



2011
2012

Kurrajong Waratah
Annual Report



PATRONS



Sir William Deane
Patron in Chief

Sir William honoured us with his acceptance of the position of Patron in Chief in 1998 whilst Governor General of Australia. On the conclusion of his term of office in 2001 Sir William included Kurrajong Waratah among a select number of organisations he continued to support as Patron in Chief.



Mr Allan Davis
Life Member and Patron

Allan's involvement with Kurrajong Waratah spans many years as a parent. He has been a Board member of the organisation in various roles including Chairman of the Board. For the past 17 years he has been one of our two Patrons. Allan's service to Kurrajong Waratah was recognised and honoured with Life Membership in 1991.



Mr Daryl Maguire
Patron and Member for Wagga Wagga

Daryl has been the NSW State Member for Wagga Wagga for 13 years. He has a strong interest in social justice and in initiatives that build and sustain local communities and services. Daryl is a strong supporter and advocate for people with a disability and their families.

LIFE MEMBERS

Mrs Marjorie Anslow OAM
Mr Herb Cowley
Mr John Cosier
Mr Allan Davis
Mrs Nell Davis
Mr Bill Howitt OAM
Mr Wal Fife
Mrs Marcia Fife
Mr Michael Kennedy OAM
Mr Peter Perkins
Mrs Joyce Reynolds

Mr Ken Reynolds
Mr Cedric Robertson
Mrs Enid Scobie
Mr Allen Thomas
Mrs Audrey Cowley (dec'd)
Mrs Rita Deaner (dec'd)
Mr Bill Hurd (dec'd)
Mrs Lettie McDonald (dec'd)
Mrs Ada Robinson (dec'd)
Mr Wal Scobie (dec'd)

CORPORATE LIFE MEMBERS

Myer, Wagga Wagga
Riverina Media Group
PRIME7
2WG/93.1 StarFM

OUR MISSION

Kurrajong Waratah provides services to children and adults with disabilities and support for their parent/carers.

OUR VISION

Kurrajong Waratah will continue to be at the forefront of delivering responsive and innovative quality disability services.

KURRAJONG WARATAH

Lord Baden Powell Drive
Wagga Wagga NSW 2650
Phone: (02) 6925 3422
Fax: (02) 6925 3386

ACN: 002 407 294
ABN: 55 002 407 294
Fundraising Authority CFN 10754

©Kurrajong Waratah 2012

On the cover: Luke Valenzisi is delighted with the result of his puzzle while at the Griffith Early Childhood Intervention Service

CONTENTS

Patron in Chief and Patrons Life Members and Corporate Life Members	ix
Mission and Vision Statement	1
Board of Directors 2011-2012	2
Corporate Structure	4
Chairman's Report	6
Chief Executive Officer's Report	8
Treasurer's Report	10
Deputy Chief Executive Officer's Report	12
Development Services Report	14
Work Solutions	16
Waratah Industries	18
Kurrajong Business Services	20
Kurrajong Outreach Business Services	24
Kurrajong Early Childhood Intervention Service	26
Accommodation Services Wagga Wagga	28
Accommodation Services Children & Adolescent Respite and Community Living & Leeton	30
Accommodation Services Wagga Wagga & West Wyalong	32
Day Options	34
People for People (P4P)	36
Community Support	38
Our partners in success	46
Staff and Employees with over 10 years service	48
The year that was	50



2011-2012 BOARD OF DIRECTORS

There are nine elected Directors of Kurrajong Waratah – all being Non-Executive (unpaid voluntary) Directors. The Executive (paid) Director of the Board is the Chief Executive Officer.

The Non-Executive Directors of the Board contribute a range of skills and expertise to the governance of the organisation including: family and carer perspectives, client perspectives, strategic planning, legal, business management, risk management, government relations, human resource management, education/training, health/medical, financial management and community relations/partnerships.



Mr Michael Kennedy OAM
Chairman & Life Member

Michael has a long association with Kurrajong Waratah that totals over 40 years. Michael is a Consultant with the law firm Walsh and Blair Lawyers and is also active in a range of other community organisations and projects.



Mr Garry Forde
Vice Chairman

Elected in 1995, Garry brings in addition to his experience and knowledge from running his own business and managing others, a valuable family/carer perspective to the Board as a parent of a daughter with a disability.



Mr Bill Howitt OAM
Secretary & Life Member

Bill has been involved with disability service management committees for over 36 years, and in 2005 was elected to the Kurrajong Waratah Board. Retired as a teacher, and as a parent of a son with a disability, Bill maintains a strong active involvement in disability and community service work.



Mr Peter Perkins
Treasurer & Life Member

Peter is a retired principal of a large local high school and has had a long association with the organisation. As a parent, Peter has been involved in advocacy for disability services for a period spanning more than 35 years.



Dr Michelle Fernon
Director

A Board member for 5 years, Michelle is a Medical Practitioner having studied firstly Occupational Therapy and then Medicine. Together with her husband, Michelle is a Director of a specialist medical practice.



Dr Max Graffen
Director

A Board member for 4 years, Max is a practising medical practitioner with a strong interest in the health and well-being of people with a disability and their parent/carers through his practice and his involvement in regional health services. Max is a graduate of the Australian Institute of Company Directors.



Mrs Pam Green
Director

A Board member for 4 years, Pam has retired as Head of Campus at the TAFE NSW Riverina Institute Wagga Wagga Campus after a long teaching and administrative career. Pam was instrumental in supporting the strong partnership links that exists between TAFE NSW Riverina Institute and Kurrajong Waratah.



Mrs Kay Hull
Director

Kay is a former Patron of Kurrajong Waratah and was elected to the Board in 2011 following a successful 12 years as the Federal Member for Riverina. Kay is a strong supporter and tireless advocate for rural and regional Australia, and particularly for equitable services for people with a disability and their families living in rural and regional areas.

CORPORATE STRUCTURE

CLIENTS AND FAMILIES, CARERS, ADVOCATES



Deputy Chief Executive Officer
Ray Carroll

Chief Executive Officer
Steve Jaques

Board of Directors

- Community Business Support Service
- Community Support Service
- Marketing/Administration Support Service
- Board of Directors and Executive

Kurrajong Waratah believe that people with a disability should have access to accommodation which offers privacy, security, comfort, support and community access.

Rae, Fred and Christopher Loneragan
Accommodation Services Wagga Wagga



Kurrajong Waratah believe that people with a disability should have access to employment assistance and opportunities that offer skills and challenge, competency development, job security and fair wages.

Frances Pope
Café Peckish West Wyalong

Kurrajong Waratah believe that people with a disability should have access to leisure and recreation pursuits within the community that best meet their individual needs and personal preferences.

Cameron Hall
Skills Options Wagga Wagga



CHAIRMAN'S REPORT



Mr Michael Kennedy OAM
CHAIRMAN AND LIFE MEMBER

It has been said that the measure of a civilised society is the way in which it looks after their most disadvantaged and vulnerable community members.

The National Disability Insurance Scheme (NDIS) which will now commence with trial sites in 2013 is a positive investment towards a fairer, more equitable and caring Australian society. The scheme will function in a similar way to Medicare with the costs of disability in our communities shared by all Australians through the Commonwealth Government's consolidated revenue.

It has been a remarkable achievement to reach this point from the release of the Productivity Commissions' report and findings and recommendations for a NDIS in 2011.

The news of the NDIS has been warmly welcomed by the disability sector, however it will affect the traditional ways in which disability organisations have received the majority of their government funding. Until recently disability service providers generally received block funding or prescribed case based funding from either the Commonwealth or State governments to deliver a set of defined services to people with a disability.

Under an NDIS regime, government will not allocate funds directly to disability organisations to deliver programs or models of services. They will attach funding to a person with a disability who will then have the choice as to what services and supports they require to best meet their needs and who will provide these services.

Kurrajong Waratah's supportive and flexible relationships with people with a disability and their parent/carers' will, under an NDIS, need to become stronger as they become not our 'clients' but our 'customers'. If we do not maintain and strengthen our customer focus to meet their needs, then we cannot expect to retain their loyalty or their business.

The reform path ahead with the NDIS is exciting for people with a disability and their family and carers, but at the same time it will be full of change. Major change of this type will inevitably bring uncertainty, challenges and opportunities.

The proposed disability reform agenda from the NDIS has put a focus on the large exposure many disability service providers have to government funding and government decisions. Many of our colleague organisations are upwards of 80% plus and some 100% reliant on government funding for their service revenue. At Kurrajong Waratah we have always sought to establish as much independence from government funding as possible through our financially viable business models and strong community support. For Kurrajong Waratah our government business revenue is generally between 50% to 65% of our total revenue.

The 'new world' we are entering under an NDIS will be very person centred and customer driven. Such a move towards a market driven service approach, determined by the choices that people with a disability as customers will make, will challenge and confront many disability organisations.

Kurrajong Waratah in preparing for this reform will be consulting extensively with our current clients and their families and carers over the next twelve months to determine what types of services and

supports are needed to make the difference to their lives. Part of the process will also be to review our existing policies and procedures, service structures, service delivery methods and philosophy.

The path ahead for our organisation may possibly be less confronting than for others, but no less challenging as we position ourselves to best meet the opportunities that presents from such a major disability reform, including an expected doubling of existing funding that will be available to the disability sector under a fully operational NDIS.

The future will provide Kurrajong Waratah with opportunities to deliver the types of long term support and care required by people with a disability and by their families and carers not only in our existing areas, but also in different geographic areas, as well as to a larger and broader client group than currently exists.

During the year the Kurrajong Waratah Board of Directors continued to provide the essential oversight required to ensure the quality of our disability service delivery continued, whilst meeting all legal and other compliances. I thank most sincerely my fellow Directors for their support and input into our important governance roles. It is a pleasure to be involved with people of such high skills and commitment.

To our CEO and Deputy CEO, Managers, staff and volunteers, thank you for another year of delivering positive outcomes to people with a disability and to their families and carers.

To our corporate supporters, general community supporters, local Councils, business partners, service clubs, other disability service providers, our government funding partners and to our local Members of Parliament, please accept our appreciation for your help and support enabling Kurrajong Waratah to deliver strong and positive outcomes through our operations to the more than 1,100 babies, children and adults with a disability and to their parents, carers and families.

Michael Kennedy OAM

Chairman and Life Member of Kurrajong Waratah



Photos:
TOP: Assunta and Rosa love doing puzzles at our Griffith Early Childhood Intervention Service which has grown rapidly in the 18 months since merging with Kurrajong Waratah.

BOTTOM: Narrandera Laundry and Linen Service is kept busy with local business contracts. Emma Ryan is pictured starting one of many loads of washing for the day for a local motel.

CHIEF EXECUTIVE OFFICER'S REPORT



Mr Steve Jaques
CHIEF EXECUTIVE OFFICER

It has been challenging to reflect on what has occurred in Kurrajong Waratah over the past 12 months with the focus following the announcement of a National Disability Insurance Scheme (NDIS) now firmly on the future. Ahead I see exciting possibilities for all people with a disability and their families from the reforms and service opportunities that the NDIS will deliver.

Kurrajong Waratah are planning to deliver a wider array and wider number of services in broader geographical locations in the future. We will achieve this by forming strong partnerships with others and from leveraging off the strong base we already have within our existing services. The overview that is contained in this annual report clearly shows that we have a strong 'value driven' service base within our services.

For people with a disability in our supported accommodation, lifestyle day services, employment services, and for the babies and young children with developmental delays benefiting from our early childhood intervention services, our great staff and volunteers at Kurrajong Waratah have worked extremely hard to deliver on people's individual goals and expectations, and be responsive to people's changing needs over the course of 2012.

Our thoughts and our plans for the future however have always been for the many people with a disability and their families in our communities who are still without the essential services and supports they need, and who have a continual daily struggle to achieve a decent quality of life. Their situation has, and will remain at the forefront of Kurrajong Waratah's continued endeavours to create opportunities for them in the areas of the Riverina and Murray Regions where they live.

The NDIS reform is set to redress years of underfunding and neglect, and correct major weaknesses in our current disability service system in Australia to give all people with a disability the opportunity to be active and participating citizens in their communities regardless of their circumstances or geographic location.

You need to look no further than Kurrajong Waratah to realise the extent of the underfunding, neglect and unmet needs in our communities. Our five year old InterLink service which supports older parent carers who still have their son or daughter living at home with them is currently working with 382 eligible older parent carers across the Riverina Murray Regions. For many of these older parents or carers, InterLink is the only disability support services they have ever received. In fact many were previously unknown to services. The average age of the parent(s) or carer(s) receiving support from this service is 76 years of age. The oldest carer is presently 96 years of age and there are another 12 over 90 years of age.

This scenario is not unique. It is repeated across Australia and is clearly a community care 'time bomb' that without the significant change that the NDIS is set to bring would result in a major crisis in the long term care and support of people with a disability across Australia.

At the other end of the age spectrum and equally concerning are the new and younger families with babies and young children newly or recently diagnosed with disability(s) who struggle to receive the care and support they require for their baby and for themselves. Our Kurrajong Early Childhood Intervention Service works with babies

and children under school age and is doing a mammoth job in managing extreme case loads due to demand. The Griffith arm of our service that is working in the Griffith and western Shires of the Riverina Region is at breaking point. Funded to provide services to just 15 families, the Griffith Early Childhood Intervention Service is currently servicing 75 families. Does Kurrajong Waratah turn away the other 60 that are not funded – and if so to who? Our Wagga Wagga service is in a similar situation, funded to service 100 families it provides services to over 140 families each and every year.

In our adult supported employment areas there is no seamless system to allow people to move due to their ageing or increasing medical and support needs from their Commonwealth funded supported employment service to a State funded lifestyle day service due to barriers over policy, responsibility and funding.

These are just a few examples of the structural and funding issues of an Australian disability system that the Productivity Commission's report called 'broken' and which the NDIS will seek to redress.

It is for these reasons that the Kurrajong Waratah Board took the decision two years ago to become actively involved in the campaign for an NDIS called "Count Me In". The Board has ensured that Kurrajong Waratah is not only actively involved in the campaign but remains a financial contributor to bring about the long overdue reforms that are needed for our citizens who have a disability.

The trial sites for the NDIS were recently announced with the Hunter Region of NSW included. The commencement of the Scheme in the trial sites across Australia will help to ensure that the new NDIS system that is developed to support people with a lifelong disability and their parents/carers, is both sustainable over the longer term and is flexible.

Not since the International Year of People with a Disability in 1981 has the future looked so promising. The challenge for all stakeholders in the disability sector and our supporters in the



Kurrajong Waratah was excited to launch the Independent Living Support Initiative (ILSI) and acquire new offices in the Temora and Narrandera Shires. ILSI Team Leader Ann Gaudion (l) is pictured discussing the service with Jennifer West (centre) and ILSI Temora Facilitator Margaret Zacher (r).

community is to help ensure that the reforms deliver the dream.

In closing I extend my personal congratulations to each and every person associated with the individual and collective achievements that occurred within and across Kurrajong Waratah's services this year. Details of the areas of achievements, of the realisation of individual and of collective goals, of our service expansions and service consolidation that occurred during the year are contained in the various Managers' reports that follow.

I sincerely thank the Board of Directors for their advice, support and confidence extended to me and the management team during the year, and I extend my own appreciation to my Deputy CEO, Ray Carroll and to all Managers for their committed input and collective energies that together with our staff and volunteers produced excellent service and financial results for the organisation in 2012.

Steve Jaques
Chief Executive Officer

TREASURER'S REPORT



Mr Peter Perkins
TREASURER

A most satisfactory financial result once again gives me pleasure in presenting the Treasurer's Report and Financial Statements for the year 1 July 2011 to 30 June 2012.

Turnover for the year of \$21.2m is a little greater than that of the previous year. Total funding from the State and Commonwealth Governments was \$12m for operational purposes and \$0.3m for capital purposes giving a grand total of \$12.3m which represents 58% of total income. Our own businesses contributed \$6.5m or 31% of total income while fundraising contributed \$0.85m with fees and other income (including profit on sale of assets) contributing \$1.6m and representing 4% and 7% respectively of total income.

The total surplus for the year was \$2.1m. However, this figure was influenced by several extraordinary factors including profit on the sale of Moorong Street land in Wagga Wagga, some very large one-off donations and bequests received, and net assets recognised in the merger with the Griffith Early Childhood Intervention Service. These extraordinary items totalled \$1.3m and which when taken into account reduce the surplus to a figure consistent with the budgeted surplus approved by the Board.

The organisation has improved its already sound financial base with total assets (including cash, property, plant and equipment) to \$31.2m, total liabilities amount to \$8.5m resulting in net assets of \$22.7m. It is worth noting that liabilities do not include any loans and our overdraft limit, as a risk management precaution with our bankers, is rarely used.

Wages, salaries and associated employee payments totalling \$12.4m and representing 64% of total expenditure is important for several reasons. Firstly, it indicates that the majority of spending is on the delivery of direct services to our clients. Secondly, the expenditure on wages and salaries makes a significant contribution to the economies of the local government areas receiving our services. The multiplier effect in these communities, through our employment of local staff who spend their wages locally, produces an increased flow of income that creates other jobs and benefits.

Capital expenditure of \$3.4m includes expenditure on buildings, property, plant and equipment and motor vehicles. The largest single item of capital expenditure was the construction of the E-recycling building at a cost of \$1.7m. Approximately half the cost was met by a grant from the Commonwealth Government (Department of Education, Employment and Workplace Relations) under the Jobs Fund Program. The other half of the cost was met by Kurrajong Waratah from our reserves. Another significant item of capital expenditure was the purchase of property in Blake Street Wagga Wagga to give the organisation flexibility in providing for the future growth of our service provision.

As always, fundraising, legacies and bequests have made important contributions to our financial results. The organisation benefits immeasurably from the generosity, encouragement, support and assistance both financial and in kind provided by the community.



Mrs Sharyn Atherton
FINANCE & ADMINISTRATION MANAGER

I must acknowledge the tremendous initiative, commitment and effort of all managers and their staff in achieving these most satisfactory financial results.

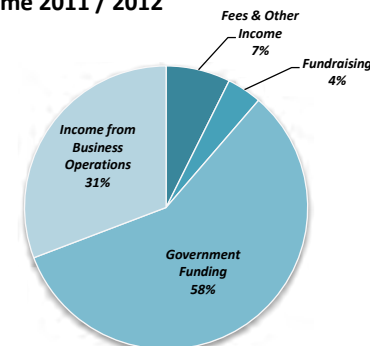
Thank you to the CEO, Deputy CEO and my fellow Directors for their support and for the role they play in ensuring the financial stability of the organisation. My special thanks to Mrs Sharyn Atherton, Finance and Administration Manager, for her ongoing dedication and efficiency.

Peter Perkins
Treasurer

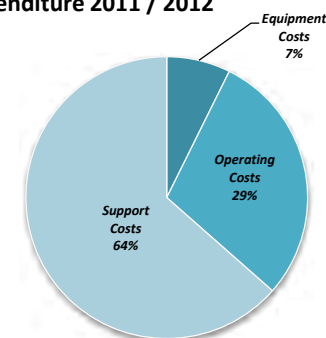


The organisation's purpose built E-recycling building (on right) was officially opened in September 2011 partially funded by the Commonwealth Government's Jobs Fund program. It complements the Materials Recovery Facility (on left) which has been operating on this site since 2009.

Income 2011 / 2012



Expenditure 2011 / 2012



DEPUTY CHIEF EXECUTIVE OFFICER'S REPORT



Mr Ray Carroll
DEPUTY CHIEF EXECUTIVE OFFICER

This year has again seen the organisation make changes and enhancements to the many services we provide to ensure our clients continue to receive an appropriate and high level of support and assistance to achieve their goals and aspirations.

In a changing disability industry environment, people with a disability, their families and carers have expressed the need for greater choice and control over disability funding and resources. To ensure that these people are at the centre of decision making about the services they need, the NSW Government will implement person centred approaches by the end of 2014. To this end Ageing, Disability and Home Care's (ADHC) strategic direction is guided by Stronger Together: A new direction for disability services in NSW 2006-2016.

Part of this new strategic direction has and will involve the implementation of new programs for people with a disability. One such program funded by ADHC is called the Supported Living Fund (SLF). The SLF allows people with a disability to have real choices and control over decisions on where they live, who they live with and the supports they require to live the lifestyle they choose. Under the SLF the person with a disability

chooses the service provider they want to provide these services for them. In the recent allocation of SLF packages one family and one client chose Kurrajong Waratah as their service provider and we are now working with those people to achieve their desired outcomes.

Another program funded by ADHC that the organisation is involved in is the Independent Living Support Initiative (ILSI). The ILSI program aims to help people with a disability with low to moderate support needs that have ageing carers, and are capable of living more independently. Under the ILSI program we are currently supporting 4 people with a disability in Narrandera and 3 people with a disability in Temora.

In my report last year I mentioned the changing nature of how disability services will be provided in the future and the challenges this would create in terms of a large increase in demand for staff. In June this year Fair Work Australia announced the Social, Community and Disability Industries Equal Remuneration Order (ERO) confirming wage increases between 23% and 45% over the next eight years. This is a very welcome announcement as it will not only address the issue of traditionally low wages paid in this sector but will also provide the opportunity to retain existing staff and attract new staff to the sector. The increases in wages will be paid in nine annual increments commencing in December this year.

In August and September 2011 BSi Management Systems conducted the annual surveillance audit for our Australian Disability Enterprises (ADE's). The objective of the audit is to assess our level of compliance to the National Disability Services Standards. The audit revealed that there were no Notifiable Issues and no Non Conformances which was again an excellent result. The audit also identified several areas of commendable practice which is testament to the excellent work done by our staff at the ADE's to ensure that we are meeting the standards year after year.

During the year as part of our ongoing asset management strategy, several of our properties received facelifts and some additional building works were carried out. The Café Peckish building

in West Wyalong was repainted, new signs were erected and new paving was laid. The Grampian Place houses and surrounds also received much needed work and additional toilets were installed at Kurrajong Recyclers. We also invested in a new commercial washing machine at the Narrandera Laundry and Linen Service. In relation to the Narrandera Laundry and Linen Service we plan to replace the two old roller presses during this year which will complete the equipment replacement plan we commenced three years ago.

The third group home at Olearia Place has commenced construction. This home is being built without any government assistance and is utilising funds raised by the community from the annual race days and other specific grants over the years. We are looking forward to the home being completed and operational by December this year.

To address the difficulty in recruiting professional staff for our Kurrajong Early Childhood Intervention Service (KEIS) an exciting initiative this year has been the development of an Allied Health Scholarship Program. This program has been very successful culminating in a 3rd Year Physiotherapy student committing to join KEIS in 2014 when she completes her studies in 2013.

Staff training, as always has received high priority across the organisation with many staff attending training relevant to their role and responsibilities.

The replacement and upgrade of our old computer hardware has continued this year with the aim of having all sections provided with updated computer hardware by the end of the year.

The organisation continues to go from strength to strength each year enhancing our reputation as a quality service provider and employer of people with disabilities. Operationally all sections are performing well and as a result the organisation is in a sound financial position with a strong net asset base.

As I mentioned earlier we are in a changing, challenging and exciting environment. I believe that the organisation is well placed to position itself to meet not only the current but future needs



Photos:
TOP: Gordon, Harrison and Carol McDonald from Griffith discuss their needs with Case Management Worker InterLink (Griffith) Jackie Caqusau in Griffith.

BOTTOM: The Cypress Centre in the Narrandera and Leeton areas took delivery of a new van for daily operations as a result of the efforts of the Celi family and other local supporters. Craig McWhinnie is pictured getting ready for the daily deliveries.

of people with a disability and their families and carers as they access the supports and services required in their daily lives.

Finally, I would like to thank our CEO, Steve Jaques for his advice and support during the year. Thank you also to our very committed and hard working managers, staff and employees. We really do have great staff and employees and without them we wouldn't be the organisation we are today.

Ray Carroll
Deputy Chief Executive Officer

DEVELOPMENT SERVICES REPORT



Mrs Cathie Smith
DEVELOPMENT SERVICES MANAGER

With natural disasters hitting closer to home this year, the local and regional community was called on to help its own, rather than looking at the plight of others further afield. The impact of this was a number of major local appeals and events all of which raised significant amounts of money to assist local flood victims.

Despite this we continued to be supported by our local community and I am proud to say we have achieved sound fundraising results.

This success was due in part to bequests, continued support from longstanding donors, an anonymous benefactor and the overall result of our special events including our 24th Annual Race Day.

The Race Day Committee achieved noteworthy results and this year we welcomed three new committee members who replaced members who had left Wagga Wagga or were unable to be as actively involved this year. Those involved in this small committee who assist us in our own fundraising endeavours are highlighted on pages 46-47 of this report.

Our events and services for people with a disability were fortunate to have the assistance of our local and regional media during the

year, in particular our Corporate Life Members PRIME7, Daily Advertiser and 2WG/93.1 StarFM and many regional media outlets who support our endeavours, particularly the need for and development of new or expanded services. We thank each of you for your efforts and the benefits you bring to the lives of people with a disability and their families in our communities.

Once again we valued and appreciated the ongoing efforts and support of the Management and Staff of Myer Wagga Wagga (Corporate Life Members of Kurrajong Waratah) who this year raised \$16,520 for our work. On presenting this amount to Kurrajong Waratah, a delighted Myer Wagga Wagga Manager, Chris Boneham announced that Myer had again matched the staff's efforts dollar for dollar and presented a fantastic \$33,040 to Kurrajong Waratah on behalf of his hardworking local team.

We could not continue to achieve what we do without the support and assistance of our service club supporters and in particular I make mention of the members of South Wagga Lions Club, South Wagga Rotary Club and Wagga Rotary Club who each assisted us physically and financially throughout the year. Events which required their assistance included: Kurrajong Waratah Christmas Spectacular, Race Day and end of year celebration for employees with a disability, families and staff, the South Wagga Rotary Club Golf Day, Wagga Wagga Rodeo and National Tree Planting Day.

We have been fortunate to have the support of Life Member Allen Thomas and his staff throughout the year. Allen has given his personal and corporate support to our organisation for over 30 years and brings together his team to help when and wherever possible with our Art Union which has been operating for well over 30 years. Thank you also to Myer Wagga Wagga and our ticket sellers for a successful art union at a time when the community was giving and supporting many local needs.

An anonymous benefactor who understood our plight in relation to the flood damage sustained to our property on Gregadoo Road following three

The Myer Wagga Wagga Fundraising Committee and staff have been incredibly busy over the last 12 months reaching some exceptional achievements including being the highest fundraising Myer store nationally. Kurrajong Waratah were delighted to be presented with a cheque for \$33,040.00, the result of these achievements. Pictured I to r at the cheque presentation are Karen Raufers (Myer Wagga Wagga Operations Manager), Cathie Smith (Kurrajong Waratah Development Services Manager) Anne James, Meg Roache, Chris Boneham (Myer Wagga Wagga Store Manager), June O'Connor and Kay Hull (Kurrajong Waratah Director).



major floods in 2010, 2011 and 2012 stepped in to help remedy and flood proof the entrance road and the removal of debris. We are indebted to them for helping remove what had become impassable obstacles.

Our volunteers continue to be a real asset and at times a lifeline to our organisation. To each person who has helped us in any way, large or small, we say a very sincere thank you.

To the Board, staff and families of Kurrajong Waratah I also say thank you for the part you play in our achievements and success throughout the year as we work to provide opportunities that come through increased awareness and support.

To my Development Services staff a special thank you for your flexibility and commitment to work hours outside the traditional office hours and for going that extra mile when needed.

Finally, thank you to our CEO Steve Jaques and Deputy CEO Ray Carroll and my fellow Managers. I acknowledge and appreciate your commitment to making a difference in the lives of people with a disability and their families.

Cathie Smith
Development Services Manager

Pictured at the Seniors Week 2012 ceremony with their group award are Kurrajong Waratah's Over 70's volunteers I to r Norm Byng, Bill Harris, Bill Prest, Geoff Amos, Ron Grosse and Athol Bryon. See pages 50-51 for further information.



Race Day 2012 Committee pictured are back row I to r Adam Drummond, Fitzpatrick's Real Estate, Michael Douglas, HMA Twomey Patterson, Craig Barrett, Opteon (Southern Inland NSW) and Rob Balding, Westpac and Committee Chairman, front row I to r Susan Duffy, D & M Electrical, Andrea Bradley, WDF Professional and Tammy Holzheimer, Commins Hendriks Solicitors.



WORK SOLUTIONS



Mr Crispin Lowe
WORK SOLUTIONS MANAGER

The past year has seen its challenges in delivering services to a large area of regional NSW. After the breaking of the 12 years of drought when the employment market in rural areas was improving, this year saw some of Work Solutions' major service areas severely affected by flooding.

Our main Wagga Wagga office was evacuated along with the rest of central Wagga Wagga, causing us to implement the organisation's Business Contingency Plan, including the temporary relocation of Work Solutions' administrative operations to our headquarters site at Lord Baden Powell Drive. The diversion of computer servers and phone lines, ensuring the security of equipment and files was a huge effort and I am extremely proud to say that by the morning following the previous evening's evacuation notice, we were open for business.

Unfortunately the widespread effect of the flooding in the area has seen a real impact for employers, with a downturn in businesses looking to place jobseekers and a number of employers only just recovering. The extensive and severe flooding also impacted on the lives of our clients and on their families with some having to relocate and completely rebuild their lives.

Our employment targets were severely challenged during this time and in some areas of the region still remain a challenge.

Even through these difficult times, Work Solutions has seen a great demand for our Post School and Employment programs for school leavers increase with the numbers of people being supported under our Transition to Work and Community Participation programs funded by NSW ADHC growing. This year, school leavers in Wagga Wagga, Leeton, Narrandera, Griffith, Temora and Deniliquin have all started work placements in the community.

Some have chosen to attend our accredited course Certificate 1 in Employability Skills as well as attaining accreditations in WHS, first aid and certificates provided through community colleges and TAFE.

In readiness for the National Disability Insurance Scheme that enters the initial trial period within the next year, Work Solutions is assisting eligible clients to develop Self-Managed Packages through ADHC's Life Choices and Active Ageing Funding.

This is the beginning of a new era of funding, where people with a disability will have real control over their funding and how it is used. Acting as a service broker to clients, Work Solutions assists the individual and his family develop their program and assists with the purchase of services directly within their community and with administering the associated costs and payments.

In June this year the Commonwealth Government retendered Disability Employment Services in line with its three year funding contracts cycle. The successful tenderers will be announced in March next year.

Although there are no major changes to the program, the Commonwealth Government are looking to reduce the 'red tape' burden on the Employment Services sector by offering a longer term contract of five years to successful tenderers.

As part of the contractual obligations of providing Employment Services on behalf of the Commonwealth Government, Kurrajong Waratah must undergo an independent audit of its quality management systems against the Disability Services Standards on a tri-annual basis.

This year the Quality Assurance Coordinator has been busy refining our Internal Quality Monitoring (IQM) process and implementing monitoring of all employment services provided by Kurrajong Waratah. To assist in this process more observers from other sections of the organisation were trained to assist with the rollout of IQM across the entire organisation in the coming year. The Quality Assurance Coordinator's role in coordinating the IQM and ensuring a continual review of policy and procedures assists Kurrajong Waratah maintain its high quality services that reflects best practice.

In preparation for this year's Recertification Audit, the Quality Assurance Coordinator facilitated customer satisfaction surveys/focus groups with many employees in our supported employment businesses and clients in our DES program with very positive results.

This year the Quality Assurance Coordinator also had an active role in supporting Kurrajong Recyclers achieve and maintain the International Standard for Environmental Management 14001:2004. This has been supported by the development of a quarterly bulletin called 'EMS News' that is distributed across the organisation and highlights our strategies to manage our environmental aspects.

I would like to take this time to say a huge thank you to Senior Management and my staff for their efforts this year and look forward to another busy year ahead.

Crispin Lowe
Work Solutions Manager



Photos:
TOP: Hugh Grant is in charge of feeding the birds at Bob's Birdz-n-Pets but takes time out on this occasion to pamper the resident cat.

BOTTOM: Southwest Stock Feeds support people with a disability recruiting employees through Work Solutions. Shane Tulk is pictured serving a client in the store.

WARATAH INDUSTRIES



Mr Jim Seymour
WARATAH INDUSTRIES MANAGER

This year has certainly seen a lot of changes in the timber and housing construction market with a flat housing industry and uncertainty in the timber supply market as a whole. Our ability and skills within our workforce have allowed Waratah Industries to take on a number of timber products and jobs that we previously have not attempted. With the efforts of our employee base of 28 people and five staff we have worked hard to ensure our products and reputation as a producer of quality processed timber and products remain high. Our focus this year was to remain competitive in a slow market and continue to grow both our range of products and our skills, which we have achieved.

The close partnerships formed with our suppliers and customers over the years, including Hyne Timber Tumbarumba, Carter Holt Harvey, Newtech Tube Co Sydney, Lumara, Leighton Constructions, Proway and Metroll have been maintained and further developed during the year.

The flexibility of our business and our ability to produce products with short lead times has helped us work with larger producers who have increased their range of products to the market. This allowed us to fit into a niche market supplying

short run high value products or specialist profiles which suits our customers' needs, as well as producing longer term contracts.

In passing the stringent criteria to obtain the Australian wood packaging certification, which allows Waratah Industries to certify that product produced complies with the requirements of the Act, has opened up further opportunities to expand our business to companies that export their products out of Australia.

During the year Waratah Industries continued to produce quality products on time and in full which ensured our customer base had confidence in our operation and continued to place orders.

The employees have continued to step up and show what great skills, work ethic and pride they have to make Waratah Industries a true timber processing business to be proud of.

With emphasis on involving our staff and employees in the business and listening and acting on their suggestions regarding improving process and systems, a more open and harmonious working site has evolved enabling new products and markets to be pursued.

Looking back over the last year, everyone at Waratah Industries needs to be recognised for the outstanding contribution they have made in such areas as quality, safety and productivity as well as for embracing change as we tackled new products such as termi mesh, bird boxes and roof battens to name a few.

Safety remains a core value of Waratah Industries as work processes and equipment continue to change to improve our safety level, with a higher emphasis on safety investigations which identify the root cause of an incident. Thanks go to the support of the Board in rectifying these faults so that safe working conditions on site at Waratah Industries continues.

We are looking forward to the new year to further diversify our markets and products to ensure we grow and remain a viable business for our employees.

I would like to thank my staff and employees for their continued support and the dedication they have in making Waratah Industries a success.

Thank you also to our CEO Steve Jaques, Deputy CEO Ray Carroll and the Board of Kurrajong Waratah for their continued support and contributions to Waratah Industries.

Jim Seymour
Waratah Industries Manager

“Safety remains a core value of Waratah Industries as work processes and equipment continue to change to improve our safety level.”

Photos:
TOP: A new contract for Waratah Industries has been the construction of bird boxes to assist birds whose habitat has been disturbed due to works by the RTA. Geoff Pitman is pictured putting the finishing touches to another box.

CENTRE: Workplace safety has been a highlight for Waratah Industries this year. Christopher Blyth receives training from Supervisor Darren Johnston while working on the rip saw.

BOTTOM: Dean Stapleton is now in his 27th year at Waratah Industries and enjoys the contribution he makes to the business.



KURRAJONG BUSINESS SERVICES



Mr Alan Larcombe
KURRAJONG BUSINESS SERVICES MANAGER

During the year a restructure of Kurrajong Business Services (KBS) occurred transferring the West Wyalong, Narrandera and Leeton supported employment operations to Kurrajong Outreach Business Services. The change has resulted in KBS operations being centred in Wagga Wagga.

The three Wagga Wagga businesses of KBS provide supported employment for 70 adults with a disability to increase and enhance their skills in varied occupations including recycling, food preparation and property maintenance.

Kurrajong Recyclers continues to be recognised as the major materials recovery facility in south west NSW and Riverina Murray Regions. This year the tonnages of materials processed and recycled was 16,000 tonnes which is a 7% volume increase from last year's operations.

Unfortunately, this increased volume is not reflected as additional income due to the significant fall in commodity prices that occurred from the global downturn in overseas raw materials demand.

Notwithstanding this, the staff and employees have achieved notable operational outcomes in production particularly in the processing of various

plastics that are now shredded and compacted to reduce freight transport costs and efficiently move the increased volumes to the major capital city markets.

In September last year we established our new building to recycle electronic equipment known as E-recycling so that we could position ourselves to be involved in the Product Stewardship Scheme to recycle televisions and computers. In the interim period prior to the scheme commencing we became very active in general E recycling operations and this year a total of 1,035 tonnes of electronic equipment has been processed and recycled since September 2011 to June 2012.

We have aligned our business to the national operators of the Product Stewardship Scheme which commenced on 1st July, 2012 and it has been determined that the Scheme will be rolled out in the major capital cities and metropolitan areas initially and subsequently to regional and remote areas sometime in 2013.

To be considered to be part of the Product Stewardship Scheme Kurrajong Recyclers is accredited with the International Standard 'ISO 14001 Environmental Management System'. To hold this highly regarded Standard, the business is required to achieve on a daily basis the broad and far reaching requirements of environmental protection and management for not only the site but the surrounding community. A mandatory requirement of the Standard is to undergo an annual independent external audit by an approved auditor who assesses evidence of ongoing compliance and continuous improvement.

Kurrajong Recyclers was audited this year and received a very positive audit report and has been further accredited for another 12 months.

A new opportunity has arisen regarding the recycling of crushed glass and we are in discussion with a Government agency regarding the mechanical processes of crushing recycled glass which can be used as a sand substitute aggregate in road pavement works and also bedding material for civil drainage pipe work such as sewerage and stormwater.

Culinary Capers has maintained its high quality catering and food processing business in Wagga Wagga for over two decades which is a significant achievement when one considers the continuing volatility of the retail climate in any location. The business has provided the opportunity for our employees to attain a broad range of food preparation and food processing skills and we have seen several employees progress to open retail employment taking these learned skills with them.

The two staff and six employees in this business are continually moving with food business trends to be able to meet the requests of our loyal customers. The business specialises in providing defined food products to local cafes, sandwich and coffee shops as well as catering for specific events and occasions and food products for community fund raising events. The business continues to maintain its NSW Food Authority Licence.

Photos:
TOP: Internal Maintenance employee Nat Klein last year received the John Reid Memorial award for his willingness to always lend a hand and for passing on his knowledge to his fellow employees. Pictured are Supervisor Thomas Lawlor and Nat at work in the internal maintenance depot.

CENTRE: Culinary Capers specialises in the supply of cooked chicken to cafes, sandwich and coffee shops which keeps Melissa Reid and her co-workers very busy.

BOTTOM: Kurrajong Recyclers provide a very popular security shredding service. Leonie McLean is pictured processing another security shredding collection.





Internal Maintenance Service has a crew of two staff, a very much appreciated volunteer and six employees who continue to be responsible for the maintenance of some 25 properties that Kurrajong Waratah own and/or occupy locally, and where needed, to our several outreach premises in surrounding towns. Our motor vehicle fleet continues to expand as the organisation grows and the regular servicing, maintenance and repairs of almost 100 cars and utilities carried out by this service is essential for the demanding service delivery needs to be reliably achieved on a daily basis.

Internal Maintenance on behalf of Kurrajong Waratah was recently awarded the NSW Government contract to provide home to school and return home school bus run service for the students of Willans Hill School. The public tender process was arguably the most detailed and rigorous for many years and I am very pleased and proud to advise that our tender was accepted and we will continue to provide this vital service so that school students can have convenient and secure transport to and from their school.

I wish to thank very much my staff and employees for their enthusiastic support to me throughout a most successful and positive year of achievements.

Alan Larcombe
Kurrajong Business Services Manager



Photos:
TOP: Kurrajong Waratah was proud to open their new E-recycling building in September 2011 which was purpose built to enable recycling of electronic equipment including televisions and computers. Josh Hann appreciates his new surrounds and having plenty of room to work.

CENTRE: Maintenance staff servicing the cutting blades on the plastic shredder at Kurrajong Recyclers.

BOTTOM: Kurrajong Recyclers processed and recycled 16,000 tonnes of material in the last financial year - a 7% increase on the previous year. Leila Sly and David Cain are pictured working on the material sorting belt.



Kurrajong Waratah believe that older parent carers should have access to support services which help them in their caring role.

Paul McCaig with mum Annette McCaig
Accommodation Services Wagga Wagga



Kurrajong Waratah believe that people with a disability should have access to a range of day services and lifestyle choices as they retire from work.

Carolyn Stapylton
Skills Options Wagga Wagga



Kurrajong Waratah believe that babies and young children with disabilities should have access to therapy and early education services as well as support to maximise their development and future education outcomes.

Liam Grimaldi with Kate Treloar (Occupational Therapist)
Kurrajong Early Childhood Intervention Service
Wagga Wagga



KURRAJONG OUTREACH BUSINESS SERVICES



Mrs Nicole Steele
KURRAJONG OUTREACH BUSINESS SERVICES MANAGER

Kurrajong Outreach Business Services provides a range of quality supported employment businesses for people with disabilities in our rural areas. Five businesses located in three different local government areas employ 48 adults with a disability who are supported by 15 staff.

The ongoing support and training provided by staff is invaluable and ensures employees are not only safe and happy at their places of work but they continue to increase skills and expand their knowledge. New tasks are learnt and skills develop every day that will be used not only in the work place but in their every day lives.

The number of employees working across Outreach Services continues to grow and businesses are well known within their respective areas.

Employees at all services are seen as important members of their community and their jobs ensure they are actively involved within their community. Delivering of pamphlets, ironing and laundering of linen, serving meals to customers, collecting recycling and gardening maintenance for both residential and businesses provide opportunities for our employees to connect with a wide range of people in the community.

School work experience students continued to be hosted at the businesses, not only providing a service to local schools but also giving students an insight into our supported employment services.

The team of two staff and eight employees at Spins Recycling continue to work hard recycling for the Bland Shire and ensuring the weekly demand of pamphlets are delivered on time, keeping residents of West Wyalong and Wyalong up to date with the latest sales and information.

Paper and cardboard continues to be processed with over 250 tonnes baled last year delivered to Sydney. A large number of businesses in West Wyalong have recycling collected on a regular basis and the community continues to support the 24 hour drop off facilities at the site. New air conditioning was installed this year which will provide comfortable working conditions during the summer months.

Café Peckish provides employment to four staff and six employees and is famous for selling the best coffee in town. Not only can travellers take a break to enjoy great coffee and a bite to eat in the newly refurbished surrounds, West Wyalong locals also frequent the café for meals or for take aways. Catering is becoming more popular for both business and private functions and the café is becoming well known for Christmas parties and the occasional Friday and Saturday night functions.

Narrandera Laundry & Linen Service employing 13 employees and five staff continues to be a competitive commercial laundry. Linen is both laundered and hired to accommodation services and beauty parlors in Narrandera, Leeton and surrounding towns. A new delivery van has been purchased, enabling a larger quantity of linen to be delivered during the one trip.

Much needed laundry equipment was purchased during the year to replace old worn out equipment making the work load easier to manage so customers have their linen within their required timeframe.

Over 150 tonne of linen has been washed in the past 12 months keeping everyone busy. With the purchase of a new flat ironer, washing machine and dryer this has given employees the chance to expand their skills in learning how to operate different machinery.

Cypress Recycling has two members of staff providing support to seven employees in a diverse range of activities. Lawn mowing remains in demand, particularly through the warmer months for both businesses and private residents while E-recycling keeps everyone busy during the colder weather. The main focus remains on the cardboard and paper recycling with over 270 tonne sent to Visy during the past 12 months.

Residents of Leeton are guaranteed of a quality ironing service provided by the two staff and five employees at the Leeton Ironing Basket. Not only can people have their garments ironed at a reasonable price, they don't have to leave their house as a delivery and pick up service is available. Washing and drying as well as pressing of linen is also available.

Overall the past 12 months have been a positive time for all outreach supported employment businesses, with many improvements made as each service moves forward.

I would like to thank everyone for their support and efforts and look forward to a positive and successful year ahead.

Nicole Steele
Kurrajong Outreach Business Services Manager

Photos:
TOP: Jamie Osmond works on the new ironing press at the Narrandera Laundry & Linen Service.

CENTRE: Cypress Recycling in Narrandera is part of Kurrajong's Outreach Business Services and offers a variety of services including lawn mowing, E-recycling and cardboard and paper recycling. The load being secured by Tom Trainer is part of 250 tonne of paper and cardboard that made its way through the centre last year.

BOTTOM: Café Peckish in West Wyalong is a great place to stop and enjoy a coffee and something to eat in peaceful surrounds. Doing the daily shopping for fresh produce before opening for the day is Gillian Judd.



KURRAJONG EARLY CHILDHOOD INTERVENTION SERVICE



Mrs Susan Macgillcuddy
KURRAJONG EARLY CHILDHOOD
INTERVENTION SERVICE MANAGER

Kurrajong Waratah's Early Childhood Intervention Service have supported over 400 children with disabilities and developmental delays over the past year. This is a 58% increase in the number of children and families accessing early childhood intervention services through Kurrajong Waratah.

Kurrajong Waratah have now been managing Griffith Early Childhood Intervention Service (GEIS) for 12 months. The support given by Kurrajong Waratah to GEIS has resulted in an expansion of services. When GEIS merged with Kurrajong Waratah, 54 children and their families were receiving essential early childhood intervention support. Through the amalgamation the number of families and children accessing support at GEIS this year has been increased by 40%. Despite lobbying the NSW Government for additional funding Kurrajong Waratah has importantly responded to the need with increased professional specialised services for these rural and remote families and children in the Griffith, Leeton, Carrathool, Murrumbidgee and Hay Shires. Kurrajong Waratah has provided funding for the additional employment of a Speech Pathologist, an Occupational Therapist and increased the early special educator support by 30%. Discussions

with the NSW Government's Ageing, Disability and Home Care Service regarding funding continues.

The Griffith Early Childhood Intervention merger with Kurrajong Waratah has been very welcomed by families and the community and has resulted in improved services to meet the growing needs in the area.

The recruitment and retention of allied health (therapy) services into Kurrajong Early Childhood Intervention Service will benefit from the introduction of an Allied Health Scholarship program with Charles Sturt University. This scholarship will provide funding assistance through the scholarship to a 3rd year Charles Sturt University therapy student for their 3rd and 4th years, with the recipient taking up two years employment at Kurrajong Waratah on completion of their degree studies.

Another wonderful initiative provided by Kurrajong Waratah and our industry association National Disability Service was the appointment of an Aboriginal trainee to Kurrajong Early Childhood Intervention Service (KEIS). Jayla Nix commenced employment at KEIS in February and with KEIS' support is completing a Certificate III in Disability. The traineeship program is part of the NSW government's 'Aboriginal Jobs Together' program and The Hon. Victor Dominello MP, Minister for Citizenship and Communities and Minister for Aboriginal Affairs has recognised Jayla as a champion for this program. Jayla has greatly enhanced KEIS' understanding of working in a culturally competent manner with Aboriginal people and has been instrumental in supporting Aboriginal families accessing our early childhood intervention support.

KEIS during the year continued to provide services to Wagga Wagga and the nine surrounding local government areas. As a dynamic service that engages in continuous improvement practices we regularly seek family feedback, review best practice early childhood evidence and amend our service delivery.

This year with a focus on our core KEIS philosophy, 'that the family is the biggest influence on their child's development' we adopted a stronger intake system that utilises the family's knowledge of their child. The 'Ages and Stages Questionnaire' gathers information about what the family's main priorities are for their child and then KEIS customises the support provided. The change in our person centred service delivery has resulted in 74 children and families completing the intake process since January 2012. Had we retained the former assessment system we would have children waiting for an assessment up until March 2013.

Having a child with a disability and or significant developmental delay is something as parents we do not plan and often families do not exactly know how to cope with the circumstances that are put in front of them. One of the ways KEIS helps families on their journey with a child with a disability is through the 'My Time' group. The 'My Time' group is specifically designed for parents/carers to make connections with each other and receive the essential emotional and social support that gives them the support and strength needed to develop their skills and resilience. The group is facilitated by a very experienced KEIS educator and also employs an assistant to care for the children whilst the families engage in discussions.

The KEIS team share with families and their children a lot of 'firsts'. We often share the first word, the first food, the first step, the first wave, to name but a few. We feel honoured to share these moments with our families and their children, but in doing so are first to acknowledge that it is the families who are really making the difference and do an awesome job.

The KEIS staff are an extraordinary team and as Manager I want to pay tribute to their dedication, compassion and brilliant skills. Together we all have made a huge difference in young children and families lives during the year and are inspired to keep doing so.

Susan Macgillcuddy

Kurrajong Early Childhood Intervention
Service Manager

www.kurrajongwaratah.org.au



Photos:
TOP: Kurrajong Early Childhood Intervention Service provides various forms of assistance to children from birth to school age and their families. Pictured is Kate Treloar (Occupational Therapist) assisting Emily Tate (Physiotherapist) to put a plaster on Kurt while mum Belinda Schrieber keeps him entertained.

BOTTOM: Jayla Nix was appointed as an Aboriginal trainee to Kurrajong Early Childhood Intervention Service commencing in February this year. She has been recognised by the Minister for Aboriginal Affairs as a champion for the program.

ACCOMMODATION SERVICES



Mr Cannon Banks
ACCOMMODATION SERVICES MANAGER

Teams B & C

This has definitely been yet another busy year for all involved in adult supported accommodation services. Both Team B and C have been working hard on giving the best quality services they can to the clients so that they feel supported in their lifestyles.

Team B has been working hard on developing and implementing behaviour plans for clients so as to ensure consistencies and boundaries are balanced throughout the whole team. Most importantly, this ensures that clients have a structured but also a flexible environment. Team B has had the opportunity for a new client to enter the service, recently transitioning from a Kurrajong Waratah children's group home. This opportunity has challenged the team to adopt a new outlook in regard to the manner in which we provide our service, as each client presents different challenges.

This year Team B travelled to Sydney where they stayed at the beachside suburb of Manly. The main attractions of the Sydney trip were enjoying the production 'Annie', a visit to Taronga Zoo and catching the ferry on a number of occasions from Manly Wharf into Circular Quay.

“Training has been essential in the development of staff's knowledge and skills so as to ensure that everyone understands and are consistent in providing the utmost care while clients health needs and changing ageing needs are significantly increasing.”

Client's individual health needs and the ever impending ageing process has once again been the main focus for Team C. Training has been essential in the development of staff's knowledge and skills so as to ensure that everyone understands and are consistent in providing the utmost care while clients health needs and changing ageing needs are significantly increasing.

One of the Team C houses, 24 Grampian Place, was painted and had some slight alterations made to make the home more accessible to the living room. The clients have also received new activity tables which are located in the living area of the house; the tables are purposely built so that they can be actively involved in the day to day running of the house.

Due to the process of the house being painted over two weeks, five clients and three staff went on a holiday to Denham Bay just out of Batemans Bay. The clients who participated in this holiday are high support clients and it was great to see them outside their usual environment and see them flourish in the new surroundings.



Supporting clients out in the community was a focal point that staff worked on during the year. Community access activities helped to educate clients about their community and correspondingly allowed members of the public to interact with them. Activities included shopping, going out for dinner and lunch, attending local shows and stage shows, day trips to outlying towns and attending scheduled activities.

I would sincerely like to thank my fellow Accommodation Managers and all the management team for another successful year. I also would like to thank all the Team B and C staff for the wonderful job they do, and the two team leaders for the flexibility they have shown over the year.

Cannon Banks
Accommodation Services Manager

Photos:
TOP LEFT: Robbie Harding enjoys maintaining his model train collection.

TOP RIGHT: Florence Edwards looks forward to getting out and about and is pictured collecting her purchases from the local chemist.

CENTRE: Clients in our group homes participate in day to day household activities. Justin Sly is happy to help with the shopping.

BOTTOM: Leila Sly takes time out to relax in her group home where individuals are encouraged to pursue personal interests.



ACCOMMODATION SERVICES



Mrs Lyndal Ross
ACCOMMODATION SERVICES MANAGER

Community Living Support Service

CLSS continues to support clients to live as independently as possible in the community in their own houses and flats. Clients are supported with running their household, managing their health needs, participating in the community, maintaining relationships and much more.

With the increasing needs of clients we have been focused on providing support under a team approach. Historically clients had one staff member that provided all aspects of their support so we have slowly introduced clients to a variety of staff supporting them. This change has allowed us to provide additional care and has given each client more flexibility in the manner and time they receive our service. Staff has taken on additional responsibilities and all have embraced the changes as the benefit for clients were noticeably instant.

CLSS clients continue to enjoy the benefits of Monday night's education group, our retired weekly social group and participating in community events and activities. Many clients experienced holidays during the year that were full of adventure and new opportunities and as usual the joy of bringing these experiences home to share with their families and friends.

Children's Accommodation Support Service and Respite

Regular respite has been provided to over 40 families from Wagga Wagga and the surrounding areas during the last year and it has been great to welcome new families to our respite service. Respite is provided to families to enhance the caring role they have. We provide a much needed break and opportunity for families to 'recharge their batteries' while they know their family member is spending time in a safe and supportive environment. Children and adults who have been involved in our respite care service have enjoyed participating in many community activities such as picnics by the lake, going to the movies, eating meals out and going on country drives to visit outlying towns and attend some of their activities.

The service continues to provide Monday to Friday respite/boarding care for children who come to Wagga Wagga for their school education and our staff has strived to use all everyday living activities as opportunities for the children's skill development and experiences this past year. These children have had the opportunity to be involved with weekly art classes and have benefited greatly by learning the various ways they can communicate and express themselves.

Allambie Supported Accommodation Service – Leeton

The adult clients at Allambie have again this year experienced many positive opportunities to participate in the community and have grasped each experience with both hands. Staff have supported clients to maintain their skills and to develop new skills which are required when accessing and increasing involvement in their community. Clients have enjoyed going to the movies, visiting other towns, going out for meals, weekend trips and participating in local dances.

In March this year the clients of Allambie joined people from all over the Riverina to attend the Rural Getaway sports activity holiday at Borambola. Kurrajong Waratah's Allambie Team leader in partnership with NSW Communities Sport and Recreation staff coordinated this week

long event for 50 adults with disabilities. Kurrajong Waratah provided the staff and supervision throughout the Rural Getaway to ensure that the complex needs of clients are being met. Some highlights from this year were indoor rock climbing, archery, team games, mini olympics, hiking, camp fire cooking and of course the night time activities like the disco.

This year was again filled with changes, achievements and challenges.

In the Narrandera and Temora Shires, Kurrajong Waratah has also embarked on a new accommodation support service called the Independent Living Support Initiative (ILSI). This service has only just begun and I look forward to reporting next year how the journey has progressed as we provide skills enhancement to people with a disability who live at home so they can move to less supportive accommodation options of their choice.

I would like to thank the clients and families that allow us to be a part of their lives and who work closely with us to achieve person centred and shared goals. My thanks also go to the many staff within my services that present to work each and every day with commitment, skill, energy, compassion and a desire to assist people with a disability to reach their full potential.

Lyndal Ross
Accommodation Services Manager

Photos:
TOP: The children's group home offers Monday to Friday respite for over 40 families from Wagga Wagga and surrounding areas. Georgia Buchanan relaxes while listening to music after school.

CENTRE: Catching up over a coffee after work are Neil Coddington and Jeff Doherty.

BOTTOM: Suzie Jennings is one of four clients living at the Allambie group home in Leeton. Living locally allows Suzie to maintain close contact with her family.



ACCOMMODATION SERVICES



Mrs Noelene Hogan
ACCOMMODATION SERVICES MANAGER

Team A

The three houses within Team A continue to be busy places with clients enjoying their weekend activities and with the local dances around the district being major highlights of their busy social calendar. Social activities this year have included trips to see the Cold Chisel concert and the State of Origin football match in Melbourne.

This year two of the clients went with a travel company, Ozmates, on a train enthusiasts trip around NSW and had a great time. Two other clients went on a bus trip to see the play 'Annie' and loved the live play and all its experiences.

Staff continued to focus their efforts and work on client's individual needs and changes to work routines are often made. This task can be very challenging as it is very difficult to please all clients through these processes, but the moves have had many positive 'person centred outcomes' for people. Client's needs are continually changing and our support services continue to be as flexible as possible to meet each person's needs.

Some clients have had significant birthday milestones this year and have enjoyed their birthday parties celebrating with friends and families.

Many clients attended the Borambola Rural Getaway sports activity camp this year and all had great fun trying new activities, developing their confidence and all are looking forward to next year.

Most of our staff have attended People for People (P4P) training and this training was so invaluable in helping them understand the person centred planning and service delivery approach in supporting clients through knowing them better, their dreams, hopes, aspirations and needs both now and in the future. We have had time this year to talk about the future, both for the clients in their home lives and also in their work lives. This information will enable accommodation support services to plan towards the future to best suit the needs of our clients.

Marashel - West Wyalong

Life for the five clients in our West Wyalong service has been both fulfilling and busy this year with many attending the round of regional dances and other social activities. Many have also been involved with family activities which have been great fun for them.

An important meeting was held this year with ADHC conducting an asset plan inspection at the house, gathering information from us in regards to the future needs of the clients at Marashel and detailing the changes needed to the residence in order to best meet their needs.

Clients at Marashel continue to be very involved in all aspects of their individual lifestyle plan and they take much pride in preparing for their meeting and expressing their goals and dreams.

Most staff have been involved in People for People (P4P) training and have been very eager to apply the information and skills in their service delivery. Many clients have already expressed

their ideas for the future to enable key workers to do their planning for next year.

Thank you to all families for their support and words of advice enabling us to give the best service possible to their family members now and in the future.

Thank you again to my fellow Managers for your support and to the accommodation management team for their input into our Accommodation Support Services.

Thank you to Deputy CEO Ray Carroll and CEO Steve Jaques for their ongoing support.

Noelene Hogan
Accommodation Services Manager

"Staff continued to focus their efforts and work on client's individual needs and changes to work routines are often made."

Photos:

TOP: Grant McMullen and Alison Williams are the picture of concentration as they enjoy a game of UNO at their group home.

CENTRE: John Howitt will soon have new neighbours at Olearia Place with the third group home under construction. John is busy preparing his lunch for work at Kurrajong Recyclers.

BOTTOM: Michelle O'Connor looks forward to outings with her housemates at West Wyalong Accommodation Service, Marashel, but also has to find time to do her weekly banking.



DAY OPTIONS



Mrs Carolyn Eckersall
DAY OPTIONS MANAGER

Skills Options provides lifestyle opportunities during the day to people with a disability who are of school leaving age through to retirement age. We currently have services in Wagga Wagga, West Wyalong and Leeton that support over 70 adults who have medium to high support needs.

Skills Options works with clients to find out what their interests are and develops programs and opportunities for them to get personal benefit out of their day with us. It may take time for us to get to know our new clients as some cannot express in words what they don't like and do like. Open communication with their parents, families and for carers is important as they tell us a lot about how we can best support their son, daughter or family member. Skills Options is very flexible with our ongoing support as our client's needs and interests change. Some of our client's needs are changing as they age, or due to their medical conditions etc and meeting these needs provides challenges requiring flexibility and innovation.

Clients engage with community members in a positive way through the activities they participate in with a focus on community access. This year we have had a particular focus on developing

our healthy lifestyle program through supporting people to go to the gym, to the swimming centre, for walks and with programs in our centres especially designed for people with disabilities such as Tai Chi, moderated physical exercise programs and yoga.

Skills Options has a strong presence in facilitating our client's creative interests in drama, arts and craft activities. Our Annual 'Art to Crow About' exhibition held at the Wagga Wagga Art Gallery that displays the paintings, visual arts and sculptures of clients was another great success. It was rewarding to see so many people from the community come and support the opening night and to visit the gallery exhibition during its two weeks season. The Butoh dance and movement performance, 'City Rush Hour', funded by the Phil and Joan Millard Trust, adds to the opening night's entertainment. Particularly rewarding is the pride that our clients have in their art works and their presentations. The exhibition inevitably sells out with sale proceeds going to the respective artist.

Skills Options clients have also this year been producing unique totem poles from recycled farm materials, a project started two years ago. The Skills Options team was very excited to be the winner of the 'Local Artist Award' at the Spirit of the Land Lockhart Festival for the '6 totem friends' we entered.

The All Abilities Theatre Company had another busy year and performed 'Dorothy' which was a wonderful performance based on Alice in Wonderland and presented at the Playhouse Theatre to a large audience of students, parents, family members, people with disabilities and carers. Many had travelled from throughout the Riverina to view the performance.

In our outreach centres, arts and crafts are also displayed in the local shows held around West Wyalong and Leeton and our clients are very proud to receive positive recognition for their work.

The staff supporting clients of Skills Options are flexible, innovative and creative in exploring the possibilities of what will be positively motivating

and of personal interest to our clients. Activities we offer are therefore broad and varied, very individualised and fun. Whilst there has been challenges in meeting the diverse needs of our 70 clients, our focus on people's abilities and looking at what possibilities there are to change things to suit each individual has been both creative and rewarding.

Overall clients and staff of Skills Options Leeton, West Wyalong and Wagga Wagga have had a very busy 12 months where much has been achieved personally and collectively.

Thanks to all the staff, our valuable volunteers, clients, families and carers for all your support.

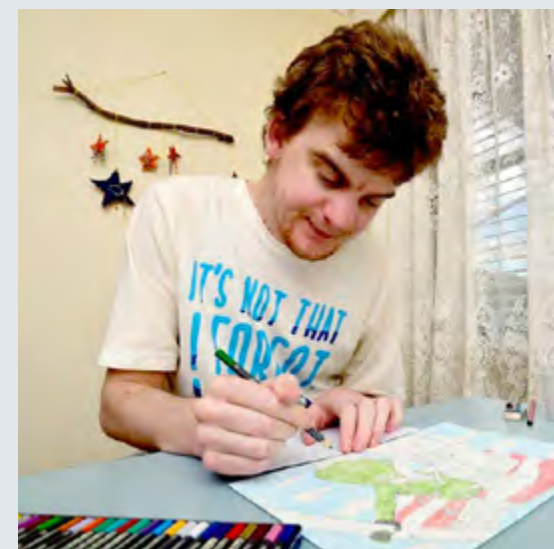
Carolyn Eckersall
Day Options Manager

Clients engage with community members in a positive way through the activities they participate in with a focus on community access.

Photos:
TOP: Adam Chambeyron keeps active with gym workouts and receives support and encouragement from Rachael Frechette.

CENTRE: Katie Benson is a long standing volunteer at Subway Wagga Wagga and enjoys the involvement on a weekly basis.

BOTTOM: Glenn Williams-Hornbuckle participates in arts and crafts at Skills Options West Wyalong. The art program provides paintings, visual arts and sculptures for the annual art exhibition 'Art to Crow About' held at the Wagga Wagga Art Gallery.



PEOPLE FOR PEOPLE PROJECT



Mrs Janet Laws
P4P PROJECT MANAGER

The People for People (P4P) workforce development project undertook a major independent review of its goals and achievements through NSW's Ageing Disability and Home Care's (ADHC) Office of Senior Practitioner.

The review found that as a result of the P4P program the NGO's (non-government organisations) resilience in the ADHC Western Region has been enhanced and that "the confidence of the NGO's working with challenging behaviour has reportedly been improved". The report also found that the training and mentoring provided by P4P has achieved awareness of issues and readiness by the NGO workforce for future training.

A number of recommendations for continuous improvement are being implemented to help move P4P forward in building further capacity and sustainability in the disability sector's NGO workforce.

This year P4P has developed resource packages with train the trainer support material as well as assessment tools to enable organisations to become self-sufficient with the basic workforce training required when their staff are working with people with challenging behaviours.

Training packages include:

- Positive Behaviour Support
- Data Collection
- Skills Assessment and Development
- Restricted Practice Awareness
- Person Centred Planning

A formal Memorandum of Understanding (MOU) was developed to strengthen the relationship and responsibilities of P4P and participating NGO's. Under the MOU P4P are moving to transfer primary training responsibility to each participating NGO. A staff member (mentor trainer) from each NGO will be resourced and supported to provide ongoing support and training to staff within their own organisation and they will also continue to be supported by P4P's Mentor Network meetings. This year at the eight Mentor Network meetings the mentor trainers from each NGO received training in Person Centred Planning, Communication, Accessible Information, Checking People Understand Support Plans, Data Collection as well as other smaller topics.

New Non-violent Crisis Intervention training which was developed by the Crisis Prevention Institute has also been offered this year by P4P. This training enables staff to learn more effective ways to work with people who have the potential to display challenging behaviours. The focus is on the care, welfare, safety and security of the person with a disability being supported, as well as on staff security and well being. The feedback to date from the training provided to many NGOs across the ADHC Western Region by staff has been very positive.

In July, P4P partnered with Australasian Society in Intellectual Disability, ASID and Charles Sturt University to bring Dr Vivienne Riches and Mr Tony Harman to Bathurst and Wagga Wagga to present three Person Centred Active Support Workshops. Over 160 staff from NGOs and from ADHC attended these workshops. Participants learnt how to involve the people they support in everyday activities at home and in the community especially the things that may have previously been done by staff.

Finally, in recognition of the positive impact P4P has had in the ADHC Western Region which is geographically 72% of the State of NSW, P4P was nominated for the inaugural 2012 NDS Disability Industry Innovation Awards and was selected as one of three finalists in the category "Excellence in Workforce Development Award (Organisation)".

This award recognises excellence in organisations such as Kurrajong Waratah in developing the skills and capacity of staff working in the NGO disability sector in NSW.

P4P did not win the final award but was in the company of two larger organisations working in the disability sector across NSW and was the only regional organisation as a finalist in this important category.

This is a terrific effort and recognises the strong and supportive partnerships we have developed across the NGO disability sector and between ADHC staff in the ADHC Western Region.

Janet Laws
P4P Project Manager

Photos:
TOP: Janet Laws, Manager of Kurrajong Waratah's People for People (P4P) Project accepts the finalist certificate at the inaugural 2012 NDS Disability Industry Innovation Awards for "Excellence in Workforce Development Award (Organisation)" from The Hon. Andrew Constance MP (Minister for Ageing, Minister for Disability Services).

CENTRE: Mentors Jenny McIlquham (CASS) and Cathy Hilly (Valmar) work with Janet Laws (centre) at the Mentor Network Meeting.

BOTTOM: The People for People project (P4P) aims to enhance knowledge and develop skills in staff who work with people who have a disability. Pictured at the workshop in Person Centred Active Support are l to r Janet Laws (P4P), Mr Tony Harman (ASID), Dr Vivienne Riches (ASID) and Merrilyn Crichton (CSU).



COMMUNITY SUPPORT (1st July 2011-30th June 2012)

Donations, sponsorship & support over \$20,000

Anonymous	\$115,000
Anonymous	\$50,000
Estate of Late Kevin Banting	\$129,126
Myer Stores Community Fund	\$20,822
Thomas Bros Toyota	\$55,000

\$5,000 - \$19,999

Austbrokers ABS	\$5,000
Climate Technologies	\$9,200
Combined Development Group Pty Ltd	\$5,000
David Milne Roofing	\$6,000
Hunters	\$6,289
Lions Club of South Wagga Wagga	\$7,900
Pirtek (Wagga Wagga) Pty Ltd	\$5,100
Professional Commercial & Industrial Real Estate	\$8,020
Riverina Plaster Works Pty Ltd	\$5,000
Ron Crouch Transport	\$5,020
Rotary Club of South Wagga	\$5,000
Dr G Thambipillay	\$5,000
The Westpac Foundation	\$10,000
Wagga Endoscopy Centre	\$5,000
Wagga Plumbing Service	\$6,251
Westpac Banking Corporation	\$6,364
Mr C Williams	\$5,000

\$2,000 - \$4,999

Anonymous	\$4,052
Dr Matthew Howard	\$3,000
Carlyle Suites and Apartments	\$2,000
Charles Sturt Suites & Apartments	\$3,500



Laura Li (Speech Pathologist) implements an interactive session with triplets Izabelle, Charlie and Maggie.

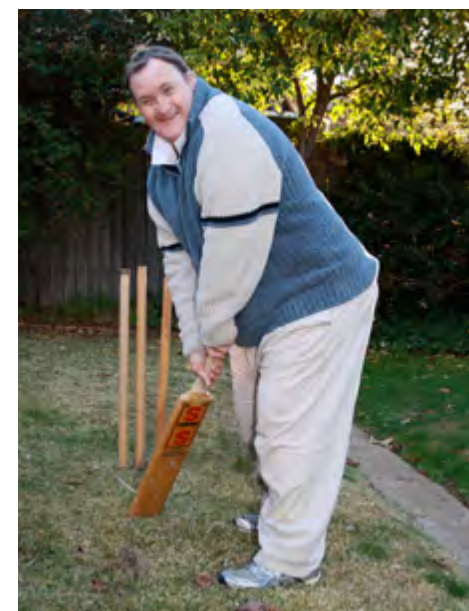
Coolamon Steelworks	\$3,000
Harvey Norman	\$4,500
Healthscope Pathology	\$2,000
Hume Building Society Ltd	\$3,500
KRR Australia	\$3,500
Dr & Mrs D Littlejohn	\$3,110
Dr Vinny Mamo	\$3,000
OAMPS Insurance Brokers	\$2,000
Mrs Vida Payne-O'Brien	\$4,000
Dr Ray Stanton	\$3,000
Subway	\$3,000
Town & Country Children's Centre	\$2,000
Viatek - Wagga	\$3,010
Viewco Glass	\$3,000
Wagga RSL Club	\$3,520
Walsh & Blair Lawyers	\$2,000
Mr John Watson	\$2,100

COMMUNITY SUPPORT (1st July 2011-30th June 2012)

\$1,000 - \$1,999

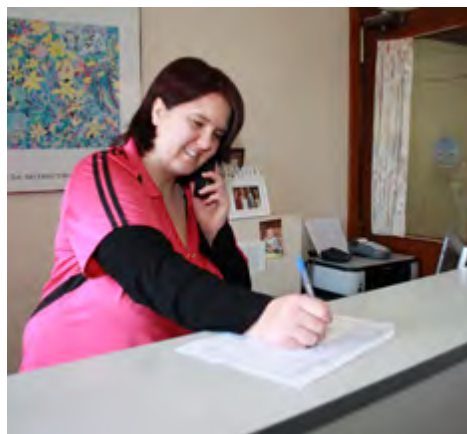
Adams Kenneally White & Co	\$1,000
Ausply Pty Ltd	\$1,000
Bayer Australia Limited	\$1,000
Bee Dee Bags Pty Ltd	\$1,000
Mr & Mrs B Benson & Katie Benson	\$1,010
Betterlook Homes Pty Ltd	\$1,000
Bodel's Plumbing Service Pty Ltd	\$1,000
Bright Smiles Dental Surgery	\$1,020
Bush & Campbell Pty Ltd	\$1,000
Charities Aid Foundation Australia	\$1,000
Centrapak Industries	\$1,200
Commins Hendriks Solicitors	\$1,020
Miss Betty Condon	\$1,000
Crestia Carpets	\$1,000
D & M Electrical Communications	\$1,000
D and A Murphy	\$1,000
Mr & Mrs A Davis	\$1,000
Denniston & Day Lawyers	\$1,000
Fitzpatricks Real Estate	\$1,000
Mr John Gill	\$1,500
G J Buchanan Transport	\$1,000
HMA Twomey Patterson	\$1,000
Mr & Mrs S Jaques	\$1,240
John Bance & Son Funeral Home	\$1,020
JRC Electrical Services	\$1,000
Koorngal Stud	\$1,000
Mr Chris Long	\$1,000
Mr Warwick Long	\$1,000
Mr & Mrs K A McKenzie	\$1,000
Mr & Mrs R Moon	\$1,530

Moorong Veterinary Clinic	\$1,000
Nicholson's Jewellers	\$1,000
Opteon (Southern Inland NSW)	\$1,020
Mr D P Palmer	\$1,000
Mrs Joanne Pascoe	\$1,000
Dr John Preddy	\$1,000
Raine & Horne Real Estate	\$1,000
RSM Bird Cameron	\$1,000
Rundles Auctions	\$1,000
Scott Gunning Construction	\$1,330
Selby Watson & Co	\$1,000
Mr Terry Sloan	\$1,000
Mr & Mrs N Smith	\$1,440
Mrs A St George	\$1,000



Stephen Holmes likes nothing more than a game of cricket in the backyard with friends.

COMMUNITY SUPPORT (1st July 2011-30th June 2012)



Amy Nugent is quick to answer customer's telephone enquiries at the Narrandera Laundry and Linen service.

The Estate of the Late Myra Lillian Barnes	\$1,000
TLE Electrical	\$1,000
Wagga Air Centre	\$1,000
WDF Professional	\$1,020
\$500 - \$999	
BOC Gases	\$500
Burmix Concrete Pty Ltd	\$500
Care Mechanical Services	\$520
Mr & Mrs R Carroll	\$690
Centralpoint Motel & Apartments	\$500
Chamberlain's SBR Chartered Accountants	\$500
Mr & Mrs H Cowley	\$605
Mr S Cummins	\$780
Duffy Bros Country Fresh	\$500
Easdown Business Specialists	\$500
Farmhouse Industries Inc	\$500

Graham Wild Dental Surgery	\$500
Hartwig's Trucks	\$500
Income Tax Professionals	\$500
Interior Construction Pty Ltd	\$500
Dr M Jude	\$500
Kotzur Kanvas	\$500
Mr & Mrs D Lamont	\$510
Noel Thomson Architecture	\$600
Mr & Mrs B Osborne	\$660
OSO Centre	\$500
ProWay Livestock Equipment	\$500
Rabobank	\$500
Riverina Bandag Pty Ltd	\$500
Rotary Club of Koorinal	\$520
Dr G Saggars	\$500
Southwest Irrigation Services	\$500
Trail Street Medical Centre	\$500
Wagga Trucks Hino	\$500
Wagga Wagga Veterinary Hospital	\$500
Xeros Kendall	\$500
\$250 - \$499	
Active Foot Clinic	\$300
Adams & Associates Financial Planners	\$300
ASB & Associates	\$300
Mr & Mrs John Bance	\$250
Dr Clayton Barnes	\$260
Mr & Mrs Craig Barrett	\$460
Dr P Bjorklund	\$250
Mrs Annette Campbell	\$300
Capper St Physiotherapy	\$400
Clock Restaurant & Wine Lounge	\$300

COMMUNITY SUPPORT (1st July 2011-30th June 2012)

Colin Blake - Painting and Decorating	\$400
Dr P Crozier	\$250
Dr & Mrs J Cummins	\$260
Custom Car Care Wagga	\$250
David Coates Dental Surgery	\$250
The Honorable Sir William Deane	\$250
Des Damme Fencing	\$300
Mr & Mrs A M Edwards	\$260
Mrs Freda Edwards	\$325
Mr & Mrs P Fernon	\$250
Mrs Cassie Gill	\$250
Graeme Hull Smash Repairs	\$250
Dr & Mrs M Graffen	\$400
Mrs Kate Granger	\$250
Mr Noel Hannan	\$260
Mr & Mrs Irvin Harris	\$450
Mr J Hepburn	\$250
Mrs Noelene Hogan	\$320
J P Pallister & Associates	\$250
Mr & Mrs Peter James	\$350
Jaques & Co Pty Ltd	\$250
Mrs E Kendell	\$465
Kennedy Bros Earthmoving	\$400
Kincaid Medical & Dental Clinic	\$250
Leeton Veterinary Hospital	\$300
Mr Graeme Loes	\$350
Mr & Mrs C Lowe	\$260
Mac's Trailers & Towbars	\$300
Mrs Margaret McCurdy	\$265
Mr & Mrs S McRorie	\$250
Mrs Lorraine Menzies	\$300
Mollers Plumbing Services	\$250

Mr & Mrs M Nash	\$250
Nixons Engineering	\$250
Northside Pharmacy	\$300
Orthodontics Wagga Wagga	\$250
Paisley Robertson Pty Ltd	\$450
Mrs Linda Pettit	\$377
Power's Insulation & Plumbing	\$300
Dr Andrew Raadgever	\$250
Rivcrete Pty Ltd	\$300
Riverina Physiotherapy Centre	\$270
Riverina Safes & Locks	\$320
Riverina Urology	\$310
Mrs Donna Schnepf	\$470
Mr & Mrs Ian Sinclair	\$260
Dr Mary-Anne Slater	\$250
Dr Catherine Stuart	\$410
Townhouse International	\$350



Kurrajong Early Childhood Intervention Service now has branches in Griffith, Tumut, Cootamundra and Wagga Wagga. Sue Brady (Educator) is pictured having fun playing with Seth at the Wagga centre.

COMMUNITY SUPPORT (1st July 2011-30th June 2012)

Mr & Mrs Shane Trotter	\$260
Troy Jones Fencing	\$250
Wagga Bricks and Roofing	\$250
Wagga Selling Agents Assoc.	\$300
Wagga Systems Pty Ltd	\$270
Xango	\$370

\$100 - \$249

Action Coach Business Coaching	\$170
Active Physiotherapy	\$200
Advanced Communications	\$100
Mr & Mrs J Allen	\$135
Allen C Thompson Pty Ltd	\$150
Mr Geoff Baker	\$155
Revd J M Begent	\$200
Messrs E & E Bertoldi	\$200
Mrs Sue Braid	\$105
Mr & Mrs B Brown	\$200
Mr & Mrs R Bull	\$110



Sarah Lilburne (Occupational Therapist) giving Jordan a helping hand.

Mr & Mrs C Burkinshaw	\$190
Mr & Mrs A Clarke	\$100
Mr & Mrs S Clarke	\$150
Mr & Mrs F Cleary	\$100
Mrs Enid Coddington	\$105
Miss Ashleigh Crouch	\$125
Ms Daphne Daley	\$100
Mr & Mrs C Davey	\$100
Mrs Claire Davis	\$105
Mr & Mrs Dick Davis	\$110
Miss Phyllis De Jersey	\$150
Mr Charles Debaecker	\$105
Derricks Automotive Repairs	\$200
Mr & Mrs D Dewar	\$200
Mr & Mrs B Doherty	\$210
Ms Karen Doswell	\$110
Mr & Mrs B Doubleday	\$100
Mr Kevin Dries	\$200
Mr & Mrs A Drummond	\$120
Mr & Mrs A Dudley	\$160
Mr & Mrs A Duffus	\$115
Mr & Mrs B Elliott	\$110
Mr & Mrs G Elyard	\$100
Eurongilly Carol Service	\$135
Eurongilly CWA	\$150
Farrell Lusher Solicitors	\$200
Mrs June Finkelde	\$105
Mr & Mrs Simon Fletcher	\$120
Mr & Mrs G Forde	\$190
G & Y Booth Pty Ltd	\$150
Mrs Julie Girling	\$135

COMMUNITY SUPPORT (1st July 2011-30th June 2012)

Dr Jane Goddard	\$150
Mr & Mrs Peter Green	\$210
Dr M Greiss	\$100
Miss Pat Halpin	\$100
Hamilton Luff Burton & Co.	\$100
Mr P Hanlon Enterprises	\$200
Mr & Mrs L D Hardinge	\$110
Mrs H Harper	\$100
Dr Rashid Hashmi	\$200
Miss Therese Heffernan	\$155
Dr & Mrs D Hill	\$210
Hore & Davies Real Estate	\$200
Mr & Mrs W Howitt OAM	\$130
Mr & Mrs G Hull	\$100
Ms Geni Hunt	\$150
Mr & Mrs A H Hutton	\$110
Mr & Mrs P Ingram	\$100
Intouch Home Loans	\$100
Mr & Mrs J Irons	\$110
Mr & Mrs I Jackson	\$100
Janette Tucker Finance Plus	\$100
Jilly Beans Mobile Cafe	\$110
Mrs Jan Judd	\$105
June Ex Services Club	\$120
Miss Vicki Kaylock	\$150
Knight Frank	\$200
Mr & Mrs L Kok	\$200
Mr & Mrs G L Lane	\$100
Mrs C Lenehan	\$100
Libby Jones Podiatry	\$100
Lutheran Ladies Women's Guild	\$150



Jessica Mohr is part of our Leeton Ironing Basket team where she always has jobs lined up to keep her busy for the day.

Mr & Mrs G Maginness	\$140
Mark Anthony's Clothing Co	\$200
Martin & Wheeler	\$200
Mr & Mrs E McCaig	\$120
Dr & Mrs M McCready	\$200
Mr & Mrs M McGilvray	\$110
Ms Amanda Measday	\$180
Michael O'Reilly Chemist	\$200
Mr & Mrs P Mills	\$110
Mr & Mrs G J Molineaux	\$110
Mr G Soft Serve Icecream	\$175
Narrandera High School Reunion	\$100
Mrs E Nethery	\$200
Mrs J Newell	\$200
Mr John O'Brien	\$100

COMMUNITY SUPPORT (1st July 2011-30th June 2012)



Skills Options staff are keen to find out what interests clients and how they wish to fill their days. Carolyn Stapylton enjoys playing card games with Vicki Manwaring at our Skills Options service Tompson Street, Wagga Wagga.

Mr Kevin O'Brien	\$113
Mr & Mrs Ted O'Kane	\$150
Pentak Windows & Doors Pty Ltd	\$150
Polka Dot Pancakes	\$165
Mr & Mrs T Porter	\$100
Mr & Mrs A Pottie	\$235
Powerplus Lighting & Electrical Supplies	\$150
Radio Cabs (Wagga) Co-op	\$100
Prof. Alexander Reid	\$100
Riverina Water County Council	\$200
Robinson Sewell Partners	\$100
Rotary Club of Narrandera	\$200
Ms Maureen Salmon	\$140
Miss Tiana Sartor	\$110
Scribbles Cafe	\$200
Mr & Mrs R Seymour	\$100
Ms Debbie Shaw	\$110

Shearer's Road Freight	\$120
Dr Peter Smart	\$100
Southland Supply Group	\$100
Southwest Stockfeeds	\$150
St George Bank	\$200
Mr & Mrs D Sutton	\$110
T J Hinchcliffe & Associates	\$200
Dr W Thompson	\$150
T J & D J Van Lierop	\$200
Trev's Tasty Treats	\$175
Trevor Ion Financial Services Pty Ltd	\$220
Mrs Rae Twitt	\$155
Tyreworld Australia	\$100
Wagga Car Radio & Hi-Fi Pty Ltd	\$100
Wagga Foot Clinic	\$200
Wagga Physiotherapy and Sports Injury Centre	\$100
Wagga Windscreen Doctor	\$150
Mr Graham Walker	\$100
Mrs Sarah Wardman	\$107
WB Financial Wagga Wagga	\$100
Mrs Adrienne Wilson	\$200
Mrs Sally Wolfe	\$245
Zacharia & Naumann	\$200
\$50 - \$99	
Mrs Frances Ahern	\$60
Mrs S Anderson	\$65
Mrs Catherine Anderson	\$80
Mrs Julie Anthoness	\$55
Mrs J Buchhorn	\$55
Mrs P A Buswell	\$50
Ms Therese Case	\$60

COMMUNITY SUPPORT (1st July 2011-30th June 2012)

Ms Sarah Connley	\$50
Mrs Mary Conway	\$55
Mrs Beryl Crerar	\$50
Mr & Mrs A Demmery	\$60
Mr & Mrs M Donohoo	\$50
Mrs M Dunford	\$50
Mr & Mrs W Eddie	\$50
Mr & Mrs J Emerson	\$60
Essential Personnel	\$70
Mr & Mrs Martin Frechette	\$80
Mr & Mrs P Goldsmith	\$50
Mr Scott Groat	\$60
Mrs J Halley	\$55
Mr & Mrs J Hanrahan	\$60
Mrs A Hanson	\$50
Mr & Mrs D Hardy	\$50
Mr & Mrs C Heffernan	\$60
Ms T Holt	\$50
Mr & Mrs J Huthwaite	\$60
Mr & Mrs D Jaques	\$60
Mrs Catherine Jones	\$50
Dr B Krishan	\$50
Mr & Mrs A Lang	\$60
Lockhart Women's Bowling Club	\$80
Ms Leanne McPherson	\$50
Dr E Millard	\$50
Mr & Mrs John Mueller	\$60
My Shed	\$50
Mr Dick Myers	\$50
Mrs Betty Newman	\$55
Mr & Mrs B Nickell	\$50
Mrs June O'Connor	\$65



The Maintenance team at Kurrajong Waratah are happy to see the fine weather and the opportunity to mow the lawns. Maintenance Co-Ordinator Steve Chapple is pictured providing training to Jake Smith.

Mr & Mrs G Ogden	\$50
Mr S Pottie & Mrs J Pottie OAM	\$50
Mr & Mrs N Richardson	\$75
Mrs S Ryan	\$50
Dr Keith Sharrock	\$50
Ms Genevieve Smith	\$50
Smith's Motor Garage	\$50
Mrs Carolyn Stephenson	\$50
Mr & Mrs E J Stokes	\$60
Mrs Sue Stoll	\$50
Ms Sarah Sweeney	\$60
Mrs Alison Templeman	\$50
Mrs N L Thompson	\$50
Mrs J Thompson	\$50
Mr Rod Troy	\$50
Turning Heads Hairdressing	\$60
Mr Cecil Willey	\$50
Mr & Mrs G Winson	\$50

OUR PARTNERS IN SUCCESS

Community support continues to be paramount to the provision and expansion of Kurrajong Waratah's services which today benefits over 1,100 babies, children and adults with a disability and their families.

Individuals, corporations, community groups and organisations provide us with vital assistance.

We extend a very special thank you to:

- Local and regional media who assist us with the promotion of services and events in our community. In particular we thank our Corporate Life Members PRIME7, 2WG/93.1 StarFM and the Riverina Media Group as well as many regional media groups.
- Mr Allen Thomas and the staff of Thomas Bros for their longstanding and generous support of the Kurrajong Waratah Art Union in so many ways which assists with increased ticket sales through the availability of display vehicles.
- Myer Management and staff for providing minor prizes for the Kurrajong Waratah Art Union at reduced prices as well as our only permanent site for ticket selling.
- Scott Woodhouse, Ben Howard and the staff at Hunters who continue to generously support Kurrajong Waratah through their in-store fundraising.
- Myer staff who give of their time and energy to raise funds through various events including their pie and pudding drive, trivia night, movie premiere and raffles and competitions among staff. Their efforts are currently supporting our Early Childhood Intervention Service and is greatly appreciated by all.
- South Wagga Lions Club members who band together to assist with the packaging and selling of candle bags and food catering for our Christmas Spectacular as well as the Kurrajong Waratah Race Day and our end of year celebration for families, clients and staff.
- The Murrumbidgee Turf Club Chairman Stuart Lamont, his fellow Directors, CEO, Scott Sanbrook and the MTC staff who provide outstanding support and assistance in the preparation for the Kurrajong Waratah Race Day and on the day itself. This event is now the organisations' biggest annual fundraising event. We also acknowledge the support of Nathan Gale in allowing us to use his catering equipment and facilities on the day.
- The Westpac Foundation for their support of our Early Childhood Intervention Service and the staff of the various regional branches for their fundraising efforts to compliment the foundation's support.
- Kurrajong Waratah Race Day Committee, Chairman Rob Balding, Adam Drummond, Susan Duffy, Michael Douglas, Tammy Holzheimer, Andrea Bradley, Craig Barrett and their employers or fellow Directors for the generous contribution each make towards our race day. Their investment of time and energy enables the Kurrajong Waratah Race Day to come to fruition and be the outstanding success it is.
- The major sponsors of the 2011 Wagga Christmas Spectacular, Wagga RSL, Hume Building Society, KRR Australia, Charles Sturt Suites and Apartments, PRIME7, 2WG/93.1 StarFM, Australian Army Band Kapooka, Harvey Norman, The Daily Advertiser, Pascoe Construction, McDonalds, Chambers Whyte, Wagga Wagga City Council, The Building Supply Company and committee members Major Peter Thomas, Yvonne Braid and Deborah Braines who gather a wealth of local talent for a truly spectacular event that now marks the beginning of Christmas celebrations for many in the local community.
- Bill Casley from Town & Country Asphalt and his staff for their efforts to repair flood damaged areas of our property.
- Climate Technologies generous proprietors Ted and Anne Celi and their daughters Natalie, Dianna and Michelle for a highly successful 15th Annual Climate Technologies Golf Day. Kurrajong Waratah are delighted to see their

Proving that many hands make light work are Brian Baker, President South Wagga Lions Club together with Brian Favero, Brenda Shone and Bob Gnezdiloff.

Photo courtesy of The Daily Advertiser



Narrandera Cypress Centre remain a major beneficiary of this successful day.

- John Gill, the organiser and Gil Mathew the major sponsor of the Gil Mathew Wagga Pro Rodeo whose perseverance and will to succeed, despite adverse weather conditions is greatly appreciated.
- Thomas Bros for their major support of the South Wagga Rotary Club Golf Day which benefits Kurrajong Waratah.
- Rotary Club of South Wagga whose hard work and commitment towards their Annual Golf Day and general assistance to Kurrajong Waratah has benefited people with a disability.
- The Riverina Institute of TAFE Wagga Wagga – in particular the staff and students from the Shopfitting, Kitchen and Detail Joinery Division & the Horticulture & Agricultural Divisions who are always willing to undertake projects for our benefit.
- The local and regional businesses that are incredibly generous and provide either in kind or at greatly reduced rates, services or equipment needed by the organisation.
- Our wonderful volunteers who give so freely of their time to assist in fundraising efforts that enable Kurrajong Waratah to make a difference in the lives of people with a disability every day.
- Our service volunteers who support people with a disability in various situations including community work placements, going on social outings or supporting their individual programs.

- The sponsors of our special events. It is this support that enriches the lives of people with a disability through the opportunities and service enhancements they enable.
- To local Councils, service agencies and to government departments both Commonwealth and State, who have worked with us in support of people with a disability and their families.

They include:

Commonwealth Department of Education, Employment and Workplace Relations

Commonwealth Department of Family, Housing, Community Services and Indigenous Affairs

Centrelink

NSW Department of Family and Community Services incorporating:

- Ageing, Disability and Home Care
- Housing NSW and
- Community Services

NSW Department of Education and Communities

Wagga Wagga City Council

Narrandera Shire Council

Leeton Shire Council

Bland Shire Council

Lockhart Shire Council

Griffith Shire Council

Thank you all!

STAFF WITH OVER 10 YEARS EMPLOYMENT WITH KURRAJONG WARATAH

Permanent active Part-time or Full-time



Frances Ahern was recognised for her 25 years service in 2012.

10 Years

Cheryl Brown
Brendan Cowell
Kerryl Ryan

11 Years

Cannon Banks
Rachel Lambert
Dorothy McCaskie
Mareeka New

12 Years

Michelle Baker
Annette McMillan

13 Years

Steven Cummins
Maree Kok

14 Years

Tracey Collins
Debbie Donohoe
Lyndal Ross
Ian Walker

15 Years

Alan Larcombe
Crispin Lowe
Lynette Lugton
Jane Pottie

16 Years

Marie Jolly
Shandra Pereira
Ned Smith

18 Years

Sandra Rootes

19 Years

John Condron
Noelene Hogan
Arthur Kelly
Lindy Maginness

20 Years

Wendy Bean
Janet Laws

21 Years

Ray Carroll
Neville McDonell

22 Years

Carolyn Eckersall

25 Years

Frances Ahern
Cathie Smith

28 Years

Ian Fifield
Steve Jaques

EMPLOYEES WITH OVER 10 YEARS EMPLOYMENT WITH KURRAJONG WARATAH

Permanent active Part-time or Full-time



Andrew Perkins and Wendy Umback celebrate 25 years employment in 2012.

10 Years

Nat Klein
Leonie McLean
Jeanette Miller
James Payne

11 Years

Nathan Collins
Peter Flaskas
Michael McCabe
Lawrence Newham
Margaret O'Kane
Joanne Teagle

12 Years

David Chalmers

13 Years

Roger Baker
Veronica Foley
Veronica Keogh

14 Years

Jennifer Howe
Margaret O'Connor
Jamie Osmond

15 Years

Kellie Hulm
Michelle Thornton
Darryl White

17 Years

Kane Meyers

19 Years

Robert Rudd
Daniel Smith

20 Years

Michelle Anderson
Barbara Birks
Suzie Jennings
Craig McWhinnie

22 Years

Jason Harrison
Chris Loneragan
Paul Webber
Scott Weeden

23 Years

Lesley Bradley
Heather Crerar
John Howitt
Adrian Long

25 Years

Andrew Perkins
Wendy Umback

26 Years

Stephen Gould
Lisa Rae

27 Years

Barbara Ceeney
Cathy Gain
Cameron Hall

27 Years

Carmel Halloran
Robbie Hardinge
Stephen Holmes
James Kitney
Lorraine Pitman
Peter Smith
Dean Stapleton
Stephanie Warren
Arthur Webster
Phil Wishart

28 Years

Jeff Doherty
Geoff Pitman

29 Years

Wayne Close
Lesley Daniels
Mary Heffernan
Steven Hull
David Perkins

31 Years

Paul Duck

34 Years

Tony Arrowsmith
Robert Wiencke

35 Years

Wayne Emerson

36 Years

Nicky Fletcher

38 Years

Fran Webb

41 Years

Kevin Ritzau

**COLLECTIVELY,
THESE 36 STAFF HAVE GIVEN
592 YEARS OF SERVICE
TO KURRAJONG WARATAH**

**COLLECTIVELY,
THESE 66 EMPLOYEES WITH A DISABILITY HAVE GIVEN
1462 YEARS OF SERVICE
TO KURRAJONG WARATAH**

THE YEAR THAT WAS



01. Posing for a group photograph following the presentation of awards at Wagga Wagga City Council and clearly indicating that age is no barrier to making a difference in the lives of others are back row l to r Mr Daryl Maguire, Member for Wagga Wagga and Patron of Kurrajong Waratah, Cliff Clancy, Ron Grosse, Bill Harris, Cr Kerry Pascoe Mayor of Wagga Wagga, front row l to r Bill Prest, Norm Byng, Geoff Amos, Arthur Priest and Athol Bryon.

AGE IS NO BARRIER: 'Kurrajong Waratah's Over 70's Service Volunteers' suitably recognised

A group of dedicated 'retired' gentlemen in Wagga Wagga goes quietly about their various ways of helping Kurrajong Waratah make a difference in the lives of people with a disability.

None benefit directly by the services provided by Kurrajong Waratah.

With an average age of 77, these eight 'diamonds' undertake a diverse array of duties with some giving 20 hours or more on a weekly basis to help the organisation. All have been active volunteers for many years.

The youngest is almost 70, the oldest 87 years which makes their achievements even more remarkable and none seem to be slowing despite their years of hard work in their chosen fields or causes and now volunteering with Kurrajong Waratah.

In fact most are also involved with service clubs, their church, community groups, with some supporting family members to overcome their own health challenges.



02. Bill Prest's involvement at Skills Options means a great deal to Beth Davis and her family. Pictured at the presentation ceremony are l to r Nell Davis, Life Member of Kurrajong Waratah, Beth Davis, Bill Prest, Cr Yvonne Braid and Allan Davis, Patron and Life Member of Kurrajong Waratah.



03. Pictured with the Kurrajong Waratah Maintenance Team are back row l to r Hamish Johnson, Thomas Lawler, Nat Klein and Travis Mercer, front row l to r Steven Hull, Ron Grosse and Jake Smith.



04. Norm Byng looks justifiably proud of his achievements as Mr Daryl Maguire, Member for Wagga Wagga, highlights how he makes a difference in the lives of clients at Skills Options.

These gentlemen are testament to the fact that people can make a valued difference in the lives of others, regardless of their age.

The tasks they undertake vary from being labour intensive to more passive activities, but each make a contribution to Kurrajong Waratah that would be extremely difficult for the organisation to be without.

As part of the Seniors Week 2012 ceremony – Member for Wagga Wagga and Patron of Kurrajong Waratah Daryl Maguire recognised each of the gentlemen with a special commendation. Later he was joined by Mayor of Wagga Wagga Cr Kerry Pascoe and Chairman of Kurrajong Waratah Michael Kennedy OAM at Wagga Wagga City Council and their families, friends and Kurrajong Waratah Directors, clients and staff where he gave a detailed overview of each award recipient and their contribution.

Kurrajong Waratah congratulates and thanks most sincerely Bill Harris, Athol Bryon, Ron Grosse, Geoff Amos, Cliff Clancy, Arthur Priest, Norm Byng and Bill Prest for making a valuable contribution to people with a disability through their volunteer contribution.



05. Bill Harris found a new joy when he became a volunteer maintaining Kurrajong Waratah's Hildasid property having experienced a lifetime of farming and hard work. He is pictured (second from right) with Fay Martin, Bill Edis, Heather Redding and his wife Heather who is totally supportive of his volunteering with Kurrajong Waratah.

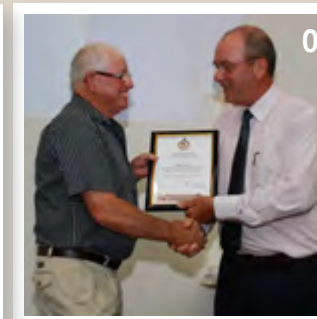
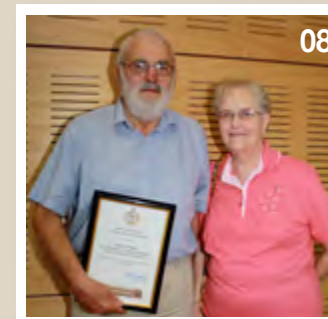


06. A family gathering following the award ceremony are Athol Bryon, his wife Thelma, daughter-in-law Thannee and son Ian.

07. Scott Lea of Skills Options is pictured with his volunteer supporter Geoff Amos and his wife Kaylene.

08. Arthur Priest pictured with his wife Lorraine following the award ceremony.

09. A delighted volunteer Cliff Clancy accepts his award from Mr Daryl Maguire, Member for Wagga Wagga.



10



10. Entertaining the patrons of the All Abilities Theatre Group are l to r John W. Clarke as the Mad Hatter and Alison Williams as the Dormouse as part of the 'Off with Their Heads' production.

13



13. Three generations of the one family are pictured making kebabs in readiness for the Kurrajong Waratah Race Day as part of Westpac's support. They are l to r Matthew Howard, Mitchell Marinac and Kerry Howard.

11



11. The intensity and creativeness of the Butoh Dance performance allows people to express themselves in a special way. The dance performers at the Art to Crow About exhibition were justifiably proud of their achievements.

14



14. Kurrajong Recyclers Operations Manager Tim Macgillycuddy conducted a visit to the Chaston Street Materials Recovery Facility (MRF) for guests Syd Smith, Keep Australia Beautiful Assessor for 2012, John Rumens, Chair Wagga Wagga Tidy Towns Committee and Mark Gardiner, Manager Environmental Sustainability and Regulatory, Wagga Wagga City Council.

12



12. Michelle Anderson with her mother Shirley enjoy supper at Kurrajong Waratah's Narrandera AGM.

15



15. Pictured attending the Independent Living Support Initiative (ILSI) community information session in Temora are Laurel West, Steve Jaques, Chief Executive Officer Kurrajong Waratah and Marie Williams. The Temora community have lobbied hard to the state government for accommodation support services and welcomed news of the introduction and funding for the ILSI service.



16. And the winner is... Col David Hay, Commandant of Australian Army Kapooka draws the winning ticket in the 2011-12 Kurrajong Waratah Art Union watched with interest by Steve Jaques, Chief Executive Officer of Kurrajong Waratah.

Photo courtesy of The Daily Advertiser



19. Now those faces do look familiar – why yes its Michael Bale and Christopher Campbell as they enjoy Mogo Zoo while on their south coast adventure.



17. After Pam Green, Kurrajong Waratah Director, explained how the National Disability Insurance Scheme will benefit people with a disability and their families, another community member showed their support and signed up for the 'Count me in' campaign.



20. Setting off for the 2011 Down Syndrome Awareness Week activity "Buddy Walk" are Tori Harrison 9, Kym Errington, Bobby Jones 5, Lucy Jones 3 and John Jones.

Photo courtesy of The Daily Advertiser



18. Students from The Riverina Anglican College (TRAC) played an active part in the Kurrajong Waratah Race Day assisting with setting up and dismantling after the day. They helped with cooking and entertained the children attending with their families. This group of students were just part of the contingent who showed their support on the day.



21. Kurrajong Waratah accommodation staff took a group of children to the south coast and treated them to many exciting and first time experiences. The children are pictured checking out the boats moored at the bay.



22. Copious quantities of food were cooked and served to the very large crowd who attend the Kurrajong Waratah Race Day. Without the support of the South Wagga Lions Club the task would be decidedly more difficult and the organising committee appreciates the club's efforts. Pictured on the job are members Bruce McAlister and Russell Baird.



25. Heading to Sydney for the musical production of 'Annie' was the highlight of the year for this happy group who are pictured with Care worker Shandra Pereira of Marashel West Wyalong (on left). Back row l to r are Lesley Bradley, Carmel Halloran, Kellie Hulm and front row Heather Crerar.



23. Looking relaxed knowing the Kurrajong Waratah Race Day finish line is in sight are front l to r Dr Michelle Fernon (Wagga Endoscopy Centre), Tim Barter (Proline Painting) and Michael Douglas (HMA Twomey Patterson) back row l to r Jolene McPherson (The Daily Advertiser), Tammy Holzheimer (Commins Hendriks Solicitors), Adam Drummond (Fitzpatrick Real Estate) and Stewart Allen (2WG 93.1 StarFM).

Photo courtesy of The Daily Advertiser

24. Enjoying the social aspects of the Kurrajong Waratah Race Day are Pam Green, Director of Kurrajong Waratah (far right), her mother Dorothy Eade (centre) and cousin, Lorraine Wheeler from Sydney.

www.kurrajongwaratah.org.au

26. Chairman and Life Member of Kurrajong Waratah Michael Kennedy OAM and Janet Laws Manager of People for People Project are pictured at the awards dinner at NSW Parliament House, which was attended by all finalists of 2012 NDS Disability Industry Innovation Awards. See People for People report on page 36 of this report for further information.



27. Kurrajong Waratah's end of year get together is a great chance for families to come together to meet new families and renew friendships with others. Pictured at last year's event is Simon Fletcher with his brother Nicky Fletcher of Waratah industries.



www.kurrajongwaratah.org.au



28. Ready to tee off at the Climate Technologies Golf Day in Narrandera, but unaware of the terrible weather conditions ahead are I to r Nigel Hazell, Garry Forde Director of Kurrajong Waratah and John Turner.

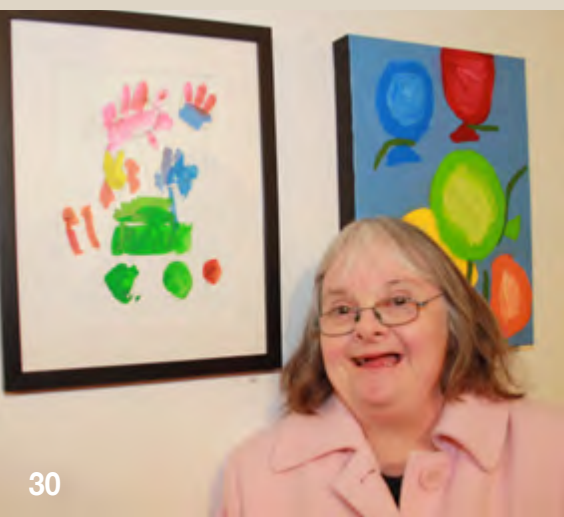
31. The Rural Getaway is all about trying new activities and catching up with friends. Cameron Hall and Rachel Wallace are doing both during their archery session.



32. Kurrajong Waratah employees in Narrandera proudly display their certificates recognising their remarkable achievements with the Directors of Kurrajong Waratah who presented them. Front row (centre) Veronica Foley, Achievement Award. Back row l to r Bill Howitt OAM, Secretary, Nathan Collins, 10 Years of Employment, Jessica Mohr, Achievement Award, Timothy Wood, Achievement Award and Kay Hull, Director



29. The Climate Technologies Golf Day in Narrandera was a great financial success despite the heavy downpour, winds and saturated golfers which interrupted the day. Pictured presenting 50% of the proceeds of the day to benefit Kurrajong Waratah's Narrandera services to Nicole Steele, Manager Kurrajong Outreach Business Services (right) are Ted Celi, Managing Director of Climate Technologies and daughter Natalie who leads the organising team.



30. Cathy Gain is a regular exhibitor at the Art to Crow About exhibition and like any artist is always proud to see her creations on display.

33. Always a waiting list for the Rural Getaway holidays at Borambola and with the diversity of activities it's little wonder. Pictured taking a break from fencing are Paul McCaig and Paul Duck.





34. Pleased to have been part of the successful Kurrajong Waratah Race Day are l to r Geoff Crouch, Principal, Ron Crouch Transport, Scott Sanbrook, Chief Executive Officer, Murrumbidgee Turf Club, Paul and Lesley Gleeson, Harvey Norman and Geoff Harrison, sponsor and Director of the Murrumbidgee Turf Club.



35. Sharyn Atherton, Kurrajong Waratah's Finance and Administration Manager hosts Austbrokers who have been major sponsors of the Kurrajong Waratah Race Day for several years. Pictured with Sharyn are Mike Olson, Daniel DeBonis, Michelle O'Leary and Paul Mills all of Sydney.



36. Kurrajong Waratah Race Day Committee are excited to see support for their Annual Kurrajong Waratah Race Day continue to steadily increase each year. Fiona and Naomi Jaques enjoy their day out with family and friends and found betting success with choice of names and racing colours.

37. Enjoying each other's company at the Independent Living Support Initiative (ILSI) community information session in Temora are Clare Smith, Lyndal Ross, Accommodation Manager Kurrajong Waratah and Ann Gaudion, Accommodation Team Leader Wagga Wagga and Temora.

38. Narrandera residents who have lobbied hard for accommodation options for their community attended the ILSI information session at the Shire Council. In attendance were l to r Bill Howitt OAM, Director and Life Member of Kurrajong Waratah, Lyndal Ross, Accommodation Manager, Kurrajong Waratah,

continued below



Deanne Bolesta, Accommodation Team Leader, Leeton and Narrandera, Wendy Forde, who provided a parent perspective about Wagga's Independent Living Accommodation services, Marj Anslow OAM, Life Member and long standing supporter of Kurrajong Waratah's services in Narrandera and Steve Jaques, Chief Executive Officer, Kurrajong Waratah.

39. Attending a community information session to inform the community of the recently announced Independent Living Support Initiative (ILSI) in Narrandera are l to r Tracey Collins, Co-ordinator, InterLink, Tony Harrison and Deanne Bolesta, Accommodation Team Leader, Leeton and Narrandera.





40

40. Following the routine checking by the governing authority, volunteers cut and fold in excess of thirty thousand tickets in readiness for the draw of the Kurrajong Waratah Art Union. Pictured are two of the organisation's longstanding volunteers Joyce Angel and Jean Bateman. They are ably assisted by 40 fellow volunteers from Rosebank Retirement Village and friends of Kurrajong Waratah.

Photo courtesy of The Daily Advertiser

41. Pictured at the draw of the Kurrajong Waratah Art Union are l to r Karen Raufers, Operations Manager Myer Wagga Wagga, Steve Jaques, Chief Executive Officer

continued below



41



42

Kurrajong Waratah, Wayne Bradley, Thomas Bros, Peter Perkins, Treasurer Kurrajong Waratah and Steven Wait, Sales Manager Thomas Bros.

42. Pictured presenting a donation of \$5,000 to Kurrajong Waratah's Development Services Manager Cathie Smith is Mr Mick Lucke, President of Rotary Club of South Wagga Wagga, at their Annual Changeover Dinner. The donation made to Kurrajong Waratah and other local charities was made possible by the club's successful golf day and other fundraising events throughout the year.

www.kurrajongwaratah.org.au

43. The bubble booth was the source of great fascination for Jazmin Ross as she chased and caught bubbles at the Kurrajong Waratah Race Day.

Photo courtesy of The Daily Advertiser



43

44. Friends Anita Manning, Carmel Coggan and Daniel Smith are pictured at the Wagga Christmas Spectacular at the Wagga Music Bowl.



44

45. Col David Hay, his wife and children are pictured enjoying the family atmosphere of the Wagga Christmas Spectacular held in December. For many people this event signifies the commencement of the Christmas season.



45

www.kurrajongwaratah.org.au

46



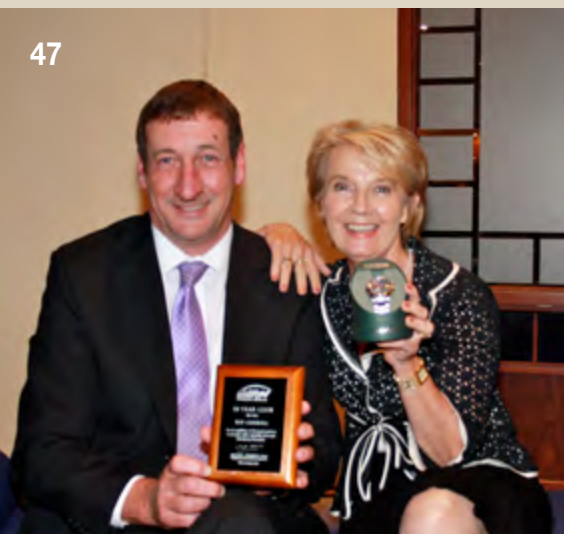
46. Dr Michelle Fernon (right), Director Kurrajong Waratah is pictured with Nicky Fletcher (centre) and his brother, Simon, after receiving a plaque recognising his 35 Years of Employment with Kurrajong Waratah.

49. The disruption of bird life as a result of the development of highways has been addressed by the RTA with the installation of bird boxes which provide housing and breeding facilities. Paul Webber assists with the assembly of boxes as part of his Skills Options activities with the assistance of volunteers.



49

47



47. Ray Carroll, Deputy CEO Kurrajong Waratah proudly receives the gold watch for 20 Years of Service from Kay Hull, Director Kurrajong Waratah, at the 2011 Annual General Meeting.



50

50. Staff members at E-recycling, Shirley and Ross organised a number of social trips for employees and staff during the year. Pictured at the War Memorial in Canberra are l to r Kane Meyers, Jacqui Meyers, Tony Arrowsmith and Simon Russell.

48



48. Maggie O'Kane is delighted to receive her 10 Years of Employment award from Bill Howitt OAM, Secretary Kurrajong Waratah.

51. Fantastic costumes and many hours rehearsing enabled the All Abilities Theatre Company to present a polished performance of 'Off with Their Heads' to an enthusiastic crowd at the Wagga Wagga Civic Theatre during the year. Performers included Jacqui Meyers, Elizabeth Clarke, Jeff Doherty and Arthur Webster.



51

52



52. Signing the contracts signalled the green light for the construction of the third house in the Olearia Place residential development for Kurrajong Waratah's accommodation service. Pictured with the newly appointed builder Geoff Condron of Geoff Condron Homes (seated front left) are Chairman and Life Member of Kurrajong Waratah Michael Kennedy OAM, and back row Cathie Smith, Development Services Manager and Ray Carroll, Deputy Chief Executive Officer.

53



53. Preparing the footings for the Olearia Place group home are Geoff Condron and his team.

54



54. 162 cubic metres of concrete went into the blindings and slab for the third group home at Olearia Place for accommodation services. Pictured is the beginning of the pour.

55



55. Members of South Wagga Lions Club continued their amazing support of Kurrajong Waratah with the presentation of a \$5000 cheque from Bob Gnezdiloff (President 2011/2012) to Jane Pottie (Development Services Kurrajong Waratah)

56. Packing almost 4,000 candle bags for the Wagga Christmas Spectacular requires a great volunteer force and Members of South Wagga Lions Club and their families are willing to undertake this each year. Pictured are back row l to r Chris Leonard, Anne Leonard, Jane Nortje and front row, l to r are Dorothy Hare, Maureen Maguire and Brenda Shone.

56



57



57. Catching up at the Wagga Christmas Spectacular are Cr Kerry Pascoe, Mayor of Wagga Wagga and sponsor of the event, his wife Dianne Pascoe and Sandra Rootes, Kurrajong Waratah Accommodation Services Office Manager and Noelene Hogan, Accommodation Services Manager.



58

58. Celebrating Kevin Ritzau's 40 Years of Employment with Kurrajong Waratah are I to r his sister, Debbie, Auntie Margaret and sister Kristine at the 2011 Annual General Meeting.

59. Representatives of Westpac visited the Kurrajong Early Childhood Intervention Service during the year to present a donation of \$10,000 on behalf of the Westpac Foundation. Pictured at the presentation are Christine Gardiner, Westpac Bank Manager Wagga Wagga, Michael Kennedy OAM, Chairman and Life Member of Kurrajong Waratah, Nazeem Ali, Westpac Assistant Bank Manager Wagga Wagga, Susan Macgillycuddy, Manager,

continued below



59

Kurrajong Early Childhood Intervention Service, Lee Kimball, Westpac Head of Riverina, Regional Commercial & Agribusiness, Jeff McNair, Westpac Senior Relationship Manager Wagga Wagga, Kay Hull, Director of Kurrajong Waratah and Bernie Sandral, Westpac Regional General Manager Riverina and Southwest Slopes, Retail and Business Banking.

60. Kurrajong Waratah Race Day committee member Craig Barrett with Kim Burkinshaw, Kurrajong Waratah Events Co-ordinator at the sponsors and committee get together.

www.kurrajongwaratah.org.au



60



61

61. Renewing friendships at the Art to Crow About exhibition are I to r Nell Davis, Life Member of Kurrajong Waratah, Ray Kelly, Marion Kelly and Sue Schneider.



62

62. The audience confirms how much they enjoyed the Butoh performance at the Art to Crow About exhibition with their smiles and applause.

63. Sponsor of the Kurrajong Waratah Race Day for 24 years is Life Member of Kurrajong Waratah Allen Thomas, Principal of Thomas Bros pictured with Stuart Lamont, President of the Murrumbidgee Turf Club (MTC) and Brett Bradley, Director of the MTC.

www.kurrajongwaratah.org.au



63



64. Former Marashel staff member Ruth Fealy and Mark Loughnan catch up at the AGM in West Wyalong.

65. Staff members in West Wyalong were presented with awards recognising their years of service to people with disability. Pictured are l to r Dr Max Graffen, Director Kurrajong Waratah, Marie Jolly, 15 Years of Service, Noelene Hogan, Accommodation Services Manager, Shandra Pereira, 15 Years of Service, and Pam Green, Director Kurrajong Waratah.



67. A very delighted Stephen Holmes recognises familiar faces in Kay Hull, Director of Kurrajong Waratah and Cr Kerry Pascoe, Mayor of Wagga Wagga.



66. Pictured discussing the organisations' achievements during 2010-2011 at the Narrandera AGM are (l to r) Steve Jaques, Chief Executive Officer, Kurrajong Waratah, Cr Jenny Clarke, Mayor of Narrandera Shire Council, Kay Hull, Director of Kurrajong Waratah and Cr Paul Maytom, Mayor of Leeton Shire Council.

68. Nat Klein proudly displays the John Reid Memorial Award which was presented by Michael Reid (on right), brother of the late John Reid, together with l to r Peter Perkins, Treasurer Kurrajong Waratah, Steve Chapple, Maintenance Co-ordinator Kurrajong Waratah, and Nat's mother, Maree.



69. Pictured receiving his traditional gold watch in recognition of 20 years service is Neville McDonell (centre) pictured with Tim Macgillcuddy, Operations Manager, Kurrajong Recyclers and Alan Larcombe, Manager, Kurrajong Business Services.





70. Katie Howard, Ben Howard Director of Hunters, Troy Klasups and Scott Woodhouse Director of Hunters are pictured enjoying the company of Adam Drummond Director of Fitzpatricks Real Estate and Race Day Committee Member at the Kurrajong Waratah Race Day.



71. Kurrajong Waratah Race Day sponsors and committee members pictured getting in the spirit of the day at the Murrumbidgee Turf Club. They are l to r Susan Duffy (D & M Electrical), Rob Balding (Westpac), Ben Howard (Hunters), Steve Wright (PRIME7), Andrea Bradley (WDF Professional) and Graham Walker (Combined Development Group).

Photo courtesy of The Daily Advertiser

72. Celebrating the success of the 2012 Kurrajong Waratah Race Day at the sponsors and committee get together are platinum sponsors Dr Michelle Fernon, Wagga Endoscopy Centre and Director of Kurrajong Waratah and Francis and Maryann Mullins of Wagga Plumbing Services.

www.kurrajongwaratah.org.au



73. Life Member of Kurrajong Waratah Herb Cowley and his wife Glenda enjoy themselves at the Rosebank residents Christmas party held at the village, which is owned and operated by Kurrajong Waratah.



74. Any excuse for a party or celebration at Rosebank Retirement Village and St Patricks Day is certainly a fun night for residents and friends. Pictured in the spirit of the event are l to r Marie Cockburn, John Lewis, Daniel Smith, Ray Hazell, Elaine Dudley and Colleen Andrews (seated.)



75. Former Cootamundra residents John and Shirley Lewis have relocated to Wagga Wagga and made Rosebank Retirement Village home. They are pictured at their first Christmas celebration at Rosebank.

www.kurrajongwaratah.org.au



76. The Celi family ensure the Climate Technologies Golf Day in Narrandera runs smoothly and attracts golfers from several states each year. Pictured on the day are Michelle, Dianna and Natalie all daughters of Ted and Anne Celi.

77. John Gill conducted the Wagga Rodeo for Kurrajong Waratah's benefit with the assistance of major sponsor Gil Mathew. Pictured gearing up for the event are (l) Cathie Smith (Kurrajong Waratah), Clayton Russell, Bobbie-Jo Geisler (Miss Rodeo Australia, originally from The Rock), John Gill (Stock Contractor, Rodeo Producer), Gil Mathew (Major Sponsor).



Photo courtesy of
The Daily Advertiser



78. Seeing first hand where the proceeds of the 2012 Kurrajong Waratah Race Day will be directed was a rewarding experience for sponsors and committee when they visited Kurrajong's Early Childhood Intervention Service recently. They are l to r Adam Drummond (Fitzpatrick's Real Estate), Andrew White (Riverina Plaster Works), Maggie Orman (South West Slopes Law Society), Peter Braneley (Ron Crouch Transport), Michael Douglas (HMA Twomey Patterson) and Scott Sanbrook (Chief Executive Officer Murrumbidgee Turf Club).

Photo courtesy of The Daily Advertiser

www.kurrajongwaratah.org.au

79. Volunteer Lorraine Lea supports Skills Options clients to undertake all manner of craft activities and is pictured putting the finishing touches to another project with Rachel Wallace.



80. Every fisherman likes to have his catch recorded and Michael Bale is no exception pictured with his first catch of the day. While it wasn't quite enough for the evening meal, it was a good start none the less.



81. Paul McCaig tries his hand at archery while at Borambola's Rural Getaway.



www.kurrajongwaratah.org.au

82



82. Renewing friendships over supper following the organisation's AGM in Wagga Wagga are Nell Davis, Life Member of Kurrajong Waratah, Fiona Jaques, Eilish Kendell and Naomi Jaques.

83. Proudly displaying awards received at the previous night's AGM are l to r Kevin Ritzau, 40 years employment, Steve Jaques, CEO Kurrajong Waratah, Nat Klein, John Reid Memorial Award, Michael Kennedy OAM, Chairman and Life Member Kurrajong Waratah, and Nicky Fletcher, 35 years employment.

Photo courtesy of The Daily Advertiser

83



84



81. 40 years employment is a great reason to celebrate and Kurrajong Waratah Directors Peter Perkins, Max Graffen and Garry Forde were delighted to share this special occasion with Kevin Ritzau as he cut the cake presented to him at the Annual General Meeting.

www.kurrajongwaratah.org.au

85



85. Heavy rain forced the relocation of the End of Year Get Together indoors but didn't stop David Chalmers and his mother Chris from attending and obviously having a great time.

86



86. Pictured at the Kurrajong Waratah Race Day are Trena Kennedy, Michael Kennedy OAM, Life Member and Chairman of Kurrajong Waratah and Cathie Smith, Development Services Manager.

87



87. Beaming with pride after receiving his 25 Years of Employment award is Stephen Gould together with dad, Terry Gould, and mum, Pat.

www.kurrajongwaratah.org.au



88. Care worker Terry Ness and Alison Williams were pictured together as they mingled with nearly 300 guests at the organisation's End of Year Get Together.



89. Students from the TAFE Certificate III in Shopfitting course assisted Kurrajong Waratah during the year with the construction and installation of office furniture. The students are pictured with their part time teacher Matt Asgill (far right).



90. Families travel from various towns and cities to attend the organisation's End of Year Get Together. Anne Perkins of Adelong (l) catches up with her sister Carmel Halloran and both thoroughly enjoyed the evening.

91. Bags packed, volunteers at the ready and Ray Tarlington, Bruce McAlister and Brian Baker of South Wagga Lions Club are set for a busy night at the Wagga Christmas Spectacular.



92. Lorraine Osmond never lets a birthday go unnoticed at Kurrajong Waratah's Narrandera Services and during Volunteer Week neither did her kind actions over many years. Lorraine is pictured centre front (displaying a certificate and flowers) with employees of the Narrandera Laundry and Linen Service.



93. Jason Duffus and his father Allan enjoy a stroll around the shores of Lake Albert as part of 'Buddy Walk' to celebrate Down Syndrome Awareness Week.

Photo courtesy of The Daily Advertiser





94. Children were delighted with the expansion of entertainment and activities at the Kurrajong Waratah Race Day and the Year 11 students from Koorngal High School were kept busy supervising and interacting with the children.

97. Pictured congratulating Jessica Dodd, the recipient of the inaugural Kurrajong Waratah Allied Health Scholarship through Charles Sturt University, is Pam Green, Director of Kurrajong Waratah. This scholarship has been developed to provide funding assistance to a student through their 3rd and 4th years, with the recipient taking up two years employment at Kurrajong Waratah on completion of their degree studies. More information can be found in the Kurrajong Early Intervention Report pages 26-27.



98. For the third time in two years Bill Harris, Kurrajong Waratah's volunteer at Hildasid, inspects the post flood damage that occurred in March 2012. Sadly the most recent damage denied access to the property but thanks to a generous benefactor work has begun on rectifying the problem.



95. Despite his relocation from the Murray region some years ago, Bruce Rowston keeps returning to Wagga Wagga for the Kurrajong Waratah Race Day to entertain the children. He says the event has such a wonderful feel and the audience really appreciate his involvement.

96. New Platinum sponsor Tim Barter of Proline Painting catches up with fellow Rotarian and Race Day Chairman Rob Balding at the Kurrajong Waratah Race Day.

99. In recognition of his longstanding association with the Murrumbidgee Turf Club (MTC), Life Membership was formally presented to Michael Kennedy OAM (right) at the Kurrajong Waratah Race Day by President of the MTC Stuart Lamont.





100. Staff members who were recognised for their 10 Years of Service to people with disability are front row l to r Mareeka New and Rachel Lambert, back row l to r Cannon Banks and Garry Forde, Vice Chairman Kurrajong Waratah.

103. Employees who received their 10 Years of Employment awards in West Wyalong are pictured together with the Directors of Kurrajong Waratah who presented them at the 2011 Annual General Meeting. L to r: Dr Max Graffen, Director, Lawrence Newham, Joanne Teagle and Pam Green, Director.



101. Dr Max Graffen, Director Kurrajong Waratah, is pictured with l to r Pat Stewart and daughter, Lisa Rae, who received her 25 Years of Employment award.



102. Longstanding employee of Kurrajong Recyclers, Paul Duck proudly displays his plaque recognising his 30 Years of Employment. He is pictured alongside Sue Brodie, Sophie Brodie and Dr Michelle Fernon, Director Kurrajong Waratah, are pictured standing l to r.

104. Award recipients are pictured with Kurrajong Waratah Board and Management representatives at the West Wyalong AGM. They are l to r Dr Max Graffen, Director, Alan Larcombe, Manager, Kurrajong Business Services, Joshua Himsley, Spins Recycling, Gillian Judd, Café Peckish, Phillip James, Spins Recycling with Pam Green, Director and Nicole Steele, Manager, Kurrajong Outreach Business Services.

105. Heather Crerar and Noelene Hogan, Manager, Accommodation Services obviously enjoying a special moment at the West Wyalong AGM.





106. Pictured at the Myer movie premiere 'The Cup' are Kurrajong Waratah staff, Sandra Rootes and Noelene Hogan, Accommodation Services Manager, together with Jeanette Reynolds and Meg Roache from Myer.



107. Karen Raufers, Operations Manager Myer, is pictured with Kurrajong Waratah supporter, Denise Hart, Director Pirtek, at the Myer Community fundraising movie premiere, 'The Cup'.



108. Loyal and dedicated supporters of Kurrajong Waratah's work are staff from Myer Wagga Wagga store. Representing Myer at the Kurrajong Waratah AGM are Meg Roache, Sales Manager, Anne James, Karen Raufers, Operations Manager, Marilyn Hartley and June O'Connor, Sales Manager. All ladies are members of the store's small fundraising team.

109. Pictured at the E-recycling opening are l to r Anne and Alan Larcombe, Kurrajong Business Services Manager, Neville McDonell, Kurrajong Recyclers Senior Supervisor, with wife Kathy McDonnell and (front row) Nadine Whalan.



110. Pictured at the Kurrajong Waratah E-recycling opening are l to r Alan Larcombe, Kurrajong Business Services Manager, Michael Kennedy OAM, Chairman Kurrajong Waratah, Michael McCormack, Member for Riverina and Ray Carroll, Deputy CEO Kurrajong Waratah.

111. Enjoying a special time together at the E-recycling opening are Stephen Holmes and his mum.





112. Myer staff pride themselves in the fantastic prizes they provide for their Annual Trivia Night and Therese Case is pictured collecting her prize from Myer Operations Manager and Wagga Store's Fundraising Champion Karen Raufers.



113. Obviously having a great night at the Myer Staff Trivia night conducted for Kurrajong Waratah's benefit are Skills Options team members Heather Ward, Karen Salabert, Dianne Phelps and Leanne Hooper.



114. Taking a break before the onslaught of marking and competitions at the Myer Trivia Night are Chris Boneham, Store Manager, Myer Wagga Wagga and team member Kyle Millington.

115. Mayor Kerry Pascoe and Cathie Smith, Development Services Manager, are pictured at the opening of the E-recycling facility.



116. Totem Friends on display at The Spirit of the Land Festival in Lockhart. These Skills Options creations resulted in the artists responsible winning Lockhart Spirit of the Land - Local Artist Award.



117. Valued Life Members of Kurrajong Waratah, Wal and Marcia Fife are pictured with Michael McCormack, Member for Riverina, who officially opened the E-recycling facility.





118. Myer Wagga Wagga offered Kurrajong Waratah the opportunity to operate their Christmas Gift Wrapping Service. Pictured on the job is volunteer Therese Moon on Christmas Eve busily wrapping for last minute shoppers. Over a ten day period 80 volunteers collectively gave in excess of 190 hours of volunteer time to undertake the job successfully.



119. Kurrajong Waratah Directors Pam Green (left) and Kay Hull (right) assisted with manning a booth at the Wagga Marketplace to provide awareness of the National Disability Insurance Scheme (NDIS) along with Caz Eckersall, Manager Day Options Kurrajong Waratah.



120. The Rosebank Retirement Village coffee morning in support of the Cancer Council has a reputation for being one of the most successful in the Wagga Wagga region. Pictured serving morning tea are Rosebank resident's Elaine Dudley, Jean Bateman and Daphne Ballard.

A bequest to Kurrajong Waratah will greatly improve the quality of lives of people with a disability

When you are preparing or reviewing your Will, remembering the hundreds of babies, children and adults with a disability in our local community ensures your generosity will live on...

For the specific wording to use in relation to leaving a bequest to Kurrajong Waratah, or how your bequest may be structured to benefit a special program at Kurrajong Waratah, Mrs Cathie Smith, Development Services Manager will be pleased to discuss this with you or your Solicitor confidentially on 6925 5002 or 0438 219 487 or email csmith@kurrajongwaratah.org.au.

*The future of
people with a disability
is in your hands.*

We don't know what life will bring,
so it is what we bring to people's lives
that matters.

