidays and a two week closure over Christmas / New Year period). Currently participants have a mixture of group activities and/or individual service delivery. Service delivery is catered to each individual and may vary depending on ability.

Activities that have been included in the service delivery so far are cooking skills, woodwork, amateur photography and digital art, gym, swimming, recycling art and craft, sensory play, Ability Sports Program, healthy lifestyle skills, animal care, public transport skills, sewing, wheelchair basketball, archery, linking to employment agencies, support for participants who are employed, life skills such as money recognition and housekeeping. Events in our local communities are also activities we take interest in, such as expos, football, V8's and show and craft days to name a few.

Being in STARS is about learning Skills, Training, Activities,

and Recreation, but most of all, it is full of Surprises!! We look forward to new participants and of course new ideas for the next twelve months!

MOUNT ISA STARS

It's been a busy year for STARS Mount Isa and everyone is very excited as we prepare to move to our new building at the Turanga Shopping Centre, Mount Isa. We've been very grateful to have the use of a shop over the past 6 months as a temporary activity centre which was kindly donated free of charge by Mr. Jim Young, CNQ board member. This has been an excellent base for the participants of the program to enjoy a variety of activities to assist in developing their learning and lifestyle skills.

The Mount Isa region has developed rapidly with the appointment of an Area Coordinator and 12 dedicated support workers. The Mount Isa STARS program supports 21 participants weekly with a group program every Monday to Wednesday and others are receiving 1:1 support.

The activities they have enjoyed range from cooking, arts and crafts, participation in community events to supporting individuals to gain employment.



RESPIRE & CARER SUPPORT

Cootharinga Respite and Carer Support Services understand that everyone's needs, preference and aspirations are different. That's why we provide a variety of flexible service options for families and their loved ones. We can provide respite for an emergency or it can be planned at a regular time from a few hours, each week, and overnight or for several days. Respite can happen in your own home, in the community or at our Activity and Respite Centre or even at your holiday location. How, when and what type of respite you desire is up to you and your loved one as to the supports that best suit your circumstances.

Respite and Carer Support can assist with developing independent living skills, access to community activities and interests, personal care, household tasks, recreational or sporting activities or linking to employment opportunities. Our focus is to support people to pursue their goals, be more independent and participate in the community.

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, Mackay and Burdekin
- Centre based respite at the Activity and Respite Centre
- School Holiday program

FLEXIBLE RESPITE

Flexible respite has supported 25 families this year in their homes, in the community, on holidays and in hospital when unwell. The focus is on developing skills, abilities and building relationships whilst maximising the potential of a person to achieve their goals and aspirations.

AT RISK RESPITE

The 'At Risk' service provided funding for 13 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

The Activity & Respite Centre provides Respite to people with disabilities from 6yrs to 65 yrs. ARC is open weekly from 9am Thursday to 9am Monday and can cater for 10 guests per day & 5 guests overnight. We are located at 29 Glenrock Drive, Rasmussen. We are always here if you would like to pop in for a cuppa!

ARC has been very fortunate to have The Army Soldier Recovery Centre from Lavarack Barracks volunteering their time on a weekly or fortnightly basis. The SRC help to maintain the Community Garden & laying the formwork & concrete slab ready for the shed. The Army Soldier Recovery Unit will also spend time with PWS at ARC playing & singing songs on the guitar & electric keyboard.

A yummy morning tea & lunch is always prepared for the Soldiers by People We Support & Staff.



ARMY RECOVERY UNIT LAYING THE CONCRETE SLAB AND MAINTAINING THE GARDENS.

OLDER CARERS INITIATIVE

TOWNSVILLE & BURDEKIN

Cootharinga's Older Carers Initiative supports carers of 65 years or older, or 50 years or older if Indigenous Australians, who care for a family member with a disability in their home.

The Older Carers Initiative provides a range of respite services to give carers a well deserved break. Our services are flexible and continually respond to the needs of both the person and their family e.g. in home respite, centre based respite, community access, or respite in the event of an emergency.

Supporting older carers with additional respite services allows families to stay together longer and extends the family's capacity to provide care for their loved one.

We also offer families assistance to prepare and plan for the future. We foster a strong focus on a 'good life' for the people we assist and their families.

Over the last year The Older Carers Initiative Townsville and Burdekin supported 12 families in Townsville and 3 families in Ayr and Home Hill.

MACKAY

The Older Carers Initiative in Mackay assists carers over the age of 65 years or 50 years if Indigenous to plan for the future and to have discussions about where their family member with disability will live when they are no longer able to be cared for at home. Assistance is given for the person to transition into independent or supported accommodation or to move in with a sibling or other family member.

Carers and their family member are also given assistance to access respite options so that the carers can take a well-earned break. Cootharinga is currently providing flexible respite to nine families in Mackay and this is tailored to suit the individual's



DALE ON BLUE WATER LAGOON SLIDE

needs and choices. Some enjoy going shopping, to the movies, out to lunch or for dinner and dancing while others prefer to stay at home and learn life skills such as cooking and housework in preparation for independent living. Cootharinga support staff are able to assist with all these options.

An informal morning tea is held once a month for older carers to meet each other and socialise or discuss any issues they might have. Some firm friendships have been formed

Dale

Dale joined the Older Carer Initiative in August 2013. He lives at home and is cared for by his mother Carol who also cares for her husband Lenny.

At first, Dale was very unsure about going out with a support worker and being away from his mother, but before long he began to look forward to his outings every Tuesday morning. He has a lot of fun swimming at the Blue Water Lagoon during the warmer months. Some of the other things Dale likes to do are walking at the Botanic Gardens or along the Blue Water Trail, going for drives to the beach and having a picnic in the park.

The difference in Dale since he started receiving respite support last year is amazing. The shy, anxious gentleman is now outgoing, talkative and keen to go out into the community.

Robert



Your Life Your Choice

Self Directed Support

Cootharinga became an approved Host Provider for Your Life Your Choice on 1 July 2013 and is successful in assisting people with a disability, their families and carers to actively participate in the design and delivery of their disability supports and services.

To be eligible for Your Life Your Choice a person must be receiving recurrent individualised funding from the Department of Communities, Child Safety and Disability Services, not be in crisis, and aged 64 years or younger.

Your Life Your Choice enables a person to self direct their funding, the person can use their funds to purchase reasonable and necessary services and supports within any of the service categories they have been assessed for; the person has choice and control. Under the traditional service delivery a person's funds have been allocated for a specific purpose to a specific service organisation, where the person has little or no choice and control.

We have received enquiries from families who wish to self direct from Townsville, the Burdekin, Mackay, Cairns and Tablelands, and Weipa.

Cootharinga is currently supporting 19 Your Life Your Choice participants, 16 persons in Townsville, 2 persons in Ayr and 1 person in the Tablelands.

Cootharinga is actively promoting Your Life Your Choice in the community through information sessions, expos, and community forums, in readiness for the National Disability Insurance Scheme.

Pete's Story



My name is Peter Firth. I live with my Mum and my Stepdad in Mount Louisa. I work full time at Endeavour Foundation Industries. I ride my bike to work every day. I love sports; I am a loyal Cowboy's supporter and I love the v8s and cricket. I have been a participant in the Older Carers Initiative since 2009. I used to be quite a recluse and was not interested in leaving the house. Being part of the Older Carers Initiative with Cootharinga has allowed me to make friends and go on outings together. My friends and I call ourselves the

My friends and I also go to the Activity and Respite Centre for four nights every six weeks. Sometimes I stay there for some extra nights when Mum needs a break. My Mum is an ageing carer and she has been very tired lately and is not feeling well. I am 47 years old and I want to be more independent. It has been my wish for many years now to move out of Mum's place and share a house with my friends from the A.Team.

My friends and I enjoy each other's company. I don't want to go out with Mum anymore. I am an independent man who loves to hang with friends. My friends and I have a season pass for the Cowboys. With support from the Older Carers Initiative we go to every home game, cheering on our local heroes. We also go to the V8s, the Full Moon Drum Circle, and go out for dinner, have BBQs, and go to other community outings. We have a lot fun together.

My friends and I went to the V8s again this year. I would like to share my experience with you:

I asked my favourite support worker to come with me which made it special for me. She picked me up on the Friday 4 July for day one of the V8s:

I was waiting in the driveway. When we saw each other it was a big laugh as we were twins with the same shirt on, Ford Dick Johnson Racing Team of course! We travelled to Reid Park

and I was a little confused when we arrived because the platform was in a different place from last year. We sorted the seating while waiting for my friends Robert and Kim to arrive. When they arrived it was smiles and excitement all round and we headed to the platform. We watched utes smashing and doing burn outs, Porches and Lamborghini, motor bike stunts, skydivers, modified cars and trucks with flames and lots of smoke. Then the big V8s came out to cheers from the crowd. In the afternoon I bought a new Wilson Racing shirt and hat. There were dodgem cars and modified cars to look at.

Then it was time for my hotlap with the Wilson Security/Dick Johnson Team. I was nominated for the hotlap through the Older Carers Initiative and I won. I couldn't believe it! I was so excited and hoped my favourite driver, Dave Wall, would take me.

I was a little nervous and thought of pulling out as it all looked a bit too dangerous. But after I put on my racing suit, gloves and helmet, there was no stopping me. I even met Dick Johnson himself! I was second on the list for the hotlap and had to wait twenty long minutes. When it was my turn I strapped in, had my picture taken, said hello to Dave Wall and off we went. I could not stop smiling when I got out of the racing car. It was fantastic and brilliant!!! I want to do it again next year.

Saturday 5 July, day two of the V8s:

I wanted to be at Reid Park early so that Dick Johnson and Scott Pye could sign my hat and poster. I left home at 7am. After I got the signatures I headed to the platform to enjoy more racing excitement.

At lunchtime one of my best mates, Steve, arrived. We spent a fantastic afternoon together. We went to the entertainment area before heading to the concert which we were pumped for. After some pizza we danced the night away to Jessica Mauboy and Vanessa Amorosi. The day finished at 11pm. I was tired but happy from such a great day.

Sunday 6 July, day three of the V8s:

My friend Matthew came along to the races today. We sang along to KISS in the car and I filled Matty in of all the happenings of the last two days. We found a seat on the platform where we had an

awesome view of the hairpin turn and the big screen TV. It also happened to be exactly where the skydivers landed. There were lots of stunts, crashes, and donuts, all very exciting. I purchased a stubby cooler from my favourite team. You guessed right, the Ford Team. I was excited for the final race and even though my favourite team did not win, it was a great day.

I have already told Glenda that I want to go again next year and I cannot wait. It gets me up in the morning and gives me something great to look forward to.

My friends and I are planning to raise funds with the Older Carers Initiative this year for a holiday together. I have never been on a holiday with mates and I'm pumped.

Peter Firth



DAY ONE: PETER IN HIS RACING SUIT

Frogs

(FUN, RECREATION,
OUTDOORS,
GAMES & SURPRISES)

School Holiday Program - Kicked off in April school holidays.

Frogs run from the hours of 9am-3pm - Monday, Tuesday and Wednesday of every school holidays.

Location is at the Wesleyan Methodist Church, corner of Hugh and Palmerston Street, Currajong (Parking and entrance from Strange Street).

Age Group: 7yrs to 17yrs, Maximum 10 participants, group ratio 1:2 participants

Activities include Painting, gift making, dancing, board games, craft, music, singing, storytelling, cricket, handball, basketball, soccer, boccia, bowls and much more.

Day Trips are to parks, water parks, playgrounds, the strand, swimming, library etc.

Bunnings attend to do Arts & Crafts with the kids. The kids have so much fun & the Staff really enjoy working with the kids.

At the end of the Program the kids always say "See you next School Holidays".



TRISSA ASSISTING DAVID AT THE FROGS PROGRAM

Allied Health Service

As an overview of the year in the Allied Health Service the following questions were posed to staff member, Gayle Roger, who works as a Speech Pathologist with both children and adults receiving intervention.

What does the Allied Health Service do?

The Allied Health Service provides intervention programs to both Adults and Children. These programs combine a number of strategies which assist in the improvement of an individuals' skills to allow greater participation in, and enjoyment from, performing everyday tasks within the home and community.

What is new for the Allied Health Service in 2014?

The biggest change in the last 12 months has been the combining of our adults and children services to form the Allied Health Service. This integration was completed on 30 June 2014.

Have you seen any benefits arise from the recent changes?

BENEFITS FOR STAFF

Staff have realised a number of benefits including greater utilisation of their talents along with benefits derived from the sharing of information, experiences and strategies. Guidance to the therapy team is provided by the newly appointed General Manager Clinical Services. Our General Manager has extensive knowledge and experience in the delivery of intervention to both adults and children, and is able to share this knowledge with our team of therapy specialists.

BENEFITS FOR INDIVIDUALS WE SUPPORT

Our therapy team has experience in providing intervention programs for a large variety of needs, and tailor plans to each individual on a case by case basis, these plans have inbuilt flexibility to cater for any change in abilities or needs that present during the programs time frame.

BENEFITS FOR THE FUTURE

The combining the two allied health services made it necessary to review all policies, procedures and processes to ensure they were appropriate to our current delivery methods and met standard requirements. This review provided an opportunity to scrutinise the service and forward plan to ensure we met future requirements including those of the NDIS.

HOW DO YOU ENSURE YOU PROVIDE APPROPRIATE INTERVENTION?

Our team members continue to stay abreast of new strategies and processes available to achieve the best outcome for all. Regular coaching and mentoring along with research and professional development assist our team of specialists in establishing the most effective intervention plan for each case presented.



KERRI-ANN WITH GAYLE
(SPEECH PATHOLOGIST)



GAYLE (SPEECH PATHOLOGIST) ASSISTING
BRIANNA & JONAH AT SCHOOL

REHABILITATION TECHNOLOGY SERVICE (RTS)

BRAYDEN AND HIS NEW WHEELCHAIR!

RTS have had yet another busy year. The wheelchairs keep coming for us to work on doing modifications and repairs. In total, RTS have provided 264 Seating Assessments, 107 Modifications and 162 Repairs. This includes the 3 trips to Cairns and the 3 trips to Mackay and the communities in between to provide seating services. One of the outstanding achievements for RTS in 2014 was providing modifications for a young man by the name of Brayden Bennati. Brayden is a 14 year old boy living with Cerebral Palsy. Brayden currently utilises a manual wheelchair for mobility, however, a friend of Brayden's family, Melanie Turnbull, saw that Brayden may benefit from a power wheelchair. After a lot of leg work and research, the Brayden Bennati Appeal was born. The appeal raised enough money to not only purchase the power wheelchair and pay for the modifications but also to purchase a modified van to cater for Brayden's new power wheelchair. One of Brayden's passions

is Holden and the V8 Supercars. To accommodate this passion, Brayden chose red and black for the upholstery. During the time of the modifications taking place, the V8 Supercars Townsville 500 was also happening. Melanie approached RTS to obtain pieces of vinyl so Craig Lowndes and Jamie Whincup could sign one and the Holden symbol embroidered on to the other. The finished product was certainly a sight to behold with no one being more excited than Brayden. Channel 7 and Win Television were present when Brayden was presented with his new power wheelchair. Brayden is still in the process of learning to drive his power wheelchair, however, with some more practice and guidance from his therapy team and family, we are confident that Brayden will be utilising his power wheelchair by himself in no time.



MyTime

MyTime Groups provide local support for mums, dads, aunties, uncles grandparents and anyone caring for child with developmental delay, disability or chronic medical condition. Parents socialise and share ideas with others who understand their rewards and intensity of the caring role. Groups can choose topics and activities to discuss and explore while a play-helper keeps children busy and active.

MyTime Parent Session were held fortnightly during the school term in two locations, Currajong and Kelso. There are a total of eight to ten attendees at each session. Topics covered in the session include anger and behavioural management, SOS food therapy, Sensory stimulation and pampering days of massages and pedicures. A Sibling Group has been commenced as a support to the family unit.



Parent Connect North Queensland PCNQ in Townsville has provided a service to 169 children in a 138 families in Townsville, Charters Towers, Ayr, Mackay and Mount Isa. Parent Connect Central Queensland PCCQ has 148 children in 130 families in the Central Queensland district. Each family has been supported through strengthening family networks, building community interactions and encouraging transition support. Families who requires support to gain diagnosis are supported through the program to navigate the systems. Parent Connect supports families Facilitators work across the health, community and education sectors. A needs analysis was conducted to inform and provided support to services development and delivery. Networking with organisation, services and community groups has been an integral part of the facilitation role.

Within the two months from establishing the Parent Connect website in May 2014 there has been a total of 249 visitors. The Parent Connect Face book has grown from a monthly reach from of 2 to 346 over the year.

During the past year Community Activities to support families have included Fun Flight Family Day, MyTime sessions and Better Start Early day's workshops.

Our Journey Towards A Reconciliation Action Plan

Cootharinga North Queensland has worked with key Aboriginal and Torres Strait Islander community people, Traditional Owner groups and people we support to develop a Reconciliation Action Plan that builds respect, relationships and opportunities in identified areas within our organisations. The activities and initiatives outlined within the Plan have been identified through a significant engagement process involving a number of stakeholders, Cootharinga staff and people we support.



Aboriginal and Torres Strait Islander people with disabilities are amongst some of the most disadvantaged Australians often facing multiple barriers to their meaningful participation within their own

and the wider community. Cootharinga is an organisation that is committed towards achieving positive outcomes for Aboriginal and Torres Strait Islander peoples, especially those that identify with a disability.

Our vision for reconciliation: Cootharinga North Queensland commits to building supportive communities that recognise, respect, value and support Aboriginal and Torres Strait Islander people by actively integrating a culture of inclusiveness and equality throughout our organisation.

Cootharinga North Queensland acknowledges the Traditional Owners groups and we pay our respects to elders past, present and future. Cootharinga acknowledges Traditional Owners in the regions where we assist people including:

- Townsville - Bindal and Wulgurukaba
- Mackay - Yuibera, Birri, Wiri
- Cairns - Yirganydji (aka Irukandji), GimuyYidinji, Djabuginjdji
- Mareeba - Muluridgi
- Burdekin - Bindal and Juru
- Charters Towers - Gudjal (Kudjala)
- Mount Isa - Kalkadoon

IMAGE: DIANNE WORKING ON HER ARTWORK DURING NAIDOC



TRINA, FIONA AND AMANDA (VOLUNTEER) WORKING IN THE GARDEN

VOLUNTEERS

As part of Cootharinga's volunteer program Amanda Albert has been visiting two of the people we support in their own home at Northshore. Fiona Johnson and Trina Saturday have become good friends with Amanda and look forward to her visits. As Amanda is around the same age to Fiona they have similar interest, (namely boys) to talk about while Trina enjoys going for strolls around the neighbourhood with Amanda.

Having a background in hospitality Amanda has been encouraging the ladies to eat healthy by assisting them with planning their weekly menu and trying out new recipes. At other times they enjoy doing puzzles and jigsaws together. Manager of the Service Carron Bullock says that Amanda "has a lovely nature and it's great to hear giggling and laughter coming from the house when she is there".

Fiona and Trina both say that Amanda is very friendly and they enjoy her company. Amanda helps the ladies do their puzzles and find a words and listening to music together. While staff comment that they have noticed how the ladies brighten up when Amanda arrives and look forward to her visits.

Over the time Amanda has been volunteering a mutual friendship has sprung up between the ladies that appear to be benefiting them all. Amanda says while she really enjoys volunteering and spending time with Fiona and Trina it is also helping her to gain new skills, is improving her communication skills and will hopefully help her gain employment as a support worker later on. While Fiona and Trina are broadening their friendship base and enjoying activities they want to do.

Amanda also says that she is "very appreciative of being given the chance to be a part of the team" at Northshore.



HUMAN RESOURCES / QUALITY & PROPERTY

A Quality Life in North Queensland

HR / RECRUITMENT / WHS

With the introduction of new services throughout North Queensland, Cootharinga staff figures continue to increase. This year has seen an additional 33 staff (12%) join Cootharinga, the majority being Support Workers. There has, however, also been an increase within Cootharinga administrative/support to ensure areas such as Pay, WHS and HR can cope with the additional workloads on the organisational growing numbers. There have been a number of challenges recruiting in all service areas, especially Mount Isa, however it has been very positive to see that the residents throughout North Queensland are still very keen to join our organisation. The recruiting and training teams have learnt some valuable lessons surrounding the recruitment and training of staff coming from remote areas. There is an expectation that as we get closer to the introduction of NDIS, we can expect to be providing services in a number of remote localities throughout North Queensland. Never more so has the tyranny of distance become evident.

The renegotiated Cootharinga North Queensland Enterprise Agreement was approved by Fair Work Australia in January this year. Even though there were fairly standard salary increases for Support Workers, a number of other new employment conditions were included in the Agreement. There are a number of advantages by remaining under our current Agreement and not moving to the Federal Award. This will be continually monitored during the remaining years of this Agreement.

A Staff Perception survey was conducted towards the middle of last year. The results of the Survey have been provided to both the Board and staff. A working party, chaired by the Workforce Manager, and inclusive of representation from throughout the organisation, is examining the results and will be providing recommendations for change to the Executive Leadership Team in the near future. We see this as a great opportunity to listen to staff and hear their ideas regarding improvement of key areas of leadership, management and change

Status	2010	2011	2012	2013	2014
Full time employees	40 (20%)	40 (19%)	51 (21%)	50 (20%)	53 (18%)
Part time employees	106 (56%)	106 (52%)	116 (49%)	138 (54%)	161 (56%)
Casual employees	40 (22%)	61 (29%)	69 (29%)	68 (26%)	75 (26%)
Total	186	207	236	256	289
Full time equivalent	124.76	143.64	153.47	168.63	197

WORKPLACE HEALTH & SAFETY

During the 2013/2014 external audit of Work Health and Safety, the auditor commented that significant continuous improvement had occurred at Cootharinga North Queensland and a positive safety culture had been established over the past five years.

There is an increasing trend for staff, volunteers, parents and people we support to raise safety concerns quickly and have these resolved as a consultative process. This is a positive move that demonstrates everyone is aware of the importance of safety in the workplace and home.

Manager Safety, Fleet and Facilities is a Committee Member for the FNQ Safety Group, and this year spoke at the annual conference on working in peoples home in an inclusive and respectful way whilst still ensuring safety obligations.

Each year the Safety staff organise a Team Building exercise to promote health and well being in the workplace. This year our annual Easter Egg Hunt was great fun, highlighting the Fish philosophy.

Work Safe Australia Week has become an annual event where work life balance and healthy lifestyles are promoted and celebrated.

PROPERTY

Even though we have not built any new accommodation in this twelve month period, we have purchased land in the North Shore area. There have been a number of designs provided to us by local builders and we are hoping that over the coming twelve months, the property will be developed and there will be an opportunity for some of the people we support to move into another fully accessible house.

Cootharinga also commenced the process of registration under the National Regulatory System for Community Housing. We see this as an opportunity to broaden our experience in the management of Community Housing, and in turn the possibility of acquiring more suitable accommodation for those we support.





NEW RECRUITS IN CERTIFICATE III INFORMATION SESSION

TRAINING

Over the past 12 months, Cootharinga's Training department has worked hard to identify and respond to our increasing workforce development needs, to streamline recruitment and induction and to manage and support a growing workforce. Our staff training systems continue to be refined and reviewed and new training packages developed to reflect current service needs.

Eighty-nine external training places were provided to staff with the major topics being Makaton and Positive Behaviour Support. 151 internal places were provided to staff with the major topics being Teamwork, Time Management and First Aid training. Four support staff recruitments occurred and Pre-requisite and Orientation training was delivered to 77 new support staff. We have also provided specialised training for the people we support demonstrating that we are committed to meeting all support needs.

Also our commitment to training broadens for the readiness of NDIS, all support workers must now hold the Certificate III in Disability as a minimum qualification. To achieve this, Cootharinga has partnered with Vocation, a Registered Training Organisation to enroll support staff in the qualification. This is to ensure that Cootharinga is NDIS workforce ready and to support the future direction for the learning and development of support staff. It was also communicated that all current support workers will work towards and achieve the qualification within 2 years. As a result a number of Certificate III information sessions were held in Townsville, Cairns, Mount Isa and Mackay. Representatives from Vocation and Skill 360 have visited our cohorts of new recruits in Townsville and new support workers have been signed for a traineeship along with their offer of employment. At June 30, 64 support staff were enrolled across the region.

THE COOTHARINGA SOCIETY OF NORTH QUEENSLAND

SUMMARISED FINANCIAL REPORT FOR THE FINANCIAL YEAR ENDED 2014

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 2014 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 2014.

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 Full Financial 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.

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 Practising Accountant. Mr Walsh has worked for the Cootharinga Society of North Queensland for the past 19 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, 2014 was \$106,519.

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 2014 was a deficit of \$106,519. This represents a \$2,106,507 increase in deficit from the year ended 30 June 2013, excluding one off capital funding and investment revaluations. For the regular operations (operations excluding one off capital funding and investment revaluations) of the company the result was an operating deficit of \$226,816.

The main factors contributing to this result were as follows:

INCOME

Total operating income has increased by \$135,626 mainly as a result of the following:

- Government funding income has increased by \$586,065 as a result of Queensland Government, Department of Communities - Disability Services (DS) funding increases of \$1,439,555 relating to funded services including Supported Accommodation, Individual Support, Community Access, Mobile Attendant Care, Parent Connect and School Leavers Services;
- Once off Capital funding of \$843,490 was received in 2013, for the housing construction at Mallorca Circuit, Townsville;
- Investments related income has decreased by \$877,073, due to the revaluation and settlement of a CDO in 2013 for \$1,449,529;
- Fundraising income including Bequests has increased by \$32,652;
- Fee For Service income has increased by \$210,881;
- Investment property rental income has increased by \$27,415;
- Service charges increases of \$4,954.

EXPENSES

Total expenses have increased by \$2,242,133 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, except for those disclosed in Note 7.

Non-audit Services

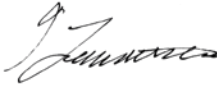
There were no amounts paid to or are payable for non-audit services provided by the auditors:

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)

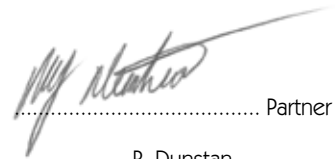
Dated at Townsville this 25th day of September 2014.

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 2014, 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

R. Dunstan
Director

Dated this 25th day of September, 2014

19 Stanley Street
Townsville QLD 4810



STATEMENT OF COMPREHENSIVE INCOME
FOR THE FINANCIAL YEAR ENDED 30 JUNE 2014

	2014 \$	2013 \$
Revenues from Continuing Operations		
Revenues from service activities	15,486,057	13,481,230
Other Revenues from continuing operations	1,280,064	3,143,266
Total Revenue from Continuing Operations	16,760,121	16,624,496
Expenses from Continuing Operations		
Supported Accommodation Service expenses	9,340,914	8,710,999
Support Service expenses	2,390,525	1,620,836
Allied Health Service expenses	677,581	752,524
Rehabilitation Technology Service expenses	551,878	482,975
Respite Service expenses	2,551,706	1,807,132
Other Services expenses	328,017	274,728
Other expenses from continuing operations	1,026,021	975,314
Total Expenses from Continuing Operations	16,866,642	14,624,508
Profit (loss) from Continuing Operations before income tax expense (income tax revenue)	(106,519)	1,999,988
Income tax revenue (income tax expense) relating to continuing operations	---	---
Profit (loss) from Continuing Operations after income tax expense (income tax revenue)	(106,519)	1,999,988
Other Comprehensive Income		
Net Value Gain/(Loss) on Available-For-Sale Financial Assets	181,626	308,963
Total Other Comprehensive Income	181,626	308,963
Total Comprehensive Income	75,107	2,308,951
Profit (loss) Attributable to Members of the Entity	(106,519)	1,999,988
Total Comprehensive Income Attributable to Members of the Entity	75,107	2,308,951

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 2014

	Retained Earnings (Accumulated Losses) \$	Available-For-Sale Financial Assets \$	Total \$
Balance at 30 June 2012	9,052,139	135,320	9,187,459
Gains (losses) from measuring available-for-sale financial assets to fair value:			
Recognised during period	---	308,963	308,963
Removed and recognised in profit/loss	---	---	---
Profit (loss) attributable to members	1,999,988	---	1,999,988
Balance at 30 June 2013	11,052,127	444,283	11,496,410
Gains (losses) from measuring available-for-sale financial assets to fair value:			
Recognised during period	---	181,626	181,626
Removed and recognised in profit/loss	---	---	---
Profit (loss) attributable to members	(106,519)	---	(106,519)
Balance at 30 June 2014	10,949,608	625,910	11,571,517

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

BALANCE SHEET
AS AT 30 JUNE 2014

	2014 \$	2013 \$
Current Assets		
Cash and cash equivalents	843,173	866,361
Trade and other receivables	363,142	306,446
Other financial assets	5,944,374	5,539,400
Total Current Assets	7,150,689	6,712,207
Non-Current Assets		
Other financial assets	1,901,861	1,582,444
Property, plant and equipment	8,011,109	7,757,299
Other	92,500	92,500
Total Non-Current Assets	10,005,470	9,432,243
Total Assets	17,156,159	16,144,450
Current Liabilities		
Trade and other payables	2,902,625	2,273,509
Other financial liabilities	---	900,000
Short term provisions	1,665,137	1,368,582
Total Current Liabilities	4,567,762	4,542,091
Non-Current Liabilities		
Long term provisions	116,880	105,949
Other financial liabilities	900,000	---
Total Non-Current Liabilities	1,016,880	105,949
Total Liabilities	5,584,642	4,648,040
Net Assets	11,571,517	11,496,410
Equity		
Retained earnings	10,945,608	11,052,127
Available-for-sale financial assets reserve	625,910	444,283
Total Equity	11,571,517	11,496,410

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

CASH FLOW STATEMENT
FOR THE FINANCIAL YEAR ENDED 30 JUNE 2014

	2014 \$	2013 \$
Cash flows from operating activities:		
Government Funding	16,076,957	14,895,853
Fundraising	371,944	295,032
Interest Received	148,000	198,349
Interest Paid	(58,076)	---
Dividends Received	86,877	66,473
Legacies Received	---	---
Other Receipts	910,831	707,500
Payments to Suppliers and Employees	(16,604,145)	(15,031,826)
Net cash provided by/(used in) Operating activities	932,388	1,131,381
Cash flows from investing activities:		
Return of Capital on Units in Unit Trust	23,597	70,871
Proceeds from:		
Disposal of Property, Plant and Equipment	13,800	---
Disposal of Shares	---	163
Settlement of CDOs	---	2,301,471
Redemption of Interest Bearing Deposits	---	---
Payments for:		
Property Plant and equipment	(661,839)	(1,402,499)
Shares	(31,134)	(21,582)
Interest Bearing Deposits	(300,000)	(2,428,117)
Net cash provided by/(used in) investing activities	(955,576)	(1,479,693)
Cash flows from financing activities:		
Proceeds from Borrowings	---	356,436
Repayment of Borrowings	---	---
Net cash provided by/(used in) financing activities	---	356,436
Net increase (decrease) in cash held	(23,188)	8,124
Cash at the beginning of the year	866,361	858,237
Cash at the end of the year	843,173	866,361

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:

	2014 \$	2013 \$
Cash at Bank and on hand	843,173	866,361
Bank Overdraft	---	---
	843,173	866,361

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

Net Profit/(Loss) after Tax	(106,519)	1,999,988
Depreciation	378,392	386,781
Fixed Asset Register Reconciliation Adjustment Expense	---	15,487
Loss on Disposal – Plant and Equipment	7,222	130
Loss on Disposal of Shares	---	68,231
Unrealised Loss/(Gain) on Investments	---	(1,449,529)
Gain on Disposal of Land	(5,000)	---
Gain on Disposal of Shares	(95,520)	---
Gain on Disposal of Fixed Assets	(600)	---
Accrued Interest Income	(103,353)	57,666
Reinvestment of interest in Interest Bearing Deposits	(1,513)	(1,767)
Changes in Assets and Liabilities:		
(Increase)/Decrease in Trade Debtors	(23,028)	(24,128)
(Increase)/Decrease in other Debtors	(45,861)	108,024
Increase/(Decrease) in Prepaid Expenses	(6,332)	(1,628)
Increase/(Decrease) in Accounts Payable	(529,129)	173,353
Increase/(Decrease) in other Creditors	27,009	(29,694)
Increase/(Decrease) in Employee Entitlements	506,753	176,152
Increase/(Decrease) in Accruals	920,867	(347,685)
Net Cash provided by/(used in) Operating Activities	932,388	1,131,381

NOTES TO THE SUMMARISED FINANCIAL REPORT

1. BASIS OF PREPARATION OF THE SUMMARISED FINANCIAL REPORT

The summarised financial report is an extract of the full financial report for the year ended 30 June 2014.

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

	2014 \$	2013 \$
Operating Revenue:		
Dividends	135,514	76,034
Financial Assets Fair Value and Impairment Gains	---	1,449,529
Fundraising	325,253	292,602
Sales	809,323	552,465
Government Funding - Services	14,312,639	12,873,084
Government Funding – Capital Housing Projects	---	843,490
Other Government Funding and Allowances	---	10,000
Transport	146,263	130,220
Rent	196,836	169,421
Sundry	178,267	85,201
Interest Received	252,867	142,450
Gain on Disposal of Non-Current Assets	600	---
Gain on Disposal on Sale of Shares	402,561	---
Total Revenue	16,760,121	16,624,496

3. PROFIT (LOSS) FROM ORDINARY ACTIVITIES

	2014 \$	2013 \$
a) Expenses		
Included in expenses are the following items:		
Depreciation of Property, Plant and Equipment	387,004	386,781
Employee Benefits Expense	11,646,362	10,238,790
Fair Value/Impairment Losses of Non-Current Investments	---	---
Loss on Disposal of Non-Current Investments (Shares)	307,041	68,231

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	---	843,490
--	-----	---------

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

	2014	2013
Number of Directors of the chief entity	9	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; Mrs R. Baker; Mr P. Carey.

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 \$6,100 (2013 - \$13,928) 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 \$8,228 (2013 - \$9,570) 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 pre-dated 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:

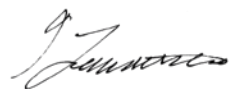
- a) In the Directors' opinion the financial statements and notes of the company have been prepared in accordance with the Corporations Act 2001, including that they:
 - i) comply with the Australian Accounting Standards and the Corporations Regulations 2001; and
 - ii) give a true and fair view of the financial position of the company as at 30 June 2014 and of its performance for the year ended on that date; and
- b) In the Directors' opinion, there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

Signed this 25th day of September 2014 at Townsville in accordance with a resolution of the Board of Directors.



Director

Rob Grant (President)



Director

Ian Featherstone (Treasurer)



OLD CASA MARTINEZ, NOW OUR ACTIVITY AND RESPITE CENTRE!



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 2014, 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 2014, 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 2014. My audit report was signed on the 25th September 2014 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.

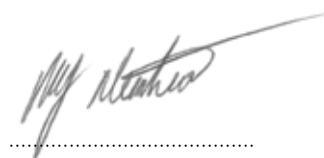
I believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

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 25th September 2014, 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 2014 is free from material misstatement.



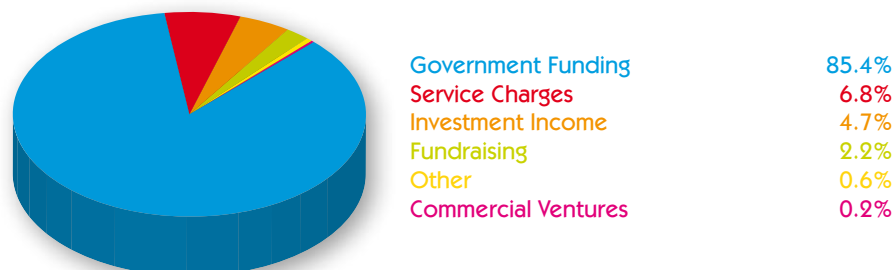
R. Dunstan
(Registered Company Auditor)

Dated this 25th day of September, 2014

19 Stanley Street
Townsville QLD 4810

SUMMARY OF 2014 OPERATING INCOME

TOTAL INCOME



SOURCE OF GOVERNMENT FUNDING



DISABILITY SERVICES FUNDING (BY SERVICE TYPE)



SUMMARY OF 2014 OPERATING EXPENSES

TOTAL EXPENSES



EXPENSES BY COST CENTRE



EXPENSES BY FUNDED SERVICE TYPE (LIFESTYLE SERVICES)



BUILDING A SUSTAINABLE FUTURE with Marketing, Fundraising and Public Relations

Overview

Over the past 12 months Cootharinga's Marketing Fundraising and Public Relations department has been planning for the future implementation of The National Disability Insurance Scheme. Our strong focus has been on connecting with the community to strengthen and deepen our relationships, as well as raising our profile across North Queensland. We have achieved this by promoting our brand through our website, brochures, TV, print and radio. Yellow Pages also selected us to promote Cootharinga on the inside page for the next 12 months, free of charge to Cootharinga, but valued at \$12K.

We have strengthened and built new and existing relationships, through our fundraising efforts, at our charity events ie our Charity Golf Day; Charity Cocktail Party, Charity Race Day, Corporate Games and Cowboys Raffles. This year we also added a new fundraising event to our portfolio, Cootharinga's Melbourne Cup Day. We have been extremely fortunate that quite a number of influential business people volunteered to be on the committee for the Cocktail party and The Melbourne Cup Day event. In this regard we would like to thank Sarah Bowrey; Toni-Lee Luck; Sarah Jang; Stacy Cameron; Jeanie Jenson; Tahnee Malageuno and Victoria Braxton Meadows for volunteering to be on our Cocktail party committee. Enormous thanks are also extended to the owner of The Pier Restaurant Shawn Andersen and his head Chef Don Haddon for sponsoring us to hold our Cocktail Party at their venue.

This extremely successful event raised \$31K for people with disabilities across North Queensland. Karyn Wybenga; Debbie Guides; Lucia Taylor; Tanya Roberts and Victoria Braxton Meadows are also owed a debt of gratitude for volunteering on the Melbourne Cup Committee. A significant fundraising event - Walk With Me, where walks were held in Cairns, Mackay and Townsville,

collectively raised over \$33K. The relationship we hold with CBA through Walk With Me Townsville, has significantly deepened with the CBA now holding an annual Charity Golf Day for our benefit. Lastly, I'd like to mention, the gratitude towards all of our sponsors, volunteers and the community at large who continually support our events, in particular the CBA who donated back the major prize of a boat which was won at our Charity Race day. This enabled us to set up the Combined Charities Raffles, where we invited all Non Profit organisations and services groups in Townsville and surrounding regions to share in the raffle profits if they participated in the sale of the tickets!



IMAGE CAPTION





WALK WITH ME EVENT 2013

Walk With Me

Walk With Me is an important community fundraising walk which occurs in 20 regions across Australia. People of all abilities walking alongside each other creating a powerful message of inclusion and breaking down barriers for people with disability in our community. Cootharinga is holding 5 walks across North Queensland this year; in Townsville, Cairns, Mackay, Mount Isa and Rockhampton. In the lead up to the NDIS this is an important expansion of this event, which will act to build awareness of the vital support Cootharinga provides to people with disability and showcase the exceptional choice of services we offer.

One of the wonderful things about Walk With Me is that the people Cootharinga supports are ambassadors for the event and actively raise funds for the services they use. This goes back to the very heart of what Walk With Me is all about – to promote inclusion, break down barriers and celebrate the achievements of people with disability in our community. When you see the pride on the faces of the people we support and see them feeling included, valued and celebrated - We truly are building a better world with people of all abilities

Babinda Bargain Centre

What an amazing year the Babinda Bargain Centre has had! Our dedicated volunteers have worked tirelessly in their ongoing quest to raise funds for the individuals and families they support at Cootharinga. With a neat \$100,000.00 raised and presented to Cootharinga North Queensland in the last financial year, they have been able to contribute directly to the Quality of Life of each service user. This remains the primary motivation and focus of every Volunteer at the store. Volunteers freely give their time and rarely do they ask "what's in it for me?" It is simply not in their nature to ask such a question. But there is a benefit – rarely seen but always felt, and the benefit is that the Quality of Life of the Volunteer is improved also from the act of Volunteering. Friendships are fostered, they care about each other and take the time to be part of each other's lives. They have old style conversations, have a good laugh and look after the weaker ones amongst them. But always they work as a team and it is because of Volunteering their Quality of Life is also so much improved, valued and treasured.

And so their mission to raise money in a tight economy continues. They give the individuals we support a better Quality of Life and in return for their efforts, they receive the same. Not a bad situation to be in actually and one we should all be proud of









OUR FRESHLY PAINTED STORE

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 living 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 the mission of this National Alliance of leading disability support agencies. With representation in all states, Ability First Australian members are currently providing support to 68,252 individuals, through services totalling \$206,000,000. 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 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>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

MAJOR PAYROLL DEDUCTIONS CONTRIBUTORS

- Australia Post
- Mackay Sugar
- Telstra
- Townsville City Council
- Flinders Shire Council
- Cassowary Coast Regional
- Parry Nissan
- Wilmar Sugar
- Cairns Slipways
- Many employees of Cootharinga North Queensland



CHEQUE PRESENTATION FROM OUR BABINDA BARGAIN CENTRE VOLUNTEERS

MEMBERS

LIFE MEMBERS

Mr J. Allingham	Mrs V. Dewis	Mr R. Hartwig	Mr M. Marrinon	Mr A.B. Sheppard
Mrs F. Archer	Mr R.E. Enriken	Mr L. Hartwig	Mrs E. Martinod	Mr A.C. Shepherd
Mr R. Badland	Mrs L.C. Enriken	Mrs J.R. Henderson	Mrs B. McArthur	Mr N.B. Sheridan
Mrs C. Ballerino	Mr T. Finch	Miss P. Hobson	Mr A. McClymont	Mrs D.E. Sibley
Mrs G. Beck	Mrs T. Finch	Mrs M. Jago	Mrs C. McKeller	Mrs M. Smith
Mr T. Booth	Mrs P. Forsberg	Mr H.E. Jones	Mrs M. Moller	Mrs B. Spataro
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	Mrs C. Vicarioli
Mr C. Cappler	Mr G. Gow	Mr S. Keft	Mrs M. Nash	Mr K.E. Walker
Mrs R. Cappler	Mr R. Grant	Mr M.A. Kenny	Mr K. O'Shea	Mrs E. Withers
Mr J. Catlan	Mr J. Grantham	Mr D. Keoghan	Mrs Raleigh	Mr J. Young
Mrs A. Catlan	Mrs V. Grima	Mrs B. Kurkowski	Mrs Rock	Mrs M. Young
Ms D. Catley	Mr R. Grima	Mr B. Lloyd	Mr W.J. Schwabe	
Mr R. Davis	Mr K. Hamilton	Mrs M. Lloyd	Mr G. Sergeant	

LIFE GOVERNORS

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

PATRON

Mr G. Jackson

OUR WONDERFUL SPONSORS!

PLATINUM



Commonwealth Bank



Jbd Jewellery By Design



RSM RISING SUN MARINE



GOLD



AON



serco sodexo DEFENCE SERVICES



NQ Surgical Dentistry



SILVER







Cootharinga Events Across 2013/14





A COUPLE OF HIGHLIGHTS FROM 2013/14...



Preparing for the *National Disability Insurance Scheme*

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



ACN 009 656 679 • ABN 92 009 656 679
20 Keane Street, Currajong Q 4812
PO Box 792, Castletown, Hyde Park Q 4812
Phone: 07 4759 2000 • Fax: 07 4779 9443
Email: cnq@cootharinga.org.au
Website: www.cootharinga.org.au

Recommencement of *Services* in Mount Isa

